

**meier
tobler**

Simply building
technology

Sustainability Report 2023

Report on non-
financial matters

Simply
sustainable

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CEO interview

We want to know precisely where our company stands in terms of sustainability. That's why we decided to interview our CEO Roger Basler. His job is to define our sustainability goals along with the Board of Directors and then collaborate with co-workers each day to achieve them.



CEO interview

“We all need to act more quickly and try harder.”



Sayuri Berini: Roger, Meier Tobler's first Sustainability Report has just been published. Why now?

Roger Basler: Doing business sustainably has become a necessity not only for Meier Tobler but for every company. We are committed to meeting our environmental, social and economic responsibilities and support the Federal government's 2050 climate targets. For example, we actively contribute to decarbonisation by selling heat pumps. Sustainability has always been an essential part of Meier Tobler's corporate philosophy. However, we have never presented our commitment in this kind of format before. We now want to change that and enhance visibility, such as through our annual sustainability report.

Where is Meier Tobler particularly strong in terms of sustainability?

Our new service centre in Oberbuchsitzen (DCO) is an especially good example because we planned and built it with a focus on sustainability right from the start. The two-megawatt peak photovoltaic system installed on the roof covers 12,000 square metres and supplies the DCO and 350 households with electricity. The building itself is equipped with state-of-

the-art technology, including two large Meier Tobler Carrier heat pumps that generate 600 kilowatts of heat from groundwater. In addition, we are gradually making the switch to an electric vehicle fleet, resulting in significant reductions in CO₂ emissions. Furthermore, there are other measures that we explain in detail within the Sustainability Report.

Since we're on the subject of Meier Tobler's products: Many conventional products are still cheaper today when compared to the more sustainable options. How do you deal with this dilemma?

It ceases to be a dilemma once you look at it more carefully. Sustainable products are often less expensive when you consider the entire period over which they are used. A good example is the vehicle fleet we just mentioned. Although the initial cost of buying the vehicles and the charging infrastructure may be higher, the overall cost over the entire life cycle is lower because the cost of servicing and powering the fleet is significantly less for e-vehicles. What's more, in Switzerland, 80% of electricity is derived from renewable energy sources; in other words, very little CO₂ is emitted, both directly and indirectly, when we operate the vehicles.

When you look at other Swiss companies, do you believe they're on the right track?

I think the efforts of many companies point in the right direction. But we're too slow. Based on what we know today, reaching our environmental goals has become a lot more urgent. It's not enough to just talk about it; we all need to act more quickly and try harder.

What do you personally do in terms of sustainability?

Whenever possible, I try to act sustainably in my daily life. We owe that to future generations. For example, we've had a heat pump for 20 years now, our electricity comes from our own photovoltaic system, and my wife and I drive electric cars. But we still take planes from time to time when we go on holiday. I firmly believe that an environmentally-conscious lifestyle should not entail major drawbacks or restrictions in terms of quality of life in many areas. The important thing is to understand the issues and weigh up your options. When flying, for example, this means reducing the frequency or even offsetting the CO₂ effect. I believe it's important to make wise compromises in order to strike a healthy balance between enjoyment and responsibility.



2023 highlights

Highlights

14,684

tonnes of CO₂ per year saved through new heat pumps. In comparison: One return flight from Zurich to New York emits 2.8 tonnes of CO₂.



72

electric vehicles purchased. In other words: 42% of our passenger vehicle fleet is electric.



3.81

training and development days per co-worker

62%

of our suppliers are ESG certified (ecology focused).

+0.2%

difference between women's and men's salaries

83 of 100

points in co-worker commitment

2

MW peak PV units installed on the DCO for own use and 350 households

Company

Day in and day out, our workforce of around 1,300 co-workers provide our business partners and private customers with straightforward building technology solutions. Simply replacing an old heating system with a heat pump instantly enhances sustainability. But we are happy to do a lot more – for society, our co-workers and, of course, for the company itself.



Company



Straightforward building technology solutions

Meier Tobler is a building technology provider serving Switzerland and the Principality of Liechtenstein. Founded in 1937, the company now employs around 1,300 co-workers based in seven regional centres as well as 47 Marché cash-and-carry stores. The company has a nationwide presence and provides services for building technology suppliers, especially in connection with heating, ventilation, air conditioning and plumbing (HVACP). Meier Tobler focuses on four core activities: trade, heat generation, service and air conditioning systems (see chart). The vision of supporting the energy transition in Switzerland under the banner of "simply building technology" is at the heart of Meier Tobler's business activities.

Art. 964a-c CO: Business model
GRI 2-1 Organisational profile
GRI 2-6 Activities, value chain and other business relationships



Trade

Market-leading e-shop
47 Marché cash-and-carry stores
marché@work
marché24
50,000 items



Service

On-site and remote
Online diagnostics
Present 24/365 throughout Switzerland
400 experts



Heat generation

Efficient systems for new buildings and renovations
Support for installation companies
Leading brands



Air conditioning systems

Large-scale refrigeration and heating systems
Customer-specific
Life cycle
Natural coolants



Our business areas

Trade

Meier Tobler supplies around 10,000 partner companies with heating, ventilation, air conditioning and plumbing (HVACP) components. Over 50,000 products are ordered from the e-shop or sales team and distributed by the company's own logistics organisation. Throughout Switzerland, specialist partners also have access to 47 Marchés that supply a selected range of standard building technology products during business hours. The 24/7 Marché in Wallisellen is the first in the entire industry that is open around the clock. Partner companies also benefit from new formats, such as marché@work, that enable them to access the basic range of installation materials and consumables in their facilities at any time. Meier Tobler also offers the marché@box, an on-site materials container for large construction sites, with a product range tailored to individual needs.

Heat generation

When it comes to heat generation, Meier Tobler supplies heating systems encompassing all technologies and categories. Reliable delivery and strong expertise are particularly important in this area of the business. This applies especially when it

comes to providing individual expert advice to our partner installers, planners and architects. Meier Tobler also assists private customers in the planning of their new heating systems. They can use the online heating configurator, which gives them an initial overview of a potential replacement unit and a price estimate. Meier Tobler then assists interested parties in choosing the right installation company to do the work. Furthermore, Meier Tobler contributes its many years of expertise in heating system renovations to focused consultations within the Renewable Heating component of the Energy Switzerland programme.

Service

Meier Tobler ensures the successful commissioning and smooth operation of heating systems for more than 260,000 property owners and property management companies. Services are increasingly moving away from high-maintenance fossil-fired heating systems toward low-maintenance heat pumps. Digitalisation plays an increasingly important role, especially in service. Meier Tobler is a pioneer with its proprietary online diagnostics tool SmartGuard and offers an increasing number of smart heat pumps equipped with SmartGuard. This

simplifies maintenance and troubleshooting and protects the environment, thanks to fewer on-site service calls.

Air conditioning systems

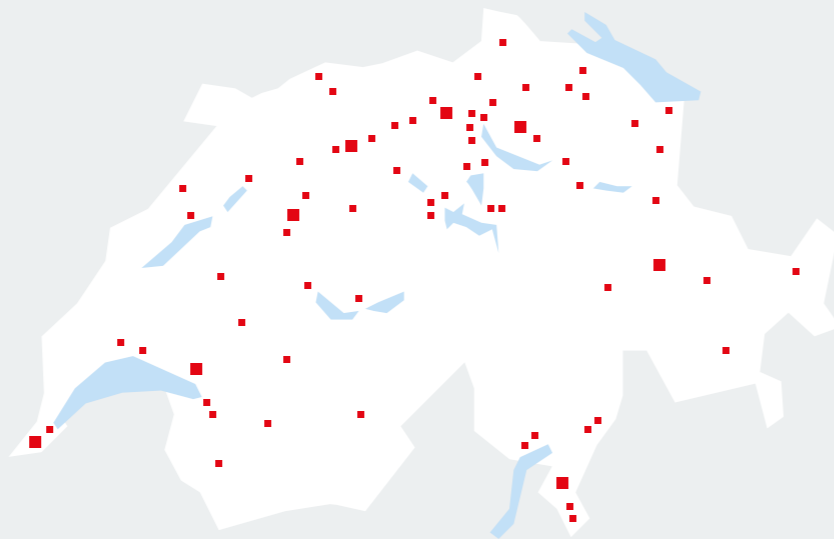
Meier Tobler primarily handles large-scale air conditioning system projects, delivering customised cooling and heating units and providing support throughout their life cycle. Climate change has also increased the demand for environmentally-friendly air conditioning solutions. Natural refrigerants are the main technological drivers of sustainability in this area.



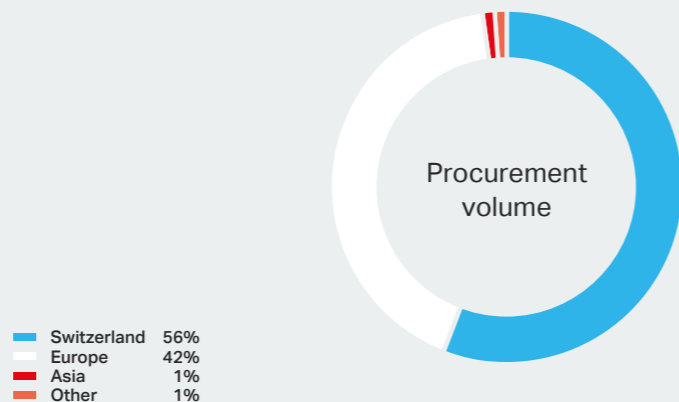
Company

Company

Locations



Procurement countries



Locations

Meier Tobler has a presence in all parts of the country. 95% of our co-workers work at the head office, in the regional centres and in warehouses. The main office, as well as the administration and registered office, are in Schwerzenbach. The regional centres are in Bern, Chur, Lamone, Plan-les-Ouates, St-Legier-La-Chiésaz and Urdorf. In the second half of 2023, the two warehouses in Däniken and Nebikon were replaced by the new logistics centre in Oberbuchsitzen (DCO). In addition, our co-workers are available to assist our customers at the 47 Marchés (cash-and-carry stores) throughout Switzerland.

Art. 964a-c CO: Business model
 GRI 2-6: Activities, value chain and other business relationships

Procurement

Across all areas, 56% of our products are procured locally in Switzerland. A further large share (42%) comes from Europe, i.e. 98% of goods are purchased in Switzerland and Europe. Only 2% comes from abroad.

GRI: 204-1 Proportion of expenditures on local suppliers

Company

Stakeholder group	Key concerns	Type of interaction
Co-workers	Secure workplace Training and development opportunities Attractive terms of employment Environmentally responsible practices	Dialogue with the Sustainability Impulse Group Intranet CEO newsletter Surveys Meetings
Customers	Safe, high-quality products and services Environmentally responsible practices Reliable partner	Focus group discussions with planners and installers Customer surveys Customer magazine Web site Regular contact with customer care Customer events Renovation partner meeting Expo Plus trade show
Suppliers	Reliable sales partner Achievement of sales targets	Annual meetings (sustainability as a fixed agenda item) Ongoing dialogue
Shareholders	Participation in the company's success Transparent communication Information about financial and non-financial matters Fulfilment of ESG criteria	Annual Report Sustainability Report Ad hoc notifications Annual general meeting
Public relations / interest groups	Compliance with legal requirements Exchange of interests Contribution to innovation	Influence through memberships with: Sustainable Switzerland (entrepreneurs' club) Swisscleantech Swiss Building Climate Association Suissetec Interessengemeinschaft Datenverbund (IGH) Swiss Air and Water Hygiene Association Energy cluster Trade association Swissolar SENS eRecycling Wood heating systems in Switzerland Swiss Heat Pumps Association

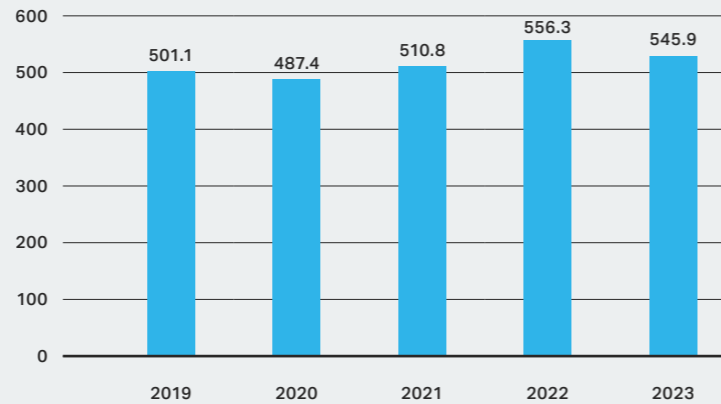
Stakeholders

Meier Tobler is in regular contact with the various stakeholder groups. This dialogue is important and made possible through various specialist departments and channels. Stakeholders include both internal and external groups: Co-workers, customers, suppliers, shareholders, the general public and various interest groups. The adjacent list outlines the most important stakeholder groups, their area of focus and our form of interaction.

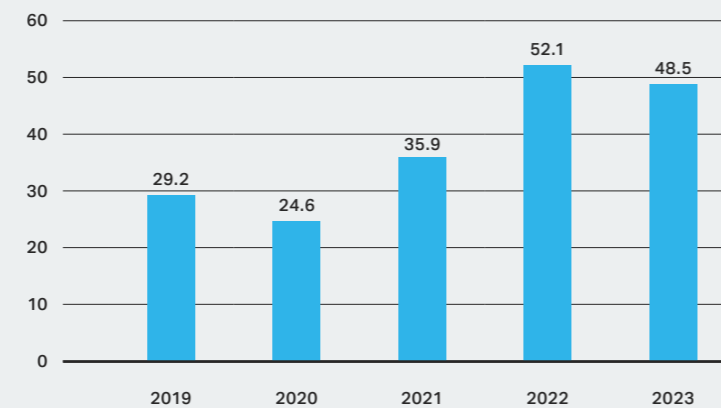
Art. 964a-c CO: Business model
GRI: 2-6 Activities, value chain and others
Business relationships
GRI: 2-28 Membership in associations and stakeholder groups
GRI: 2-29 Approach to stakeholder engagement



Annual trend in sales 2019–2023 (in CHF m)



Annual trend in EBITDA 2019–2023 (in CHF m)



Business trends

Meier Tobler enjoys a strong position in an attractive market. The continuing strong demand for energy-efficient heating solutions and the consistent passing on of price increases on the purchasing side were key drivers of the positive business trend in recent years. Since 2019, revenue has increased by 9% and EBITDA by 66%. The temporary decline in the two KPIs in 2023 can be attributed to initial problems during the commissioning of the new warehouse. For more information about the course of business, please refer to the Management Report 2023.

Art. 964a-c CO: Business model
GRI 201-1: Directly generated and distributed business value





Sustainability strategy

Sustainability strategy

For us, sustainability is a clear decision based on our vision and the subsequent strategy. We regard it a goal and duty to have the industry and society perceive our company as an active and forward-looking player that can be measured by its actions.

Sustainability strategy



We take full responsibility for our actions

According to the Swiss Federal Office of Energy, 44% of energy generated in Switzerland is used for heating, which results in one third of all CO₂ emissions. Half of the buildings are still heated with heating oil, gas or electricity. The Swiss Federal Office of Energy (SFOE) also recognises a significant opportunity for the building technology sector to play a decisive role in achieving Switzerland's net-zero target.

(Source: Swiss Federal Office of Energy, 2023)

Sustainability is part of Meier Tobler's strategy. The company takes its responsibilities seriously and implements its measures out of conviction. The basic strategy was developed in 2021 and revised and refined in 2022.

With the support of BDO management consultants, the materiality analysis was prepared in 2023 based on dual materiality, thus laying the foundation for this Sustainability Report. Sustainability is also firmly anchored in the corporate culture.

With its first Sustainability Report, Meier Tobler clearly illustrates how the company addresses the issues as defined and what further measures it is taking.

GRI 2-22: Declaration of use for the sustainable development strategy



Sustainability strategy

Purpose

Our conviction prompts us to take responsibility for ecological, social and economic issues.

Fields

Environment

Co-workers

Society

SDG



Guidelines

Our environment is important to us and we support the Swiss climate targets for 2030/2050. Our **solutions** aim to combat **climate change**. The services we offer have a **minimum impact in terms of CO₂ emissions**, and **we pay close attention** to conserving natural **resources** as much as possible.

Our company supports **training and development measures** for all co-workers, assures **diversity and equal opportunities** and prioritises **health** and **productivity**.

Society benefits from our **economic success**. We also contribute to the **welfare, education, progress** and the **stability of the Swiss marketplace**. We prioritise fair conditions and make sure that **human rights** in the supply chain are respected.

Governance

We attach strong importance to doing business in an ethical, prudent and lawful manner.



Internal sustainability committee

The sustainability strategy was developed by the experts in this field, in collaboration with Group Management and Executive Management, and confirmed by the Board of Directors. The Sustainability Impulse Group, consisting of representatives from all specialist and support units, aims to make sustainability part and parcel of the company and applies specific measures to help the concept gain traction in the individual departments.

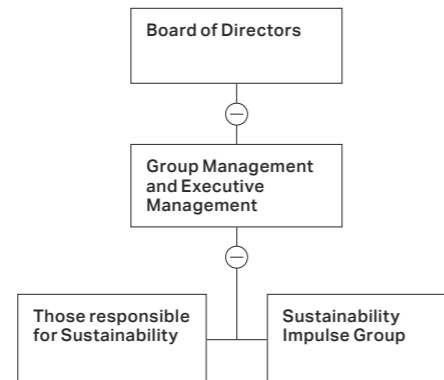
GRI 2-5: External audit
GRI 2-14: Role of the highest governing body in sustainability reporting

Material topics

Meier Tobler has identified the relevant strategic issues based on the Sustainable Development Goals (SDG) and various workshops with Group Management and Executive Management. They were then examined in more detail within the business areas and subjected to a peer analysis before being summarised and transferred to the dual materiality matrix. The topics were then matched against the four dimensions and prioritised accordingly with Group Management and Executive Management. Input from various stakeholders – such as the focus group with customers – flows indirectly into the eval-

uation via the business areas. The decision was made to review the sustainability strategy annually in line with the corporate strategy. The materiality analysis aims to review and adjust the strategy periodically. Group Management and Executive Management as well as the Board of Directors are involved in implementing the materiality analysis and the Sustainability Report. The Board of Directors approves the Sustainability Report.

GRI 2-12: Role of the highest governing body in supervising how the effects are handled
GRI 2-13: Delegation of responsibility for managing the handling of the effects
GRI 2-14: Role of the highest governing body in sustainability reporting
GRI 3-1: Procedures for determining the material topics
GRI 3-3: Management of material topics



Environment and social materiality (inside-out perspective)	Critical				1 10
	Significant	6	8	2 7 11	13
	Essential	16	3 9	5 15	14
	Minimal	4	12		
		None Low	Medium	High	Very high
Strategic intensity		Financial materiality (outside-in perspective)			
		High	Medium	Low	

Environment

- 1 Offer climate- and environmentally-friendly products
- 2 Reduce greenhouse gases when providing services
- 3 Conserve natural resources
- 4 Manage biodiversity and land use

Co-workers

- 5 Health and performance
- 6 Diversity and equal opportunities
- 7 Training and development
- 8 Value-oriented corporate culture

Society

- 9 Human rights in the supply chain
- 10 Economic success and stability
- 11 Innovation and digitalisation
- 12 Partnerships

Governance

- 13 Ethical business practices
- 14 Data protection and cybersecurity
- 15 Business continuity management
- 16 Transparent reporting

Materiality matrix

The materiality matrix is a tool for weighting topics based on two dimensions. The y-axis represents the dimensions "Environment and social materiality," which capture the relevant topic based on environmental consequences and social issues. The x-axis represents the effect on the financial aspect for the company. The new statutory requirements in Switzerland concerning disclosure of non-financial topics (environment, social affairs, labour, human rights and anti-corruption) were taken into account throughout the preparation process.

The matrix on the right shows Meier Tobler's key sustainability topics. The topics are divided into four areas, each with four sub-topics: Environment, co-workers, society and governance. A total of 14 topics were identified as significant for Meier Tobler, which are described in detail in this document. Two other topics deemed to be of minimal significance are not addressed further in this report.

GRI 3-2: List of material topics



Sustainable development goals (SDGs)

The United Nations adopted the SDGs for sustainable development in 2015. They describe the global path to greater prosperity and quality of life while reducing the consumption of resources. Meier Tobler supports a sustainable future and actively assumes shared responsibility for reaching these goals by integrating the SDGs into its corporate strategy.



SDG 3

Goal 3 aims for healthy living and well-being for all people of all ages. Meier Tobler promotes the health and performance of its co-workers. Specific measures include occupational health management and the continuous improvement of occupational safety in all areas of the company.



SDG 4

SDG 4 aims for inclusive, equitable and high-quality education and the promotion of lifelong learning for everyone. Meier Tobler attaches particular importance to this objective by actively promoting the training and development of its co-workers, expanding the range of apprenticeships, and supporting individual talents with internal training and development and retraining programmes.



SDG 5

Goal 5 aims to promote equality between men and women and empowering all women and girls to achieve self-determination. Meier Tobler is committed to promoting all talents in equal measure. Equal pay between the genders is assured at Meier Tobler at all functional levels.



SDG 7

SDG 7 aims to ensure access to affordable, reliable and sustainable energy for all. One of Meier Tobler's core businesses is the sale of heat pumps. This significantly supports the energy revolution in Switzerland and the goals of SDG 7.



SDG 8

SDG 8 aims to ensure sustainable economic growth, full and productive employment, and dignified work for everyone. Meier Tobler pursues this goal by means of a number of measures: The company supports these goals through its four corporate values – partnership, commitment, entrepreneurship, forward-looking – and through numerous measures in occupational health management, training and development, innovation and digitalisation.



SDG 12

SDG 12 is aimed at sustainable consumption and production. Meier Tobler is a supply company that does not manufacture its own products. As an important player in the Swiss market, however, Meier Tobler plays a key role in developing preferences for sustainable products and finding ways to improve them. To this end, Meier Tobler manages its suppliers closely and increasingly attaches importance to sustainable criteria when selecting new ones.



SDG 13

SDG 13 calls for measures to combat climate change. Meier Tobler is committed to this goal in many ways – not least through promoting heat pumps to replace oil or gas heating system and thus lower CO₂ emissions. Furthermore, the company is looking to reduce its own CO₂ emissions – for example, by replacing its vehicle fleet, optimising energy consumption, using fully sustainable packaging materials and choosing reusable containers.





Environment

Building technology in Switzerland consumes around 44% of the country's energy and produces one third of its CO₂ emissions, resulting in a significant impact on the environment (🌐 Swiss Federal Office of Energy, 2023). The building technology sector in Switzerland – and with Meier Tobler as one of the largest players – can contribute significantly to the energy transition and to reaching the federal government's climate targets with energy-efficient and durable products and solutions.

The mere fact that Meier Tobler sells heat pumps already significantly reduces CO₂ emissions in Switzerland –

both in new construction projects and in renovation projects. Furthermore, our product range decisions influence the choice of available products because, as an important supplier in Switzerland, we can indirectly use our market position to influence demand for sustainable products and production processes.

In our daily business, we aim to emit as little CO₂ as possible and to conserve resources. We aim to generate heat at our locations, produce the electricity for our vehicle fleet, use environmentally friendly packaging materials and recycle used materials.

Art. 964a-c CO: Environmental concerns – concepts



Environment

Climate- and environmentally-friendly products

Aims and challenges

When it comes to climate- and environmentally-friendly products, we want to significantly reduce the amount of harmful greenhouse gas emissions in our supply chain and among users (Scope 3).

According to the Swiss Heat Pump Association, 1.66 million fossil-fired or electric-powered heating systems in Switzerland must be replaced by 2050 to reach the climate targets. Due to current market structures and the limited capacity of skilled workers, there is a risk that decarbonisation will proceed at a slower pace and that efforts to combat climate change will fall short of their targets.

In addition to direct emissions from heat generators, Meier Tobler also aims to consider environmental impacts within the supply chain and during production. As a trading company without its own production facilities, it can influence these factors indirectly. Meier Tobler relies on a supplier management system to combat the associated risks as far as possible.

Art. 964a-c CO: Environmental concerns – concepts and risks
GRI 201-2: Financial consequences and associated risks and opportunities for the organisation and others arising from climate change



Promoting the energy revolution

Goals and measures

Meier Tobler supports the energy revolution in Switzerland when trading its products. This actively promotes the reduction of CO₂ and supports the federal government in reaching the CO₂ targets by 2050.

Meier Tobler trains experts in the distribution of environmentally-friendly heat pumps – and in the products themselves and their properties relating to energy. Property owners, too, are included: The heating configurator on meiertobler.ch enables users to generate a realistic estimate for a heating replacement in just a few minutes. The impulse consultants from Meier Tobler, who are certified by the Swiss Federal Office of Energy (SFOE), are then involved. They advise homeowners and show them the potential benefits of replacing their fossil-fired heater with one that uses renewable energy. If an owner decides on a new system, Meier Tobler will help to find the right specialists for the installation.

Our commitment also includes many existing fossil-fired installations that for various reasons have not yet been replaced.

Here, the focus is on regular maintenance and optimisation of operations. Meier Tobler's services thus actively contribute to reducing CO₂ and harmful emissions. Regular maintenance and ongoing optimisation improve the efficiency of all heating technologies.

Art. 964a-c CO: Environmental concerns – measures
SDG 7: Affordable and clean energy

Data collection and analysis

Measuring the effect of Meier Tobler's commitment involves calculating the amount of CO₂ saved – based on the number of heat pumps sold to replace an oil or a gas heating system.

Art. 964a-c CO: Environmental concerns – performance indicators

Savings CO ₂ eq (in tonnes) through renovations with heat pumps	2022	2023
during the year of sale: annually in the following years:	7,428	8,228
	15,807	14,684

Calculation basis: Calculated value of CO₂ emissions (Scope 3, downstream) in the first calendar year due to heat pumps sold in the respective year to replace oil or gas heating systems. The emission factors from life cycle assessment data in accordance with the Coordination Conference of Building and Property Bodies of Public Sector Developers (KBOB) ecobau (FDF/FOBL) serve as the basis. Meier Tobler does not publish the number of heat generators it sells. The calculation method was developed with the support of the myclimate foundation.

Procuring climate-friendly products

Goals and measures

Meier Tobler is committed to using ecological criteria when selecting the products it offers and to procuring them in the most environmentally friendly way.

With regard to the product portfolio and product life cycle, Meier Tobler considers various environmental factors in its decisions. When selecting new products and suppliers, the company includes sustainability as a factor in its cost-benefit analysis. Periodic reviews of suppliers in accordance with ESG (ecology, social, governance) criteria constitutes a further measure. These are carried out in Synesgy, the central supplier management system, which tracks the recognised ESG certifications of suppliers. Suppliers without certification are asked to complete a self-declaration online that evaluates the system in accordance with ESG guidelines. This process is currently being developed. In October 2023, all 125 A and B suppliers, which make up 80% of the total purchasing volume, were contacted for the first time and asked to participate.

Art. 964a-c CO: Environmental concerns – measures

Data collection and analysis

Meier Tobler measures the sustainability of its supplier portfolio based on the percentage of A and B suppliers with ESG certification. These certificates are awarded based on "Very good," "Good," "Satisfactory" and "Adequate" ratings. The aim is to have 80% of the 125 A and B suppliers certified by 2025.

Art. 964a-c CO: Environmental concerns – performance indicators
GRI: 308-1 New suppliers that are being reviewed using environmental criteria
GRI: 308-2 Negative environmental impacts in the supply chain and measures taken

2023	Absolute	In per cent
A and B suppliers with ESG certification (focus on environment)	77	62 %



Greenhouse gas reduction during service delivery

Aims and challenges

When providing our own services, we want to reduce greenhouse gas emissions through our infrastructure and keep CO₂ emissions at a minimum in our internal processes (Scopes 1 and 2).




Emissions from the supply chain are described on page 22. Our ability to reduce greenhouse gas emissions in our own services is mostly in the area of mobility, in our offices and at our logistics locations. As all our locations are rented spaces, there is a risk that we can only influence energy factors indirectly. By operating an electric vehicle fleet, we are also more strongly exposed to potential electricity shortages and energy price hikes.

Art. 964a-c CO: Environmental concerns – concepts and risks






Vehicle emissions

2022

No. of vehicles (as at 31/12)		Fossil fuel	Electric	Emissions CO ₂ eq (in tonnes)
Passenger cars		235	4	1,307
Service vehicles		361	0	2,869
Trucks		54	1	1,551
Total		650	5	5,727

2023

No. of vehicles (as at 31/12)		Fossil fuel	Electric	Emissions CO ₂ eq (in tonnes)
Passenger cars		180	76	1,131
Service vehicles		354	0	2,854
Trucks		48	1	1,487
Total		582	77	5,472

Calculation basis: Scope 1 and 2 emissions calculated based on the amount of fossil fuels consumed and electric kilometres driven. The emission factors specified by the manufacturer and ecoauto (Swiss Transport Club, VCS) serve as the basis. The calculation method was developed with the support of the myclimate foundation.



Emissions from vehicles

Goals and measures

Meier Tobler is reducing CO₂ emissions by making the switch to an electric vehicle fleet.

Meier Tobler has been converting its vehicle fleet since the start of 2023: Fossil-powered passenger vehicles are gradually being replaced by electric vehicles where reasonable and feasible. Replacing service vehicles and trucks with electric ones is also being reviewed on an ongoing basis. The requirements concerning performance and range in these two categories have not yet been met.

Art. 964a-c CO: Environmental concerns – measures
SDG 13: Climate protection measures

Data collection and analysis

By switching to electric vehicles in the passenger car segment, Meier Tobler is reducing its CO₂ emissions thanks to lower consumption of fossil fuels. Most of the electric cars have been in use since the start of 2023 and make up around 42% of vehicles in this category.

Art. 964a-c CO: Environmental concerns – performance indicators
GRI 305-1: Direct GHG emissions (Scope 1)

Energy consumption

Goals and measures

Meier Tobler is lowering its energy consumption as much as possible at all locations. The fact that the company leases all of its locations results in certain limitations. For this reason, the measures largely focus on making co-workers more aware of the need to save energy and on implementing various optimisation measures.

When it comes to energy consumption, Meier Tobler initially focuses on reducing heating energy by conserving energy and adjusting room temperatures.

Commissioning the new service centre in Oberbuchsiten (DCO) and simultaneously closing the two warehouses in Däniken and Nebikon, made it possible to reduce CO₂ emissions considerably in 2023. While the Däniken site was heated with fossil fuels, Meier Tobler built the new service centre by applying the Minergie standard.

Heating energy

Location	Heating type	2022	2023
		CO ₂ emissions (in tonnes)	CO ₂ emissions (in tonnes)
Schwerzenbach (Canton Zurich)	Heat pump (geothermal probe)	24	24
Berne (Canton Berne)	Gas	76	76
Lamone (Canton Ticino)	Gas	24	24
St-Légier (Canton Vaud)	Gas	77	77
Urdorf (Canton Zurich)	Gas/oil	51	51
Däniken (Canton Solothurn)	Oil	740	616 (Jan. to Oct.)
Nebikon (Canton Lucerne)	Heat pump (geothermal probe)	62	42 (Jan. to Aug.)
Oberbuchsiten (Canton Solothurn)	Heat pump (geothermal probe)	0	42 (July to Dec.)
Total		1,037	952

Calculation basis: The calculations are based on the largest Meier Tobler locations in terms of number of co-workers per location. 95% of all co-workers work at the surveyed sites. CO₂ emissions are calculated based on the energy reference area, the heating type, the system's construction year and possibly on renovations. The emission factors used correspond to the life cycle assessment data of the Coordination Conference of Building and Property Bodies of Public Sector Developers (KBOB) ecobau (FDF/FOBL). The calculation method was developed with the support of the myclimate foundation.

One of the largest solar power plants in Switzerland's Central Plateau is installed on the roof of the DCO. It is a 2-mega-watt peak photovoltaic system covering 12,000 square metres that generates electricity for all the company's needs and another 350 households. The ground-water and two heat pumps with an output of 300 kilowatts each supply the heat. The heating technology currently in use will be a relevant factor when selecting new business locations in future.

Art. 964a-c CO: Environmental concerns – measures
SDG 13: Climate protection measures

Data collection and analysis

Meier Tobler demonstrates its commitment to energy consumption using calculated values of CO₂ equivalents at its key locations.

Art. 964a-c CO: Environmental concerns – performance indicators
GRI 305-2 – Indirect energy emissions



The new service centre Oberbuchsiten.



Conservative use of natural resources

Aims and challenges

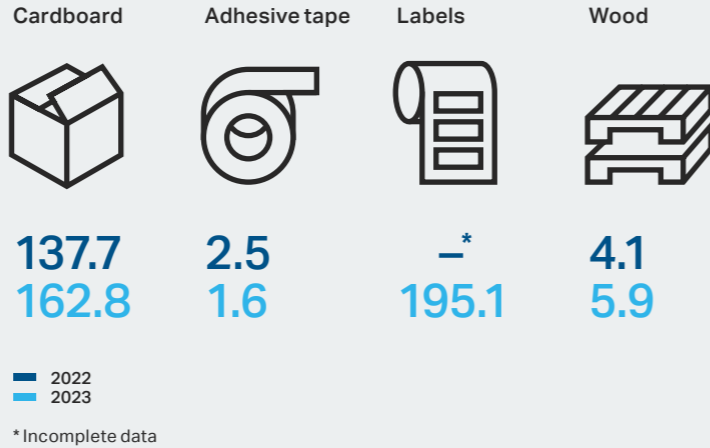
We raise awareness of how we use natural resources and minimise waste, promote recycling and extend the useful life of the materials and equipment we use. Various parameters were tested when using sustainable packaging materials: resilience, quality and cost factors.

Compared to other industries, the processes and structures for a functioning circular economy are currently insufficient in building technology. Although an advance recycling fee for heat pumps has been in effect since 1 July 2023, a large proportion of waste and demolished material still ends up in incinerators. We see considerable room for improvement in this area over the next few years.

Art. 964a-c CO: Environmental concerns – concepts and risks
GRI 306-1: Waste generation and significant related effects



Consumables (in tonnes)



Disposal and recycling (in tonnes)

	Nebikon	Däniken	Oberbuchsiten
	01/01–31/08 2023	01/01–30/11 2023	01/09–31/12 2023
Cardboard (92% recycled)	100.06	77.84	56.59
Incineration: flammable operational waste, mixed construction waste, bulky goods (0% recycled)	84.48	74.68	119.18
Mixed metals (100% recycled)	83.89	58.29	13.64

Source: Waste exchange 2022 and 2023

Materials

Goals and measures

As a trading company, Meier Tobler assumes responsibility for product handling and shipping – for example, by using environmentally-friendly packaging material and reusable containers.

Meier Tobler already uses packaging materials that are made with environmentally-friendly methods:

- Paper instead of plastic cushions to protect the items
- Automatic gluing of cardboard boxes: Reduction of adhesive tape use
- Cardboard instead of wooden pallets: shorter service life, but lighter, safer and recyclable
- Supplying the Marchés stores with steel postal trolleys as reusable containers: safe transportation, less packaging materials
- Paper adhesive tapes test: plastic tapes used again because the paper ones stuck poorly and tore easily.

Art. 964a-c CO: Environmental concerns – measures
SDG 12: Responsible consumption and production
GRI 306-2: Management of significant waste-related impacts

Data collection and analysis

The materials primarily used at Meier Tobler's Nebikon, Däniken and Oberbuchsiten logistics centres are cardboard, adhesive tape, wood and labels. The materials used are shown in tonnes per material category and year.

Art. 964a-c CO: Environmental concerns – performance indicators
GRI 301-1: Materials used shown in weight or volume



Disposal and recycling

Goals and measures

Meier Tobler promotes the circular economy by collecting and recycling the materials it uses to provide its services.

Meier Tobler generates large quantities of shipping and packaging materials that can no longer be used, especially in the DCO. To reach the company's goal, aluminium, iron, wood, plastic packaging and industrial mixed films are collected and recycled. The cardboard in the DCO is pressed and resold as raw material for recycled cardboard. The recycling processes in the DCO are continuously adjusted and optimised.

In addition to recycling in Oberbuchsitzen, Meier Tobler is also committed to promoting the circular economy in traded products. As a major Swiss supply company, Meier Tobler is an important intermediary between production and consumption and a member of the Taking

Forward working group, in which various manufacturers, recyclers, retailers and logistics partners have set themselves the goal of providing a recycling infrastructure for plastic pipes.

Art. 964a-c CO: Environmental concerns – measures
GRI 306-2: Management of significant waste-related effects
SDG 12: Responsible consumption and production

Data collection and analysis

The 2022 overview of waste volumes at the Nebikon and Däniken warehouses shows the substances with the largest volumes. The largest volumes are: cardboard, refuse and scrap metal (see table on p. 27). Cardboard and scrap metal have a very high recycling rate. The refuse is incinerated. Since the move and the consolidation of the warehouses into the DCO, the quantities shown are not fully accurate and cannot be compared with those of the previous year due to duplication. Conclusions about efficiency gains or losses will be possible only in the following years.

Art. 964a-c CO: Environmental concerns – performance indicators
GRI 306-3: Waste generated

Outlook

Various further environmental measures are planned for 2024. In particular, they include expanding the range of heat pumps with natural refrigerants in order to offer customers solutions with a potentially lower global warming effect. In addition, the share of A and B suppliers with sustainability certificates is expected to increase. C suppliers will also be contacted in this regard in the course of the year. In addition to the electric cars, other electric trucks and service vehicles are being tested. A pilot project for service vehicles is planned.





Co-workers

Co-workers

Our workforce of approximately 1,300 co-workers play a leading role at Meier Tobler due to their expertise and life experience. For us, social sustainability means fostering strong commitment among our co-workers and positioning Meier Tobler as an attractive employer. We actively respect our co-workers, promote their

health and productivity, and help them to grow, develop and expand their expertise. We view diversity and equal opportunities as fundamental principles. In addition to direct feedback, we ask our co-workers for their opinion every two years.

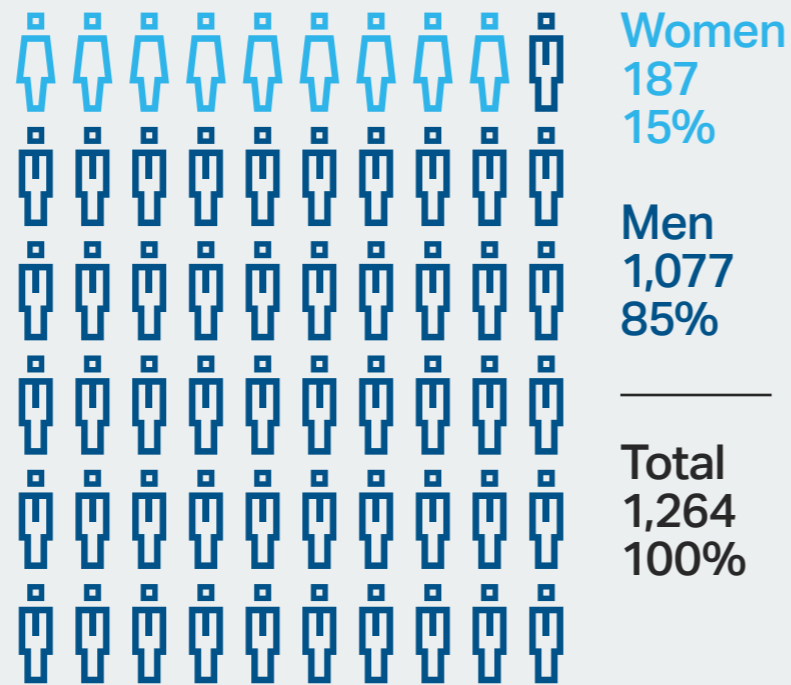
Art. 964a-c CO: Employee concerns – concepts
GRI 2-8: Co-workers who are not employees
GRI 2-7: Employees



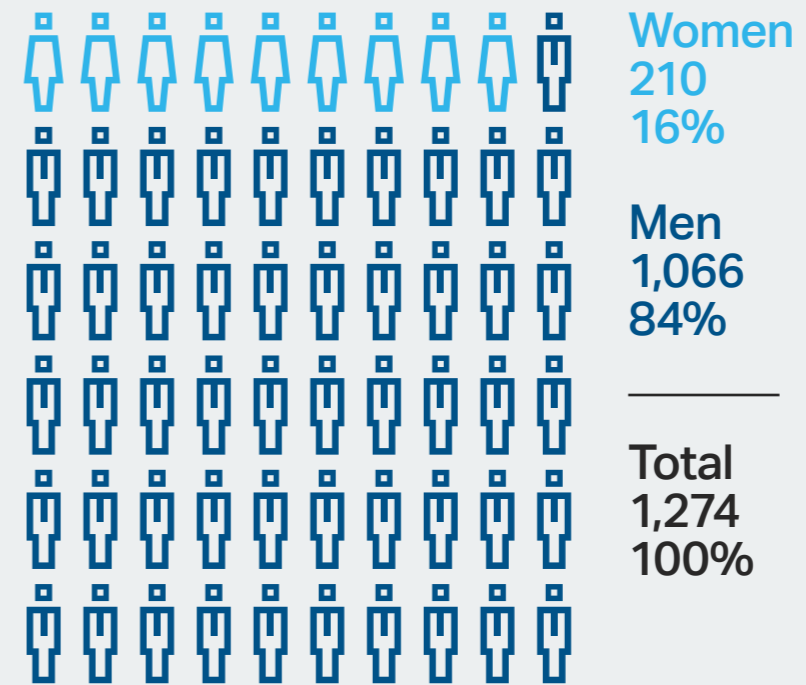
Co-workers

Co-workers

Overview of co-workers



2022



2023

Permanent workers, including apprentices, of Meier Tobler AG on 31 December.
This also includes 52 temporary co-workers from agencies in 2023.



Value-oriented corporate culture

Aims and challenges

We position ourselves in the market as an attractive employer, fostering an environment where our co-workers can realise their full potential. Our corporate values – partnership, commitment, entrepreneurship, forward-looking – are the cornerstones of our company that guide our thoughts and actions and form the basis of our corporate culture.

The biggest challenge in this area is finding enough skilled workers to run our operations.

Art. 964a-c CO: Employee concerns – concepts and risks



Co-workers

Commitment and satisfaction

Commitment

83%

Deviation from
last survey

-1

Deviation from
benchmark

-1

Satisfaction

76%

Deviation from
last survey

+2

Deviation from
benchmark

0

■ Better	≥3
■ The same	± 2
■ Slightly worse	-3 to -5
■ Significantly worse	≤ -6

Goals and measures

Meier Tobler's aim is to sustainably anchor the four corporate values in order to positively influence the performance and satisfaction of each and every co-worker.

Meier Tobler has taken various measures to this end. The values are part of the implemented leadership model, whereby performance is always gauged in terms of the four values. The values are reinforced by communication measures – for example, in workshops during the Welcome Days.

Art. 964a-c CO: Employee concerns – measures

Data collection and analysis

Meier Tobler surveys its co-workers every two years to measure progress in this area. In particular, the focus is on the target figures for "Commitment" and "Satisfaction". The value for "Commitment" indicates how engaged co-workers are in their work and how strongly they identify with the company. "Satisfaction", on the other hand, shows how co-workers see their work situation and the extent to which it meets their expectations and needs. The aim is to outperform the industry benchmark in both values.

The figures from the 2023 survey show that the figures for both "Commitment" and "Satisfaction" have hardly changed since the last survey. Compared to competitors, these results are average and definitely leave room for improvement.

Art. 964a-c CO: Employee concerns – performance indicators



Health and performance

Aims and challenges

We promote our co-workers' health, ensure that accident prevention measures are in place and aim to boost productivity.

A lack of safety guarantees or insufficient individual health measures are likely to increase occupational accidents or illness-related absences. This not only causes suffering in the affected co-worker but also raises costs for the company and the public in general. As an employer, Meier Tobler has limited influence in the private sphere but does everything in his power to support its co-workers optimally in their jobs.

Art. 964a-c CO: Employee concerns – concepts and risks
SDG 3: Health and wellbeing



Co-workers

Occupational health management

After work, I have enough energy for other activities

No. of respondents

980

% distribution of the rating of the reporting entity

25
53
22

Low/no agreement	1-5
Medium agreement	6-8
Strong agreement	9-10

Average of the reporting unit

64%

Deviation from last survey

-1

Deviation from benchmark

-2

Better	≥3
The same	± 2
Slightly worse	-3 to -5
Significantly worse	≤ -6



Occupational health management

Goals and measures

Meier Tobler's occupational health management (OHM) programme aims to promote health awareness and wellbeing, and reduce co-workers' subjectively perceived stress.

Meier Tobler takes various measures to promote health and wellbeing among co-workers. For example, its Human Resources unit regularly organises short presentations, known as Power Lunches, on health-related topics. In addition, a virtual health day was held in German-speaking Switzerland on 29 March 2023 where speakers offered specific tips and information on topics such as accident prevention and nutrition.

Meier Tobler regularly posts articles about healthy eating on its internal "helloInside" platform in order to continuously help co-workers learn about these issues and provide them with valuable ideas. Since 2019, the "Bike to Work Challenge" has focused on sports and emphasises the topic of exercise.

When it comes to illness and accidents, the HR specialists respond to the needs of co-workers struggling with long-term issues. This may involve assigning them to a case manager who offers individual support with the aim of gradually helping them to return to work.

Art. 964a-c CO: Employee concerns – measures
GRI 403-4: Co-worker participation, consultation and communication on occupational health and safety
GRI 403-5: Co-worker training on safety and occupational health
GRI 403-6: Promotion of co-worker health
SDG 3: Health and wellbeing

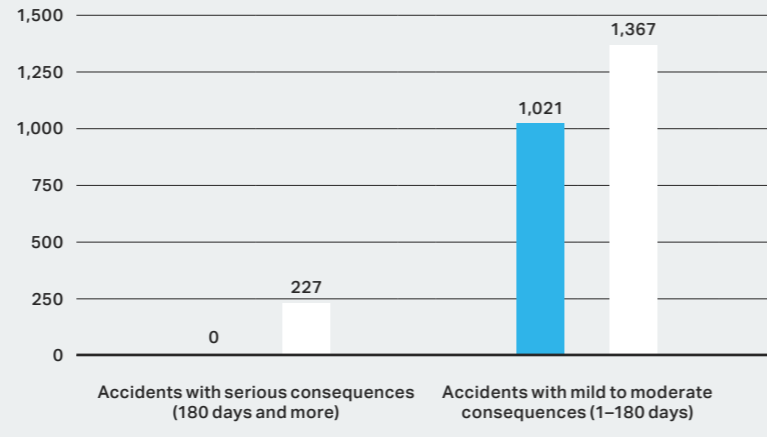
Data collection and analysis

Meier Tobler also uses biennial surveys to measure the success of its occupational health measures. The aim is to raise the average score for "I have enough energy for extra-occupational activities after work" by two points in each biennial survey. The value in 2023 was slightly lower than in the last survey in 2021 and is therefore also below the industry benchmark.

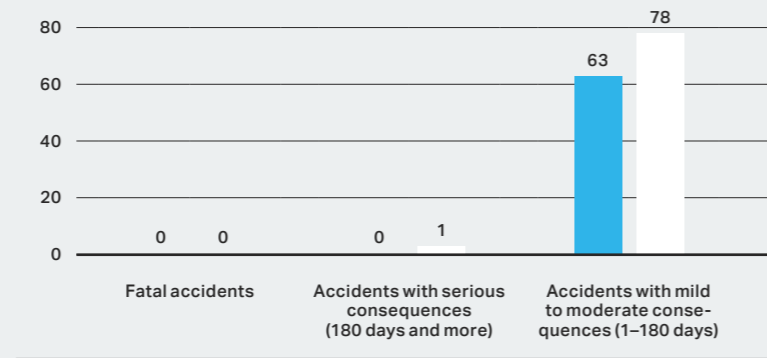
Art. 964a-c CO: Employee concerns – performance indicators

Co-workers

Absences due to occupational accidents, in days



Occupational accidents



■ 2022
■ 2023



Occupational safety

Goals and measures

Meier Tobler aims to improve occupational safety in all operational areas. To this end, the company invests in a range of preventive measures to reduce absenteeism due to accident.

In terms of occupational safety, Meier Tobler observes industry solution No. 80 for building technology, which has been certified by the Federal Coordination Commission for Occupational Safety (FCOS). These guidelines are consistently implemented in day-to-day operations.

Meier Tobler has appointed safety officers in all its areas who are committed to raising awareness of occupational safety among co-workers and promoting a safety culture. They themselves also regularly attend safety training courses.

We offer customised training courses – e.g. on crash prevention, driver safety, first-aid and on handling refrigerants – that are geared to specific professional groups. To continuously improve occupational safety, our specialists carefully evaluate

the accident reports and optimise the corresponding processes regularly. In addition, we identify hazards and assess the risks for a range of activities and then classify based the underlying activity and business sector. We also ask co-workers to suggest improvements in connection with occupational safety.

In general, the work environment should be designed so that the number of accidents as well as the number of days lost from work-related injuries decrease year by year.

Art. 964a-c CO: Employee concerns – measures
GRI 403-1: Occupational health and safety management system
GRI 403-3: Occupational health services
GRI 403-4: Co-worker participation, consultation and communication on occupational health and safety
GRI 403-5: Co-worker training on occupational health and safety
SDG 8: Dignified work and economic growth

Data collection and analysis

Occupational safety is assessed based on the recorded number of accidents and days of injury-related absence.

Art. 964a-c CO: Employee concerns – performance indicators
GRI 403-9: Work-related injuries

Diversity and equal opportunity

Aims and challenges

We welcome and promote diversity and are strongly committed to providing equal opportunities for all co-workers. Our aim is to create an environment in which the full potential of all co-workers can be realised. A good mix of teams at all levels also counts as a success factor. We firmly believe that diverse leadership teams result in better decision-making and significantly higher contributions.

A low commitment by the company will risk a loss of talent or make it unable to attract talent in the first place. This in turn could negatively affect morale and cause workers to resign. Deliberate or unintentional exclusion and discrimination can cause emotional distress among those affected and send the wrong signal to society. Meier Tobler's reputation could also suffer as a result, and possibly even lead to legal consequences.

Art. 964a-c CO: Employee concerns – concepts and risks
SDG 5: Gender equality

Gender representation in management positions

Goals and measures

Meier Tobler's goal is to ensure equal opportunities in leadership and management positions.

When recruiting externally, Meier Tobler attaches great importance to gauging the potential of applicants. This means applicants do not necessarily have to fully meet all the requirements; instead, they should be given the opportunity to develop in the job. The principle of "hire for attitude and motivation" thus applies to recruitment.

Internally, talent management is also used to ensure equal opportunity and gender representation in leadership positions. Managers at Meier Tobler are trained to identify and promote potential talent in their teams. Measures such as role expansion, job rotation, training and development, and the creation of suitable general conditions play a key role here. Meier Tobler also actively promotes part-time work, an area where biases still linger. Here, it is necessary to aim for

a change in mindset with a view to finding opportunities to identify new employee target groups. A further measure aims to sensitise and train managers in equal opportunity topics and gender-neutral performance evaluations.

Art. 964a-c CO: Employee concerns – measures

Data collection and analysis

Measuring the success of these measures means studying the ratio of women and men in leadership and management positions in the upper levels of the company. Meier Tobler finds itself in a traditionally male-dominated industry, which reflects in the gender ratio of its management positions.

Art. 964a-c CO: Employee concerns – performance indicators
GRI 405-1: Diversity in governance bodies and among employees
SDG 5: Gender equality



Co-workers

Women and men in management positions

		2022		2023	
		Absolute	in %	Absolute	in %
Women	Board of Directors	0	0%	0	0%
	Group Management	0*	0%	0*	0%
	Executive Management	1*	14%	1*	14%
	Management 1	2	9%	2	7%
	Management 2	9	16%	12	19%
Men	Board of Directors	4	100%	4	100%
	Group Management	2*	100%	2*	100%
	Executive Management	6*	86%	6*	86%
	Management 1	21	91%	25	93%
	Management 2	47	84%	50	81%

* The CEO and CFO have a dual role and are active in Group Management as well as in Executive Management.

Equal pay

Goals and measures

Meier Tobler strives to achieve equal pay among all genders, whereby the maximum deviation of plus/minus 5% as stipulated by law should be significantly lower at the same functional level.

Meier Tobler carefully monitors wages within the company. At the same time, wage structures are compared regularly against benchmarks to help the company stay competitive. Equal opportunities and gender-neutral performance evaluations are also a matter of course.

Art. 964a-c CO: Employee concerns – measures

Data collection and analysis

The SQS Fair Compensation certificate is awarded every three years and communicates externally our efforts to achieve fair remuneration. Furthermore, for reasons of transparency, Meier Tobler discloses annually any internal wage differences.

Art. 964a-c CO: Employee concerns – performance indicators
GRI 405-2: Ratio between women and men concerning their respective base salary and remuneration
SDG 5: Gender equality

+0.2
+0.2

% difference in women's wages from men's wages.
2023 2022



Training and development

Aims and challenges

We continuously develop our co-workers' professional skills and prepare them for future challenges. We are committed to providing training and development programmes and actively support our co-workers in reaching their personal and professional goals. This has been shown to increase engagement and performance and contributes to the company's agility, enabling it to respond more quickly to changes in the market. At the same time, we are keeping a clear focus on results.

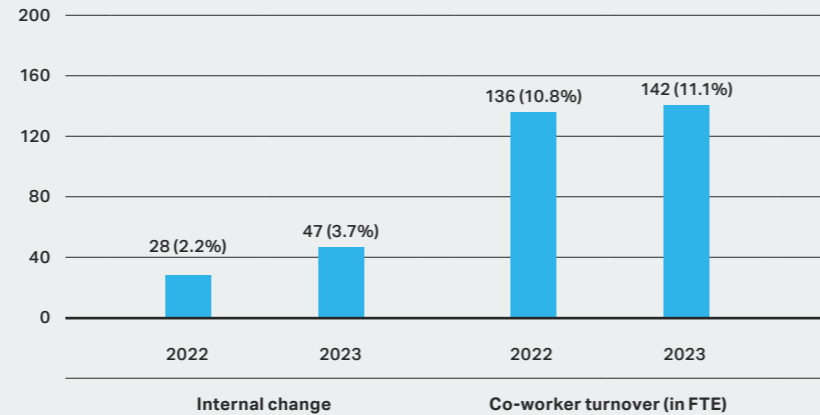
Not investing in the development and advancement of our co-workers harbours a range of risks. These include lower employee motivation and loyalty, inadequate qualifications and weaker expertise. In addition, the cost of attracting, hiring and onboarding new staff is far higher than the cost of investing in the training and development of existing co-workers.

Art. 964a-c CO: Employee concerns – concepts and risks
SDG 4: High-quality training and development



Co-workers

Internal transfers and employee turnover



Training days per co-worker

	2022	2023
Average of all co-workers	3.22	3.81
Management, Group Management, Executive Management	4.76	3.89
Co-workers without leadership role	2.56	3.35
Co-workers in sales	0.95	1.27
Co-workers in service	6.46	7.91
Co-workers in general	0.76	1.06



Talent management

Goals and measures

Meier Tobler promotes internal talent through specific development measures and succession planning.

The company has initiated a wide range of measures to tap into this potential. Line managers systematically evaluate employees' conduct and performance and can use their findings as the basis for discussing and initiating support measures with them. In addition, regular development and advancement meetings are held in which managers use various tools and guidelines to address their employees' individual needs, goals and performance.

Art. 964a-c CO: Employee concerns – measures
GRI 404-3: Percentage of employees receiving regular performance and career development reviews
SDG 4: High-quality training

Data collection and analysis

Performance indicators include internal transfers and the actual co-worker turnover rate. More internal transfers and a low turnover ratio indicate that Meier Tobler is perceived as an attractive employer and that development measures are effective. Employees who opt for internal transfers are generally strongly committed and loyal.

Art. 964a-c CO: Employee concerns – performance indicators
GRI 401-1: New hires and employee turnover

Training and development

Goals and measures

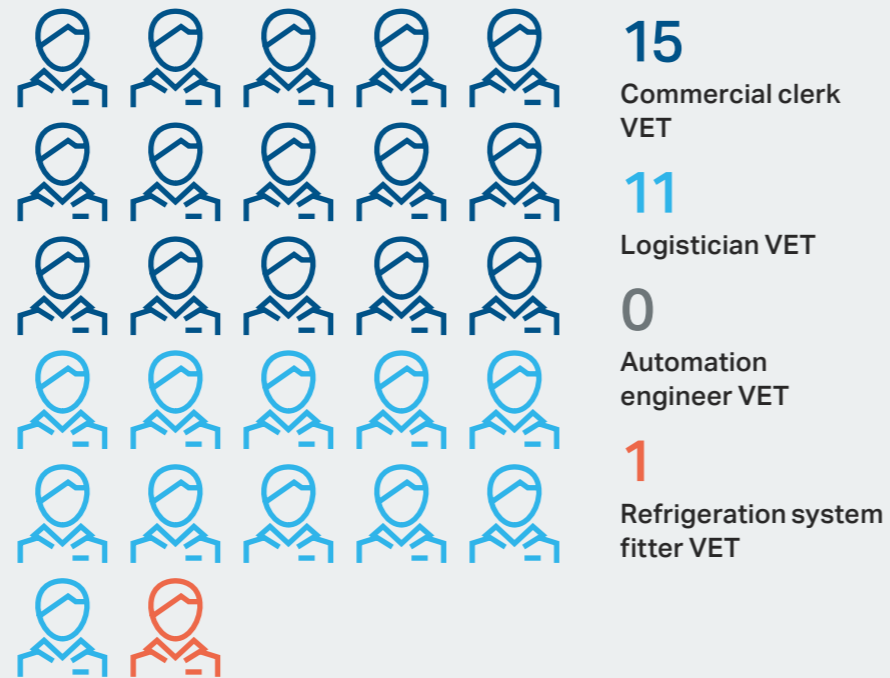
Meier Tobler offers its employees a wide range of training and development opportunities. By promoting vocational and operational training, the company creates a wide range of opportunities for specialists, managers, apprentices and career changers.

Meier Tobler trains a steadily growing number of apprentices in various occupations – including commercial clerks, logistics specialists and refrigeration technicians. To counteract the skilled worker shortage, Meier Tobler has also been offering federally-certified automation engineer training since August 2023. While Meier Tobler trained 30 apprentices in 2023, that number is set to grow continuously to 49 apprentices in the five occupational profiles by 2025.

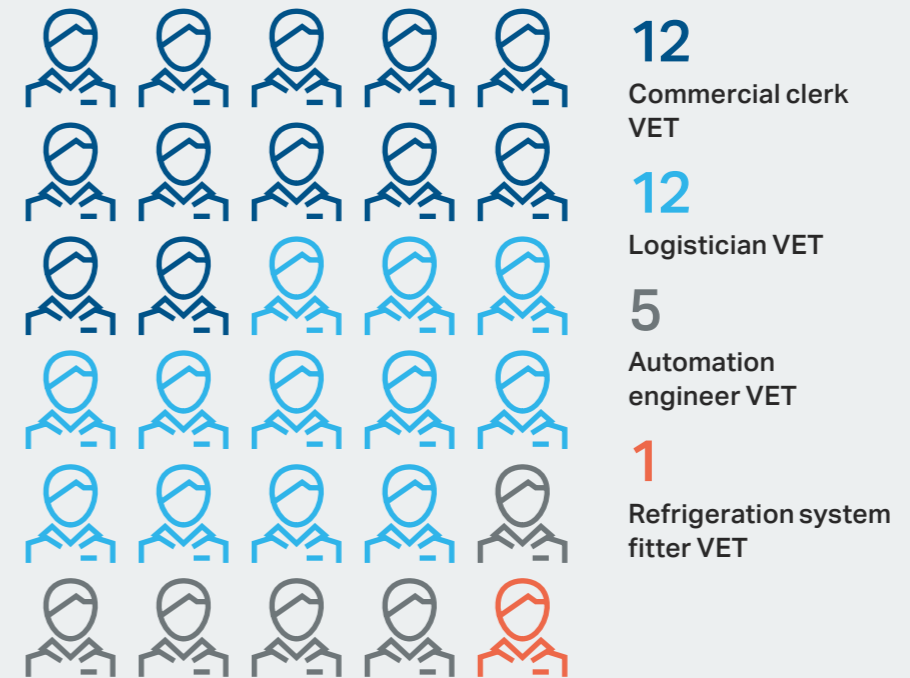
The company also offers a wide range of further training and development opportunities. For example, managers can participate in the Leadership Academy, where they will benefit from a wide range of training and development programmes. These include leadership training with external providers, various offers to boost

Co-workers

Number of apprentices



2022: Total 27



2023: Total 30



Co-workers

efficiency and performance, conflict management sessions and leadership models that promote development. This ensures that managers are optimally prepared for their leadership responsibilities and can effectively lead their teams.

With various courses and retraining programmes, Meier Tobler offers attractive choices for career changers. Internal transfers are actively promoted – for example, for service technicians who wish to retrain from fossil fuels to renewable energies.

Art. 964a-c CO: Employee concerns – measures
GRI 404-2: Programmes to improve employee skills and provide transition aid

Data collection and analysis

Meier Tobler uses two key benchmarks to gauge the success of the various measures in this area.

The first one considers the number of training days per co-worker. This value includes face-to-face, online and e-learning training but not individual further training and development. The Service unit notches up the highest number of training days. This is because of the many career changers who need to be trained before their first assignment. The increase in training days is primarily because of a stronger need for training due to new product launches (e.g. SmartGuard 2.0), which is particularly noticeable in the Service unit and in sales.

Secondly, it shows how many apprentices are trained at Meier Tobler each year.

Art. 964a-c CO: Employee concerns – performance indicators
GRI 404-1: Average hours of training and development per employee per year
SDG 4: High-quality training and development

Outlook

At Meier Tobler, we focus squarely on our co-workers. This is why efforts and measures are being continuously expanded – particularly in talent management and ongoing training and development.

With regard to equal opportunities, Meier Tobler continues to press ahead with creating part-time positions and offering flexibility in order to attract new employee target groups. Talent management promotes cross-divisional growth and develops a mentoring concept.

In the coming years, the focus in training will be on apprentices – Meier Tobler aims to train more young people in more areas. This also includes the start of the “Road Transport Specialist VET” apprenticeship in Oberbuchsiten.

Meier Tobler offers more options to career changers as well as attractive opportunities for further development. Just-in-time training offers – i.e. to develop expertise when it is needed – are included in the activities in 2024 and help to make knowledge transfer more efficient.





Society

Society

As a medium-sized company, we also have an obligation towards Switzerland and its population. We provide jobs, pay taxes and contribute to the Swiss economy through innovation and technological development. We also focus on the procurement of our products. Like any company – be it a manufacturer

or retailer – we share responsibility for our supply chains. We have high expectations in terms of supply chain transparency and demand the same from our suppliers. In doing so, we are committed to upholding human rights and eradicating child labour.

Art. 964a-c CO: Social concerns – concepts
Art. 964a-c CO: Human rights – concepts



Society

Business success and stability

Aims and challenges

Our business success and financial stability should benefit our employees, shareholders, the company and the Swiss economy in equal measure.

Possible business failure leads to various risks – such as the loss of jobs and tax revenue, not to mention the financial consequences for families or business partners. For this reason, we carry out a risk assessment once a year, which we describe in detail in our annual report.

Art. 964a-c CO: Social concerns – concepts and risks
SDG 8: Dignified work and economic growth

Jobs and contribution to society

Goals and measures

Meier Tobler is committed to securing jobs and promoting sustainable, stable and profitable business operations that contribute financially to society through corporate taxes.

Meier Tobler's success relies on the consistent implementation of the corporate strategy. The business objectives are defined in order to generate jobs and taxes for the general public sustainably over the long term. Group Management and Executive Management regard stability as a decisive factor in being perceived as a reliable partner. This prerequisite ensures the successful long-term development of the company.

Art. 964a-c CO: Social concerns – measures

Data collection and analysis

This Sustainability Report states Meier Tobler's key figures on tax payments as well as on its full-time equivalents (FTE). Further information on key financial figures can be found in the Annual Report 2023.

Art. 964a-c CO: Social concerns – performance indicators
GRI 2-7: Employees
GRI 201-1: Directly generated and distributed economic value
SDG 8: Dignified work and economic growth

	2022	2023
Taxes	CHF 7.2 m	CHF 6.7 m
FTEs	1,258	1,274



Innovation and digitalisation

Aims and challenges

We believe that innovation and digitalisation are decisive factors for long-term success. We rely solely on technologies that prioritise efficient resource utilisation.

The absence of digital and innovative technologies exposes us to many risks. These include potentially lower sales due to dissatisfied customers, inefficient operations, stagnation and possibly a loss of competitiveness.

Art. 964a-c CO: Social concerns – concepts and risks

Efficient technologies

Goals and measures

Meier Tobler's aim is to further advance the digitalisation of work processes and the efficient use of resources.

Since summer 2023, Meier Tobler has been delivering most of its heat pumps with the SmartGuard 2.0 online management system that enables energy-efficient operation of the unit. Users can also individually adjust their settings conveniently via the Meier Tobler app. Meier Tobler's diagnosticians continually optimise the heat pumps remotely and they can generally remedy any malfunctions online. This means that service trips and on-site visits can be reduced, thus lowering the environmental impact.

At Meier Tobler, the motto for 2023 and 2024 is digital harmonisation. In a cross-organisational project, all business processes undergo a thorough audit and are then mapped in a new core SAP system (S/4HANA) and several associated peripheral systems. Thanks to the new system infrastructure, processes can be seamlessly linked in the future and thus will have a positive effect on stability. This in turn reduces the likelihood of errors and in-

creases efficiency in day-to-day work. At the new Oberbuchsiten Service Centre (DCO), our logistics co-workers are supported by state-of-the-art technology. Besides the fully automated high-bay warehouse, this also includes the small-parts warehouse and its 35 robots. In addition, 11 autonomous mobile robots (AMR) are in use. They are controlled and monitored via a digital twin of the building and with cameras on all surfaces.

Art. 964a-c CO: Social concerns – measures
SDG 12: Responsible consumption and production



Part of digitalisation: SmartGuard from Meier Tobler.



Initiatives

Goals and measures

Meier Tobler assumes responsibility by actively promoting innovative building technology through its own projects or by participating in research projects and industry initiatives.

The Taking Forward initiative for setting up a recycling infrastructure has already been mentioned in the section on the environment. We also played an active role in a working group at SENS eRecycling. A standardised industry solution for heat pump recycling has been in place since 1 July 2023, whereby an advance recycling fee is levied to ensure professional recycling.

Together with Lucerne University of Applied Sciences and Arts as well as Cowa Thermal Solutions AG, Meier Tobler is involved in developing storage solutions with phase-change materials. Cowa is a clean-tech start-up in the field of heat storage solutions. The materials allow for optimal coordination between heating systems and photovoltaic systems. With three times the storage capacity of a conventional water tank, Cowa Pads can significantly improve heat storage. This innovative technology enables heating systems to generate sufficient heat for the night and thus depend less on the grid, thanks to power that is generated via photovoltaics during the day.

Art. 964a-c CO: Social concerns – measures
SDG 12: Responsible consumption and production



11 autonomous mobile robots (AMR) are in use at the Oberbuchsitzen service centre.



Human rights in the supply chain

Aims and challenges

We create fair working conditions for everyone involved throughout our supply chain. We condemn human rights violations and child labour in the strongest possible terms.

While we can largely exclude human rights abuses in the services we provide, we see the biggest risks of potential human rights abuses in the upstream supply chain. These violations not only cause suffering for those affected, but can also lead to significant reputation loss and legal consequences.

Art. 964a-c CO: Human rights – concepts and risks

Goals and measures

Meier Tobler is committed to ensuring that its products and services are free from any association with child labour and to respecting human rights in the supply chain.

An important measure to prevent human rights violations and child labour is the implementation of a supplier management system (SMS). Meier Tobler uses the digital platform Synesgy from Crif AG for this purpose. Each year, Meier Tobler reviews whether A and B suppliers – i.e. the highest-selling and therefore key partners – are certified or have completed the standardised self-declaration. If these measures prove to be insufficient, Meier Tobler conducts on-site visits to obtain a comprehensive picture.

Art. 964a-c CO: Human rights – measures

Data collection and analysis

Meier Tobler measures the sustainability of its supplier portfolio based on the percentage of A and B suppliers with ESG certification or on plausible declarations on compliance with human rights. These are awarded based on the ratings "Very good," "Good," "Satisfactory" or "Adequate." Suppliers without a rating or with an adequate rating are to be brought to the next level. Meier Tobler's aim is to have 60% of its 125 A and B suppliers certified by the end of 2025.

Art. 964a-c CO: Human rights – performance indicators
SDG 8: Dignified work and economic growth

49

% of all A and B suppliers have plausible criteria for their compliance with human rights. This equates to 61 suppliers.





Child labour

The new law – Art. 964 of the Swiss Code of Obligations (CO), para. j to l on “Due diligence and transparency in relation to minerals and metals from conflict-affected areas and child labour” – in particular the paragraph concerning child labour – also applies to Meier Tobler based on the **impact assessment**.

The **risk assessment** indicated that Meier Tobler is exposed to high risk in accordance with the “UNICEF children’s rights in the workplace.” Meier Tobler purchases 98% of its products in Europe. Nevertheless, it must be assumed that individual components are produced and procured in high-risk countries.

A **suspicion assessment** has shown that there are currently no grounds for concern in this regard. The Supplier Management System (SMS) described above serves to both uncover human rights violations – in particular cases of child labour – and to provide information about the ecological components of the products. Meier Tobler uses the LSM to carry out the suspicion assessment.

Meier Tobler is thus released from its due diligence and reporting obligations in relation to child labour.

GRI 408-1 – Operations and suppliers with a significant risk for incidents of child labour



Outlook

The expansion of SmartGuard with the latest generation of SmartComfort is planned for 2024. This connects floor heating controls with heat pump controls so that room temperatures can be regulated automatically without temperature fluctuations to thus save energy. The Meier Tobler app allows for flexible individual-room adjustments.

Meier Tobler's product portfolio is being developed further. The existing heat pump range is being supplemented with new Oertli and Bosch models. These already comply with future legal requirements (ChemRRV), as they use propane as the natural refrigerant or function as monoblock types. This makes Meier Tobler's heat pump range even more sustainable.

The proportion of A and B suppliers with sustainability certificates (incl. information on human rights) is expected to increase in future. C suppliers will also be contacted in the course of the year.



Governance

We are committed to sustainability at all levels of our business. That is why we assume responsibility not only for the environment, economy and social issues but also for governance and enterprise management. We are committed to ethical business practices and act in accordance with the law. It goes without saying that we treat

our co-workers, customers, suppliers, competitors and the public fairly. We also attach great importance to handling personal data responsibly and to ensuring a secure and robust IT environment.

Art. 964a-c CO: Anti-corruption – concept
GRI 2-27: Compliance with laws and ordinances
GRI 3-3: Management of material topics



Governance

Ethical business practices

Aims and challenges

We see it as our duty to meet our responsibility to the Swiss economy and marketplace. When it comes to ethical business practices, we raise awareness among our co-workers and provide information and training on the themes of competition, antitrust, corruption and preferential treatment.

Failure to comply with ethical business practices harbours a number of risks. One example of this is non-compliance with or violation of laws, which can result in sanctions and reputation loss. High risk, for example, is associated with the wrongful acceptance or granting of advantages from or to co-workers who have customer contact or are involved in procurement processes. Please refer to the "Annual Report 2023" for further details about corporate governance.

Art. 964a-c CO: Anti-corruption – concepts and risks
GRI 2-27: Compliance with laws and regulations

Compliance and integrity

Goals and measures

Our aim is on the one hand to comply with legal requirements, in particular regarding competition and antitrust regulations, and on the other hand to avoid all forms of corruption or favouritism.

With respect to compliance and integrity, we use the approach: prevent by means of training, respond as necessary. When they enter into their employment contract, co-workers also confirm that they will observe the Code of Conduct. This document sets out the principles of collaboration and addresses topics such as business relations, corruption, bribery and conflicts of interest. In addition, Meier Tobler is boosting its prevention measures with online training courses on topics such as compliance, corruption and anti-trust law.

Meier Tobler responds consistently to any violations of its compliance guidelines. Compliance with legal requirements is reviewed based on any notifications the company receives. In 2023, no violations of the law occurred that would have led to significant sanctions or fines. There are also no confirmed cases of corruption.

To uncover potential non-compliance issues, Meier Tobler has set up a whistleblowing office where any violations of laws, regulations, guidelines or the Code of Conduct can be reported anonymously. The chair of the Audit Committee of Meier Tobler Group AG is responsible for the whistleblowing office.

Art. 964a-c CO: Anti-corruption – measures
GRI 2-16: Communicating critical concerns
GRI 2-23: Declaration of commitment to principles and courses of action
GRI 2-25: Procedures for eliminating adverse effects
GRI 2-26: Procedures for seeking advice and notifying concerns
GRI 2-27: Compliance with laws and ordinances
GRI 205-1: Operations that are reviewed for corruption risks
GRI 205-2: Communication and training on guidelines and procedures to combat corruption
GRI 205-3: Confirmed corruption incidents and the measures taken

Data collection and analysis

Training sessions on compliance and antitrust laws have been held since 2022. Up to and including 2023, 996 co-workers completed antitrust law training and 1,408 completed compliance training. The difference in participant numbers is due to the fact that some professional groups do not have to deal with antitrust law matters. Training concerning corruption was conducted for the first time in 2023 and completed by 1,078 co-workers.

Art. 964a-c CO: Anti-corruption – performance indicators



Data protection and cybersecurity

Aims and challenges

At Meier Tobler, the correct handling and security of personal data is a key topic. Meier Tobler aims for the best possible protection of its IT systems against attacks and tampering at all times.

The many risks in the area of data protection and cybersecurity include cyberattacks, extortion, data loss, business interruptions and breaches of data protection regulations. Such incidents lead to a serious loss of trust and, in extreme cases, can threaten the very existence of the company. The financial implications for the reconstruction and recovery of data or IT infrastructure can be very high.

Data protection

Goals and measures

We aim to comply with the legislator's data protection requirements and to handle personal data with due care. Within this context, the relevant stakeholders, such as co-workers, customers and suppliers, are informed in detail about how their personal data is processed. Another measure involves entering into contracts with external stakeholders to ensure that personal data processing complies with data protection regulations.

Cybersecurity

Goals and measures

Meier Tobler does its utmost to protect its IT infrastructure as effectively as possible against attacks and has taken a range of measures in this connection.

Meier Tobler thus has mandated an external Chief Information Security Officer (CISO) to support the company in matters relating to information security. In addition, Meier Tobler operates a Cyber Security Defence Centre that continuously analyses and monitors the security situation. Co-workers are made aware of cybersecurity risks regularly and trained online once a year.



Risk and business continuity Management

Aims and challenges

We want to protect ourselves against unauthorised operations at all times and to resume operations as quickly as possible if an extraordinary event with a critical impact on our business activities should occur.

The greatest risk is a financial loss due to business interruptions as well as a loss of trust and reputation that could cause customers to look for other providers.

Goals and measures

Meier Tobler has concepts in place for managing cybersecurity, pandemics and other emergencies. To take the current individual concepts further, Meier Tobler aims to develop a comprehensive business continuity management (BCM) system and identify possible scenarios with corresponding measures. In an emergency, it is essential to take appropriate steps immediately. The Board of Directors also assesses significant business risks as part of the annual risk management process.

Art. 964a-c CO: Business model
GRI 201-2: Financial consequences and associated risks and opportunities for the organisation and others arising from climate change



Transparent reporting

Aims and challenges

We are honest and open in our reporting and continuously improve and expand it. We believe in transparent and lawful communication and consider the needs of our stakeholders.

Risks include any consequences under criminal law, especially in case of failure to meet transparency obligations concerning non-financial matters. Another risk involves misleading communication, for example, in the form of greenwashing and whitewashing some situations, thus potentially damaging the company's reputation or causing a loss of trust.

Goals and measures

Meier Tobler aims to establish honest, open and transparent communication on non-financial matters concerning its business activities.

This Sustainability Report constitutes one such measure. Meier Tobler currently uses the GRI quality standards and observes the principles of topicality, comparability, testability, accuracy, balance, comprehensibility and completeness to the best of its ability. In the coming years, we will strive to close any gaps that still exist.





Outlook

Meier Tobler intends to further develop the business continuity plan by including various scenarios, defining responsibilities and devising specific measures.

In terms of reporting, Meier Tobler will follow the new regulations in Switzerland and abroad closely. In 2024, it will implement the ordinance on mandatory climate reporting, which is based on the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).



About this report

About this report

Format, legal basis and GRI declaration of use

Meier Tobler bases its sustainability reporting on the Swiss Federal Act, Art. 964a-c CO, "Transparency obligations in non-financial matters." In addition, the company connects its efforts to the Sustainable Development Goals (SDG) and the Global Reporting Initiative (GRI) standards. Meier Tobler Group AG has compiled the information specified in the GRI Index for the period from 1 January to 31 December 2023, by referring to the GRI Standards. The information in this report pertains to Meier Tobler AG, which generates 99% of the total sales of Meier Tobler Group AG. The Sustainability Report 2023 is the first publication of this kind by Meier Tobler Group AG and is released annually at the same time as the financial report. It is an online publication that can be downloaded as a PDF file.

GRI 2-3: Reporting period, frequency and contact
GRI 2-2: Entities included in the organisation's Sustainability Report

Disclaimer

As this is the first Sustainability Report of Meier Tobler Group AG, the information it contains has not been used previously. The report has not undergone an external audit. The consulting firm BDO supported Meier Tobler in providing the basis for this Sustainability Report. The calculation methods for the CO₂ emissions were developed with the help of the myclimate foundation.

GRI 2-4: Correction or restatement of information
GRI 2-5: External audit

Publishing details

Publisher:
Meier Tobler Group AG
Bahnstrasse 24
8603 Schwerzenbach, Switzerland

Contact:
nachhaltigkeit@meiertobler.ch

Responsibility:
Rolf Ochsenbein
Head of Corporate Development

Editors:
Sayuri Berini
Business Developer – Sustainability

Graphics:
8grafik AG

Photography:
René Röheli
René Lamb
Others

Proofreading:
Eva Koenig

Translation:
Apostroph Group

GRI 2-3: Reporting period, reporting frequency, contact



Statement by the Board of Directors

The Board of Directors of Meier Tobler Group AG approves the report on non-financial matters for 2023.

Schwerzenbach, 26 February 2024

Silvan G.-R. Meier, Chairman of the Board of Directors

Heinz Wiedmer, Vice Chairman of the Board of Directors

Heinz Roth, Member of the Board of Directors

Alexander Zschokke, Member of the Board of Directors

Statement by the
Board of Directors



Indices

The following two indices are useful for accessing specific information and navigating through this document. The GRI and Art. 964a-c CO take different approaches, which is why two different indices have been created. The first index corresponds to the specifications of the GRI Standard. The second index refers to the mandatory disclosures under Art. 964a-c of the Swiss Code of Obligations (CO).

GRI

GRI standard / other source	Disclosure	Reference/information	Omission (standard S, reason R, explanation E)
GRI 1 used	GRI 1: Bases 2021		
Applicable sector standard	None		
The organisation and its reporting practices			
GRI 2: General disclosures 2021	2-1	Organisational profile	Meier Tobler Group AG consists of: Meier Tobler AG, Meier Tobler Lüftungshygiene AG and Meier Tobler Dienstleistungen AG. Meier Tobler Group AG has its head office in Schwerzenbach and is listed on the SIX Swiss Exchange. Meier Capital AG held 58.8% of the shares on 31 December 2023. SR: p. 6 AR: see also Annual Report 2023
	2-2	Entities included in the organisation's Sustainability Report	NH: p. 57 AR: see also Annual Report 2023
	2-3	Reporting period, reporting frequency and contact point	SR: p. 57
	2-4	Correction or restatement of information	SR: p. 57
	2-5	External audit	SR: p. 57

Indices



SR = Sustainability Report
AR = Annual Report

GRI standard / other source	Disclosure	Reference/information	Omission (standard S, reason R, explanation E)
Activities and co-workers			
GRI 2: General disclosures 2021	2-6	Activities, value chain and other business relationships	SR: pp. 6–10
	2-7	Employees	SR: p. 31
	2-8	Co-workers who are not employees	SR: p. 31
Corporate governance			
GRI 2: General disclosures 2021	2-9	Governance structure and composition	AR: see "Corporate Governance Report"
	2-10	Nomination and selection of the highest governing body	AR: see "Corporate Governance Report"
	2-11	Chair of the highest governing body	AR: see "Corporate Governance Report"
	2-12	Role of the highest governing body in supervision of management of consequences	SR: p. 16
	2-13	Delegation of responsibility for management of consequences	SR: p. 16
	2-14	Role of the highest governing body in sustainability reporting	SR: p. 16
	2-15	Conflicts of interest	AR: see "Corporate Governance Report" / "Code of Conduct"
	2-16	Communicating critical concerns	SR: p. 52
	2-17	Collected knowledge of the highest governing body	The Board of Directors as well as Group Management and Executive Management have detailed basic knowledge of sustainability. In-house specialists are available to advise them on specific specialist knowledge.



GRI standard / other source	Disclosure	Reference/information	Omission (standard S, reason R, explanation E)
	2-18	Evaluation of the highest governing body's performance	A formal self-assessment is not carried out.
	2-19	Remuneration policy	AR: see "Remuneration Report"
	2-20	Procedures for determining remuneration	AR: see "Remuneration Report"
	2-21	Annual total compensation ratio	In 2023, no annual salary was below CHF 58,500 (4,875/month). The average annual salary was CHF 92,975 (7,748/month). The calculation basis is the contractually agreed annual salary for a full-time position. The ratio of the lowest to the highest salary can be determined with the help of the Remuneration Report.
Strategy, guidelines and practices			
GRI 2: General disclosures 2021	2-22	Declaration of use for the sustainable development strategy	SR: p. 4 SR: p. 15
	2-23	Declaration of commitment to principles and courses of action	SR: pp. 51–52
	2-24	Considering political commitments	SR: pp. 51–52 SR: p. 52
	2-25	Procedures for eliminating negative effects	SR: p. 52
	2-26	Procedures for seeking advice and reporting concerns	SR: p. 52
	2-27	Compliance with laws and regulations	SR: p. 52 / Code of Conduct
	2-28	Membership in associations and interest groups	SR: p. 10



GRI standard / other source	Disclosure	Reference/information	Omission (standard S, reason R, explanation E)
Stakeholder engagement			
GRI 2: General disclosures 2021	2-29	Approach to stakeholder engagement	SR: p. 10
	2-30	Collective agreements	In 2023, 0.9% of all employees were subject to a collective agreement. All other employees are not subject to a collective agreement or parts thereof.
GRI 3: Material topics 2021	3-1	Procedures for determining a material topic	SR: p. 16
	3-2	List of material topics	SR: p. 17
	3-3	Management of the material topics	Management of material topics is laid out in the respective chapters under "Aims and challenges."
Business topics			
GRI 201: Business performance	201-1	Directly generated and distributed business value	SR: p. 11 AR: see also Annual Report 2023
	201-2	Financial consequences and associated risks and opportunities for the organisation and others arising from climate change	SR: pp. 21–22
	201-3	Liabilities for defined benefit pension plans and other retirement benefit plans	AR: see Annual Report 2023
GRI 204: Procurement practices	204-1	Share of expenditure on local suppliers	SR: p. 9



GRI standard / other source	Disclosure	Reference/information	Omission (standard S, reason R, explanation E)
GRI 205: Anti-corruption	205-1	Operations that are reviewed with regard to corruption risks	SR: p. 52
	205-2	Communication and training on guidelines and procedures to combat corruption	SR: p. 52
	205-3	Confirmed corruption incidents and the measures taken	SR: p. 52
Environmental topics			
GRI 301: Materials	301-1	Materials used by weight and volume	SR: p. 27
GRI 305: Emissions	305-1	Direct GHG emissions (Scope 1)	SR: pp. 24–25
	305-2	Indirect energy-related GHG emissions (Scope 2)	SR: p. 24
GRI 306: Waste	306-1	Waste generation and significant related effects	SR: pp. 26–28
	306-2	Management of significant waste-related effects	SR: p. 28
	306-3	Waste generated	SR: pp. 27–28
GRI 308: Environmental assessment of suppliers	308-1	New suppliers reviewed based on environmental criteria	SR: p. 22
	308-2	Negative environmental impacts in the supply chain and actions taken	SR: p. 22
Social topics			
GRI 401: Employment	401-1	New hires and employee turnover	SR: p. 31 SR: p. 40

SR = Sustainability Report
AR = Annual Report



GRI standard / other source	Disclosure	Reference/information	Omission (standard S, reason R, explanation E)
GRI 403: Occupational safety	403-1	Occupational health and safety management system	SR: p. 36
	403-3	Occupational health services	SR: p. 36
	403-4	Co-worker participation, consultation and communication on occupational health and safety	SR: pp. 35–36
	403-5	Co-worker training on occupational health and safety	SR: pp. 35–36
	403-6	Promotion of co-worker health	SR: p. 35
	403-9	Work-related injuries	SR: p. 36
GRI 404: Training and development	404-1	Average hours of training and development per employee per year	SR: p. 40
	404-2	Programmes to improve employee skills and transition assistance	SR: pp. 39–42
	404-3	Percentage of employees who receive regular performance and professional development evaluations	SR: p. 40
GRI 405: Diversity and equal opportunity	405-1	Diversity in governance bodies and among employees	SR: pp. 37–38
	405-2	Ratio between women and men concerning their respective base salary and remuneration	SR: p. 38
GRI 408: Child labour	408-1	Operations and suppliers with a significant risk for incidents of child labour	SR: pp. 48–49



Report on non-financial matters (Art. 964a ff. CO)

Mandatory aspects under Art. 964a-c CO	Reported topic	Reported in	Reference
Business model	Business purpose, organisational structure, business processes, products, services, procurement, sales markets	Straightforward building technology, our business areas, locations, procurement, stakeholders, business development	pp. 6–11
	Organisational structure, business processes	Reference to sustainable development goals, Sustainability Committee and governance, material topics, materiality matrix	pp. 13–18
Environmental concerns	Climate- and environmentally-friendly products	Promoting the energy revolution	p. 22
		Procuring climate-friendly products	p. 22
	Greenhouse gas reduction during service delivery	Emissions from vehicles	p. 24
		Energy consumption	p. 24
	Conservative use of natural resources	Materials	p. 27
Disposal and recycling		p. 28	
Employee concerns	Value-oriented corporate culture	Value-oriented corporate culture	pp. 32–33
	Health and performance	Occupational health management	p. 35
		Occupational safety	p. 36
	Diversity and equal opportunity	Gender representation in management positions	p. 37
		Equal pay	p. 38
	Training and development	Talent management	p. 40
Training and development		pp. 40–42	



Mandatory aspects under Art. 964a-c CO	Reported topic	Reported in	Reference
Social matters	Business success and stability	Jobs and social contribution	p. 45
	Innovation and digitalisation	Efficient technologies	p. 46
		Initiatives	p. 47
Human rights	Human rights in the supply chain	Human rights in the supply chain	p. 48
Anti-corruption	Ethical business practices	Ethical business practices	p. 52
	Compliance and integrity	Compliance and integrity	p. 52
Mandatory aspects under Art. 964j-l CO	Note		Reference
Child labour	Assessments of impact, risk and suspicion carried out → exempt from due diligence and reporting obligations		p. 49
Conflict minerals	Not affected, as no conflict minerals (tin, tantalum, tungsten, gold) are used → no measures required		p. 49



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Meier Tobler Group AG
Bahnstrasse 24, 8603 Schwerzenbach,
Switzerland, Phone +41 (0)44 806 41 41
meiertobler.ch