BREAKING THE CHAIN OF INFECTION
Dear Readers,

preventing the spread of harmful bacteria is the essence of our company mission, Breaking the Chain of Infection. For more than 50 years, we have held true to this guiding principle, which has helped us in shaping our innovative product designs and ultimately in improving the health and well-being of individuals around the world each and every day. With hand hygiene compliance rates in most healthcare facilities often falling below industry requirements, we strive to develop solutions to improve hand hygiene where it matters most.

To continue to support healthy people, we must also work together to safeguard a sustainable and healthy planet, capable of meeting the needs of the world’s growing population. That’s why we are continuously integrating environmental considerations into our product designs and working to reduce our environmental impact within our operations.

Integrating the requirements of the medical and hygiene sector with environmental sustainability can often prove challenging, but it can also inspire opportunities as a driver of innovation. In 2018, we launched our first dispenser made from bio-based materials, integrated more sustainable packaging for our ingo-man® plus touchless dispenser series, and finalized an agreement for the installation of our second photovoltaic system. We are taking significant steps to develop products that contribute to a more circular economy, learning a lot along the way.

In our third annual sustainability report, we highlight these initiatives and more, as they relate to our continuous efforts to meet our sustainability goals: improve health and well-being, cultivate stronger communities, and foster a thriving environment.

I would like to take this opportunity to thank our colleagues for their tireless efforts in pursuit of our goals, and for their work in designing and producing products that we can all be proud of.
We would like to thank you for reading our 2018 Sustainability Report. We aim to keep our stakeholders informed on how we continue to create long-term sustainable value by balancing financial, social and environmental considerations in every decision we make. In this report, we focus on the issues that are most material to our key stakeholders regarding social and environmental topics.

The OPHARDT Hygiene Group of Companies (OPHARDT Hygiene) is dedicated to conducting business in a responsible and sustainable manner. Social responsibility represents a key factor contributing to the long-term success of our company, and a central value we are committed to providing to our customers.

As in previous years, we have adopted the GRI standards framework in providing an overview of our operations and initiatives. GRI is an internationally recognized, independent organization that helps businesses, governments and other organizations understand and communicate the impact of business on critical sustainability issues. GRI provides the world’s most widely used standards on sustainability reporting and disclosures. For a full list of GRI disclosures and their locations throughout this report, please refer to our GRI Content Index beginning on page 61.

This publication is our third annual sustainability report. All information contained in this report is based on performance metrics for the 2018 calendar year (January 1 - December 31, 2018), and covers worldwide OPHARDT Hygiene manufacturing locations, including Germany, Canada, Belgium, Ireland, Switzerland and the Philippines, unless otherwise stated.

As part of our ongoing commitment to stakeholder engagement, we welcome your feedback. Please share your thoughts by contacting us at sustainability@ophardt.com.
ORGANIZATIONAL PROFILE
In the 1960’s, the introduction of alcohol-based disinfectants into the European market created a new challenge for existing dispensing systems: pump seals were not strong enough to hold alcohol-based disinfectant, causing the product to drain onto hospital floors overnight. Having founded OPHARDT Hygiene in 1962, Hermann Ophardt was determined to find a solution. Working out of his garage, Hermann invented OPHARDT hygiene’s flag-ship dispenser, the ingo-man®, in 1967.

The ingo-man® was the first dispenser capable of reliably dispensing both soap and disinfectant, while also surviving the extreme temperatures of reprocessing in an autoclave. Its success was built on three key principles: efficient pump technology, easy-to-exchange product containers, and a hygienic operating lever, minimizing contact area between the user and dispenser.

OPHARDT Hygiene further revolutionized the industry with the introduction of the standardized Euro-bottle in 1973. The open-source Euro-bottle allows customers the opportunity to choose from a wide range of soaps and disinfectants without being tied to a specific manufacturer. All ingo-man® dispensers are compatible with the Euro bottle.

Our ingo-man® dispenser, the #1 dispensing system in German hospitals, sets the bench-mark for our sustainable product design, with early models still in use decades after their initial installation. With continued innovation, we aim to provide more sustainable dispensing solutions.
From humble beginnings in Hermann Ophardt’s garage, OPHARDT Hygiene has grown into a global, innovative provider of dispensing systems and compliance solutions for hand hygiene, serving markets worldwide. Our products can be found in medical facilities, schools, industrial and distribution workplaces, automotive and food processing plants, restaurants, recreation facilities, airports, and just about anywhere there is a need for hand hygiene. Our product portfolio has grown to include a diverse product range that meets the needs of our global customers.

WHERE WE ARE TODAY

Group of middle-sized companies

6 production plants worldwide (CAN, IRL, BEL, GER, SUI, PHI)

More than 500 employees

More than 1000 standard products

Company-wide gender profile

- 72% Male
- 28% Female

Company-wide age profile

- 27% <30
- 44% 30-50
- 29% >50

Employee profile by region

- 4% Belgium
- 20% Canada
- 25% Germany
- 19% Ireland
- 26% Philippines
- 6% Switzerland

Improve Health and Well-being

Cultivate Stronger Communities

Foster a Thriving Environment

Goals: 2019 & Beyond

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In addition to our hand hygiene dispensers, we offer a variety of standard solutions for the hygiene sector, including pumps, paper towel and toilet paper dispensers, hygiene-bag dispensers, waste bins, and accessories.
GOVERNANCE STRUCTURE

OPHARDT Hygiene continues to thrive as a privately-held family company, under the direction of Owner and CEO Heiner Ophardt, son of founder, Hermann Ophardt. Within its organizational structure, OPHARDT Hygiene has two top tiers of management: the Global Executive Team, and the Global Management Team.

**Global Executive Team**
Together with Heiner Ophardt, six additional team members form the Global Executive Team. The Global Executive Team represents the most senior committee responsible for decision-making on economic, environmental, and social topics.

As our business environment is constantly evolving, the Global Executive Team periodically develops and approves updates to our mission statement, goals, strategies, and other important policies.

**Global Management Team**
The Global Management Team forms the second-tier of our governance structure, and is comprised of more than 30 members worldwide. The Global Management Team provides the link between senior management and the entire OPHARDT Hygiene team, and assists in developing and propelling company goals, strategies, and policies.

Members of the Global Management Team and the Global Executive Team meet throughout the year via online communication tools, as well as in person on an annual basis.
At OPHARDT Hygiene, we acknowledge the diversity of stakeholders to whom we are accountable, and consider stakeholder engagement an essential aspect of our corporate governance. As stakeholder expectations and the industry itself are constantly evolving, we maintain close ties with key stakeholders at all levels of our company, communicating on a regular basis through both formal and informal channels. These relationships assist us in shaping the way we do business – prioritizing the topics that matter most in our industry. We welcome and encourage additional opportunities for stakeholder engagement.

**Education + Research Organizations**
collaborative partnerships, conferences + forums, direct engagement, sponsorships, tradeshows

**End-user Customers**
annual sustainability report, product videos, social media, trade shows, www.ophardt.com

**Employees**
Company-wide intranet, consultations, direct engagement, employee engagement surveys + forums, info-point boards, newsletters, training

**Suppliers + Partners**
collaborative partnerships, direct engagement, one-on-one meetings, policy statements, site visits, supplier audits

**Government + Policy Makers**
annual sustainability report, direct engagement with local governments

**Healthcare Providers**
collaborative partnerships, Compliance Campus visits, conferences + forums, direct engagement, product videos, support for educational activities, www.ophardt.com

**Non-governmental Organizations**
direct engagement, donations + sponsorships, in-kind support + volunteering initiatives, joint fundraising events, partnerships, www.ophardt.com

**Local Communities**
collaborative partnerships, employee volunteering + fundraising, face to face meetings, local business forums

**Industry Associations**
conference + forums, direct engagement, organizational memberships, sponsorships, trade shows

**OEM + Distributer Customers**
annual sustainability report, conferences + forums, direct contact through sales + customer care, product videos, semi-annual newsletter, social media, www.ophardt.com
We strive to deliver socially and environmentally responsible contributions to our local communities and across the globe. In working toward achieving our sustainability goals and in the course of our business activities, we support and engage with a diverse group of both local and global organizations. A highlight of these organizations include:

- Aktion Saubere Hände (Action Clean Hands)
- Community Care of West Niagara
- Deutsche Gesellschaft für Krankenhaushygiene e.V. (German Society for Hospital Hygiene)
- Gillian’s Place (Formerly known as West Niagara Second Stage Housing & Counselling)
- health-i-care
- Kultur-Kreis Issum
- United Nations Sustainable Development Goals
- United Way, St. Catharines Chapter
- Verbund für Unternehmen & Familie e.V.
- World Health Organization Private Organizations for Patient Safety (WHO POPS)
SUSTAINABILITY AT OPHARDT HYGIENE
OUR SUSTAINABLE VALUES

At OPHARDT Hygiene, we believe the economy, environment and society are interconnected and interdependent. We strive to go above and beyond compliance with legislation that governs how we interact with people and the environment.

We believe in providing opportunities for growth and success for individuals while at the same time committing to a sustainable future for our planet. In working toward providing our partners and customers with greater sustainable value, we’ve defined three main sustainability goals:

Improve the health and well-being
At the very heart of our business is our commitment to improving the health and well-being of people around the world through infection prevention and improved hygiene.

Cultivate stronger communities
We remain steadfast in our commitment to create positive social impact in our local communities and around the world.

Foster a thriving environment
We are committed to being good environmental stewards and responsibly managing the environmental impact of our operations.

The United Nations Sustainable Development Goals (UN SDGs) are a catalyst in achieving a world that is more sustainable and equal for all. Through our business operations, ongoing activities and initiatives, OPHARDT Hygiene supports the UN SDGs. Find out how we contribute to the goals throughout our report.

Sustainable Development Goals

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2018 HIGHLIGHTS

Award Winning Products
Announced at the end of 2018, the untouchable® wins ‘Special Mention’ from the 2019 German Design Awards.

Surgical Lamp Donation
$4,800 USD successfully raised and donated to purchase a surgical lamp for the Matyazo Hospital in Tanzania.

Bio-based Dispensers
The resin selected for our new bio-based dispensers contains 94% bio-based content from renewable plant feedstocks.

Brain Forum
3rd annual Brain Forum held at our compliance campus, bringing together healthcare and hygiene industry to support infection prevention.

Sustainable Packaging
Molded fibre inserts made from 100% post-consumer recycled fibres are now used to package our IMP Touchless and Weco dispensers.

OPHARDT Employees Charity Event
12th annual OPHARDT Employees Charity Event held in Beamsville, ON in support of a variety of local non-profit organizations.

Surgical Lamp Donation
$4,800 USD successfully raised and donated to purchase a surgical lamp for the Matyazo Hospital in Tanzania.

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Sustainable Packaging
Molded fibre inserts made from 100% post-consumer recycled fibres are now used to package our IMP Touchless and Weco dispensers.
At OPHARDT Hygiene, our vision is to provide universal access to life-saving hygiene solutions. At the very heart of our business is our commitment to improving the health and well-being of people around the world. For more than 50 years, we have been designing and manufacturing products and solutions for hand hygiene. Through our products and services, we deliver life-saving infection prevention tools to medical facilities, food processing facilities, and just about anywhere there is a need for hand hygiene.
IMPROVING HEALTH AND WELL-BEING THROUGH HAND HYGIENE

Hands are considered a key vector in the spread of pathogenic microorganisms, accounting for about 80% of transmitted infections.1 These pathogens are also often transmitted through frequently touched objects and surfaces like doorknobs and hand-rails. High-traffic areas like airports, train stations, hospitals, offices, schools, and department stores, are often conduits for these infection-causing pathogens. Hand disinfection – at the right time and in the right way – is widely considered the simplest, most effective tool in preventing the spread of infections.

Spotlight on Healthcare
Healthcare-associated infections (HAIs) are an onerous problem for healthcare systems all over the world. According to the WHO, at any given time, there are an estimated 1.4 million cases of HAI across the globe.2 On an annual basis, more than 2.6 million HAIs arise during hospital stays in Europe3, and approximately 1.7 million HAIs are documented in the United States.4 Owing to the lack of proper surveillance on a global scale, these statistics most likely underestimate the prevalence of HAIs in healthcare settings.

Healthcare-associated infections are the most frequent adverse event in healthcare.5 They represent a major threat to patient safety, often leading to complications during hospital treatment. The resulting impacts of HAIs are prolonged hospital stays, long-term disabilities, increased resistance of microorganisms to antimicrobials, additional financial burdens to families and healthcare systems, and unnecessary patient death.

While there is mounting evidence that proper hand hygiene enhances patient safety, compliance with recommendations for hand washing and disinfection is often low. By implementing and supporting sustained improvements in hand hygiene compliance rates, it is estimated that 20 - 30% of healthcare associated infections can be avoided.6

5 World Health Organization (WHO). Clean Care is Safer Care: The Evidence For Clean Hands. https://www.who.int/gpsc/country_work/en/
Spotlight on Food Processing
More than 250 foodborne diseases have been identified by researchers. A large percentage of foodborne disease outbreaks are spread by contaminated hands. According to the World Health Organization (WHO), each year an estimated 600 million people worldwide fall ill after eating contaminated food. In a study conducted by the Environmental Health Specialists Network of the Centers for Disease Control and Prevention (CDC), 89% of foodborne illness outbreaks in restaurants were spread via germs from the hands of food-workers. Appropriate hand washing practices can reduce the risk of foodborne illness and other infections.

Spotlight on Public Washrooms
Safe sanitation and adequate hygiene supports infection prevention and is essential in maintaining good health and well-being. This is especially the case in highly frequented public washroom facilities. Human excrement can carry a diverse range of transmissible pathogens and viruses. In order to protect themselves from germs, many people will avoid contact with toilet seats; however, toilet seats are not the only surface that can harbour germs. Harmful microorganisms can thrive in many other locations, such as on frequently touched objects like door knobs, flush handles, and faucets.

The most effective tool in preventing the spread of germs in public washrooms involves thoroughly washing hands with soap and water, followed by drying hands completely. To prevent recontaminating hands, it is recommended to avoid touching door handles and other items when exiting washroom facilities.

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Our Approach
Thorough hand hygiene supports health and well-being, and is an essential component of infection prevention and control. Raising the standard of hand hygiene can only be sustained when supported by innovative and reliable soap and disinfectant products. At OPHARDT Hygiene, we specialize in providing opportunities for hand hygiene for a wide range of settings and conditions, from public entrances to heavily frequented public restrooms, to point-of-care solutions in medical facilities. Where there is a need for hand hygiene, we have a solution.

Product Innovations
Hygiene is an ever-evolving field that has changed dramatically over the past century. Breakthrough advancements have saved countless lives and improved the quality of life for many around the world. While significant strides have been made in improving health and well-being, there exist many persistent and emerging health issues related to hygiene. Continued innovation and collaboration among diverse stakeholder groups can help ensure well-being for everyone, at all ages.

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**INGO-SLIDE: Hygienic waste disposal made easy**

When disposing of waste, the hygienic “no-hands principle” ensures effective protection against the spread of bacteria and germs – which is critical in healthcare settings. This is exactly where OPHARDT Hygiene’s new hygienic waste disposal unit makes its mark. The ingo-slide is designed to be mounted either on nurses’ trolleys or on walls, and opened using a patented mechanical opening feature by tapping the bottom of the bin with the foot. When disposal is complete, the ingo-slide can be closed with a gentle touch of the knee.

In addition to its intuitive, hygienic operation, the ingo-slide offers additional practical advantages. In comparison to conventional waste disposal units, the unique opening mechanism prevents air from escaping when the bin is closed, minimizing the spread of germs and bacteria through the air.

The ingo-slide has been well-received during its clinical trials, and will be officially launched at the beginning of 2019.

"Hands-free operation ensures a hygienic waste disposal process in our work routines. This device fits perfectly into our clinic’s hygiene concept."

Dr. Med. Olaf Baumhove, Chief Physician at the St. Agnes-Hospital, in Bocholt Germany.
Disposable hygiene pumps –
Improving hygiene in hospitals

Recommendations published by Europe’s leading hygiene organization – the Commission for Hospital Hygiene and Infection Protection (KRINKO) at the Robert Koch Institute – create the framework for European hospitals to ensure a high standard of hygiene. In Germany, managers of medical institutions must adhere to § 23 of the Infection Prevention Law, which specifically requires them to implement the recommendations made by the Robert Koch Institute. To minimize the risk of contaminated pumps, the KRINKO recommends the use of disposable pumps in combination with disposable bottles.

OPHARDT Hygiene provides an innovative solution that guarantees the implementation of the KRINKO recommendations: the DHP recyclable pump. The pump is supplied in a clear, hygienic packaging that can be torn on the side and used as a glove when installing the pump. The “wings” located on the side of the pump’s stem guarantees that, when an empty bottle is removed from the dispenser, the pump stem is released from the pump engine, rendering it unusable. For hygienists, this allows for vastly simplified infection risk management and conformation to the latest hygiene regulations.

Because the pump is made without metal springs, the pump and bottle can be recycled in existing recycling streams at the end of useful life. The recyclability of the pump at end of useful life ensures high hygiene standards while at the same time taking environmental sustainability into consideration.
PRODUCT INNOVATION HIGHLIGHT

BTF Foam Pump: The New Benchmark for Bottle Top Foam
The OPHARDT Bottle Top Foam Pump was created to provide the ultimate foaming experience. Designed to dispense either foaming soap or sanitizer, the BTF produces a thick, high-quality foam that can easily be spread over the hands. Thanks to the inclusion of our Clean Tip Technology™, the BTF minimizes the potential for product waste, ensuring product is dispensed into your hands and not left to drip onto the floor.

Hand hygiene has never been so luxurious.
A smile for hand hygiene

Thorough hand disinfection is considered the single most important measure in avoiding the transmission of infections. Using eye-catching hand care dispensers in the most ideal locations supports sustained improvements of hand hygiene in medical facilities. The Christophorus Hospital in Coesfeld, North Rhine-Westphalia, has taken this concept to new heights.

Hospital staff strategically placed the ‘smiling’ dispenser in the entrance hall of the neonatal intensive care unit, hoping its eye-catching design would encourage employees and visitors to disinfect their hands. The touch-free, intuitive operation of this dispenser is inviting to both children and adults alike, further supporting improved hand hygiene in areas where compromised immune systems can make patients more susceptible to infection. A fill-level window can be found on the side of the dispenser, allowing hospital staff to ensure hand sanitizer never runs out. Over the next few months the hospital plans to introduce more OPHARDT Hygiene dispensers to hygiene sensitive areas to reduce the spread of infections and improve treatment quality.

“Both visitors and employees have received the dispensers well. The eye-catching appearance of the dispensers motivates employees in their daily routine to disinfect their hands and has become a component of patient safety”

Prof. Dr. med. Lutz von Müller, Chief Physician of the Institute for Laboratory Medicine, Microbiology and Hygiene at the ChristophorusClinics Coesfeld-Dülmen-Nottuln
Compliance monitoring in intensive care
The Herz-Jesu-Hospital in Münster, Westphalia, has been using the OPHARDT Hygiene Monitoring System® (OHMS) in their intensive care unit since September 2017. In the intensive care unit, immunocompromised patients are of particular concern, and the demands concerning hygiene standards are correspondingly high.

With the introduction of the system, hygiene managers have been granted access to continuous data on hand hygiene behaviour from more than 40 hand disinfectant dispensers via web-based software. Through these dispensers, potential areas of improvement can be promptly identified and implemented through process changes or targeted training courses. Beyond the OHMS electronic monitoring system, the clinic has also made the decision to install WiFi-capable dispensers coated in an eye-catching, high-vis red colour as an added measure to improve compliance.

“In a period of only four months, the use of disinfectants in the intensive care unit of the Herz Jesu Hospital increased by 34 percent. This is attributed to an improvement in hygiene compliance through the system and improved visibility of the new dispensers in a bright red, high vis colour”
Astrid Gödel, Hygiene Specialist at the Herz-Jesu-Hospital Münster-Hiltrup.
German Design Award Winner - Special Mention

This year, the untouchable™ was nominated for a 2019 German Design Award. In November it was announced that the sensor-controlled, multifunctional faucet system will receive a “Special Mention” award from a jury of experts. the untouchable™ allows for touchless dispensing of water, soap and disinfectant from a single unit. With its clear design, hygienic dispensing and intuitive operation, the untouchable™ fulfilled important criteria in terms of functionality and overall concept. In terms of sustainability, the faucet system also impressed the experts. the untouchable™ enables users to significantly reduce water consumption, compared to conventional, manually operated faucet systems.

The globally renowned German Design Award honours innovative, groundbreaking products and projects with added value for users. the untouchable™ was one of 5,000 submissions in 2018, and was nominated in the summer of 2018 by the GDA organization.

“This faucet incorporates three functions into a compact and timelessly clear form that fits perfectly with many modern decors.” – Jury statement

In 2017, the untouchable™ was presented with the Purus innovation award at the CMS Berlin, where it was also praised for its user interface.
Hand hygiene compliance is an increasingly important topic in healthcare settings, as compliance rates in hospitals and clinics often fall below industry requirements. When compliance rates are low, this can lead to unnecessary risk to patient health, as well as financial burdens to healthcare facilities through the spread of infections. Improvements in hand hygiene compliance are supported by permanent feedback on hand hygiene behaviours and the implementation of multi-modal intervention programmes. Alongside the right tools in the right places, education and communication are core components of hand hygiene promotion strategies.

Our Approach
For more than 50 years, OPHARDT Hygiene has been designing and manufacturing standard and custom dispensing solutions for hygiene markets around the world. In order to better serve our customers and end-users, our team has worked tirelessly to understand the current and emerging needs in the medical industry and beyond. Through our continued research, we have gained valuable knowledge on the topic of hand hygiene. Together with our partners, we work to offer a variety of education and communication opportunities to establish a greater understanding of the importance of hand hygiene in infection prevention and control.
Our Compliance Campus sits at the OPHARDT Hygiene headquarters in Issum in the Lower Rhine region. Here, a short drive from Düsseldorf, our training centre offers a practical space to impart theoretical expertise on hand hygiene in a realistic environment.

The Compliance Campus is modelled after modern patient and treatment rooms in clinics and hospitals. The space consists of a ‘mini hospital’ covering approximately 500 square metres, and features a realistic presentation of hand hygiene solutions for intensive care units, operating theatres, patient rooms and patient bathrooms, clean rooms, and inside an ambulance. From the installation of contactless dispenser systems at the point-of-care in a hygiene-sensitive intensive care units, to the installation of table-mounted dispensers for hand disinfection in medical practices, in the Compliance Campus, we demonstrate how hand hygiene can be integrated into the workflows of healthcare facilities.

In addition to the mini-hospital experience, the Compliance Campus also offers a space for regular forums and events. The OHMS (OPHARDT Hygiene Monitoring System®) Forum has already firmly established itself in the Compliance Campus calendar of events. At the annual OHMS Forum, OHMS users and interested parties exchange experiences with the system and current developments in the field of hand hygiene.
In December 2018, OPHARDT Hygiene offered its inaugural “hygiene dispensing specialist” course in partnership with the renowned TÜV-Rheinland certifying body, to train workers within the hand hygiene sector on dispenser systems. The course was fully booked, with 15 participants who successfully completed the course.

The two-day TÜV course is offered at OPHARDT Hygiene’s state-of-the-art Compliance Campus several times throughout the year. The Compliance Campus offers the perfect setting for the course. The Mini-Hospital, at our Issum location in Germany’s Lower Rhine region, is modelled closely after advanced medical facilities, and allows dispenser systems to be tested and presented in a real-world situation.

Participants are trained in a total of nine different modules relating to the use of hygiene dispenser systems in medical and (semi-)public areas. Following the successful completion of a written exam, participants are awarded an official certificate from TÜV Rheinland, certifying the knowledge they have acquired.

The course is offered in both the German and English language, with further courses offered throughout 2019.
Although hand hygiene is accepted as the most important measure for preventing the spread of infections, in practice, it is rarely treated as a primary component of saving patient lives. Careful and thorough hand hygiene is the simplest, most effective, and economical measure against the spread of infections and multi-resistant microorganisms.

Achieving sustained and effective improvement of hand hygiene behaviour requires data on existing behavior to be reliable. When data is available, it is often tainted by inaccurate methods of observation. The Hawthorne-Effect, which states that behaviour can be artificially altered during periods of observation, is problematic for traditional methods of group hygiene monitoring.

The OPHARDT Hygiene Monitoring System® (OHMS) provides an integrated approach to hand hygiene compliance solutions. Together with the ingo-man® plus Weco dispenser, OHMS enables hygiene specialists to monitor hand hygiene compliance wirelessly.

Equipped with information collected by OHMS, users can optimize hand hygiene compliance by coordinating dispenser locations with areas of low or high usage, share relevant feedback with coworkers, and provide targeted hand hygiene training more effectively. Integrating OHMS into hospitals and other healthcare facilities has been shown to lead to a measurable increase in the quality of patient care and treatment.
On June 7, we hosted our third annual OHMS forum, where experts in hospital hygiene and microbiology were invited to our Compliance Campus in Issum. Through the OHMS Forum, we create an atmosphere of constructive exchange among hygiene experts on how electronic monitoring systems can be used to improve hand hygiene and effectively reduce infection rates.

At the forum, well-known speakers from the healthcare industry communicated their experiences with hand hygiene in healthcare clinics, and presented feedback on their results using OHMS.

OHMS is the leading hand hygiene monitoring system within Europe, with the number of users rapidly expanding. Since it was first introduced onto the market in 2011, OHMS has collected data on more than 25 million hand disinfections, supporting medical professionals with in-depth analysis and real-time data concerning hand hygiene behaviour.
In our Hygiene Hub blog, we aim to keep customers and partners informed with the most up-to-date information in the field of infection prevention. New articles are published every week on our latest product innovations, as well as research, trends, and market developments.

Stories are divided into six topic categories:

- **Customer Stories:** from customer to customer
- **Events:** OPHARDT Hygiene’s presence at shows, congresses, and forums
- **Interviews:** internal and external speakers discuss trends in hand hygiene
- **Research:** up-to-date study results in the field of infection prevention
- **Sustainability:** company-wide initiatives and activities to support a healthy planet
- **Products:** new innovations and products for hand hygiene

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CROSS-INDUSTRY COLLABORATION

The benefits of effective collaboration across industries and disciplines are wide-reaching: fostering skills development, the generation and adoption of knowledge, and advancements in technology. A multi-disciplinary team provides different viewpoints while working toward a common goal, which often leads to innovative solutions to complex problems. Cross-industry collaboration enables a culture of continuous improvement.

Our Approach
At OPHARDT Hygiene, we continue to strengthen ties both within and beyond the hygiene and healthcare industries through collaborations with our business partners, medical-research institutions, and other key stakeholder groups. Each year, our team attends a variety of hygiene and healthcare related conferences, exhibitions, and trade shows. We also host our own forums, training sessions, and other events to provide additional opportunities for collaboration among key stakeholder groups. By bringing together a variety of groups working toward a common goal, we hope to stimulate discussions and foster new innovations to further elevate public health and well-being.
In 2016, OPHARDT Hygiene joined a group of more than 30 organizations from the German-Dutch border, collaborating to develop innovative products and technologies aimed at protecting the population from infections and multidrug-resistant microorganisms. The four-year EU-INTERREG fund project will run between 2016 and 2020, and falls under the cross-border, cross-sector EurHealth-1Health and health-i-care projects.

Within this cross-border project, OPHARDT Hygiene is working with partners on two sub-projects focussed on infection prevention measures in schools and nursing homes. Due to increasing prevalence of antibiotic resistance, preventative measures like hand hygiene play an increasingly critical role in human health. The focus of this EU project has therefore been set on analyzing how knowledge can be effectively transferred to children on the topics of hygiene and infection prevention, as well as supporting nursing home staff in achieving sustained improvements in infection prevention.

Under a health-i-care subproject, OPHARDT Hygiene and partners selected two nursing homes along the Dutch-German border to better understand hand hygiene behaviour in nursing home staff.

In Germany, we have been working in collaboration with a team from the Institute for Medical Microbiology at the Westphalian Wilhelms University Münster (WWU), spearheaded by Prof. Dr. Karsten Becker. At the beginning of the project, “intelligent” disinfectant dispensers were installed at St. Fabian and Sebastian nursing home in Rosendahl-Osterwick. Over the course of several months, the dispensers continuously monitored hand hygiene behaviour in the nursing home to capture baseline data on compliance rates. With the data collected by the dispensers, targeted hygiene training courses were conducted and hand hygiene behavior was reported back to the nursing home staff at regular intervals. At the end of 2018, participants and project managers met for the final event in Rosendahl.

Overall, the measures implemented during the study successfully raised awareness of hand hygiene among nursing staff. As part of the closing event, nursing home staff, Prof. Dr. Karsten Becker, Ms. Ivona Tolic – the medical doctoral student supervising the project, and consortium leader Dr. Siegfried Steltenkamp, met to review the project and the results. The consortium discussed the importance of thorough hand hygiene in the age of multi-resistant pathogens, as it relates locally, as well as the necessity of continued compliance with hand hygiene requirements.

To commemorate the project, handprints of the participants were printed on the door of a PRAESIDIO® dispenser, which was placed at the entrance to the care facility. The handprints on the dispenser will serve to remind staff of the project and motivate them to disinfect their hands over the long term.

The Dutch counterpart of the nursing home project, in collaboration with the Canisius-Wilhelmina Hospital in Nijmegen, spearheaded by Prof. Dr. Andreas Voss, will continue into 2019.
OPHARDT Hygiene continues to strengthen ties within the field of hand hygiene and hand hygiene compliance solutions through collaborations with industry peers. On June 7, 2018, OPHARDT Hygiene hosted its third annual “Breaking the Chain of Infection Forum,” or “BRAIN Forum.” For the third year in a row, we invited customers, partners, and colleagues to visit us at our Issum, location in the Niederrhein region of Germany to exchange and develop ideas on the topic of hand hygiene. This year’s theme was centered on “1001 Nights”, which saw the parking area behind the Compliance Campus transformed with oriental décor and a sea of sand and palm trees.

Guest speaker, Philip Keil spoke to attendees about his experience as a pilot and the importance of teamwork in driving success, “Crash or landing, the team makes the difference.” Among the attendees of this event were hygiene distributors, disinfectant manufacturers, hospital management and staff, and additional friends of the company.

By bringing together various groups in the industry, we hope to continue to stimulate discussions around new innovations in infection prevention to further elevate public health and well-being.
WHO POPS
The World Health Organization (WHO) Service Delivery and Safety Department launched Private Organizations for Patient Safety (POPS) in 2012. Since its establishment, the organization has set out to support regular, focused engagement and collaboration among private companies on the topic of hand hygiene and improved infection prevention. To facilitate this collaboration, WHO POPS developed an online platform for year-round discussion, and invites members to participate in face-to-face meetings twice per annum. The discussion resulting from the collaboration is aimed at benefiting patients through improved infection prevention, and the implementation of WHO recommendations around the globe, including in developing countries.

OPHARDT Hygiene has been a member of the World Health Organization Private Organizations for Patient Safety (WHO POPS) since 2015, supporting the institution through sponsorship and participation in bi-annual meetings to discuss strategies and approaches to improve hand hygiene in healthcare. In line with the WHO’s mission, our target is to save lives through infection prevention.

In 2018, as in previous years, delegates from OPHARDT Hygiene participated in WHO POPS members meetings in Geneva, Switzerland.

Aktion Saubere Hände
Aktion Saubere Hände, or 'Action Clean Hands' was established in 2008, with support from the German Federal Ministry of Health. The campaign is based on the WHO campaign, “Clean Care is Safer Care,” with the aim of improving patient safety in hospitals, long-term care facilities, as well as outpatient medicine by preventing the spread of infection. Since its founding, Aktion Saubere Hände has become the most important national campaign in German hospitals. In working toward a sustainable improvement in hand disinfection compliance, the campaign targets healthcare providers, as well as provides information to patients and their families.

In Germany, OPHARDT Hygiene has been supporting the Aktion Saubere Hände campaign through an annual donation since 2016.
As global markets grow and become increasingly interconnected, consumers are presented with more choices than ever before. With that, their expectation that companies conduct business in an ethical and responsible way has grown accordingly. At OPHARDT Hygiene, improving the lives of people around the world has always been at the core of our vision and mission. We remain steadfast in our commitment to positively impact the communities in which we live and work.
Small and medium sized businesses are an essential part of local economies. They support economic development, create job opportunities, and provide greater stability. The impact that small and medium sized businesses have on their local communities is often much greater than the economic benefits they appear to provide on the surface. Through close partnerships and collaboration with local organizations, small and medium sized businesses can help cultivate stronger, more vibrant communities.

Our Approach
We believe when companies and communities collaborate and engage with one another, they become stronger, more productive, and more resilient. Collaborating with local organizations focused on providing positive social impacts motivates us as a company, and as individuals. It helps us to engage and retain the right people for our business, which in turn, further promotes positive social impacts to better the lives of individuals and families in communities around the world.
Each year, colleagues from our Canadian plant in Beamsville, Ontario host a charity event in support of local organizations within the community. On September 20th, we celebrated our 12th Annual OPHARDT Employees Charity Event, complete with a barbecue, games and competitions. The company arranged the food and games, while local suppliers donated prizes for the raffle.

About 20 volunteers from the local charities joined us for the event, enabling our Canadian colleagues to enjoy the festivities by helping to facilitate the games, food and prizes. In addition to the volunteers, more than 75 colleagues participated throughout the day.

All proceeds from the event were donated directly to the four charities – Kristen French Child Advocacy Centre Niagara, No Fixed Address, Rose Cottage Visiting Volunteers, and Therapy Tails Ontario. Each charity received a donation of $1000 CAD at the end of the event.

Kirsten French Child Advocacy Centre Niagara
Established in 2008, The Kristen French Child Advocacy Centre Niagara is a registered charitable organization helping children and families cope with the life altering impacts of child abuse. The organization provides a safe place to help, heal, and end child abuse for Niagara’s children and youth who have experienced alleged physical abuse, sexual abuse, become the targets of internet luring, or were the unwilling witness of violence.

No Fixed Address
Since its founding in 2012, No Fixed Address has brought hundreds of people together every year to raise awareness and educate participants about homelessness in Niagara, especially the kind that is hidden – people surfing couches, living out of a motel, or even out of their car. No Fixed Address provides much needed funding for the YWCA Niagara Region to provide food, shelter, and programming to local homeless women and families.

Rose Cottage Visiting Volunteers
Rose Cottage Visiting Volunteers is a charitable organization providing community hospice support services to the residents of West Niagara for over 30 years. The organization has been providing enhanced support services and caregiver relief to those families in the West Niagara community living with a life-limiting or palliative illness since 1985.

Therapy Tails Ontario
Therapy Tails Ontario is a non-profit organization founded in 2010 to improve the lives of physically, cognitively, emotionally, and socially disadvantaged individuals through regular visitations and therapeutic relief programs. Working closely with caseworkers, coordinators, teachers, caregivers, and parents, Therapy Tails teams integrate themselves into existing programs, thereby enhancing their effectiveness.
Over the course of the year, our global OPHARDT team supports a variety of local organizations working to make our communities better places to live for all. Below is a highlight of worldwide initiatives from 2018.

**Darkness into light – Ballymote**

In May, colleagues from OPHARDT Ireland participated in the five kilometer walk, raising awareness for the importance of mental health and well-being, and showing support for those who have been bereaved by suicide. The walk began at 4:15 am on May 11, and finished at daylight with refreshments for everyone who participated. In support of the event, OPHARDT Ireland donated batteries to light the candles along the route.

Darkness Into Light is a yearly event organized by volunteers to raise money in support of Pieta House – an organization which provides a free-therapeutic approach to people who are in suicidal distress and those who engage in self-harm. The event has grown from a walk in Dublin into a movement with more than 200,000 people taking part in 16 countries around the world.

**Issum singt**

Following the BRAIN Forum at OPHARDT Germany, we hosted our third annual “Issum Sings” community event at our Compliance Campus in Issum on June 8th. As in previous years, we invited neighbours from the community, including those from refugee backgrounds, to take part in an evening full of songs from different cultures around the world. This year was made extra special through the inclusion of dances from different cultures in addition to the songs. All funds raised through the event were donated to assist local refugees.

Kindergartenfest

One day later, on June 9, we invited all four kindergartens in the community to our Compliance Campus in Issum for a small festival. The festival was organized in partnership with staff from the kindergartens and featured an afternoon of fun and crafts held in memory of Elisabeth Ophardt, wife of OPHARDT Hygiene founder Hermann Ophardt. Mrs. Ophardt was active in the community, and devoted a great deal of time especially to the local kindergartens in Issum.

**Gillians´ Place**

OPHARDT Canada has been supporting the West Niagara Second Stage Housing & Counselling (WNSS) for three years. In April 2018, OPHARDT Canada sponsored a Spring Gala where it was announced that WNSS would become part of Gillian’s Place. Under a new name, the organization continues with its commitment to offer shelter and support to women and children who have experienced domestic abuse, as well as counseling, alternative housing and a range of other programs – free of charge.

On June 22, a team of four from OPHARDT Canada participated in a charity golf tournament. All proceeds of the tournament benefit regional charities, Gillian’s Place being one of them.
A symbiotic relationship between business and society has become increasingly important in recent years. In our global, interconnected world, companies are expected to not only create and sustain economic growth and development, but also to make worthwhile contributions in the communities in which they operate and beyond. Today’s global consumers are concerned not only with which goods and services they purchase, but also how and by whom those goods and services are produced.

Our Approach
At OPHARDT Hygiene, we reflect on a long tradition of engaging with local and global communities to create positive social impacts. Providing access to life-saving infection prevention tools sits at the very heart of our business. We are committed to doing our part to improve people’s lives on a global scale. In addition to supporting infection prevention and control, we seek to continuously better our understanding of the wider impacts our business operations have on the global community. Our business contributes to the economic well-being of the communities in which we live and work, supporting our communities through employment, education, and training opportunities, as well as through support of organizations working to make positive contributions to social responsibility.
About the Club
The RESPONSIBILITY Club’s mission is to elevate health and well-being in underdeveloped communities around the world. This means promoting good hygiene, cultivating infection prevention, and providing much-needed equipment for facilities like hospitals, retirement homes, and schools. We believe improving access to these life-saving tools is a fundamental step toward fostering a better world for all.

RESPONSIBILITY e.V. was founded in 2016, by a group of OPHARDT Hygiene employees. Understanding the importance of good hygiene and infection prevention in promoting a good quality of life through their work in the hygiene industry, the club’s motivation came from a shared belief that we can do more to support communities in need.
Second Annual Charity Badminton, OPHARDT Germany

On June 23, a group of colleagues at our Issum location hosted the Second Annual Charity Badminton Tournament in support of RESPONSIBILITY e.V. In a round-robin-style competition, a total of 17 teams from OPHARDT Hygiene, partner and surrounding companies participated in the badminton tournament. The final match of the competition took place around 4 pm, with a local team representing a nearby painting company taking home the trophy.

The event was a fun-filled day for the whole family. Guests and their families were invited to enjoy refreshments and a raffle of prizes donated by local suppliers. To entice the little ones, volunteers offered face painting, colouring books, and a bouncy castle, among other activities.

At the end of the tournament, more than 1100 EUR was raised in support of the RESPONSIBILITY Club’s project to donate a surgical lamp to the Matyazo Hospital in Tanzania.

Open House supports Responsibility e.V., OPHARDT Switzerland

On June 30th, our Swiss colleagues hosted an open house summer party where employees’ families and guests were invited to join us on site for a barbecue and learn more about the work performed at OPHARDT. A raffle was held during the barbecue to raise money in support of RESPONSIBILITY e.V., with the funds being donated at the Second Annual Charity Badminton Tournament in Germany.

Their fundraising efforts don’t stop there. In exchange for coffee and chocolates offered at our Swiss location, colleagues are encouraged to contribute 0.50 CHF per coffee or chocolate to go toward the RESPONSIBILITY Club’s work.
Project Complete: Matyazo Hospital, Tanzania
Following successful completion of the RESPONSIBILITY Club’s first project in December 2017, the club focused on its second project in support of healthcare workers and patients of the Matyazo Hospital in Tanzania.

The Matyazo Hospital is a Tanzanian medical care facility located approximately 45 km northeast of Kigoma. The hospital is an important facility for obstetrics in the Kigoma Region, where more than 1,300 babies are delivered, and nearly 1,200 surgeries are performed each year.

A functional operating light is an essential component of Matyazo Hospital’s surgical equipment. However, the cost of an operating light exceeded the financial capabilities of this hospital.

Through donations from employees and fundraising activities held throughout the year, the RESPONSIBILITY Club was able to successfully raise the $4,800 USD necessary to purchase the surgical lamp. The funds for the surgical lamp were officially donated in July, 2018.
At OPHARDT Hygiene, we are committed to being good environmental stewards and responsibly managing the environmental impact of our operations. We strive to continually improve our environmental performance by actively supporting and promoting programs that reduce our company’s environmental impact. We believe that engaging in and promoting sustainable product design and environmental stewardship is an integral part of our business strategy, and ultimately contributes to the long-term success of our company.
Our Earth contains a diversity of natural resources, both renewable and finite. While many of Earth’s resources can regenerate – given the appropriate time to do so – the annual demand humanity currently makes on nature exceeds what can be regenerated in a year. According to the Worldwide Fund for Nature (WWF), in line with current demands, we would need more than 1.6 Earths to sustain the combined amount of resources global citizens consume in one year. With world population anticipated to exceed nine billion people by 2050, it is becoming more and more critical to conserve and use Earth’s resources as efficiently as possible to ensure global citizens can live prosperously in a healthy natural environment.

Our Approach
We are committed to using the resources we consume responsibly. We work toward making meaningful contributions toward a circular economy. In manufacturing our dispensing solutions, the materials we choose must adhere to our rigorous quality standards. Our team continually strives to design robust products that are built to last, while incorporating recycled materials into our products and packaging where possible.

Product quality and longevity have long been our philosophy at OPHARDT Hygiene. We take pride in the fact that our products are built to last. When designing our products, we choose a variety of robust materials that can live up to the regular use our dispensing solutions will undergo throughout their long lifetime. We continue to research ways to incorporate more sustainable materials into our products. In 2018, as in previous years, the key materials used in the manufacture of our products include aluminium, stainless steel, and plastics.

Incorporating recycled materials in product manufacturing reduces the need for extracting, refining and processing raw materials. In comparison to manufacturing stainless steel and aluminium from primary sources, using recycled materials can save energy as well as reduce associated greenhouse gas emissions. For example, the energy required to recycle aluminium equates to only about 5% of the amount of energy needed in the production of primary aluminium.\(^{11}\) The production of stainless steel using recycled materials requires approximately 33% less energy than that of primary production.\(^{12}\)

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**INGO-MAN® SERIES**

Our flagship dispenser series, the ingo-man® series, offers a complete range of professional hygiene tools for hygiene-sensitive environments. Developed in close collaboration with medical professionals, the ingo-man® series has become the industry benchmark as the #1 dispensing system in German-speaking markets for decades. The series has stood for quality, innovation, and functionality for more than fifty years. Available in both aluminium and stainless steel, housing materials used in the ingo-man® series contain recycled materials. Our aluminium-based products contain up to 100% recycled materials, while our stainless steel products contain approximately 60% recycled content. Both materials are fully recyclable at end of useful life.

**SANTRAL® SERIES**

Since 1991, the SanTRAL® stainless steel range has been the benchmark for public washroom dispensing. Over the years, SanTRAL® has continually set the standard for sustainability, quality, and cost effectiveness. The robust 1.4301 (AISI 304) stainless steel used in the manufacture of our SanTRAL® series contains approximately 60% recycled content, and is fully recyclable at end of useful life.

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1. Approximately 80% of our aluminium supply comes from fully recycled materials. Between 55-65% of the material used in our stainless steel supply comes from recycled materials, in line with industry standards.
As global CO₂ emissions continue to rise, we recognize the increasing importance of reducing our carbon footprint. Over the past eight years, our team has been researching and experimenting with a variety of renewable materials to replace fossil-based plastics in our dispensers. Because of the requirements of the medical industry as well as the rigorous performance requirements we expect out of each and every dispenser, finding the right material has been challenging.

This year, we launched two dispenser series manufactured using bio-based plastics.

The plastic resin we selected contains 94% bio-based content, made from renewable plant feedstocks. At the end of useful life, these dispensers can be disassembled and processed at existing recycling facilities.

Environmental sustainability and protection against infection can go hand in hand.

The Facts about ‘Bioplastics’

The term bioplastics encompasses a large family of different materials with varying properties and applications. A bioplastic is often defined as a plastic that is either biodegradable, made from bio-based feedstocks, or both. The feedstocks used in bio-based plastics are derived from biomass, which can include agro-based feedstocks such as corn and sugarcane, ligno-cellulosic feedstocks, such as corn stover, straw, and wood chips, as well as feedstocks derived from organic wastes. Not all bio-based plastics are biodegradable, and not all biodegradable plastics are derived from bio-based feedstocks.

The resins used in our bio-based dispensers are not biodegradable, as any materials used in our dispensers must stand up to rigorous cleaning processes using alcohol-based cleaners. Instead, the material is compatible with existing recycling streams for end-of-life processing.
Packaging
We rely on packaging to ensure our products arrive safely to their destination, and to provide valuable information about our products to customers. A great deal of consideration goes into the packaging we choose, especially in the case of dispensing solutions containing sensitive electronics. Cardboard, paper and plastics are the key materials we use in packaging our products.

In line with our commitment to support a more sustainable, circular economy, we incorporate recycled materials into our supply chain where possible. At our European locations, the cardboard cartons we purchase contain up to 77% recycled material. At our German location, we participate in Der Grüne Punkt (the Green Dot) program; the disposal fees for all packaging material we bring into the market is paid for in advance by our company. This helps to support a more robust recycling industry, capable of efficiently dealing with a wider range of materials.

Company-wide raw material usage by weight

<table>
<thead>
<tr>
<th>Materials in metric tonnes</th>
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<tbody>
<tr>
<td>Cardboard Cartons</td>
</tr>
<tr>
<td>Paper</td>
</tr>
<tr>
<td>PE Plastics</td>
</tr>
<tr>
<td>Other Plastics</td>
</tr>
</tbody>
</table>
This year we completed the transition from polyethylene foam packaging to molded fibre packaging inserts, specifically designed for use with our ingo-man® plus touchless dispenser series. All IMP Touchless and WeCo® handcare dispensers will now be delivered using this new packaging material.

Molded fibre inserts offer a more sustainable, resource efficient alternative to petroleum-based plastic foam packaging, while still providing the necessary protection for our products during transport. The inserts are manufactured using 100% post-consumer recycled fibres that can be recycled again – or even composted – at the end of their useful life.

In addition to helping us to achieve a more circular approach with our packaging materials, our new packaging has enabled us to fit additional units on our standard pallet. Because of the 'nestable' nature of the inserts, packaging height is reduced by up to 60% when they are shipped to us from our supplier, and during transport at end of useful life. These changes have helped us to further boost resource efficiencies and to reduce associated greenhouse gas emissions.
It is widely understood that greenhouse gas (GHG) emissions are a leading contributor to global warming and climate change. Global energy consumption patterns play a key role in the release of GHG emissions into our atmosphere, due in large part to energy that is derived from fossil fuels. Reducing our reliance on fossil fuels as a source of energy and increasing energy efficiencies represents an important step toward sustainable development and combatting climate change.

**Our Approach**

We are continuously working toward reducing GHG emissions across our operations and supply chain, focusing on how we can source, manufacture, and innovate to minimize our impact. We prioritize energy efficiency and conservation initiatives, support projects that favour increased reliance on renewable energy, and are taking action to ensure our distribution channels and suppliers produce fewer GHG emissions. We work to engage with our suppliers to increase transparency and collaborate on important social and environmental issues, to ensure positive impacts and the creation of sustainable value for our partners, customers, and all those we encounter.
OPHARDT Hygiene’s main sources of energy consumption include purchased electricity, natural gas, and propane. In 2018, company-wide energy consumption from all sources within the organization totaled approximately 35,935 GJ. Total electricity consumption (including self-generated solar) equaled approximately 23,855 GJ, with 105 GJ generated by our solar system in Belgium. An additional 19 GJ generated by our solar system was provided back to the grid.

Scope 1 Emissions
According to the GHG Protocol, Scope 1 emissions occur from sources that are owned or controlled by the company, including emissions resulting from the combustion in owned or controlled devices. To calculate our company-wide GHG emissions, we adopted the standards and methodologies outlined in the ‘Greenhouse Gas Protocol: Corporate Standard’, and the Global Warming Potential (GWP) rates from the IPCC assessment reports, based on a 100-year timeframe. In 2018, our company-wide GHG emissions from all fuel sources equaled approximately: 748 metric tonnes of CO$_2$e.

Scope 2 Emissions
Scope 2 emissions result from the generation of purchased electricity that is supplied to, and consumed by, an organization. Nearly 75% of the electricity supplied to our six manufacturing locations is generated by non-fossil fuel based energy sources, with 53% of the supplied energy generated by renewable resources. Our company-wide CO$_2$e emissions from the consumption of purchased energy was approximately 1012 metric tonnes in 2018.

<table>
<thead>
<tr>
<th>Scope 1</th>
<th>Consumption (in GJ)</th>
<th>CO$_2$eq emissions (in metric tonnes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased electricity</td>
<td>23,750</td>
<td>1012</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scope 2</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Gas</td>
<td>10,358</td>
<td>581</td>
</tr>
<tr>
<td>Propane (LPG)</td>
<td>1,446</td>
<td>146</td>
</tr>
<tr>
<td>Diesel</td>
<td>146</td>
<td>11</td>
</tr>
<tr>
<td>Gasoline</td>
<td>129</td>
<td>9</td>
</tr>
<tr>
<td>Self-generated solar</td>
<td>105</td>
<td>1</td>
</tr>
</tbody>
</table>

14 Calculated including company-owned forklifts and other vehicles; not including company-owned cars.
Energy generated from renewable resources, such as wind and solar, generate significantly fewer GHG emissions over their life-cycle as compared to energy derived from fossil fuel based resources. In 2012 we installed our first photovoltaic system at our Maaseik, Belgium location. Since installation, we have been able to subsidize up to 17% of the plant’s total electricity requirements with solar energy. To date, the array has generated more than 227,000 kWh, or 815 GJ of solar energy that has been either consumed directly, or fed back into the electrical grid. In comparison to energy derived from gas or coal, rooftop solar installations emit 92-95% fewer GHG emissions over their life cycles.\footnote{Calculated using the emission intensity of electricity from the IPCC’s 2014 report on the Mitigation of Climate Change. IPCC, 2014: Summary for Policymakers. In: Climate Change 2014: Mitigation of Climate Change. Contribution of Working Group III to the Fifth Assessment Report of the Intergovernmental Panel on Climate Change [Edenhofer, O., R. Pichs-Madruga, Y. Sokona, et al. (eds.)]. Cambridge University Press, Cambridge, United Kingdom and New York, NY, US.}

In 2018 we initialized plans for installation of a second photovoltaic system at our Beamsville, Canada location. Set to begin construction in spring 2019, this 44.4 kW system is estimated to generate more than 55,000 kWh of renewable solar energy each year.

Since 2016, we have been investing in Guarantees of Origin for our entire purchased energy supply at our Ballymote, Ireland facility. In 2018, we began purchasing Guarantees of Origin for the entire energy requirements at our manufacturing location in Issum, Germany, as well as for the remaining energy requirements at our Maaseik, Belgium location. Purchasing Guarantees of Origin at three of our manufacturing locations, in addition to our self-generated solar energy, has boosted the share of renewables in our energy supply mix to 53%.

A Guarantee of Origin is a tracking certificate for renewable energy, regulated by the European Commission, under European Directive 2009/28/EC, article 15. When a company purchases a Guarantee of Origin, the corresponding amount of electricity is canceled in the electronic certificate registry. This single standardized system makes it easy to track ownership, and ensure there is no double-counting of certificates. Guarantees of Origin enable European electricity consumers to support the production of renewable energy and build market momentum for increased renewable energy production.

Global Green Energy

Since 2016, we have been investing in Guarantees of Origin for our entire purchased energy supply at our Ballymote, Ireland facility. In 2018, we began purchasing Guarantees of Origin for the entire energy requirements at our manufacturing location in Issum, Germany, as well as for the remaining energy requirements at our Maaseik, Belgium location. Purchasing Guarantees of Origin at three of our manufacturing locations, in addition to our self-generated solar energy, has boosted the share of renewables in our energy supply mix to 53%.

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Over the next 30 years, the global population is expected to exceed nine billion people, placing increasing pressure on water resources. Access to a safe water supply and adequate sanitation are basic human rights, which are inextricably linked to human health. People around the world rely on water for drinking, hygiene, sanitation, and growing crops. In many regions, however, access to clean water is scarce. Responsible use of water and other natural resources are of great importance in meeting today’s demands, as well as those in the future.

**Our Approach**

We recognize water as an essential, shared resource that must be managed wisely to guarantee current and future generations continued access to a clean, safe, and plentiful supply. To ensure our water resources are used responsibly, we monitor our domestic and process water use and work together with external professionals to treat water when required. We are committed to raising water efficiencies within our operations.
In managing our operations, we follow all applicable laws and regulations regarding water use, consumption and discharge, as specified by the countries in which we operate.

Water is supplied to each of our manufacturing facilities by either the local municipality, or privately-owned water utilities. The majority of our water usage is attributable to domestic consumption—water used for drinking, hygiene and sanitation. Important manufacturing processes also require water use, including for cooling, heating, and cleaning. In 2018, our total company-wide water withdrawal, including water used for domestic purposes and as process water, was approximately 9,521 cubic meters.

Wastewater resulting from hygiene and sanitation reaches the municipal sewage treatment plants via municipal sewage systems. Approximately 8,921 cubic meters of residual wastewater was discharged to sewers in 2018.

Our process water is recycled in closed-loop systems to minimize consumption where possible. To maintain water quality, this water is routinely tested, through internal and/or external monitoring. Water quality indicators may include pH, total suspended solids (TSS), chemical oxygen demand (COD), biological oxygen demand (BOD), temperature, turbidity, total hardness (TH), conductivity, and coliform colony counts, where appropriate. When our process water can no longer be recycled, treatment methods are determined based on water quality reports. In 2018, we sent 139 cubic meters of process water to be treated off-site by a third-party supplier, while 461 cubic meters were tested and discharged to sewers. There were no unplanned water discharges in 2018.
The demand humanity has placed on the Earth has exceeded nature’s ability to regenerate, every year since 1971. With a growing world population expected to exceed nine billion people over the next 30 years, it is becoming more important to find ways to maximize resource efficiencies. Globally, we must work toward greater resource efficiency and toward a circular economy in which resources are recovered, recycled, and repurposed to form closed material loops where possible.

Our Approach
At OPHARDT Hygiene, we recognize the importance of responsible resource use and the design of products that successfully contribute to circular economies. To do our part, we are changing the way we think about manufacturing, and the management of the waste we produce. We are investing in more efficient technologies and rethinking the way we design and manufacture our products. We are committed to reducing the volume of waste generated as a result of our operations.
Through redesigning our products and investing in more efficient technologies, to collaborating with our partners and suppliers, we are working to reduce waste within our operations and across our value chain. Our first step in minimizing waste material is to use materials more effectively to prevent waste from being generated in the first place. All waste generated within our operations is taken off-site for disposal by third-party suppliers.

Where possible, we choose waste management services that offer further processing of residual waste. Where these facilities exist, residual waste is further processed to extract any remaining valuable materials before being sent to energy recovery, incineration, or landfill facilities. In 2018, 521 metric tonnes of non-hazardous waste, including metal scrap, and 26 metric tonnes of hazardous waste were generated company-wide.

<table>
<thead>
<tr>
<th>Company-wide waste disposal in metric tonnes</th>
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<tbody>
<tr>
<td>Non-hazardous waste</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Reuse</td>
</tr>
<tr>
<td>Recycling</td>
</tr>
<tr>
<td>Composting</td>
</tr>
<tr>
<td>Incineration (energy recovery)</td>
</tr>
<tr>
<td>Incineration</td>
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<tr>
<td>Landfill</td>
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</tbody>
</table>
This year, we completed the installation of the world’s first high-volume coil processing machine with a fully integrated laser-punching tandem at our production site in Issum, Germany. This innovative new machine is the latest component of OPHARDT Hygiene’s advanced metal processing site – home to our SanTRAL® dispenser series.

Our new smart production line seamlessly connects the high-volume capabilities of the new laser-punching machine with automated bending, welding, and powder-coating. The incorporated high-speed laser cutter enables endless contour cutting customization possibilities. For our customers and partners this also means faster CAD conversion of new designs, flexibility in metal types, finishes, RAL coatings, gloss levels and printing customization.

With this new addition, we will improve precision in the production of OPHARDT Hygiene and partner products, resulting in less waste produced, greater flexibility, and increased speed in manufacturing.
Biological diversity, also known as biodiversity, encompasses the diversity within and among species and ecosystems. Biodiversity is an essential component to both human and environmental health. Healthy and biologically diverse ecosystems maintain the necessary conditions for life on Earth by providing the many benefits and natural services we enjoy every day. From the food we eat, to the breakdown and absorption of pollution, to the protection of water resources, and much more, all are made possible by the variety of ecosystems found on Earth. Balanced ecosystems are interconnected and interdependent — one small impact can have a ripple effect. While most ecosystems are resilient to a varying degree of disturbance, they must also be protected and managed responsibly to ensure continued health.

**Our Approach**

We recognize the importance of protecting and conserving biodiversity, on a local, regional, and global scale. We are committed to understanding and managing our impacts, as well as those resulting from our supply chain. We work to raise awareness within the company and community by taking part in activities that shed light on the importance of biodiversity in our everyday lives, as well as highlighting steps we can take to encourage biodiversity, health and conservation.
OPHARDT CANADA PLANTING FOR POLLINATORS

On Tuesday, June 5th, we celebrated our second World Environment Day at our site in Beamsville, Canada. This year, more than 20 volunteers came to help us expand our pollination garden with a variety of native flowers, grasses, trees and shrubs. Our garden now includes more than 35 native plant species that provide a continuous source of food for the pollinators in our region throughout the growing season.

Native plants are ideal partners for native pollinators as they are adapted to the local climate and environmental conditions, and are often resistant to local pests and diseases. With the support of our colleagues here at OPHARDT Hygiene Beamsville, we continue to drive our sustainability initiatives forward and raise awareness of the importance of biodiversity.

In addition to planting in our company garden, we also offered native wildflower and garden vegetable seeds for our colleagues to take and plant at home. We hope to continue to raise awareness of the importance of biodiversity as well as easy ways to enhance habitats at home.

OPHARDT GERMANY BUILDING BIRD HABITATS

In October, we built and installed a series of bird houses around the property at our site in Issum, Germany. The houses were built to accommodate different bird species, including the Common Swift, as well as niche-breeders, like the Common Wagtail and Black Redstart. Sites were chosen based on optimal habitat and nesting requirements for these bird species.

We hope to support breeding bird populations by providing important nesting opportunities. Land use changes have contributed to habitat loss, degradation and fragmentation in Germany, and across the globe. As a result, populations of many common bird species are in decline. Even common bird species that seem to have adapted to urban conditions, such as the Common Swift and House Sparrow, have experienced a recent decline in populations.
2019 & BEYOND

In 2019, we will build on the framework we established in previous years. We will continue to work to better understand the impacts of our business on the environment and society, and we will focus on creating value that is innovative, reliable, and sustainable. The following is a highlight of some of the goals and targets we are working toward.

- Increase hand hygiene opportunities to support health and well-being around the world.
- Support collaboration with a variety of stakeholder groups to promote hand hygiene.
- Achieve 100 million hand hygiene activations in healthcare facilities by 2025 (measured by OHMS).
- Maintain and support a safe and engaged workforce.
- Encourage and support OPHARDT Hygiene employees in creating positive impacts in our local communities.
- Help provide tangible healthcare assistance to global communities in need.
- Source 45% of our total electricity requirements from renewable energy sources by 2019 (Achieved in 2018).
- Ensure 100% of packaging material is reusable, recyclable or compostable by 2025.
- Integrate supplier sustainability assessments into purchasing agreements for main suppliers by 2020.
GRI CONTENT INDEX


For more information on the Global Reporting Initiative, visit www.globalreporting.org/Pages/default.aspx.
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COMPANY INFORMATION

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OPHARDT Hygiene in Social media

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