

**Sustainable success –
based on smart processes
and products**



Access Klüh's digital annual report here:
Just scan the QR code to read online how Klüh has embarked on a structured sustainability path with smart processes and products.



04

EDITORIAL

Actively addressing future issues
and offering intelligent solutions

10

MANAGEMENT BOARD

Using change management to shape trans-
formation and leading through change

14

DIGITAL INNOVATIONS

CoDE continues driving digital innovation

24

INNOVATIVE PROCESSES

Klüh focuses on innovations aimed at
delivering client benefits

32

SUSTAINABLE INITIATIVES

Klüh implements a consistent sustain-
ability strategy in 2022

48

INTERNATIONAL

Innovation and sustainability transcend
national borders

56

FACTS 2022

Very solid performance with healthy
growth rates at home and abroad

62

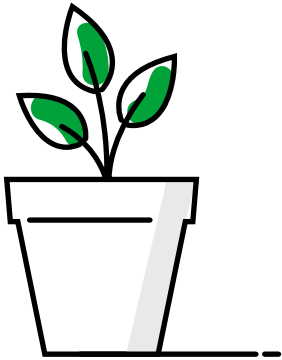
CONTACT

63

IMPRINT



'Our guiding principle has always been to actively address future issues and offer intelligent solutions.'



'We are not only looking back on a successful business year in 2022 but also on a milestone in our company's history. In 2022, the Klüh Group proudly and joyfully celebrated its 111th anniversary of business guided by a passion for services and responsibility driven by conviction. For us, 111 years of Klüh also mean 111 years dedicated to sustainability which has always been priority for our company. We published our first sustainability report back in 2012. Today, corporate social responsibility is more important than ever.

That is why, in 2022, we increased our focus on the further development of our own sustainability strategy which is aimed at making the Klüh Group more sustainable in all areas of its operations in Germany and internationally. Alongside our responsible approach to our employees, the environment, society and the market, customer orientation has always been a very high priority for us. Our guiding principle has always been to actively address future issues and offer intelligent solutions.

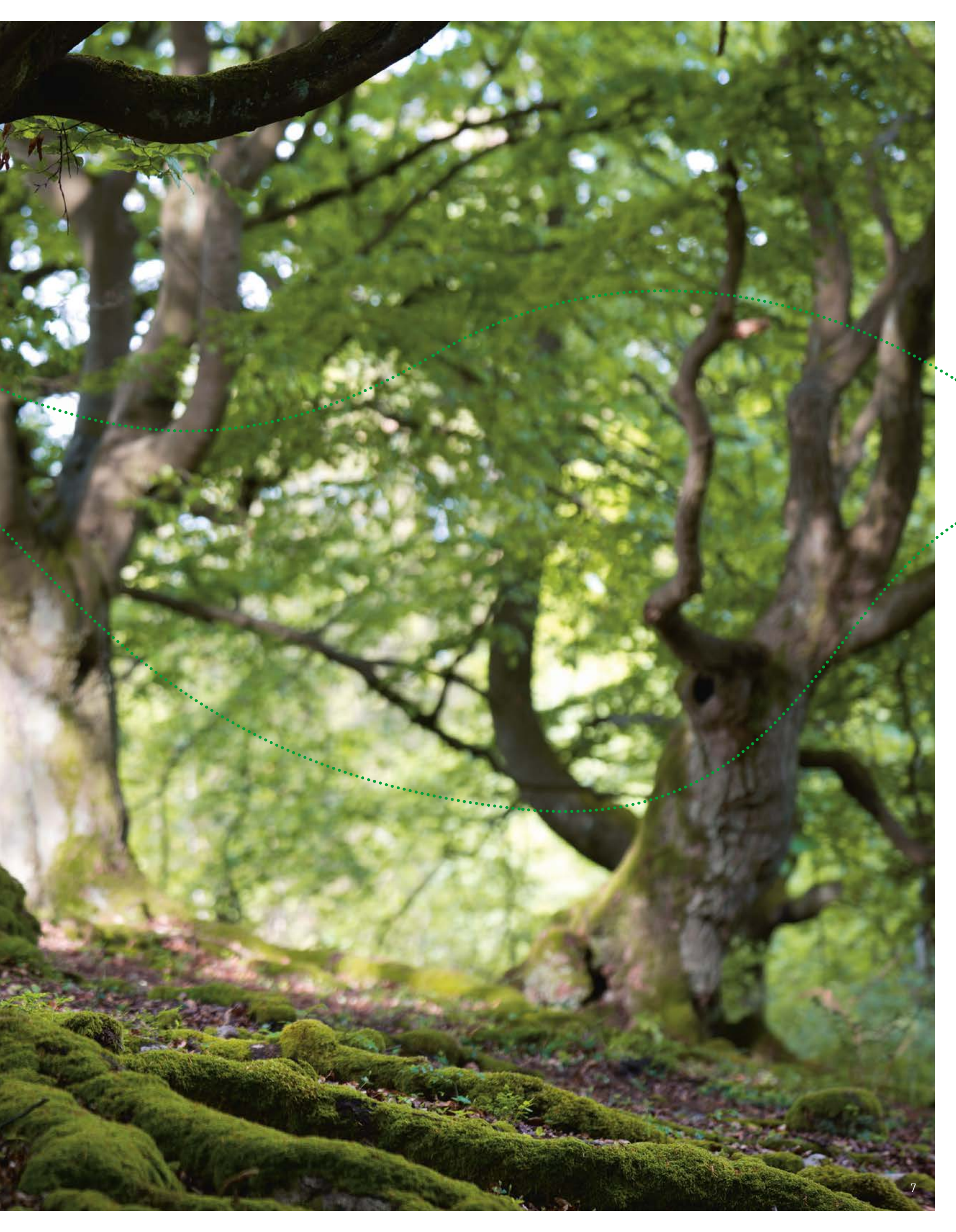
We know that Facility Management is facing many challenges and we can support our clients in addressing these with expertise. In 2022, we were again very successful at this. We owe our success not only to our smart processes and products but most particularly to the commitment of our about 58,000 employees from 122 countries. That is why we focus on people and have again been awarded the title of most attractive employer. We also have a strong reputation for social commitment spanning many decades. In the reporting year, for example, we doubled our donation to the 'Wir für Düsseldorf' initiative to support organisations helping Ukrainian refugees. I hope you enjoy reading about our achievements in 2022.'

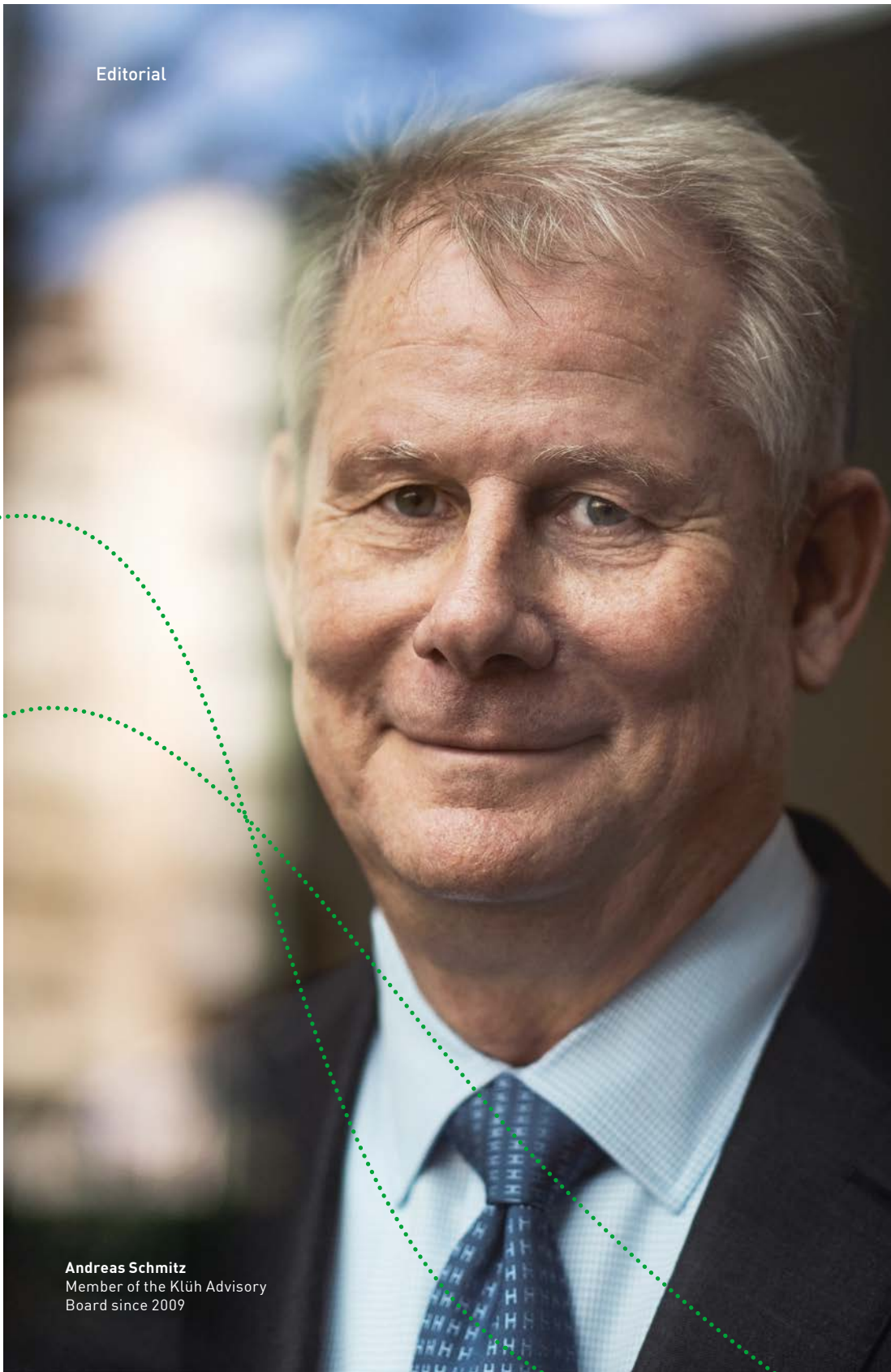


Josef Klüh
Owner and Chairman of the Advisory Board



**The Klüh Group's
corporate values are
rooted in traditional
entrepreneurship.**





Andreas Schmitz
Member of the Klüh Advisory
Board since 2009

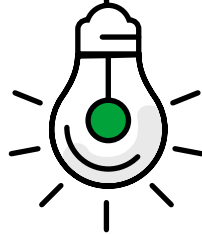


Hans-Joachim Driessen
Member of the Klüh Advisory
Board since 2012

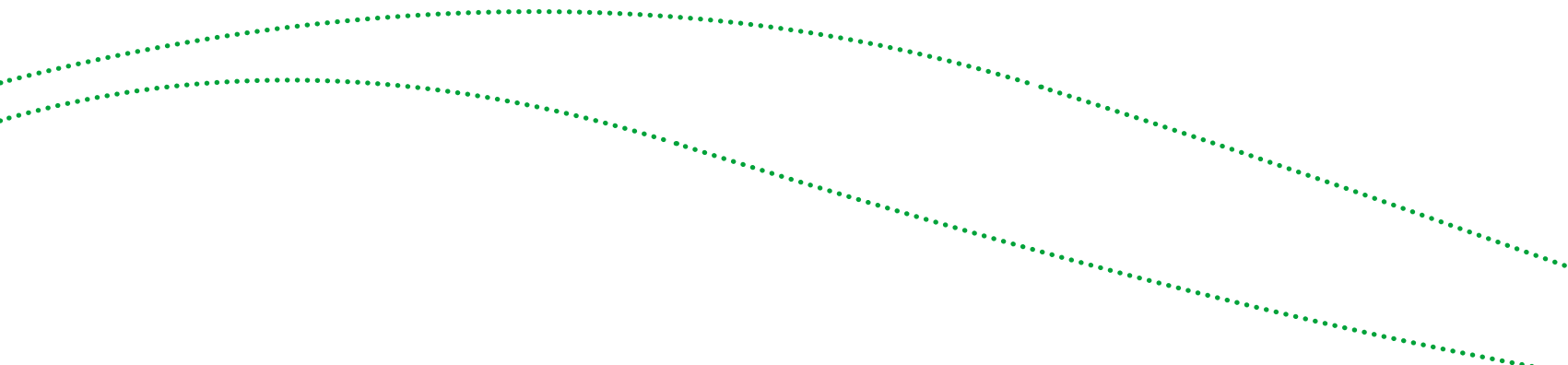


Dr. Hans-Joachim Körber
Member of the Klüh Advisory
Board since 2009

**The ideal team to broaden the company's outlook and develop skills:
Josef Klüh is the Chairman of the Advisory Board of Klüh Service Management GmbH
which supports the Group's further expansion.**



Using change management to shape transformation and leading through change



'We are leveraging the transformational power and interaction of digitalisation and sustainability.'

Frank Theobald

'In 2022, we continued building our very good reputation and performance as a provider of high-quality infrastructure services. We successfully supported our partners in various industries by deploying smart processes and services which leverage the transformational power and interaction of digitalisation and sustainability. Our clients' needs and the requirements of the different industries have not only changed because of the pandemic. Technologies are constantly evolving, making buildings smarter. Moreover, new laws have resulted in a growing need to invest in sustainability.

As an agile company, we have demonstrated that we are able to keep pace with these changes and help drive innovation as well. We use change management to address the design of change processes and implement specific strategic measures that ensure our ability to master future challenges. We contribute actively to shaping processes which enables us to ideally anticipate and respond to our clients' needs and the constant changes required.

Our clients can depend on maximum availability, energy efficiency and process reliability. Thanks to the Klüh Eco System for Smart Services developed by our Center of Digital Excellence, we are able to offer innovative concepts which enhance the quality of our services. In addition, we verifiably reduce CO₂ emissions and increase workplace satisfaction. We have long-standing relationships with many of our clients and use digital innovations and sustainable initiatives to support them across the value chain. This is where we see critical factors for growth and climate-friendly business operations.'

'As a value-based family-owned company, we have a holistic sustainability strategy which we are continuing to develop.'

Christian Frank

'There is a growing need for services which focus particularly on the ecological and social aspects of buildings. Around 40% of CO₂ emissions, more than 50% of electricity consumption and 35% of waste are attributable to buildings. At the same time, our planet is facing a watershed. Companies not only contribute to climate change but are also the most important problem-solvers in this respect. We need to base our actions on values and look beyond the time horizon of our own lifetime.

Sustainability has been one of Klüh's strategic corporate objectives for many decades. Our holistic corporate social responsibility (CSR) strategy is based on four pillars: responsibility for our employees, the environment, society and the market. In 2022, we set our company on a structured sustainability path by implementing a company-wide sustainability management system consisting of policies, sustainable corporate governance and concrete targets and measures. We established a new organisational unit headed by a CSR expert who works with a competence team drawn from Cleaning, Catering, Security, Purchasing, Administration, Marketing and Quality Management to

ensure the implementation of our sustainability strategy. Its work also includes providing support to clients in implementing their own sustainability strategies and achieving their sustainability targets.

At Klüh, we have always considered it very important to take responsibility for our employees and be a good employer. We were successful at this again in 2022 when we were once more honoured by F.A.Z.-Institut with the title of 'Germany's most attractive employer'. In order to provide optimal support and further training for our employees, we have increased the resources of our Personnel Development and Recruitment department. We also made our application process faster and easier by introducing a route via WhatsApp, a further step in improving our personnel recruitment activities.'



Frank Theobald
Management Board Chairman

The Chairman of the Klüh Management Board has many years of domestic and international management experience in the sector. He is responsible for sales, marketing and the operating business in Germany and abroad.

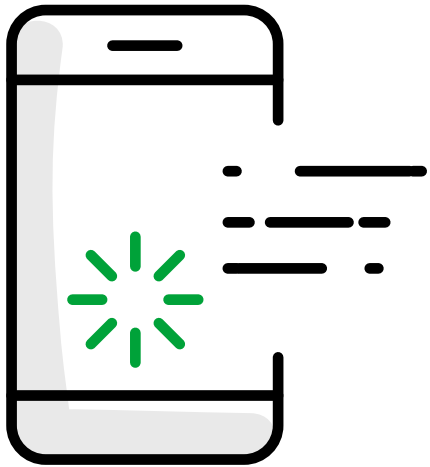
Christian Frank
Managing Director

Christian Frank began his career as a lawyer and tax consultant at an international audit firm. He has worked for the Klüh Group for more than 20 years and, in addition to Legal and Finance, is also responsible for Personnel, CSR and Quality Management.





**Klüh Multiservices
looks back on
a successful 2022.**

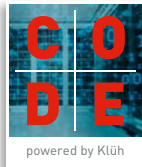


CoDE continues driving digital innovation

'The digital experts in our Center of Digital Excellence maintain a constant dialogue with the business development teams in the divisions in order to translate business ideas and models into marketable services.'



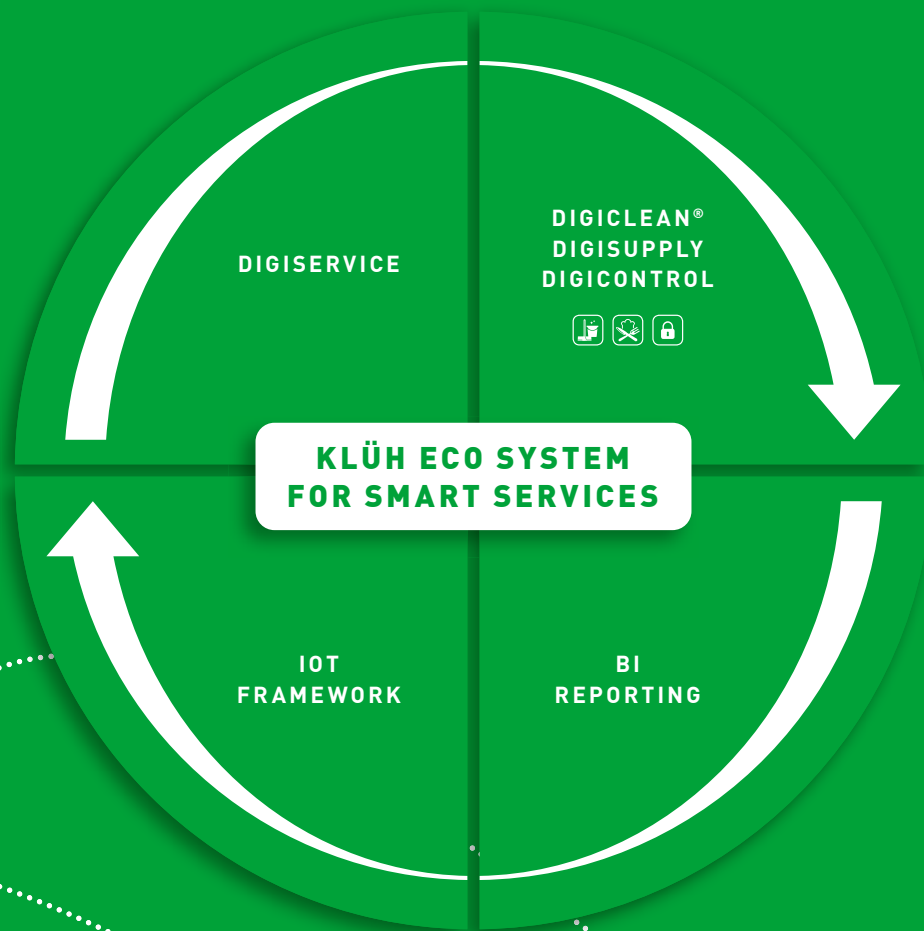
Felix Fiedler
Head of the Center of Digital Excellence



Alongside the changed requirements in respect of climate protection and sustainability, digitalisation is a driver of change in facility management. In response to these challenges, Klüh Multiservices established its own Center of Digital Excellence (CoDE) some years ago. With expertise in both technologies and the activities of the various divisions, the CoDE serves as the in-house partner to Klüh's divisions in all aspects of the digital transformation.

By integrating sustainable technologies, Klüh has reinforced its position as a market innovator and, in 2022, it provided infrastructure services for modern and sustainable facility management in an evolving work environment.

THE 360-DEGREE CONCEPT:



New Klüh Eco System for Smart Services

In 2022, the CoDE continued to demonstrate its strength as the think tank for Klüh Multiservices and a key driver of innovation for Klüh's business divisions, external partners and clients.

The Klüh Eco System for Smart Services has facilitated the further development of new business models such as service-on-demand. It is a 360-degree concept which combines communication, implementation, reporting and the IoT framework. Everyone involved in a process, especially clients, has real-time access to the data via a business intelligence dashboard. Analysis makes it possible to respond actively to changes and unusual situations. The system is dynamic, smart, efficient and transparent.

The Klüh IoT framework – the core of service-on-demand business models

The Klüh Eco System for Smart Services leverages the possibilities offered by the Internet of Things or IoT. Klüh uses this to connect physical reality with the virtual world. IoT is one of the most important technological options for accelerating digital transformation in order to make buildings and facility management services more sustainable. Sensors make it possible to network cleaning machines, fridges, soap dispensers, doors, rooms, lifts and cars, for example, and to connect them with the internet.

Using Klüh's proprietary IoT framework, the multiservice provider is able to identify, implement and forecast new services for clients. This IoT framework has made Klüh's on-demand business models more efficient and highly integrated than other business models which do not deliver comparable performance so immediately.

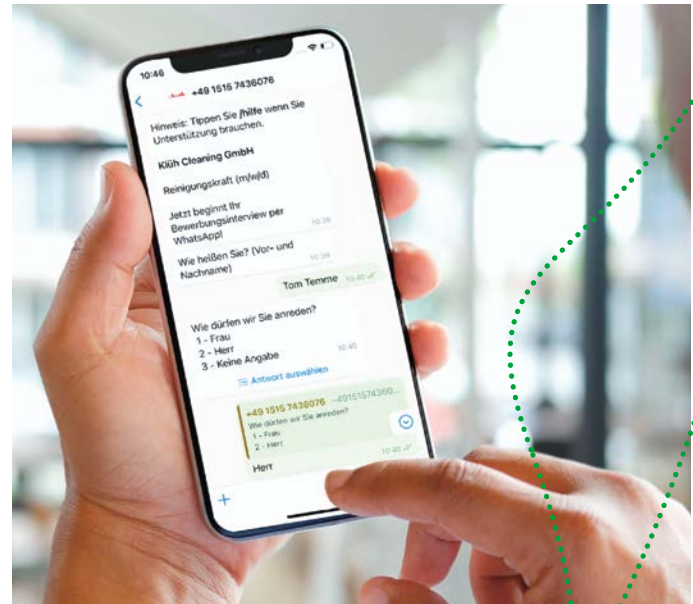
At Klüh's Digital Innovation Days in 2022, the CoDE offered selected clients and other interested parties the opportunity to explore the applications and functions of the Klüh Eco System for Smart Services.

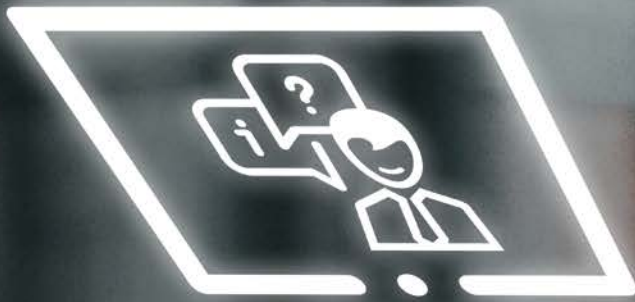
Klüh's digital status quo in 2022

With its proprietary DigiSolutions platform, Klüh ensures that internal processes are managed efficiently, optimised and secured sustainably and harmonised transparently.

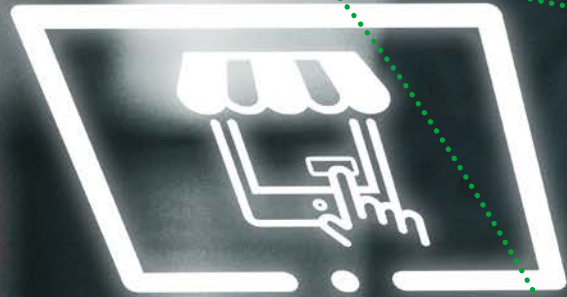
Klüh's website relaunch was also completed in June 2022. The new corporate website reflects current viewing habits and user experience standards. Its navigation is intuitive and the design responsive. The content has been updated, amended and expanded to provide users with the information they need.

Another development is that job applicants can now use WhatsApp to contact Klüh. Just one click is all it takes to start the application process which uses a virtual assistant to obtain the information relevant to the advertised vacancy in the language chosen by the candidate. Klüh is among the first in the industry to use this simplified application process.





DIGISERVICE
powered by Klüh



DIGISHOP
powered by Klüh




DIGICONTROL
powered by Klüh



DIGICLEAN®
powered by Klüh



DIGISUPPLY
powered by Klüh



Digitalisation in Cleaning, Catering and Security in 2022

Technological change and digitalisation have resulted in amended and improved processes in Klüh's three core service divisions especially. In particular, the Klüh Eco System for Smart Services offers enormous potential for developing new business models. In Catering, these include an innovative stock management system, digital payment systems, waste management and the precise calculation of a meal's environmental footprint and relevance to health. The CoDE is also working to continue establishing the use of cobotics and robotics in the individual service divisions and integrate them into the existing system landscape.



Klüh's Cleaning division impresses with smart cleaning services

In 2022, Klüh's proprietary DigiClean® tool was used by 700 people at more than 100 clients. The application offers graphical service specifications, digital quality controls, client reporting, training videos and a dynamic run sheet. Used by the Cleaning and Clinic Service divisions, it visualises the entire cleaning process. As part of the Klüh Eco System for Smart Services and combined with sensor technology, the tool makes it possible to reduce costs while maintaining the same service levels, increasing quality and verifiably reducing CO₂ emissions. Unnecessary cleaning operations can be eliminated and special services managed transparently. Paper reports are a thing of the past.

Coupled with the DigiService portal, DigiClean® contributes to greater customer satisfaction. DigiService is already integrated with Klüh's IoT framework, enabling linked sensors to generate tickets automatically.

Digital measures make it possible to monitor the use of cleaning agents and other consumables. At the end of 2022, Klüh Cleaning entered into a partnership with Hailo Digital Hub, a specialist provider of digital waste solutions. Sensors are used to record data which are sent to the Klüh Eco System. The AI-supported data cloud transmits waste data such as filling levels and utilisation via an interface to the DigiService portal where they can be viewed by Cleaning employees and clients, enabling them to react accordingly. The data are also used as the basis for Klüh's CSR and annual reports.



Sharing Klüh Catering's digital expertise

In 2022, Klüh established Keros Consult GmbH as a means of sharing its extensive catering expertise, using digital systems specially developed for institutional catering operations. The consulting portfolio is aimed at optimising the processes used in company canteens, hospitals, clinics and rehabilitation centres, residential care homes and homes for the elderly as well as by kindergarten and school caterers. Klüh's software systems were previously deployed with success in more than 180 kitchens operated by Klüh Catering.

Among these are DigiSupply, a stock management program developed by Klüh in 2019/2020 which has already been proven in use. The program's integrated data analyses makes it possible to identify current stock requirements and reliably calculate the amounts needed. A database holds more than 8,000 tried-and-tested recipes, with more being added all the time. To ensure legal certainty, we assume liability for these recipes which comply with Germany's Food Information Regulation (LMIV).

Long before Germany mandated the switch to reusable products in January 2023, Klüh Catering was already using the Vytal multiuse system. Managed via the Klüh Catering App, Vytal's reusable tableware has already enabled Klüh to eliminate more than 82,000 items of disposable packaging.

The Klüh payment app was developed to complement the familiar and proven Klüh Catering app. Each payment is charged to a virtual wallet. The app is programmed to take account of any subsidies that may apply.

In another new development by Klüh Catering, artificial intelligence was deployed at 'seeing checkouts' in company canteens. The fast and simple solution identifies all the items on a diner's tray and transmits the information to the automated payment system.

Smart solutions are also used to support waste management at Klüh. As a member of the United Against Waste e. V. initiative, Klüh uses the online waste analysis tool developed by the UAW to measure the exact amounts of waste generated in catering operations. The tool can also report environmental indicators which show the climate-relevant data for water, production acreage and CO₂ per kilogram of waste. Less waste means lower CO₂ emissions and conserves resources.

2022 was also the year in which Klüh Catering launched its own podcast. In the first episode, Managing Director Thorsten Greth took listeners on a tour of the catering world, discussing subjects such as digitalisation and the use of robotics in the kitchen.

To access the podcast:
Scan the QR code and listen to the discussions at the Klüh Catering kitchen table.







Klüh Security runs IoT pilot project at Messe Düsseldorf



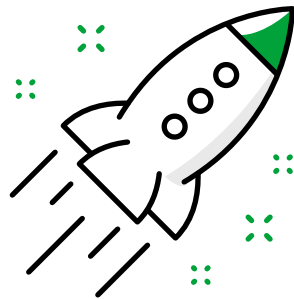
Security ensured by sensor technology:

Special sensors installed in the doors recognise immediately if an emergency exit has been opened. This is reported directly to the security experts via the IoT framework which makes it possible to prevent unauthorised third-party access to the trade fair site.



During the 2022 Caravan Salon at Messe Düsseldorf, a long-standing Klüh client, the CoDE and Klüh Security successfully ran a pilot project using the IoT framework. The primary focus was managing and protecting emergency exits.

A similar pilot project using the IoT framework was also conducted for another major client in the automotive industry, together with a live demonstration of an autonomous drone. This innovative airborne monitoring solution is an effective tool as part of an integrated protection concept. If a sensor in the IoT framework reports a movement, a drone can be dispatched automatically to the location and send live video of the situation. If necessary, DigiService can initiate intervention by security personnel.



Klüh focuses on innovations aimed at delivering client benefits

'Innovative strength is becoming an increasingly important factor in competitiveness.'

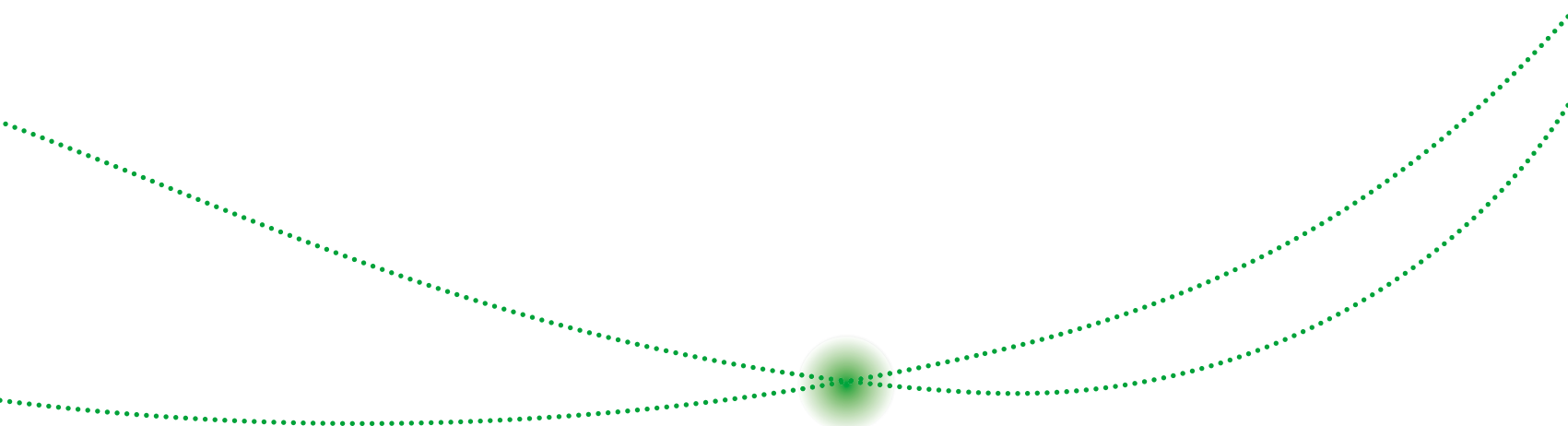
Sarah Latton
Head of Marketing & Communications



Klüh Multiservices has established an innovative culture with rapid feedback built on a tradition of collaboration which starts with the company's employees and extends to its clients and suppliers. This type of co-creation and open innovation has resulted in Klüh growing its work to develop services in conjunction with clients and other partners in the value chain. Innovation and Marketing are closely involved because new technologies also change communication with clients, consumer behaviour and market access.

New business development strategy fosters Klüh's culture of innovation

In 2022, Klüh not only set out on a new path of sustainability but also took an important step in business development. Each division now has a business development unit which reports directly to divisional management. The goal is to develop new business models, run pilot projects with clients and extend the existing service portfolio. The decision was also taken to further expand the Center of Digital Excellence, Klüh's think tank for digital business innovations, and link its activities with business development.



With open Innovation, Klüh promotes co-creation in which customers and suppliers also participate.





Joining the EUREF Community at Expo Real 2022

Klüh's success has been built on an innovative team spirit and an environment which fosters innovative thinking. Together with some members of the EUREF Community – Schneider Electric, Stadtwerke Düsseldorf (the city's utilities company), Implenia and Spie – the company exhibited at the Expo Real 2022 in Munich, Europe's largest trade fair for property and investment. Sustainability and innovation in energy, climate and environmental protection and mobility are the pillars of the new EUREF Campus in Düsseldorf where Klüh will also have offices from 2024.



The EUREF Community partners exhibited at the City of Düsseldorf stand at Expo Real 2022.



Even small innovations can be the start of something big

Innovative developments can be found in all Klüh Multiservices divisions. Not all changes have to be large. Some innovations might start as small steps but evolve into something really big over the course of time. With the introduction of the 'Pflanzenkraft' (Plant Power) menu line in Care Catering, developed in cooperation with nutritionists, Klüh Catering has laid the cornerstone for a new approach to the impact of plant ingredients on the success of treatment. With the introduction of DigiClean®, Klüh Cleaning raised market awareness for smart cleaning concepts and prepared the ground for process control via IoT.







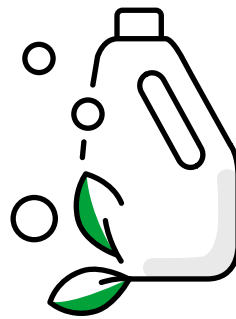
Catering whets appetite for innovation

In autumn 2021, Klüh received the 'Frankfurter Preis' for its Care Catering operations in recognition of its pioneering spirit, innovative concepts, client-friendly management and successful entrepreneurship. Klüh Catering received other prestigious awards in 2022: the top contract caterer¹, number one for customer satisfaction², second place in the customer service award³ – only closely beaten by the winner – and the bronze MARKETING.AWARD for institutional catering⁴ for innovative sustainability analysis in company canteens. On the basis of its extensive catering expertise and marking the 30th anniversary of Klüh Catering, Klüh established Keros Consult GmbH to provide catering consulting services. Demand for these services was very high from the start.

Likewise popular was the innovative vending machine service from Klüh Catering: ESSBAR 24/7. Each day, state-of-the-art vending machines are stocked with products from the 'Handgemacht & Frisch' (Handmade & fresh) line of high-quality beverages, cakes, rolls, sandwiches, burgers, hot dogs and tasty rice and pasta dishes produced fresh and by hand in the company canteen.

In a fusion of innovation and tradition, Klüh's business catering specialists continued developing the successful 'Kraftquellen' (Power sources) menu line and added an ayurvedic range which was presented to interested diners during an action week in November. The recipes were developed in cooperation with Kerstin Rosenberg, co-founder of the European Academy of Ayurveda.

At the Berlin Food Festival held in October 2022 under the motto of 'Nutrition for the future', a twelve-strong Klüh Catering team including Managing Director Thorsten Greth, Head of Business Development Robin Krielke and Head of Marketing and Communication Sarah Latton gathered valuable ideas for the future.



Innovative Cleaning and Clinic Service processes in 2022

In 2022, the Cleaning division of Klüh Multiservices focused on sustainable processes, among other things. Cleaning and Clinic Service switched to the high-concentration ecological cleaning agents from Dr. Schnell and Ecolab's ecological products in an uncompromising commitment to innovative cleaning chemicals. The same applies to the use of cleaning machines and other equipment. With their focus on digitalisation and Klüh's proprietary IoT framework, the cleaning experts are preparing the ground for new services to offer to clients.



¹ gypraxis, May 2022
² DtGV German Customer Award 2022/23
³ ServiceValue and 'DIE WELT', November 2022
⁴ gypraxis and CHEFS CULINAR, June 2022





Security develops solutions that also meet future requirements

It is said that nothing is as permanent as change. Last year, Klüh's security experts agreed on 'Route 2026' as the course of change for the company. Klüh Security will evolve from a provider of individual security solutions to a provider of smart security solutions based on an integrated service portfolio. This new approach combines human resources, digital processes and state-of-the-art security technology. Innovations are playing an increasingly important role in the industry. In a study of the German security services market, respondents agreed that innovative security service providers will be more successful in the long term.¹

The first pilot projects were started in 2022 and a trial phase will follow in 2023. The starting point for this transition was a new brand positioning expressed by the slogan: 'We provide security – based on innovative solutions'. Security will continue to digitalise processes in order to provide the best possible support to clients. At the same time, it will train and/or recruit creative experts with an affinity for innovation to develop and implement individual security concepts for clients.

In October 2022, Klüh Security founded a subsidiary named Rheinische Akademie für Sicherheit und Wirtschaft GmbH (RASW) which integrates some units of a training entity that is being offered for sale. Each year until now, that entity has trained some 550 Klüh Security employees and qualified new security staff for the company as required. RASW perfectly complements the Klüh Security School based in Cham, Bavaria, which provides training and continuous professional development for Klüh Security staff, trains protection and security staff and prepares them for Chamber of Industry and Commerce examinations. The core competencies of the new academy are the training and continuous professional development of security staff and aviation security specialists.

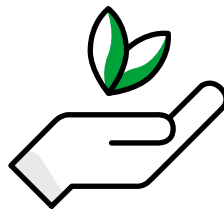
The company regularly demonstrates its training expertise by developing innovative e-learning programs which, in 2022, were honoured with the prestigious Comenius EduMedia Award for the sixth time in succession. The most recent award went to Klüh's security experts for a digital learning program to prepare employees for the statutory exam in accordance with Germany's Trade Regulation Code.

As the perfect complement to the innovative e-learning portfolio provided by the Klüh Security School, the RASW offers an intelligent image recognition program for identifying hazardous items. This innovative tool is used to perfect the skills of security experts deployed in the aviation and other sectors.



¹ Lünendonk® Study 2022, security service providers in Germany





Klüh implements a consistent sustainability strategy in 2022

INNOVATION AND CORPORATE CULTURE

ATTRACTIVE JOBS AND TALENT ACQUISITION

‘Sustainability is more than just a trend – it is an essential feature of corporate processes.’

Thomas Keßeler
Head of Sustainability



The complex issue of sustainability requires us to respond to the varied needs and expectations of market participants such as clients, employees and rating agencies and to comply with far-reaching new legal requirements in respect of reporting, Germany’s Supply Chain Due Diligence Act, environmental protection and human rights. The multiservices provider has always taken its own corporate social responsibility (CSR) very seriously and sets high standards for itself and the entire value chain. Since 2022, as CSR has evolved into ESG (environmental, social, governance), Klüh has strengthened its focus on a qualitative and quantitative approach in order to track its performance in respect of the ESG criteria and document their development.

Klüh has established a department dedicated to pursuing a structured sustainability path and implementing a consistent sustainability strategy. Structured sustainability management in the form of guidelines, sustainable corporate governance and specific targets and measures serves to implement Klüh’s sustainability strategy.

The sustainability strategy is based on four pillars. The first of these is the ‘market’ pillar aimed at safeguarding the company’s future viability. Resource-friendly value creation is supported by the ‘environment’ pillar. The ‘employee’ pillar offers protection and support. The fourth pillar, ‘society’, is a guarantee of social commitment. Klüh has drafted a Code of Conduct in which it makes a voluntary undertaking to comply with the rules it has defined for itself. This is based on the company’s guidelines and forms the basis for other rules and regulations.

INCREASING VALUE
FOR CLIENTS AND SOCIETY

REDUCED CONSUMPTION
OF RESOURCES

Sustainable initiatives



‘The Klüh Group uses both quality management expertise and systems in support of sustainability.’

Rainer Schultes
Head of Quality Management



Strengthening the sustainability focus of quality management

There are many interfaces between quality management and sustainability. That is why the Quality Management department at Klüh has a large role to play in implementing the company's sustainability strategy. In 2022, for example, Quality Management began using the international Greenhouse Gas Protocol (GHG) to continuously improve the analysis and presentation of environmental and energy data. In Klüh's sustainability reporting, electricity, energy, fuel, chemicals, water and waste data are categorised as Scope 1, 2 and 3 emissions.

At the request of its clients, Klüh participated in the Carbon Disclosure Project (CDP) in mid-2022, achieving an above-average B rating in its first assessment.

For the 2022 business year, Klüh is reporting in accordance with:

- UN Global Compact
- UN Sustainable Development Goals

It is also reporting in accordance with:

- GRI, Global Reporting Initiative (most recent version)

From 2026, the company will report in accordance with:

- CSRD, Corporate Sustainability Reporting Directive

In 2022, Klüh already recorded data in compliance with Germany's new Supply Chain Due Diligence Act (LKSG), a law regulating companies' duty of care to prevent human rights abuses in supply chains. The law came into force on 1 January 2023 and applies directly to Klüh.

In 2022, with the support of a major corporate client, Klüh also initiated the provision of support for certifying buildings in accordance with the DGNB (German Sustainable Building Council) standard.

Klüh satisfies standards of sustainability, safety and customer satisfaction

All Klüh divisions implement corresponding measures to achieve the company's aims through the application of quality, health and environmental protection, energy and safety management systems. The company's work processes are designed to be hazard-free and have a minimum impact on the environment. To this end, Klüh has introduced comprehensive management systems which are recertified at regular intervals. All Klüh's divisions and branches have implemented the management systems and operate conscientiously in compliance with these standards.

Klüh companies are certified to:

- DIN EN ISO 9001 Quality management
- DIN EN ISO 14001 Environmental management
- DIN EN ISO 50001 Energy management
- DIN EN ISO 45001 Occupational health and safety management
- SCC regulations Safety certificate for contractors
- DIN 77200-1:2017 Requirements for security service providers
- DIN EN ISO 13549 Basic requirements and recommendations for quality measuring systems (DigiClean®)

Klüh also satisfies the requirements for hospital cleaning specified by: DIN 13063:2021-09.



The background of the page is a close-up, high-angle shot of water with many small, light-colored bubbles rising from the bottom. The water is a deep teal color. A thin, green dotted line curves across the lower half of the page, starting from the left edge and ending on the right edge.

More sustainability in all divisions

With its sustainable and individual Cleaning, Clinic Service, Catering and Security concepts, Klüh provided optimal support to its clients in their sustainable transformation during 2022. In this way, the company not only improved the comfort, health, productivity and security of other people (employees, clients and patients) but also ensured a better total experience and helped others to achieve their sustainability targets.



Improving the environmental footprint of Klüh's Cleaning division

In 2022, Klüh Cleaning again contributed to reducing the environmental footprint of its clients by reducing emissions and optimising water consumption.

As the result of a sustainability workshop conducted with a major client, in which the carbon savings delivered by changing cleaning chemicals, technology and disposal were calculated and implemented, the Cleaning division was able to reduce the client's carbon footprint by six tonnes each year. Klüh uses Ecolution cleaning products from Dr. Schnell to deliver the best sustainable cleaning results. Ecolution is climate-neutral, preserves resources in terms of raw material consumption, production, packaging and delivery and reduces carbon emissions in the manufacturing process. The highly concentrated Dr. Schnell products are applied using metering devices. The Deiss rubbish bags used are 100% climate-neutral.

For selected clients, Klüh also uses biotech cleaning products based on microorganisms which clean sustainably and result in low material, warehouse and logistics costs.

At another major client, ozone water cleaning units have been installed, making it possible to eliminate the use of cleaning chemicals entirely.

In 2022, Klüh Cleaning continued to use water-saving i-Mops, cutting the consumption of drinking water by several million litres.

The environmentally friendly osmosis process is used in glass cleaning operations for many clients. The water is demineralised in a special filter so that it can remove dirt particles without the addition of chemical cleaning agents.

The microfibre cloths and mop covers used by Klüh are also sustainable because they are made entirely from recycled materials.

The cleaning machines deployed use less electricity than comparable machines and need less water thanks to a treatment technology, making them quieter and more efficient.

For its laundry operations (for mop covers and cleaning cloths), Klüh relies on Schneidereit washing machines which are equipped with an automatic weighing system. Laundry-relevant parameters are recorded to enable the precise metering of detergents and disinfectants. The disinfection process is documented seamlessly.

Klüh uses Sterisafe cleaning equipment from Kenter or cold fogging for the rapid and safe disinfection of entire rooms. It also continued to use mobile air purifiers to disinfect the ambient air.

Leadership thanks to sustainability and digitalisation

In 2022, the interaction of sustainability and digitalisation resulted in growth and climate-friendly business operations. Thanks to the innovative Klüh Eco System for Smart Services, which was developed by Klüh's Center of Digital Excellence, it is possible to cut costs, increase quality and verifiably reduce CO₂ emissions. One example of the capabilities of this system is Klüh's proprietary DigiClean® tool which is used in cleaning and disinfection operations. The tool maps and optimises the entire cleaning process. Activities are streamlined, making them more efficient and transparent. Klüh's cleaning specialists have tablet computers giving them real-time access to the specification catalogue and check list. Ad hoc requests can be accessed and processed using the DigiService portal.



Resource-friendly processes from Clinic Service

In 2022, the challenge facing Klüh Clinic Service in the cleaning of hospitals, clinics and rehabilitation centres, residential care homes and homes for the elderly was how to optimally support these institutions on their path to climate neutrality. Together with its suppliers, the entire Cleaning division is constantly working to develop resource-friendly processes and systems that are quantified, documented and transparent. At one university hospital, Klüh Clinic Service deploys two Ecobot cleaning robots from Gaussian Robotics. Thanks to their integrated water treatment system, these use up to three times less water for cleaning. They also operate entirely autonomously and are able to meter and refill products automatically.

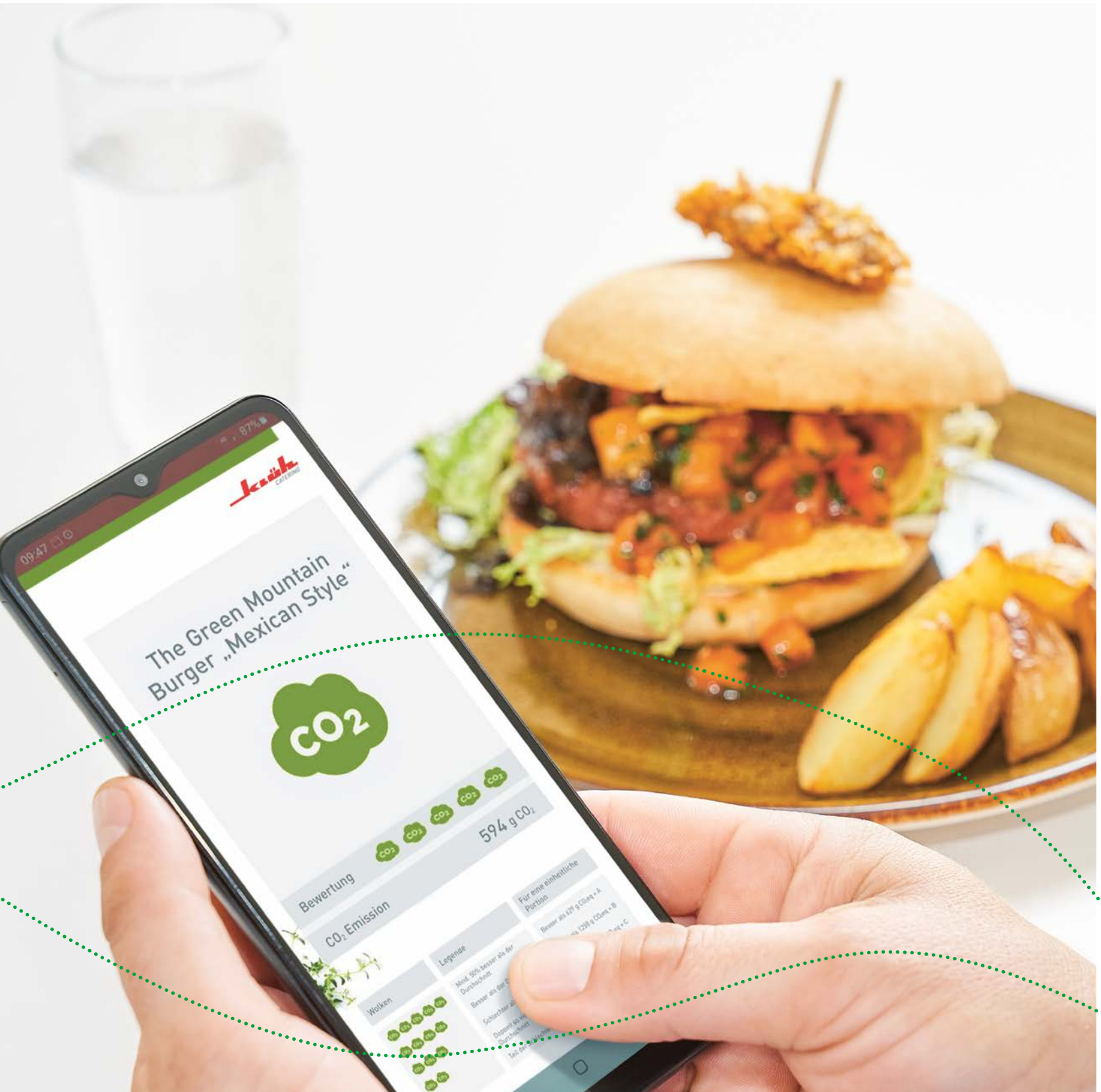




Klüh seeks to encourage diners to reflect on their eating habits and choose climate-friendly dishes. Since 2022, the Klüh Catering app can be used to collect points for climate-friendly choices. The points can be exchanged for a surprise in the diner's company canteen.

Klüh's caterers impress with many sustainable initiatives and a new consultancy service





The business year at Klüh's Catering division was also characterised by many sustainable initiatives. One of the biggest steps was certainly the establishment of Keros Consult GmbH. The consulting portfolio of this new service company is aimed at sustainably improving catering processes in company canteens, hospitals, clinics and rehabilitation centres, residential care homes and homes for the elderly, kindergartens, schools and commercial kitchens. Keros Consult uses a proprietary approach to support companies in reducing their energy costs, reducing consumption immediately without any need for investment.

Klüh's DigiSupply software solution additionally cuts material costs by around 10%. Moreover, diners have the option of choosing from a sustainable menu displaying information about CO₂ emissions, water consumption, rainforest destruction and animal welfare. DigiSupply also integrates a score awarded by partner Eaternity, enabling the Klüh Catering team to see which products harbour health risks and which have health benefits when developing dishes.

The sustainable initiatives of Klüh Catering GmbH in 2022 included:

- Action weeks such as 'Veganuary' and 'Planted' in company canteens
- Product lines such as 'I love green', 'Pflanzenkraft' (Plant Power) and 'Kraftquellen' (Power Sources)
- 'Snack & Meet' conference concept
- Use of organic foods
- Sustainable decorations for serving stations and tables in the dining area
- Support for a mixed orchard project in the Lower Rhine region
- Support for the European Chicken Commitment
- Daily campaigns such as honey promotions in cooperation with regional start-ups
- Social campaigning and activities in support of socially inclusive projects
- Introduction of the Eaternity Score: traffic light system for sustainability showing values for the carbon footprint, water consumption and Vita Score of the dishes on Klüh Catering's meal plans
- No-deposit multiuse packaging
- Digital waste management and collaboration in the United Against Waste initiative
- Kick-off at Essen University Hospital for an innovative green hospital; conversion of the meal plan in line with the planetary health diet; digital food waste management, etc.



VEGANUARY 





Definition of sustainability targets at Klüh Security

Since the establishment of Klüh Security, sustainable aspects of its value culture have included customer centricity based on serious and sustainable security consulting, a willingness and ability to innovate, and the provision of security services that meet clients' requirements and focus on the company's responsibility to its employees.

In 2022, with the support of Klüh's CSR representatives, sustainability targets were defined for Klüh Security and communicated across the company. These largely concern employee qualification, the sparing use of consumables and reduced energy consumption. To this end, the use of electric vehicles has been increased.

In this connection, it is also worth noting the sustainable idea of reusing Klüh Security's high-quality workwear. The used clothing is quality-checked, cleaned and issued to new employees. This has led to long-term savings in the procurement of outerwear for new contracts. In order to cut travel time and fuel consumption, many meetings in 2022 were held online.



Airport Service cuts fuel consumption

Airlines are required to ensure the greater efficiency and cut the fuel consumption of their aircraft and to take measures to reduce their carbon footprint. In 2022, DLG Personalservice GmbH – a core part of Klüh Airport Service – implemented a special sustainable initiative at Düsseldorf Airport by renting a truck with tail lift to serve as a mobile storeroom.

This cut the number of trips made to the main warehouse, reducing fuel consumption and working time. Loading and unloading was also made faster and more convenient thanks to the use of trolleys.

In 2022, the use of electric vehicles on the airport apron was trialed. For aircraft cleaning, Klüh uses hand-held electrostatic fogging devices as an alternative to conventional mops and disinfectants to sanitise cargo and baggage holds. This approach ensures the uniform distribution of the disinfectant and saves time.

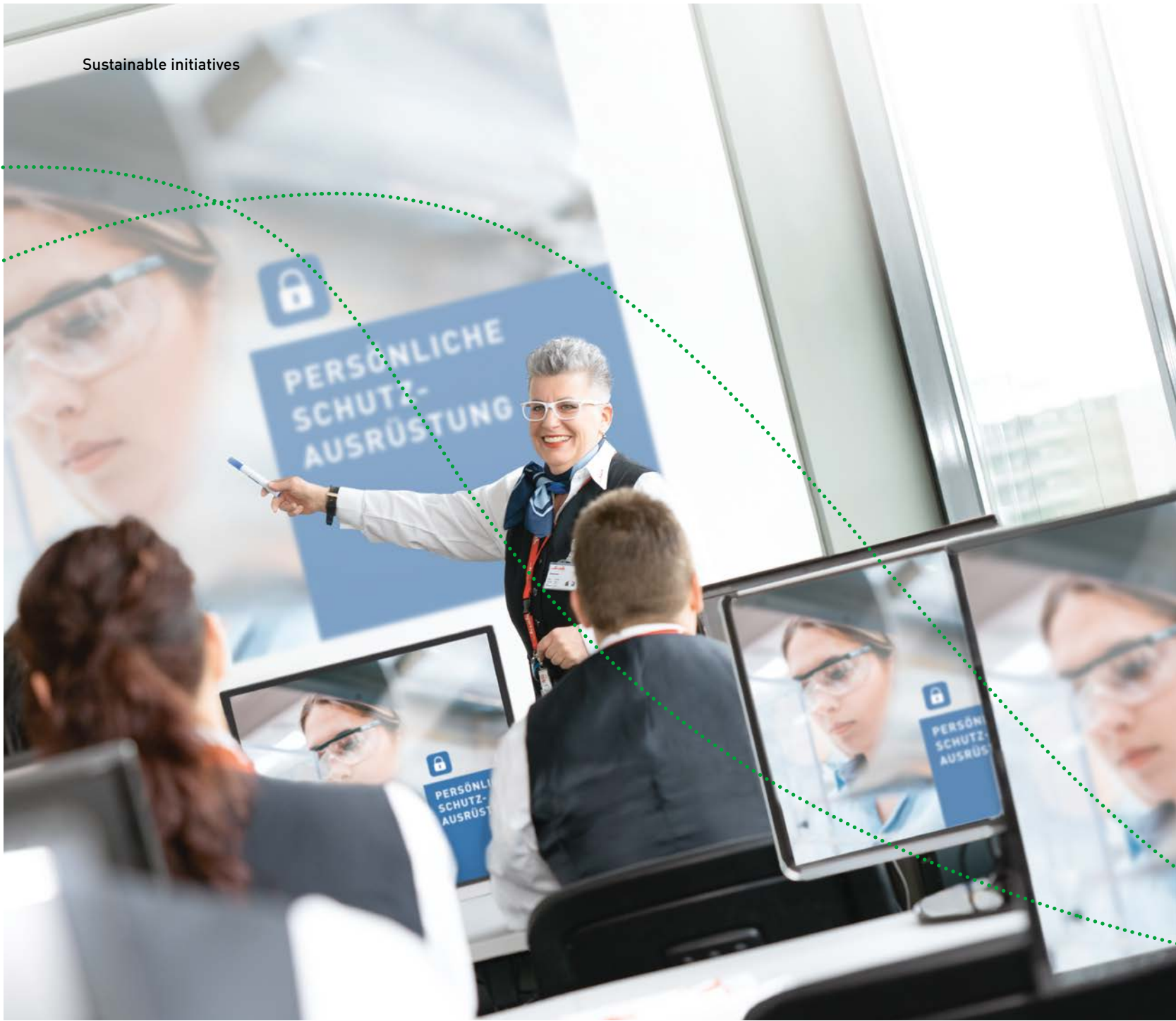


Signing of contract with EUREF AG

In 2022, in connection with the initiation of its structured sustainability path, Klüh Service Management GmbH signed a contract with EUREF AG. The planned relocation of some departments to the EUREF Campus in Düsseldorf in 2024 will put the company in the sustainable 'place to be'. In this way, Klüh is not only sending a clear signal as an employer which aims to provide its employees with an innovative and sustainable workplace in an inspiring environment but is also joining a network of like-minded companies focused on creating a sustainable future for everyone.



PLACE TO BE 2024



Klüh supports digitalisation at Düsseldorf schools.



Donation handover by the 'Wir für Düsseldorf' initiative in the Klüh atrium

Responsibility for employees

Klüh uses extensive management systems to ensure the safety and health of its employees. The certified Klüh Academy also organises regular seminars on occupational health management.

In 2022, the Klüh Academy's provision of an extensive training portfolio remained a priority.

The Klüh Security School prepared Klüh Security employees for their challenging tasks. Training and continuous development were provided in both classroom-based and e-learning formats. Klüh's Security division has already received many awards for its digital training programs, in 2022 as well. For the sixth time in succession, Klüh Security was honoured by the 'Gesellschaft für Pädagogik' with the prestigious Comenius EduMedia Award for its e-learning program to prepare employees for the statutory exam in accordance with Germany's Trade Regulation Code.

Klüh is a signatory to Germany's corporate Diversity Charter and employs people from 122 nations. Integration is a living part of the company's culture and diversity was again a key factor in Klüh's success in 2022.

Social commitment in the region and beyond

For many decades, as well as taking responsibility for its employees, the environment and the market, Klüh has been demonstrating social commitment – the fourth pillar of its corporate sustainability strategy. An important aspect of this is the sponsorship of innovation in science and research by the Klüh Foundation, which was established in 1986. The 2022 prize went to Professor Matthias Schneider, Professor for Internal Medicine and Rheumatology and Director of the Hiller Research Centre for Rheumatology at Düsseldorf University Hospital. Professor Schneider was honoured for his project researching systemic lupus erythematosus (SLE) which is an autoimmune disease.

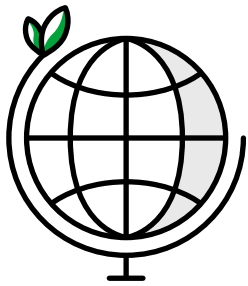
In 2022, the company's owner Josef Klüh continued his commitment to 'Wir in Düsseldorf', the private initiative he established to help maintain the quality of life and address social issues in the region. Last year, it supported clubs and projects which work to improve the welfare of migrants. To enable the initiative to strengthen its support for charitable organisations looking after Ukrainian refugees, the annual donation total was doubled.

In collaboration with the Düsseldorf IHK (Chamber of Industry and Commerce), the City of Düsseldorf, Provinzial (an insurer), city utility companies and Telekom in Germany, Klüh is supporting the Pacesetter Initiative to foster digitalisation at schools and transform the culture of learning.



Klüh Foundation award ceremony 2022:

(from left) Prof. Coordt von Mannstein (Chairman of the Advisory Board of the Klüh Foundation), Yasmin Klüh (Member of the Advisory Board of the Klüh Foundation), award winner Prof. Matthias Schneider, Hans-Joachim Driessen (Member of the Board of Directors of the Klüh Foundation), Düsseldorf's Mayor Dr. Stephan Keller, presenter Stefanie Kemp (Chief Transformation Officer at Sana Kliniken AG)



**Strong turnover growth
coupled with increased efficiency
and reduced use of resources**

'We often support our international clients in several countries. As their strategic partner, they expect us to demonstrate a clear understanding of sustainable initiatives and the ability to implement these in day-to-day operations. Together, we aim to accelerate progress towards a more sustainable future for the environment, society, the market and our employees. Sustainability is also an opportunity for innovation. By focusing strictly on continuous improvements, we are able to provide optimal working conditions for the employees at our international companies and support the recovery process of nature. Thanks to a modern working environment and benefits, we are able to attract new talents to Klüh, offering them and their families a secure future.'



Karl-Heinz Mair
Managing Director International

Digitalisation and sustainability are key spheres of influence for the global economy. For Klüh's international companies too, 2022 was characterised by progress in digitalisation, innovative processes and sustainable initiatives. Klüh takes responsibility for people, the natural environment, sites, the value chain and services at all its locations. The international business contributed 235 million euros, or 25.5%, to total turnover of the Klüh Group, an increase of 21.3% from the 2021 figure of 194 million euros. In the sectors of personnel, security, hygiene and infrastructure services, increases in turnover can be associated with superior service level agreements.



20 years of Klüh Airport Service at Amsterdam's Schiphol Airport



Since 2002, Klüh in the Netherlands has been supporting the aviation industry at Amsterdam's Schiphol Airport. Today, Klüh is the largest provider of aircraft hygiene services in the Netherlands and is responsible for hygiene on 55% of all flights as well as for aircraft security. With more than 70 million passengers each year and serving 350 destinations worldwide, Schiphol is Europe's third largest

airport. On 2 December 2002, Klüh signed the first contract with its major partner there – KLM Royal Dutch Airlines. 20 years later, KLM is still the largest partner of Klüh Service Management Nederland B.V. Among its other clients are most of the major airlines which fly from Schiphol and all ground handling companies.



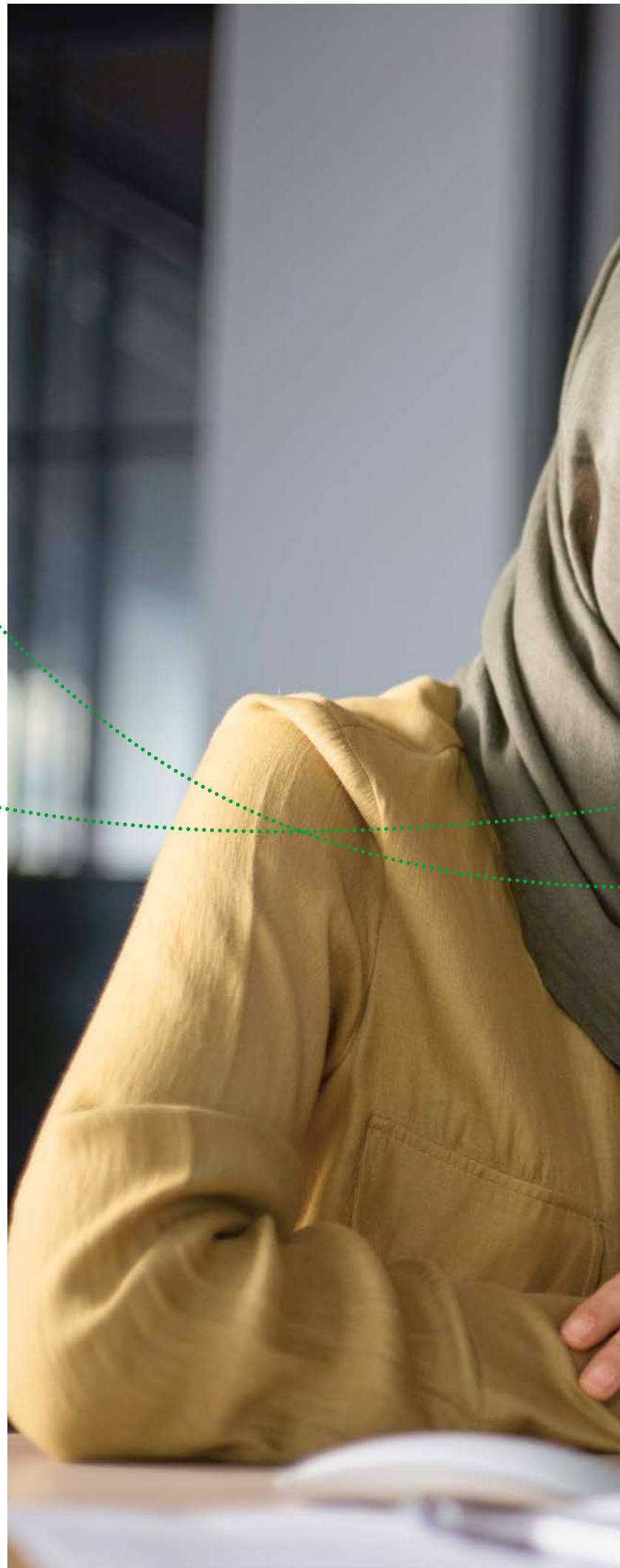
Many long-standing partnerships with well-known clients in Turkey



In Turkey, Klüh delivers a high standard of service to 362 clients with almost 5,800 employees working in Catering, Clinic Service, Cleaning, Security and Personnel Service as well as providing pest control and grounds maintenance services.

Klüh Integrated Services ensures comprehensive facility management. Major international companies such as Coca-Cola, Procter & Gamble, Sisecam, Avon, Barilla and Ericsson are among Klüh's long-standing clients. Klüh services are also in demand from companies with multiple branches such as Vakko, a luxury fashion company with 65 locations.

In 2022, in order to optimally satisfy all quality, innovation and sustainability requirements, Klüh Türkiye implemented the Klüh Smart System – an operations management system which can be used to steer and monitor all operational processes and services. It also ensures direct communication with the end client.





Klüh China very successful in clinics and for international companies



In China, Klüh's services in the healthcare sector are in particularly high demand. As a result, the three subsidiaries in Beijing, Shanghai and Wuhan increased Clinic Service turnover by 12.6% compared with the prior year. Among our satisfied clients are many reputable clinics across the country – although Wuhan dominates with turnover of just under 61 million euros in Clinic Service.

In 2022, we gained other superlative clinics as clients, including one of the largest hospitals in Asia: Peking University International Hospital.

In Shanghai, the focus on international corporate clients resulted in further contracts from Siemens, for example.

In Beijing, New Development Bank and Thermo Fisher Scientific were among the company's new clients.



Digital development in Poland goes hand-in-hand with growing sustainability



Many well-known companies in Poland trust in the service expertise of Klüh Facility Services Sp. z o. o. which has four subsidiaries serving the Polish market.

Shopping malls, public institutions, well-known international companies, clinics and hospitals benefit from digitally controlled processes. Since 2021, Klüh's Cleaning division has been using DigiClean® in Poland. In addition, it introduced eAudyt in 2019, delivering digital reports which enable rapid communication and are very environmentally friendly because they greatly reduce the need for producing paper documents. The QUSEC reporting platform was also implemented. This is a proprietary IT solution which allows clients to monitor services in real time. It consists of three interacting modules and records a large amount of data to facilitate a substantiated discussion of process and cost optimisation.



Berkeley Services grows in Dubai and Abu Dhabi

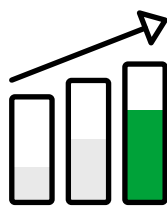


In 2022, more than one third of Klüh's total international turnover was contributed by its subsidiary Berkeley Services in the United Arab Emirates where Klüh is one of the leading facility management companies.

Turnover in Dubai actually grew by 28.9% in 2022 compared with 2021; the increase in Abu Dhabi was 17.7%. For many years, Klüh has been integrating digital innovations in its services and supporting many clients with sustainable facility management in the United Arab Emirates. For example, the Tersano SAO (stabilised aqueous ozone) Dispenser was introduced to clean, sanitise and deodorise surfaces in a sustainable way. The devices use cold tap water and oxygen from the ambient air. During the coronavirus pandemic, the sustainable surface sanitiser Zoono Z71 was used. This water-based product from New Zealand prevents the spread of germs but is not harmful to people or animals. Surfaces are protected effectively for 15 days.

Among Klüh's references in the United Arab Emirates are Emaar with the architectural icon Burj Khalifa, United Arab Emirates University, Emirates Aviation University, Dnata Emirates, Deira Waterfront Properties, Miral, Nakheel Properties, Dubai Parks and Resorts and many other well-known clients.





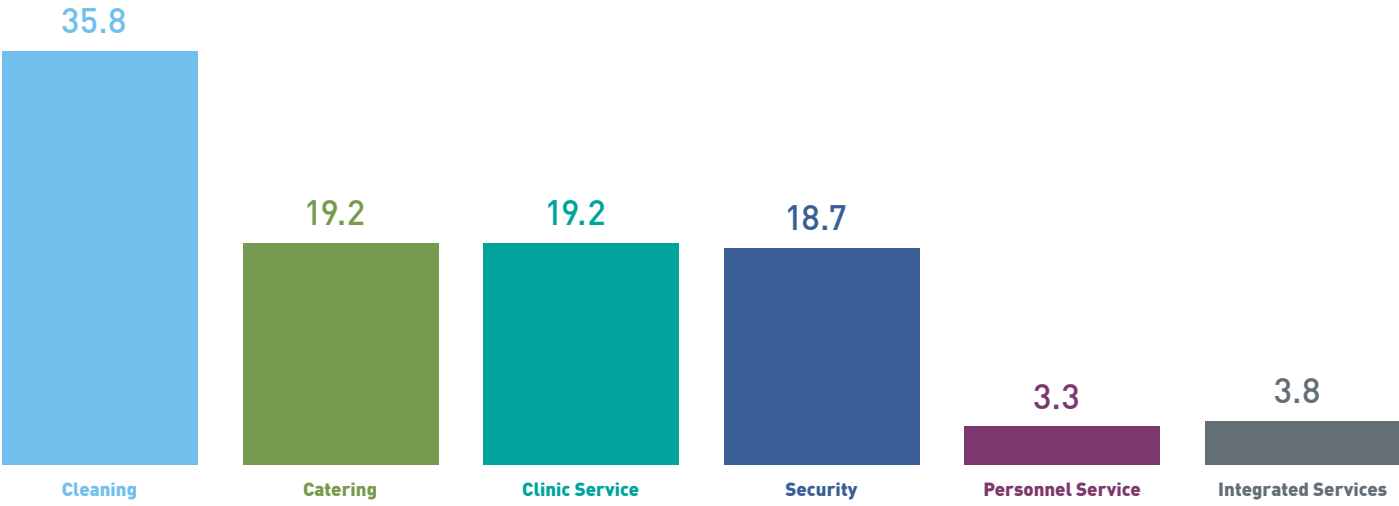
**Turnover totalled 923 million euros:
very good performance with
healthy growth rates
in Germany and worldwide**

International multiservice provider Klüh ended the 2022 financial year with turnover of 923 million euros. The company therefore continued its growth trajectory and increased turnover by 13.4% compared with the pandemic year of 2021. Worldwide, the company's workforce expanded from 52,391 to 57,977. By implementing a consistent sustainability strategy and the high standards evolved during the company's 111-year success story, Klüh was able to support clients in many sectors professionally, reliably and in a spirit of partnership. A major factor in this performance was the innovative strength of Klüh Multiservices.

The company's specialist divisions – Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport Service and Integrated Services – and international companies again proved to be a guarantee for healthy development.



Total sales in euros:
922,705,000
 + 13.4 %



Total sales in %



Cleaning

Klüh Cleaning was the biggest contributor to turnover with a figure of 330.5 million euros and continued to develop as a knowledge-based partner. Smart cleaning – a 360-degree concept offered by this high-quality service provider – impressed a growing number of clients. The deployment of intelligent software such as cobotics and robotics resulted in further improvements to both quality and service. Thanks to sustainable initiatives coupled with digital innovations, the company also helped its clients to reduce their environmental footprint.



Catering

The Catering division is a strong pillar of Klüh Multiservices. Its expertise and qualities as a very good host in both Business Catering and Care Catering again earned the company many awards in 2022. These included a first place for customer satisfaction and recognition as the top contract caterer. Each month, more than one million meals are prepared for employees, patients, senior citizens, school pupils, students, guests and travellers. In terms of turnover, Klüh Catering and Klüh Security are the second-largest divisions of Klüh Multiservices.



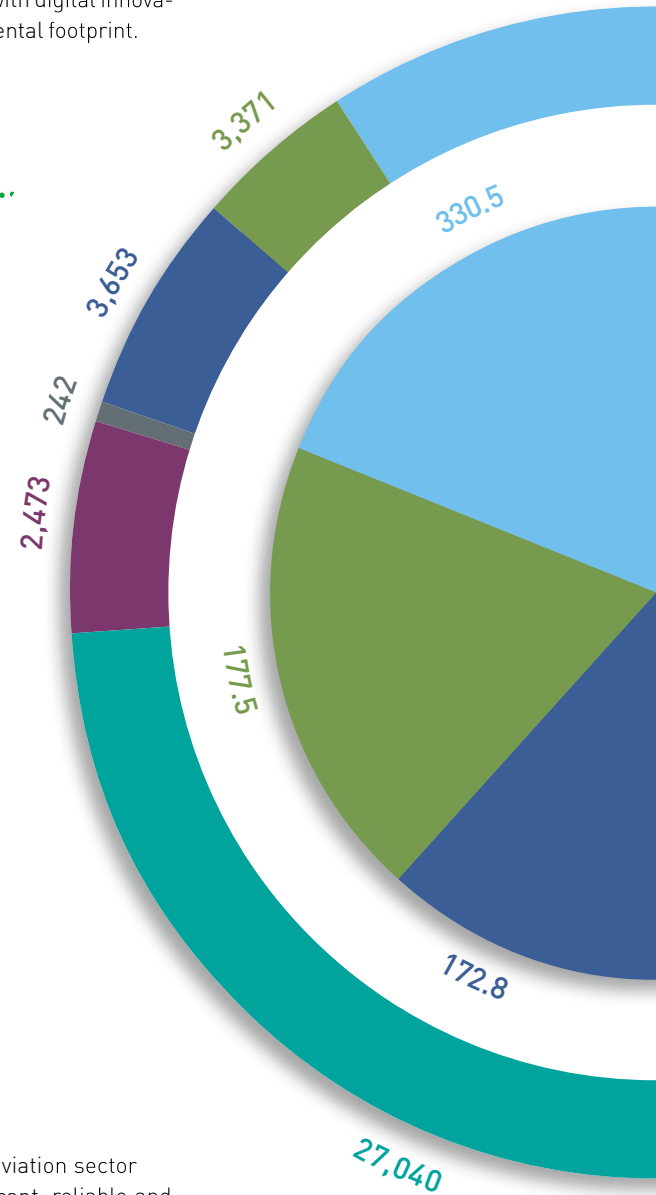
Security

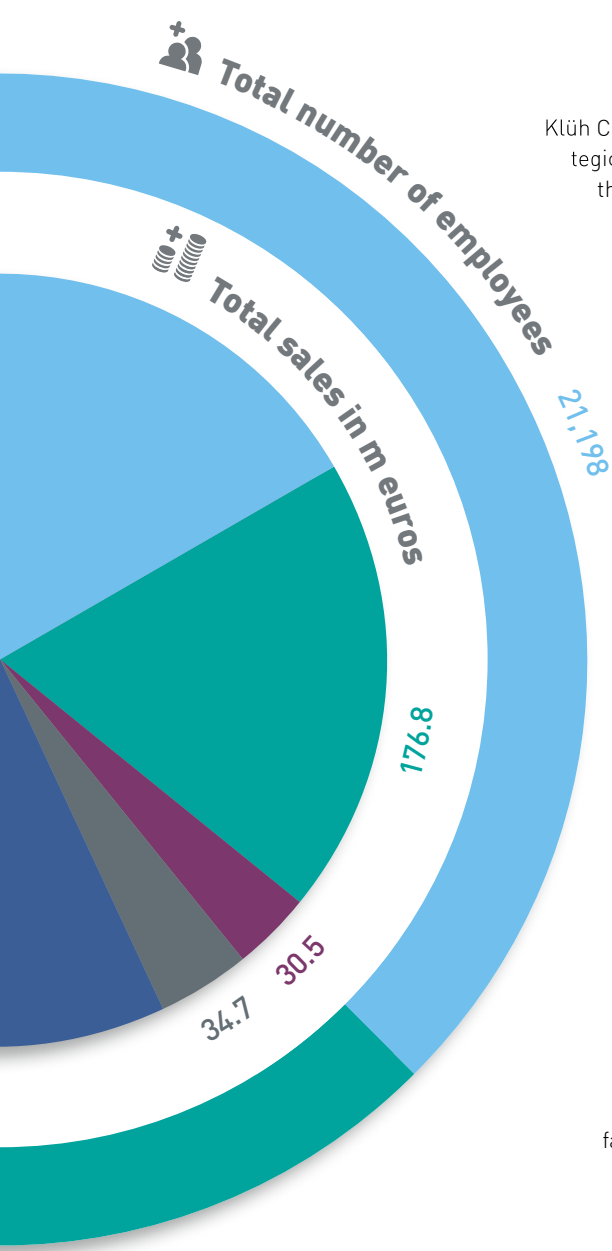
Klüh's Security division delivers security solutions that also meet future requirements. The necessary security measures can be adapted to changing situations with unrivalled speed and flexibility. Long-term clients include many highly security-relevant organisations. For more than 30 years, Klüh Security has been making a substantial contribution to security in Germany, sharing its expertise within the industry via two acknowledged training and development academies. Klüh Security is now in the process of evolving into a provider of smart security solutions based on an integrated service portfolio.



Airport Service

More than 40 years of experience in the aviation sector have made Klüh Airport Service a significant, reliable and competent partner to airports, airlines and ground handling companies, both in Germany and around the world. Klüh is an expert in providing security services and developing customised and viable solutions. When it comes to aircraft cleaning, Klüh Airport Service delivers high standards of hygiene. In 2022 again, its large portfolio of specialised services achieved approval ratings of close to 100% for both performance and punctuality.





Clinic Service

Klüh Clinic Service is a recognised hygiene specialist which has been a strategic partner to healthcare facilities for many years. The company satisfies the requirements of the new DIN 13063 for cleaning and disinfection services and quality assurance in hospitals and is supporting the healthcare sector on its path to climate neutrality. Service companies have been established to manage all non-medical services. Compared with 2021, Clinic Service increased turnover by 14.2% to 177 million euros.

Personnel Service

The specialist for temporary staff placement, direct placement and personnel recruitment is a reliable partner in the event of staff shortages and acute peaks in demand. In 2022, the company increased turnover by 21.3%. It provides qualified staff to its partners in commerce and technology, trade and industry, private companies and public bodies. Klüh Personnel Service applies the collective bargaining agreements for the personnel services industry (IGZ-DGB) and maintains long-term relationships with both clients and employees.

Integrated Services

The Integrated Services portfolio has set Klüh on the path to a future in which integrated facility management supports the company's holistic ESG approach and creates the basis for more effectively reducing greenhouse gas emissions. Many clients are continuing to sharpen their focus on their core value creation processes, using Klüh Integrated Services to increase their efficiency and profitability. Their requirements are analysed in order to offer customised solutions, reducing the number of interfaces and creating a uniform overhead structure.





**‘We have been
able to build on
our outstanding
performance.’**

Frank Theobald
Management Board Chairman

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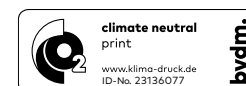
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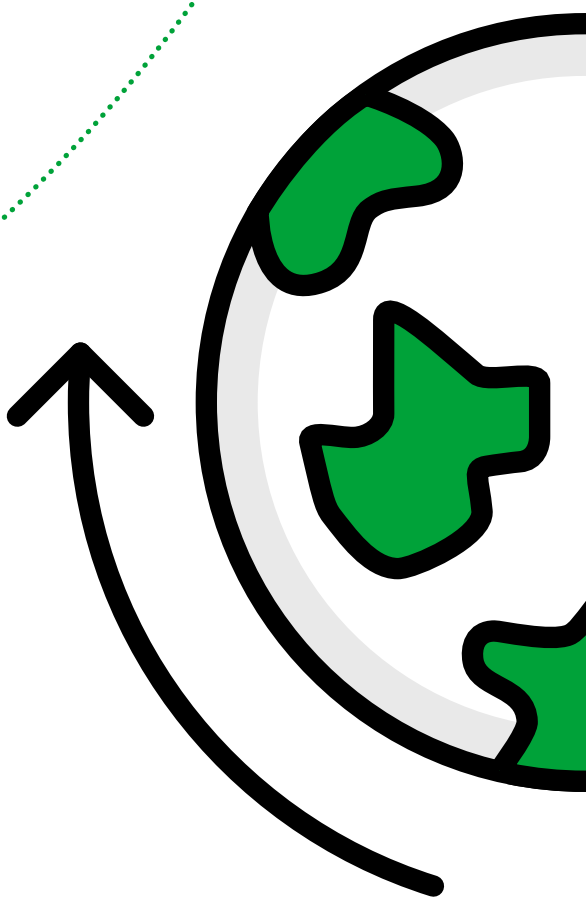
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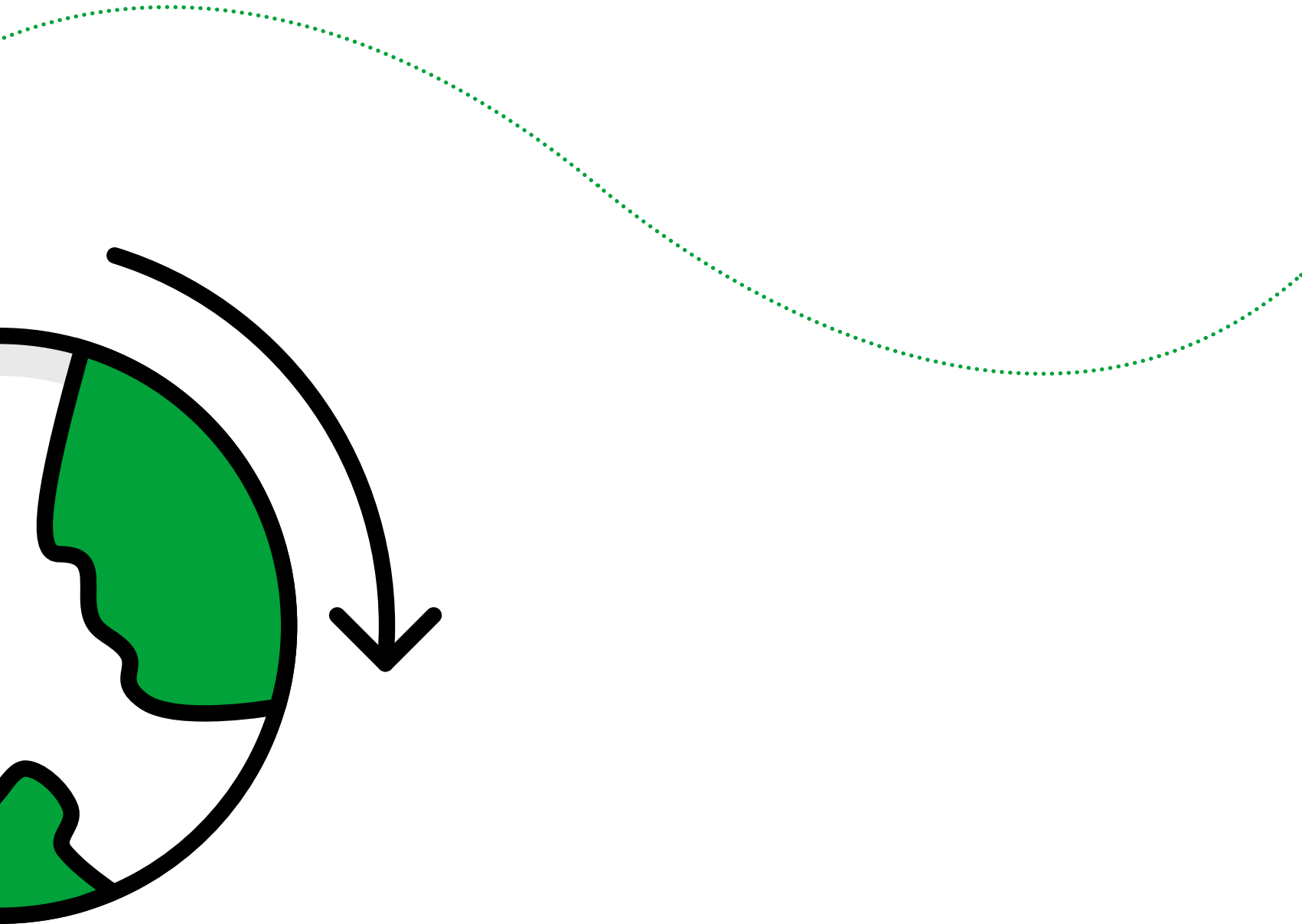
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Sokrates (469-399 v. Chr.)

**Wer die Welt bewegen will,
sollte erst sich selbst bewegen.**





**Let him
who would move the world
first move himself.**

Socrates (469–399 BC)