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VAILLANT GROUP

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SUSTAINABILITY AT THE VAILLANT GROUP

FUTURE



Environmental management

Reducing CO<sub>2</sub> emissions

Reducing waste

Lowering energy and water consumption

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**The ideas factory**

The Vaillant Group plant in Belper. The place where great ideas are born. And the most modern technology.

Attractive employer

Employee development

Occupational health and safety

**On the right track**  
How do new employees evaluate the Vaillant Group after the settling-in phase is over? We decided to find out.

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**In the warmth of the family**

Vaillant gives warmth. Heating technology for SOS Children's Villages: a heart-warming story.

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**This is just the beginning**  
More sustainable, more efficient, more intelligent than ever. Meet the new generation of devices: the Green iQ devices.

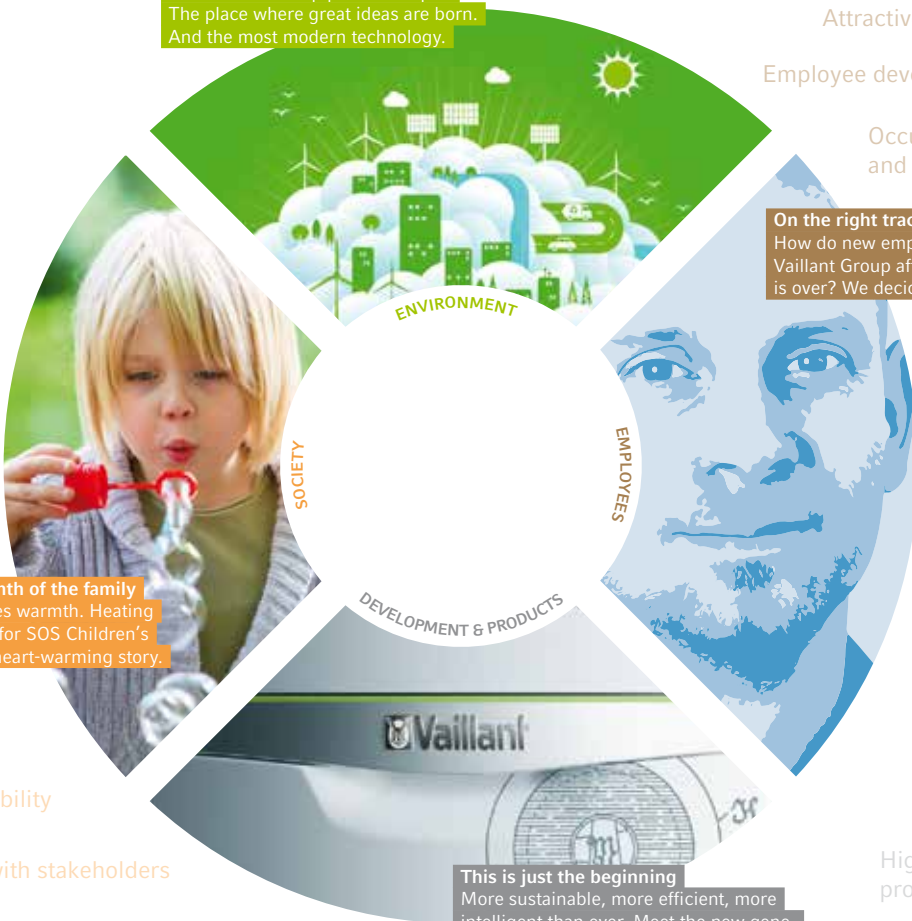
High-efficiency product portfolio

Eco-design standards

Environmentally friendly materials and resources

Recycling and waste disposal

Service





Ladies and Gentlemen,

If you want to lead the way, you have to take the first step. If you want to shape the future of heating technology you have to have a clear goal. This especially applies if you are moving towards even greener products that combine efficiency and intelligent features with ease of use and responsibility. And especially if you are on the path to becoming a sustainable, future-oriented and yet profitable company that thinks in terms of generations rather than quarters. This year we have come a lot closer to this future. With Green iQ Vaillant has unveiled a new generation of appliances that are consistently eco-friendly, intelligent and efficient at the same time. The Green iQ products are the result of a far-reaching ambition to achieve sustainability that applies to all areas of the company. On the following pages, a number of selected projects and stories are presented; these were written by the Vaillant Group, a family company.

Yours sincerely,  
Dr Carsten Voigtländer  
Chief Executive Officer of the Vaillant Group

# GREEN iQ

THIS IS  
JUST THE  
BEGINNING

No other Vaillant appliance has ever been this green, and no product has ever been more sustainable, efficient and intelligent all at the same time for the entire duration of its life cycle. Meet the new generation of devices: the Green iQ devices.

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sensor

system

Green iQ mode

Online gateway VR 900

app



FIT FOR THE FUTURE  
DRAFTSBOCK

io **Wälby**

Die neue  
Ausstattung für die  
Werkstatt der  
Zukunft

**A**t first glance, they might not look too different to the other items in the Vaillant Group product range, white with a simple shape. But, in fact, the devices with the little green logo are in a class of their own. Green iQ is shorthand for a range of extremely environmentally friendly and efficient products that must meet the highest sustainability standards throughout their entire product life cycle – from the initial stage of development to being recycled after use. They also have intelligent communication interfaces. In addition to an intelligent control unit, this also enables remote troubleshooting of the appliances by skilled technicians. What is more, the appliances can be controlled via smartphone from almost anywhere in the world. This turns heating systems into social networks. The first three products from the new Green iQ range are the ecoTEC exclusive wall-hung gas-fired condensing boiler and the flexoTHERM and flexoCOMPACT heat pumps. Additional devices will follow. Going green the smart way.

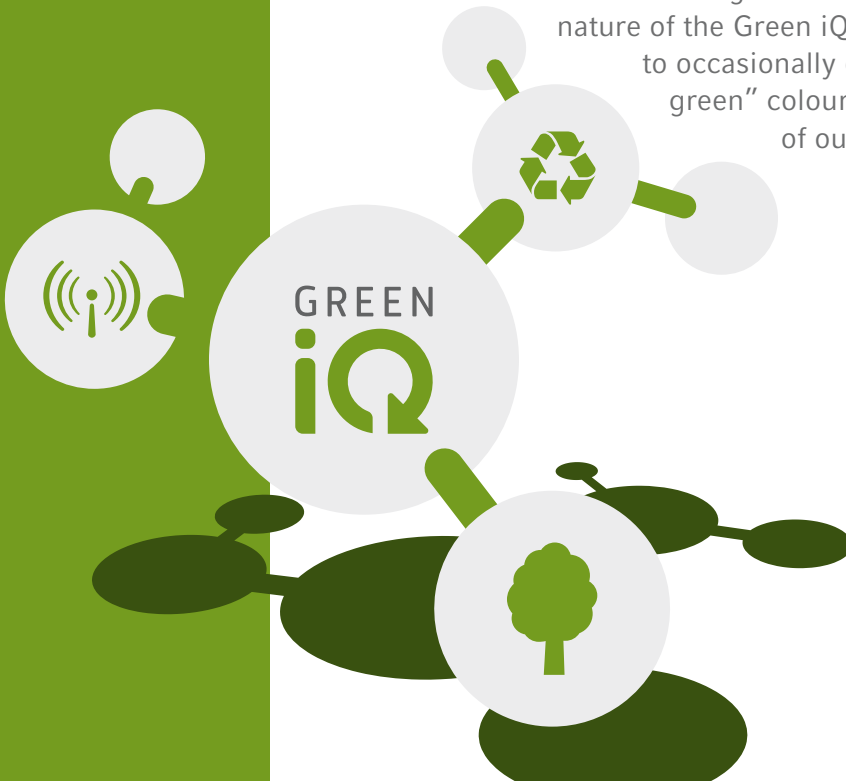








Communications about the new product range should be as sustainable and intelligent as Green iQ. The Green iQ campaign is slightly humorous and is aimed at quality-conscious and environmentally aware end customers through the use of statements such as “We turn your heating system into a social network” and “Intelligence today is a measure of how good it is for the planet”. The most important message is that sustainability is smart, sustainability is efficient and sustainability is possible without making sacrifices. Due to the unique nature of the Green iQ concept it was possible to occasionally depart from the “Vaillant green” colour that is an integral part of our corporate design.



# THE IDEAS FACTORY

The Vaillant Group's UK plant in Belper was recently presented with a Sustainable Manufacturing Award by the leading trade magazine *The Manufacturer*. But the team certainly does not intend to rest on its laurels.









**T**he Vaillant Group plant in Belper, England, has enjoyed a series of successes in recent years, achieving zero landfill waste in 2011 and winning the National EEF/ENER-G Sustainable Manufacturing Award in 2013 and the Manufacturer Award for Sustainable Manufacturing in 2014.

As a result, the plant has been named the most sustainable production facility in the UK. Large, international high-tech companies all clamoured for the prestigious accolade but the expert jury was ultimately most impressed with the family-owned Vaillant Group. The secret to the success is visible to everyone in the newly designed entrance area, where a sign reads: "Welcome to where great ideas are born. From the hearts and minds of our people." This is not just a boiler plant, but an ideas factory. The aim is for every employee to feel responsible and able to flag up and describe problems. Every idea that will help to attain the Group-wide 2020 S.E.E.D.S. targets is welcome. The statistics are impressive. Compared to 2010, water consumption has been reduced by 64 per cent, energy consumption by 16.6 per cent, CO<sub>2</sub> emissions by 16.3 per cent and waste generation by 28.7 per cent. Furthermore, the number of occupational accidents in 2014 was an impressive zero. Sustainability has become part of the culture in Belper; this is an area in which we are successful time after time, and it also represents our unyielding aspiration to achieve.



## ON THE RIGHT TRACK

The Vaillant Group has set its sights on becoming the employer of choice. What do applicants think about the company? What role does sustainability play? And how do new employees rate the Vaillant Group after the settling-in phase is over? We decided to find out.



*“In terms of being a really green company, the Vaillant Group is almost there. We just need to be a little braver, a bit more radical in a couple of areas.”*

**Tim Richter,**

41, Head of Group Design, with the  
Vaillant Group since June 2014

**A**fter working in China for eleven years I wanted to return to Germany, preferably to a family-owned company. I was looking for an employer who could offer me what I wanted for the next stage of my career and I searched for quite a while. The Vaillant Group job ticked all the right boxes. I wanted to design durable products and work for a company that thinks in the long-term – sustainably. In this respect, sustainability played a role in several different senses. Heating and climate systems are an ideal field, of course. The company's technologies are exciting and future-oriented. The systems have a long product lifespan, so the design must be just as sustainable and long-lasting. In my view, the Vaillant Group is well on its way to becoming a green company. The cornerstones are there, in terms of strategy, projects, products, staff management and communication. We're almost there. We just need to be a little braver, a bit more radical in a couple of areas in order to redefine and anchor our position as a really green company. I'm sure the design department can help to achieve this goal. We designers aren't just here to make things look pretty. We bring specialist technical expertise to the table and our ideas combine the requirements of both the development and the manufacturing departments. Design is like a brand ambassador.

**Dr Frank Steineke,**  
45, Head of Human  
Resources for Central  
Europe, with the Vaillant  
Group since July 2013

**Anna Augustyniak,**  
34, Marketing Specialist,  
with the Vaillant Group  
Poland since February  
2014

**Michael Zeddies,**  
44, Head of Group  
Production Engineering,  
with the Vaillant Group  
since June 2014

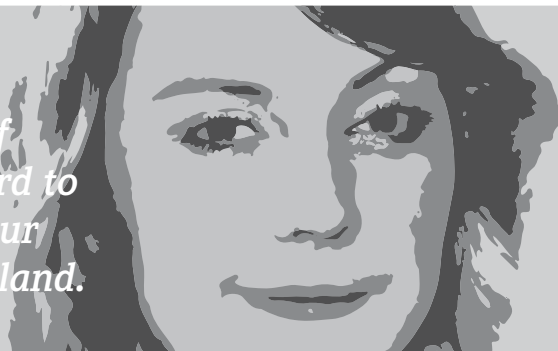
**Melanie Kathke,**  
29, Service Operations  
Consultant, with the  
Vaillant Group since  
September 2014



*“The Vaillant Group’s sustainable approach was definitely an important criterion for me.*”



*“We could make more of an effort to spread the word to the general public about our sustainability efforts in Poland.*”



*“In the production department we need to take the next step and link “lean” and “green”.*”



*“It should be possible to achieve work-life balance at all stages in life.*”





## IN THE WARMTH OF THE FAMILY

SOS Children's Villages provide new homes to children and teenagers. As a heating technology partner, the Vaillant Group helps to keep the villages warm. This year the company was mainly active in its home country, equipping three children's villages in Germany with heating systems.







Warmth is important, but it is not something all children can take for granted. Luca and Tamara live in the SOS Children's Village in Worpswede. Like the other 65 children and teenagers who currently live here, they cannot be brought up by their families for various reasons. Instead, they live with a village mother in small family-like units where they receive the warmth and security they need. 400 children have already grown up in the village, which is near Bremen. Action was needed in relation to the village's outdated heating technology. The village will be celebrating its 50th anniversary in 2015. The Vaillant Group brought new warmth to the village by replacing the old heating system and its two completely outdated oil boilers with a modern, highly efficient gas-fired condensing boiler cascade. This work was all performed within the scope of Vaillant's partnership with *SOS Children's Villages Worldwide*, which has been in place since 2013. Worpswede is the third SOS Children's Village in Germany that Vaillant has equipped with new heating technology. But the Vaillant Group has also delivered on its promise in other countries, providing new, urgently needed systems in France, Belgium, Croatia, Poland, Romania, Russia, Hungary, Ukraine and China as an outstanding heating technology partner. This is a matter that the family-owned company is truly passionate about.



Strategic sustainability programme

Sustainability in

Environment

Employees

Development & Products

Society

## RESPONSIBILITY AS A PRINCIPLE

The Vaillant Group has combined all its sustainability activities into one strategic programme. Under the name S.E.E.D.S., we set binding, verifiable targets in the focus areas Environment, Employees, Development & Products and Society, develop specific measures based on these targets and continuously monitor the results – transparently and Group-wide. Sustainability is therefore an overall ambition to be met through our corporate actions. It illustrates that a company’s strategic and operative decisions are being made with both economic and sustainability aspects in mind. The underlying question is: “What are the direct and indirect consequences of a corporate decision for people and the environment?” We do not consider the S.E.E.D.S. programme as detached from our commercial goals. On the contrary, S.E.E.D.S. actively strives to contribute to the sustainable and profitable growth of the Vaillant Group. In order to guarantee sustainability in all areas of our company, we need a concise management approach, as well as binding targets and transparent and comprehensive reporting on the achievement of these.



# OUR 2020 SUSTAINABILITY TARGETS



## Development & Products

Our goal is to offer our customers energy-efficient and environmentally friendly products throughout the entire product life cycle – from development to purchasing, production and use, and all the way to service and recycling.

80

% Turnover of high-efficiency products

-15% Greenhouse gas emissions of the product portfolio

+15% Material efficiency

Go-ahead      50% of target value achieved      Target achieved



## Environment

Protecting the environment and resources is an important part of the Vaillant Group's sustainability strategy. We aim to use resources responsibly, to consistently lower CO<sub>2</sub> emissions, prevent negative influences on the environment and actively use opportunities for improvement.

-25

% CO<sub>2</sub>

+20% Energy efficiency

-20% Water

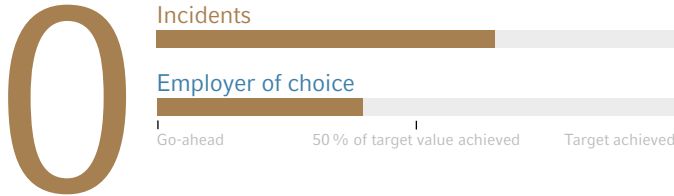
-20% Waste

Go-ahead      50% of target value achieved      Target achieved



## Employees

Our employees form the foundation and the soul of the Vaillant Group. We pursue the goal of being the employer of choice for job applicants and current employees.



## Society

The Vaillant Group acknowledges its social responsibility. The company makes an active contribution where it operates, for social progress and the welfare of people.



\*Our target to assign 80 per cent of our total purchase volume to suppliers that recognise the Ten Principles of the UN Global Compact was reached as early as 2012. We have gone one step further and already managed to meet the next target – 100 per cent – which was originally set for 2020.

All percentages refer to the 2010 reference year and are dependent on volume.

# A SUSTAINABILITY BROCHURE WORTHY OF ITS NAME

As well as dealing with the topic of sustainability, this **brochure** has also been **produced sustainably** in terms of printing. The paper is made **100 per cent from recycled material** and has been given the EU Ecolabel, Blue Angel certification and FSC approval. The inks and all other consumables such as printing plates are either based on **renewable raw materials** or are recyclable. Our printing contractors use **green electricity** and reuse **the heat from the printing machines for heating purposes**. In addition, we are increasingly using the **Internet** to distribute this brochure and are offsetting any CO<sub>2</sub> emissions that cannot be avoided during its production via **certified schemes**.



Deutscher Nachhaltigkeitspreis  
Deutschlands nachhaltigstes Produkt 2011



DEUTSCHER NACHHALTIGKEITSPREIS  
Top 3 Deutschlands nachhaltigste Zukunftsstrategen (Forum) 2013



reddot design award

DESIGN PLUS



Renewables Awards



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