

The Wöllner Group is one of the leading manufacturers of soluble silicates and other special chemicals in Europe. We are a medium-sized family business providing market-oriented and customized solutions.

As a chemical company and employer, we are aware of the great responsibility we have towards society, our surroundings, the environment, as well as towards our employees, customers, and suppliers.

In order to fulfill this responsibility, we base our activities on recognised global standards and initiatives. Compliance with internationally accepted standards and laws is a matter of course for us. In addition, we support the sustainability initiative of the German chemical industry called "Chemie hoch 3". We consider this to be a valuable contribution to strengthen sustainability as a guiding principle in the chemical sector, in close cooperation with the core elements of the United Nations Global Compact.

In our corporate mission statement, we define principles of conduct that apply to all employees of the Wöllner Group. Living by these values forms the basis for a trusting collaboration to achieve our goals, but also for fair interaction with our business partners, the authorities, and the public. Should you nevertheless notice any violations of our mission statement, we ask you to report this to the management. In addition, we are going to create an anonymous possibility for this purpose within the next year.

Our mission statement applies to all our employees at all sites and is verified as part of the annual management review. We are committed to meeting relevant requirements and continuous improvement, including the prevention of environmental impacts, in view of the context of the organisation set by the chemical industry and the goals we have imposed on ourselves. We take appropriate action when we become aware of any violations. However, the implementation of our high standards cannot be achieved by our company and our employees alone; it can only be realised together with our business partners.

1 Quality

Intensive cooperation with our customers provides the basis for our business activities. From the development of the product to its use in practice, we are reliable business partners and always focus on the requests and needs of our customers. As we know that fast and professional support is of utmost importance to our customers, we are continuously working to meet the highest demands.

1.1 Product quality

We aim to manufacture products of the highest quality by following international quality standards and the best manufacturing processes. We make sure that our products are safe, reliable, and effective. All our products are of consistently high quality. To ensure our high-quality standards, each employee contributes through their personal commitment.

1.2 Customer satisfaction

A key point of our quality guidelines is customer satisfaction. Customer satisfaction is our top priority. We make sure that our customers' needs are always met. For this purpose, we have implemented comprehensive management systems to guarantee that all processes and products comply with our customers' requirements.

1.3 Continuous improvement

We are committed to continuously improve and optimize our products, services, and processes. We strive to maintain our facilities according to our current requirements in order to ensure high product quality at all times. We align our processes in a flexible manner to respond to constantly changing customer needs at short notice. This ensures that we always provide our customers with the right product in high quality at the agreed time.

Our goal is to achieve at least an average customer satisfaction rating of 90% in 2023.

2 Environment

The economical use of resources to protect the environment and maintain our efficiency is a key point of our corporate success.

We are committed to our social and corporate responsibility to protect the environment by regularly reviewing the implications of our activities and their impact on resources.

2.1 Energy consumption and greenhouse gases

We are aware that the focus of our production processes is very energy-intensive and due to the chemical reaction involved, the generation of greenhouse gases is unavoidable. We are committed to continuously monitor our consumption levels. We actively contribute to identify the state-of-the-art technology in water glass production and implement it wherever reasonably possible. We are focused on energy-efficient processes as well as the best possible use of our resources and will continuously improve them.

Within the next two years, we will create a concept for the construction of renewable energy generation plants at our production site in Ludwigshafen. The goal is to cover a significant part of the energy demand in one of our office buildings with renewable energy.

2.2 Water

As a manufacturing company in an industrial country, we are aware of our responsibility for sustainable use and proper handling of water as a resource. We are committed to tracking our water consumption on a constant basis. It is our ambition and goal to keep the amount of water needed and consumed for production at the lowest possible level by reducing wastewater volumes through reuse.

We prevent water pollution by ensuring safe use of chemicals, permanent control of wastewater and proper disposal of waste. We reduce the use of water-polluting biocides in our plants by using products such as Waropure®, a probiotic alternative to keep industrial water circuits clean. We also ensure utmost protection of the environment through appropriate measures when using chemicals.

We aim to decrease water consumption in our plants and have implemented suitable actions for this purpose. We raise awareness among employees to save water. Our goal is to train all employees on this topic within one year.

2.3 Local pollution, materials, chemicals, and waste

We are committed to keeping the local pollution at our production sites to a minimum. In particular, any noise pollution, the environmental impact of waste as well as the possible mishandling of materials are relevant to us. We have therefore established appropriate processes in order to keep negative environmental impacts as low as possible. This is ensured by competent and trained personnel within the company. We aim to reduce the amount of waste generated through adequate processes and to recycle as much of the waste generated as possible.

2.4 Biodiversity

Our company grounds are dominated by a significant proportion of green spaces, contributing to the biodiversity in our surroundings. The preservation and support of biodiversity is a valuable goal, especially in the current climate. Within the scope of our possibilities, we are driven to reach this aim. We are therefore committed to monitoring the impact on biodiversity at our site and taking appropriate measures to increase biodiversity.

2.5 Promoting sustainable consumption

Because natural resources are becoming increasingly scarce, sustainable supply chains are growing in importance in industry. We aim to develop sustainable, long-lasting products and, at the same time, also provide alternatives to solutions which are harmful to the environment. Therefore, we always focus on avoiding the use of harmful chemicals in our own products and on formulating our products in a biologically compatible manner.

One of our goals for 2023 is to increase awareness of the Waropure product line in order to further establish it in the market and to realize at least three new applications.

3 Labour- and human rights

One of our most important principles is the respectful relationship with every member of our workforce. We want to provide our employees a fair and secure workplace. Safeguarding labour and human rights is therefore indispensable.

3.1 Occupational safety and health

Every occupational accident and every work-related illness stand for personal suffering – in the worst case this can be associated with serious and lifelong consequences for the person affected. That is why occupational safety is a top priority in our group, as health is the most important asset of each human being. We ensure a safe working environment, in which all our employees are protected from hazards.

It goes without saying that we comply with all applicable legal requirements. We have introduced an occupational safety management system to protect our employees and to eliminate and minimize hazards. We are committed to comply with the NLF/ILO-OSH 2001 and ISO 45001:2018 standards to continue to bear the 'safe with a system' seal of quality. We are striving for continuous improvement of our occupational health and safety program. Therefore, all employees and principally management, are responsible for implementing this mission statement by adapting occupational health and safety methods to changing requirements and maintaining its high level through continuous optimization. To ensure sustainable improvement, we are in constant dialogue with our employees and their representatives on topics relevant to occupational health and safety. We provide our employees with the appropriate personal protective equipment for carrying out their work.

3.2 Working conditions and social dialogue

As a social partner of the German Chemical Employers' Association (BAVC), we work together with our employees and representatives of the Mining, Chemical and Energy Industrial Union (IG BCE) to achieve a holistic balance between economic, social, and ecological needs.

We respect the right of our employees to associate and organize within a union and the right to collective negotiation. We comply with all applicable laws regarding working hours, breaks, minimum wage, and social benefits. Our goals are to ensure fair pay and permanent employment for our staff in order to provide them with a decent standard of living. We only use temporary workers for a limited period of time in certain exceptional personnel or operational situations.

Based on mutual trust, managers and employees meet in a cooperative, open, and motivating working atmosphere. We live an open-door policy to support trustful and long-lasting relationships between managers and employees.

3.3 Child- and forced labour

We do not take on any employees under the age of 15 in our company and we strictly reject child labour and forced labour. None of our employees may be forced to work by threats of violence or unacceptable measures. We take precautions to avoid any possible abuses within our supply chain.

3.4 Diversity, discrimination, and harassment

Our company culture is characterized by mutual appreciation, fairness, and tolerance. We treat each other with respect and honour each other's work and performance, also beyond the boundaries of our departments.

We are firmly opposed to discrimination based on ethnic or national background, appearance, age, gender, sexual orientation, gender identity, religion, or political affiliation, as well as other characteristics protected by law. We provide equal employment opportunities to all employees and applicants and ensure that all personnel decisions, including recruitment, hiring, promotion, training, remuneration, social benefits, and terminations are made without discrimination.

We are committed to training our employees on the issues of discrimination and harassment in order to avoid any potential grievances.

3.5 Career management

Our company culture is characterized by flat hierarchies. As a result, our focus is more on personal and professional development of our employees and due to our structure less on career mobility. In order to cope with the growing challenges of constantly changing business frameworks, we put emphasis on the formation of highly motivated, agile teams to solve subject-specific tasks. We support our employees and encourage them to take on responsibility also outside their core area of activity. An open, regular exchange between supervisors and employees is the basis of a trusting collaboration. Motivating our employees and recognizing and promoting their personal skills is particularly important to us. Appropriate training is intended to help us achieving these goals.

As a company that takes on trainees, we provide young people with the opportunity to start their careers in our company and to grow with their tasks. We aim to offer them permanent employment.

4 Ethics

It is a fundamental part of our business to conduct our operations in accordance with the highest ethical standards. We encourage our employees to make decisions relating to their work in accordance with ethical principles. We are fundamentally committed to uphold human dignity and the highest possible level of integrity in our activities.

4.1 Fraud, corruption, and anti-competitive practices

Losses caused by fraud, bribery or other corrupt business practices can be more than just financial; they can damage our company's reputation. We expect our employees to comply with the legal requirements and to follow high ethical standards. We prohibit our employees from using illegal or unethical business practices and from engaging in any activity that could be perceived as money laundering, fraud, corruption, or bribery. We are fair to our competitors. We comply with currently applicable sanctions and trade restrictions.

4.2 Conflicts of interest

Our employees are obliged to protect the interests of our company. They must not use information obtained in a professional context for their own benefit or the benefit of third parties. If there is any doubt whether a potential action represents a conflict of interest, the matter must be discussed with the respective supervisor or management.

4.3 Information security

In the course of our business activities, we gain access to sensitive data from our employees and business partners. We consider it our highest priority to treat this data with utmost care and confidentiality. We maintain a register of processing activities in accordance with the GDPR.

Whenever possible, we store data internally in order to ensure the greatest possible protection for our data and that of our business partners. In doing so, we use the maximum level of security equipment available. If it is necessary to store data externally for organizational reasons, we conduct a risk analysis to determine the suitability of the storage location. In addition, we sign order processing contracts with our external data processors.

Moreover, we use procedures to control and restrict access to our data. Our employees participate in mandatory training on data privacy in the workplace. In addition, we will introduce further mandatory training sessions within a year to raise our employees' awareness in greater depth.

We inform our employees and business partners about the processing of their data in a transparent manner. We have established a procedure to identify and eliminate data privacy violations. Furthermore, we have introduced a schedule for the retention and deletion of sensitive data.

5 Sustainable procurement

The application of sustainable procurement practices is a very important component for us to improve our performance in the field of sustainability. Besides cost-effectiveness considerations, we align our supply chain accordingly.

We are committed to giving preference to sustainable products and services when choosing suppliers. In addition to compliance with local rules and regulations and international agreements, we pay particular attention to the impact on the environment, respect for labour- and human rights, and the application of ethical business practices. To evaluate suppliers, we increasingly rely on existing certifications and participation in sustainability initiatives and ratings (for example ISO 14001, ISO 50001, Responsible Care).

To evaluate new suppliers, we will introduce a formalized review process within one year to assess their sustainability performance. We communicate our sustainable procurement requirements to our customers through our Code of Conduct for Suppliers.



Dr. Barbara März
Managing Director

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