

# **Sustainability** through generations





# Forever Better

— Our pledge

When our two great-grandfathers founded the Miele company, they had to make sure they stood apart from the competition in order to be successful. There are effectively only two ways of doing this: either by being cheaper than the rest or by being better. It is not really possible to be both at the same time. In the end, they decided to be 'better' than the rest.



Dr Markus Miele and Dr Reinhard Zinkann  
Managing Directors and Co-Proprietors

## Sustainability – efficient, ecological, social

The Miele company stands for long-termism. Investments and growth are funded almost exclusively out of the company's own funds. Never spend more than you have earned – is one of the mottos of the founding fathers which is as relevant today as ever.



In keeping with the 'Forever Better' quality promise, all products are designed for maximum durability and dependability. Top-class energy efficiency is just as important as the conservation of resources in R&D, production and sales.

Shortly after the company was founded, Miele set up its own insurance scheme to provide health care to its employees. Traditionally, a very low fluctuation rate of only 1% among employees has been an indication of high satisfaction levels.

## Sustainability – transparent, consistent, successful

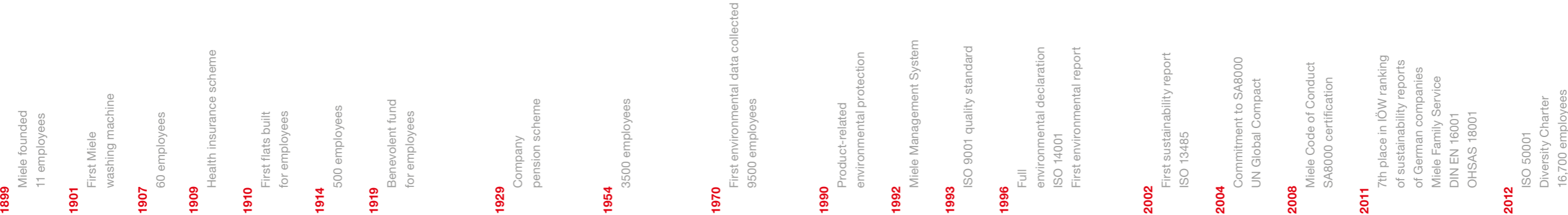
Miele's sustainability report which is published every two years provides a detailed account of the company's sustainability strategy and goals. It subscribes to the worldwide reporting standards of the Global Reporting Initiative (GRI G4).

Miele is certified at all its European production sites according to the SA8000 international social standard on employment rights. The company also subscribes to the German Federal Diversity Charter which promotes equal opportunities and diversity. Since 2004, Miele has been a member of the UN's Global Compact sustainability initiative.

Miele is committed to monitoring its suppliers with respect to their compliance with agreed social and environmental standards.

In 2014, the Miele company was awarded the German Sustainability Prize, the highest national accolade of its kind, for its continued efforts in the field of sustainability, as well as the B.A.U.M. Environmental Prize.

[www.miele-nachhaltigkeit.de](http://www.miele-nachhaltigkeit.de)



# Sustainable action

At Miele, the principle of sustainability is firmly entrenched in all areas of the company and governs all aspects of value creation.



## Sustainability management

Miele's sustainability strategy is controlled and monitored by a steering committee consisting of high-ranking company officials. Answering directly to the Board of Directors, this represents a decision-making body with responsibility for all major operational and product-related sustainability issues such as the imposition of bans on hazardous substances (RoHS, REACH), energy efficiency (eco-design, labelling) and corporate energy management and rolling out environmental and social standards to Miele's supply chain. The implementation of measures falls to specialist departments at production plants and interdepartmental project teams.

A comprehensive management system that covers quality (ISO 9001), environment (ISO 14001), energy management (ISO 50001) and health and safety at work (BS OHSAS 18001) adopts a systematic approach to environmental protection in terms of production, products and the safety of employees.

## Consistently sustainable

Miele takes its climate protection responsibilities seriously. Through consistent improvements in efficiency and energy conservation in production and buildings, Miele has been able to achieve a significant reduction in energy consumption over recent years. Since 2000, Miele has cut its energy consumption in total by 18.4%. CO<sub>2</sub> emissions from the use of energy, calculated per tonnage of product manufactured during the same period, could even be reduced by 64%.

## Quality – Made by Miele

In accordance with Miele's declared goals, numerous sustainability criteria are assessed in advanced technology development and in the process of making improvements to appliances. These include the efficient use of natural resources and recyclability.

Traditionally, the self-build content of Miele machines - or vertical integration in modern industry parlance - has always been high. Bearing crosses and counterweights for washing machines, for example, hail from Miele's own foundry. And, in a bid to meet high demands on quality and innovative process technology, all machine controls and user interfaces are both developed and produced at Miele's ultra-modern electronics plant in Gütersloh.

## Supply chain

All Miele suppliers must satisfy high quality and economic requirements, and comply with social and environmental standards. All upstream suppliers willing to engage in a partnership with Miele are expected to provide a self-declaration on issues such as environmental management, climate protection, the prevention of corruption, and workers' social standards. The further selection process and ongoing supplier management is designed to ensure compliance with requirements. Miele attaches great importance to establishing fair, cooperative and long-term business relationships.



# Washing Drying Ironing

Miele's stated aim is to develop efficient and durable products with the smallest ecological footprint possible, from production to use and disposal.

## Benchmark Miele

For over 90 years, Miele has been developing and manufacturing commercial laundry machines. From the outset, these quality products have excelled in terms of their highly efficient use of energy, water and detergent. Since those early days, each new machine generation has raised the benchmark for the conservation of resources combined with top-class wash results.

Some 20 years ago, a wash cycle required 240 l of water and 3 kWh of energy for a 10 kg laundry load; since then, Miele has managed to reduce water consumption by 66% and energy consumption by 80%.

Further savings on washing machines from Miele Professional are the result of eco programmes, load-weighing systems and a water recovery module.

Thanks to Miele's proverbial quality, current-series machines achieve a 21% higher spin performance than models from the previous generation. This, in turn, significantly reduces energy consumption in the tumble dryer or on a flatwork ironer.

## Exclusive to Miele

With a stream of innovative solutions, Miele has been at the vanguard of improving cleaning performance, gentle fabric care and laundry finish. Miele, for example, pioneered the development of wet-cleaning systems for delicate outerwear: WetCare now offers dry cleaners a new, environmentally friendly range of services based on an aqueous process.

Miele's patented honeycomb drum in which fabrics are given the gentlest of treatment is unique to commercial machines. Scientific studies underpin the perfect cleaning results.

More than at any other stage in the laundry process, careful use of heating energy is of paramount importance during drying. The patented Air Recycling Plus system allows 60% of pre-heated drying air to be returned to the drying process. And, using hot water heated in a co-generation plant or from a district heating system, energy costs are reduced virtually to zero.



# Dishwashers -

## A sparkling performance

Miele's endeavours always revolve around customers' needs. At the end of the line, solutions must be optimised and holistic, involving the best machines on the market.



### Improvements in efficiency on commercial machines

Environmental life-cycle assessments for commercial dishwashers have revealed that around 92% of CO<sub>2</sub> emissions occur during the usage phase in a cradle-to-grave cycle encompassing the production of raw materials, manufacturing, use and recycling/disposal. Consequently, any reduction in energy consumption during dishwashing represents huge leverage for further optimisation.

Although other properties such as short cycles for efficient daily work or high wash temperatures for safe levels of hygiene have absolute priority, Miele has nevertheless been able to achieve significant reductions in energy and water consumption from one machine generation to the next.

### The fast, fully integrated dishwashers from Miele

In April 2012, Miele launched a new generation of commercial dishwashers in the form of the ProfiLine series. These machines boasted an improvement in cleaning performance in combination with a programme cycle lasting only 17 minutes as well as significant reductions in energy and water consumption. On average, consumption in all programmes has been cut by 10% and even by 30% in the Eco programme. This resulted in an improvement in the energy label rating from C to A+.



### Thorough cleaning Perfect hygiene

Miele commercial dishwashers operating on the fresh water system guarantee an intake of fresh water in each phase of a programme cycle compared with the more widespread tank system, thereby guaranteeing top-class cleaning results and maximum hygiene. Up to 40 cycles a day, fresh water dishwashers are both economically and environmentally the best proposition.

### Energy recovery

Intelligent energy recovery systems recuperate the heat from waste air and waste water to conserve valuable resources. On larger commercial passthrough dishwashers, this approach reduces energy consumption per cycle by up to 20% compared with a model without energy recovery. Compared to the previous model generation, savings of up to 30% are achieved.





# Medical and laboratory technology

Sustainability management is an integral part of Miele reprocessing systems for medical and laboratory applications.



## Regulatory requirements and quality

Miele complies in full with valid international regulations in the field of medical and laboratory technology such as ISO 13485. Compliance with these standards is continuously monitored in internal and external audits. In-house quality tests even go far beyond what is required by legislation in order to offer discerning clients sustainable reprocessing systems.

## Energy efficiency

As a supplier of high-performance lab washers, Miele is a member of the European Society for Sustainable Laboratory Technology (EGNATON) and is actively involved in setting up a certification system for sustainable laboratories. Alongside a reduction in consumption, more than 20 other important sustainability criteria also apply.

In the medical field, a reduction in the use of natural resources is central to product development. Clients can, for instance, opt for PerfectEco on Miele large-chamber decontamination units to reduce the use of cold water per cycle by up to 130 l. This corresponds to a saving of 38% compared with the standard programme – without any loss in performance.

A considerable reduction in the use of the fully demineralised water required for the disinfection of surgical instruments in washer-disinfectors is also achievable. With its Combi-Eco option, Miele offers a system which captures up to 175 litres of water each from multiple large washer-disinfectors, saving it in a tank for re-use in washing sterile supply containers and transport trolleys in a trolley washer. Depending on the total number of cycles per day, energy and water savings can be considerable.



## Resource-efficient materials

Beyond product longevity, Miele feels a keen sense of responsibility for its products. As a result, both domestic and commercial products are characterised by high-level recyclability. Greatest significance is attached to fully recyclable metals, which account for up to 90% of the materials used to build commercial machines at Miele and contribute in a major way to quality and durability.

Good husbandry is also Miele's highest priority when it comes to introducing new systems. When clients purchase a new washer-disinfector, they can rest assured that their accessories such as baskets and inserts for instruments or laboratory glassware can continue to be used.

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