

Facts & Figures

SUSTAINABILITY REPORT 2011



Company profile

Society

Sustainability management

Employees

Product responsibility

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The reporting period of the data has been brought into line with internal data collection and now corresponds to the financial year (formerly it was the calendar year).

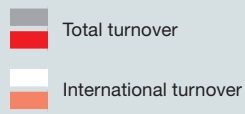
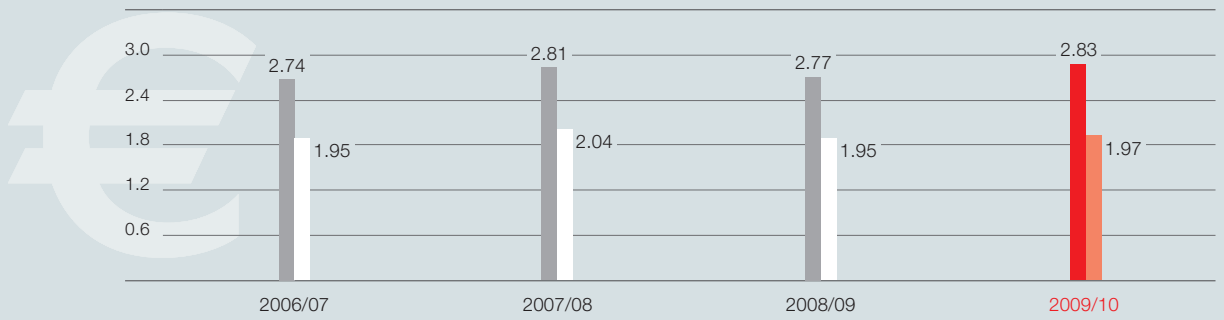
The switch from calendar to financial year is indicated by a dashed line. In cases where the changeover has not yet taken place, the figures for the calendar year are given.

1 Company profile

Miele: a brief profile

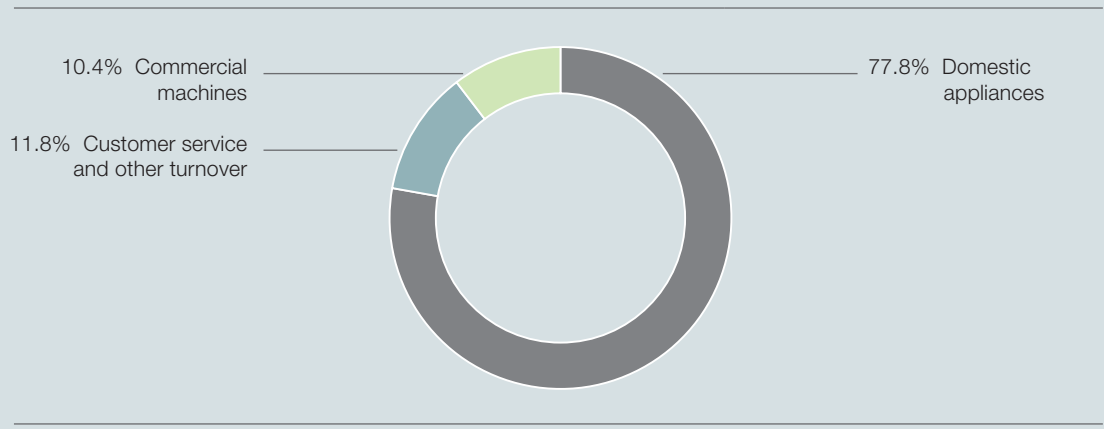
Turnover
in EUR bn

GRI | EC1



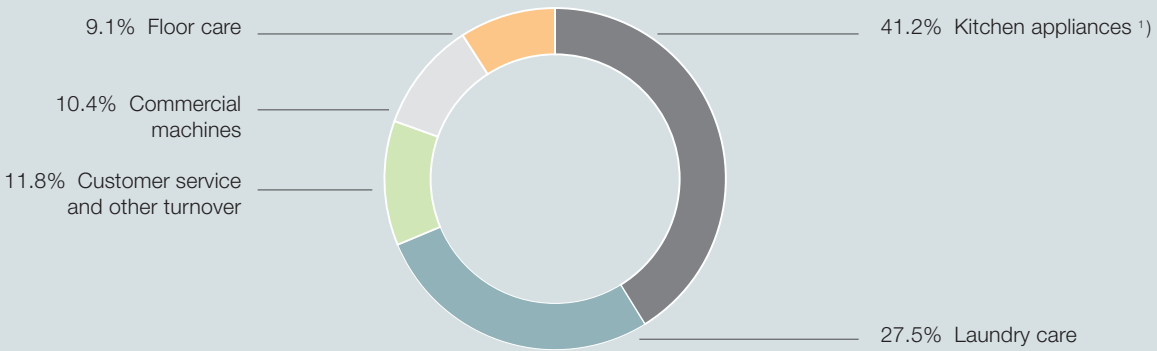
Share of essential business areas in total turnover
in %

GRI | 2.8



2009/10

Share of essential product groups in total turnover
in %

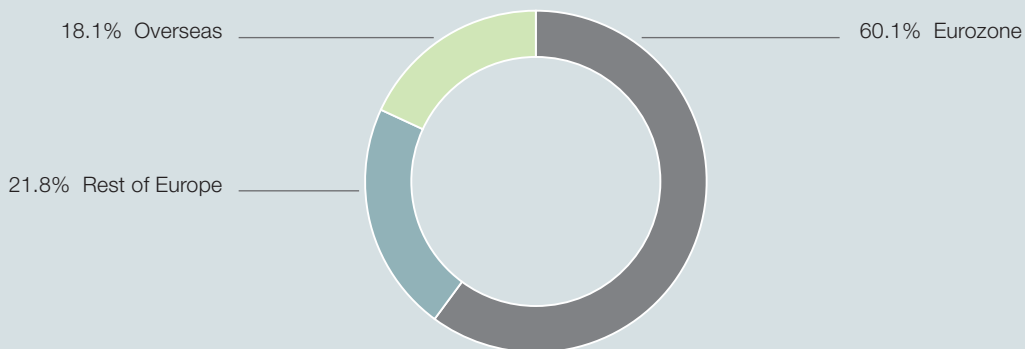


GRI | 2.8

2009/10

¹⁾ e.g. dishwashers, cooking appliances, cooker hoods, refrigerators and freezers, coffee makers

Total turnover by region
in %



GRI | 2.8

2009/10

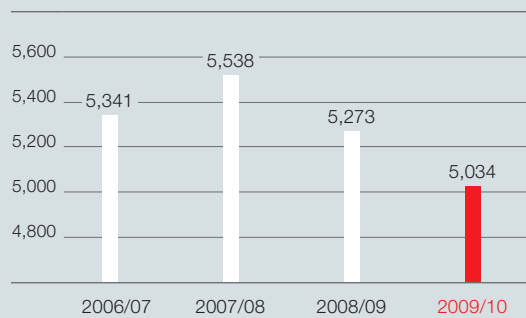
Miele: a brief profile

Domestic appliances and commercial machines sold ¹⁾ Number in thousands

	2006/07	2007/08	2008/09	2009/10
Washing machines (frontloaders and toploaders)	890	898	839	822
Tumble dryers	385	384	345	324
Dishwashers	600	624	608	600
Vacuum cleaners	2,120	2,269	2,141	2,049
Kitchen appliances and others	1,257	1,269	1,251	1,154
Total domestic appliances sold	5,252	5,444	5,184	4,949
Total commercial machines sold	89	95	89	85

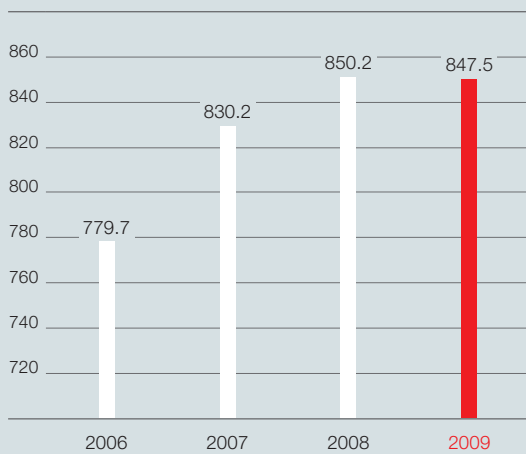
¹⁾ Figures are rounded.

Domestic appliances and commercial machines sold ¹⁾ Number in thousands

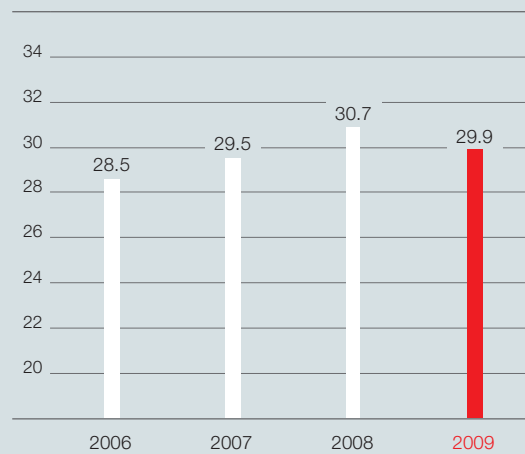


¹⁾ Figures are rounded.

Personnel expenditure
in EUR m

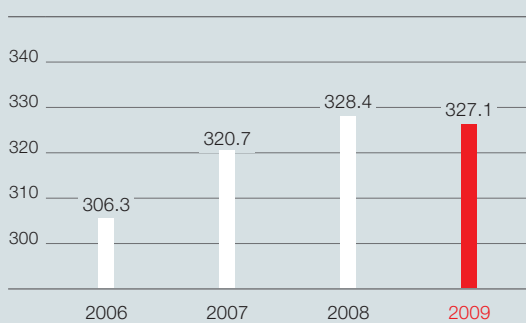


Share of personnel expenditure in total turnover
in %

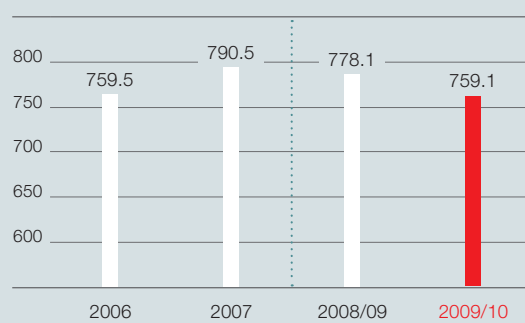


GRI | EC1

Pension provisions
in EUR m



Payments to suppliers
in EUR m



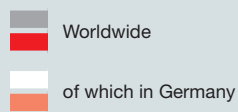
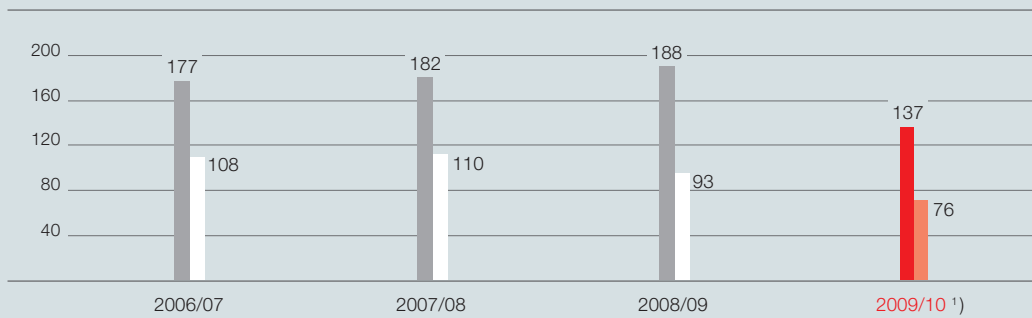
GRI | EC3

GRI | EC1

Miele: a brief profile

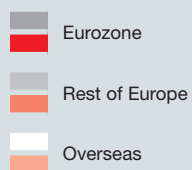
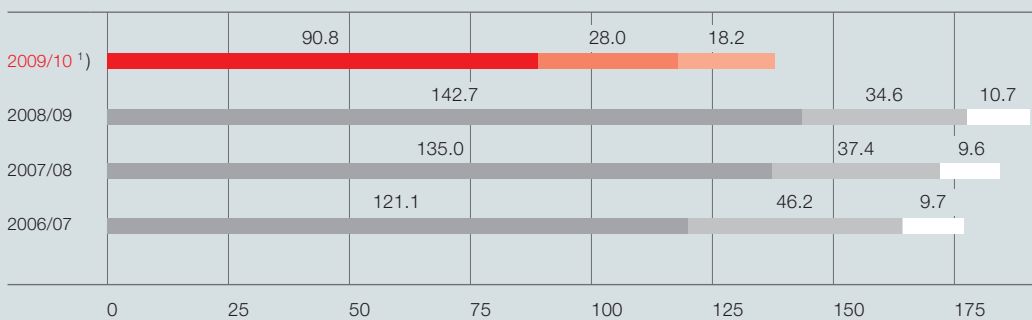
Investments in EUR m

GRI | EC1



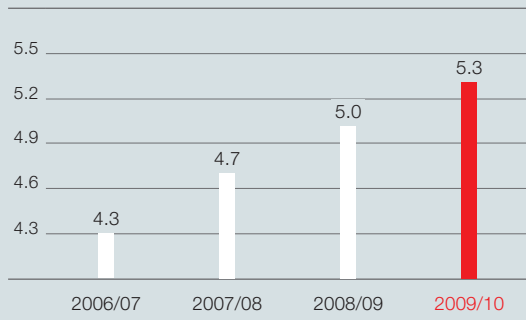
¹⁾ The previous years intensified expansion of the international sales structures took place.

Investments by region in EUR m

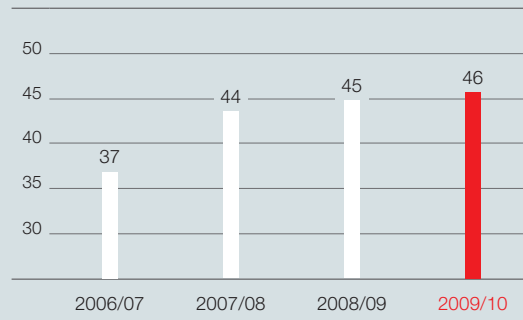


¹⁾ The previous years intensified expansion of the international sales structures took place.

**Expenditures in research and development
as a proportion of total turnover**
in %



Subsidiaries
Number



GRI | 2.5

2 Sustainability management Integrated management system

Certified Miele locations according to quality, environmental and social standards in 2009/10

Number and in %

	ISO 9001	ISO 14001	SA8000	ISO 13485
Number	11 ²⁾	10 ³⁾	10 ³⁾	3 ⁴⁾
Coverage in % Based on: total workforce¹⁾	99.1	94.8	94.8	66.1

¹⁾ In proportion to total workforce (excluding subsidiaries and commodities).

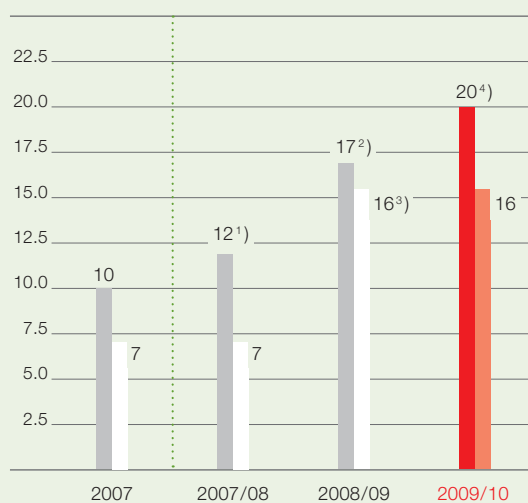
²⁾ Of the 12 Miele plants, only the plant in Braşov was not yet certified according to ISO 9001 in the 2009/10 financial year. The plant in Braşov was certified according to ISO 9001 in July 2010.

³⁾ The plants in Dongguan and Braşov were not yet certified according to ISO 14001 and SA8000 in the 2009/10 financial year. Braşov was certified according to SA8000 in October 2010.

⁴⁾ The plants in Gütersloh, Bielefeld and Bürmoos were certified according to ISO 13485 in the 2009/10 financial year.

External audits of the integrated management system

Number



¹⁾ Increase caused by the addition of two medical device audits at the production sites in Bielefeld and Gütersloh.

²⁾ Increase caused by the addition of five SA8000 audits. This resulted in the first ever SA8000 certification with an accredited certifier for the Miele locations in Germany.

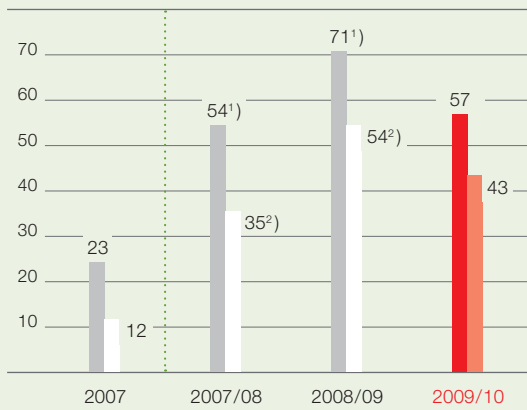
³⁾ Increase as a result of external SA8000 audits and changed system requirements.

⁴⁾ Increase due to additional certification procedures for medical devices and ISO 9001.

⁵⁾ Significant discrepancies exist if management systems are in the process of being set up or modified and/or conformity is at risk.

Total external audits performed
 External audits performed where significant discrepancies were identified⁵⁾

Internal audits of the integrated management system
Number



- 1) The plant in Bielefeld has its own audit plan for medical devices, which, on top of the regular audits, increases the total.
- 2) Increase in the proportion of significant discrepancies due to a new, stricter evaluation procedure.
- 3) Significant discrepancies exist if management systems are in the process of being set up or modified and/or conformity is at risk.

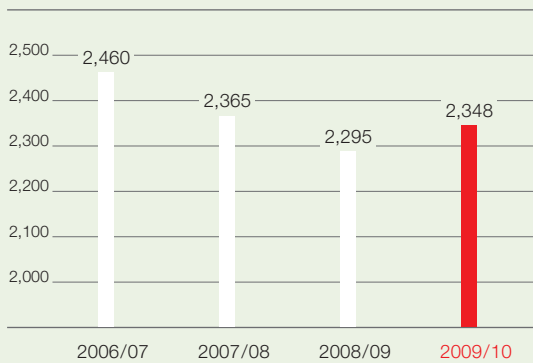
Total internal audits performed
 Internal audits performed where significant discrepancies were identified³⁾
 Internal audits performed where the plant in Bielefeld has its own audit plan¹⁾

GRI | MA EN

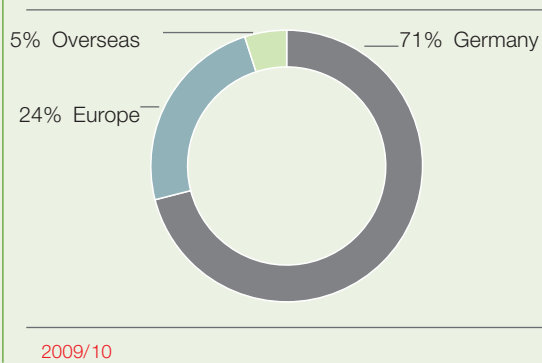
Sustainability in the supply chain

The figures relate exclusively to suppliers of production material.

Suppliers
Number



Purchasing volume by region
in %

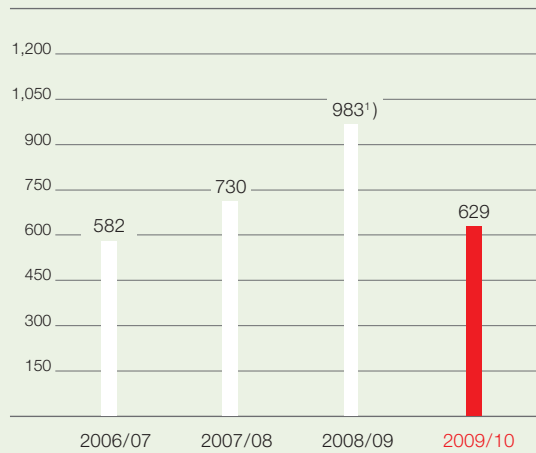


GRI | HR2

GRI | EC6

Sustainability in the supply chain

New suppliers who were required to confirm compliance with social standards (SA8000) by means of a checklist
Number

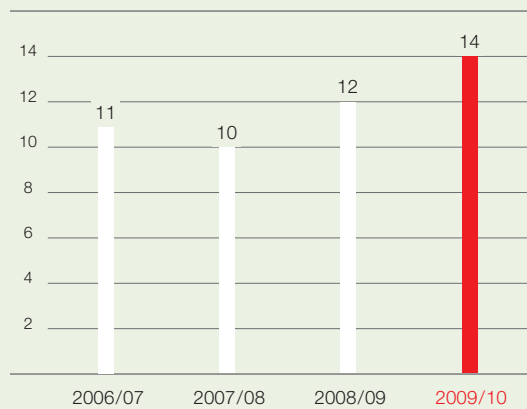


The figures relate exclusively to suppliers of production material.

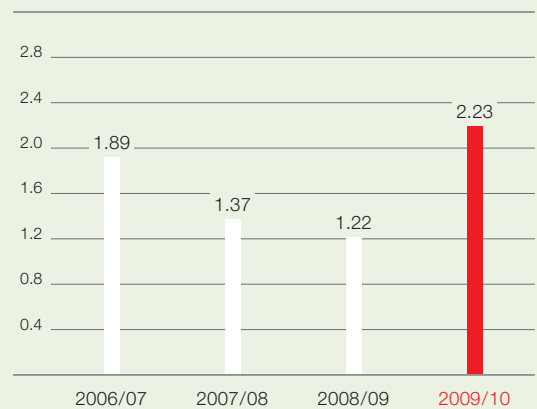
GRI | HR2

¹⁾ Increase due to new locations and new components for product innovations.

Contracts with suppliers that were rejected because compliance with social standards (SA8000) was not confirmed
Number



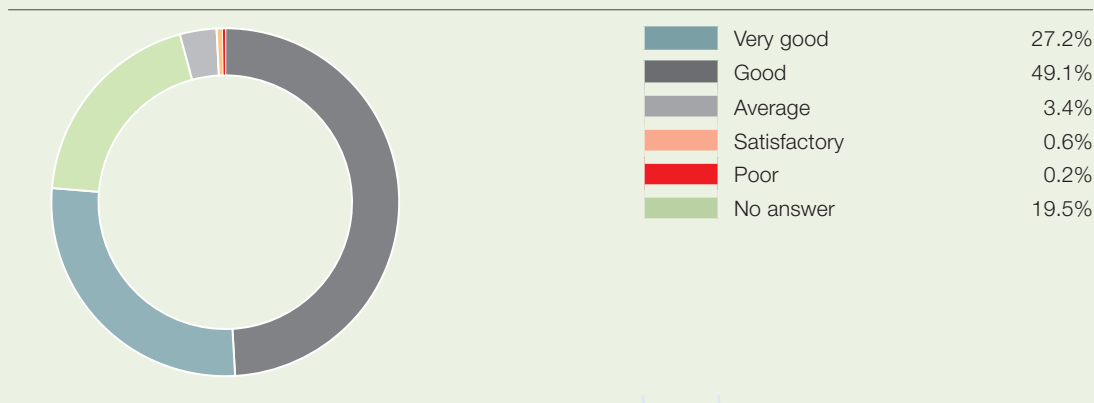
Proportion of suppliers who had contracts rejected because compliance with social standards (SA8000) was not confirmed
in %



GRI | HR2

Dialogue with the stakeholders

Evaluation of Miele's performance in the area of sustainability (online survey) ¹⁾
in %

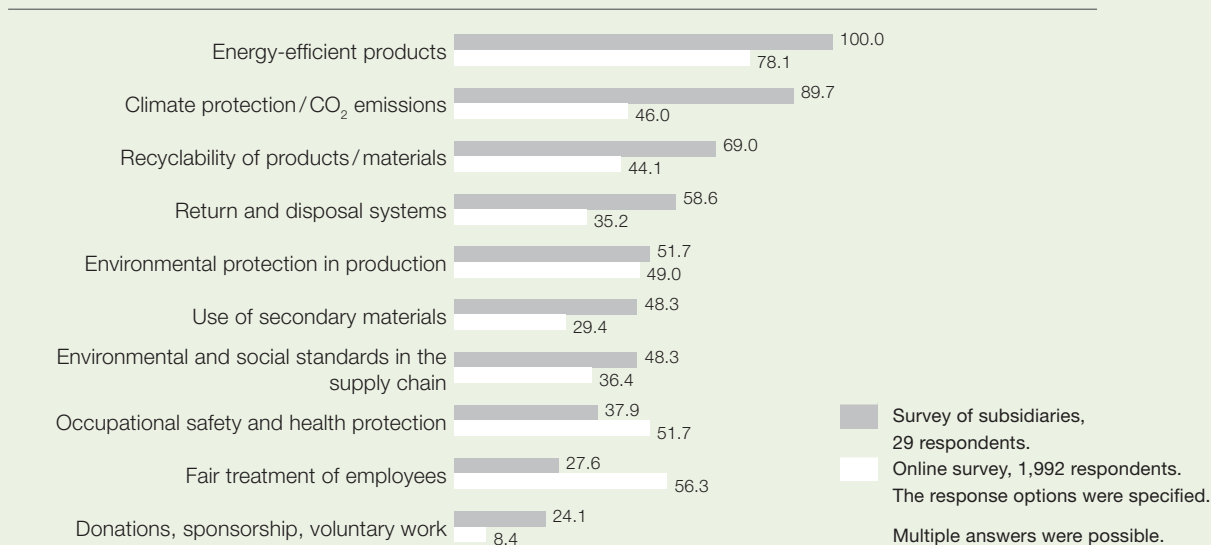


GRI | 4.17

2009/10

¹⁾ Online survey with 1,992 respondents; response options were provided.

Sustainability topics of relevance to Miele
in %



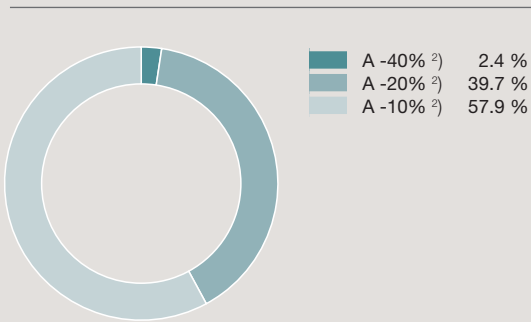
GRI | 4.17

3 Product responsibility

Product design

Classification of Miele appliances according to the Energy Consumption Labelling Act (EnVKG) in 2009/10 in terms of production volume

Domestic washing machines ¹⁾
in %

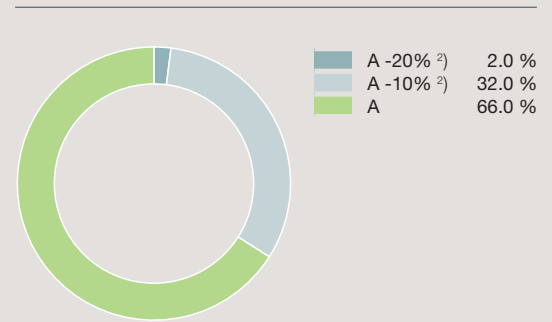


2009/10

¹⁾ Washing performance: 100% class A
Spin efficiency: 27.8% class A, 71.5% class B
and 0.7% class C

²⁾ x% better than the limit value of energy efficiency class A

Dishwashers ¹⁾
in %



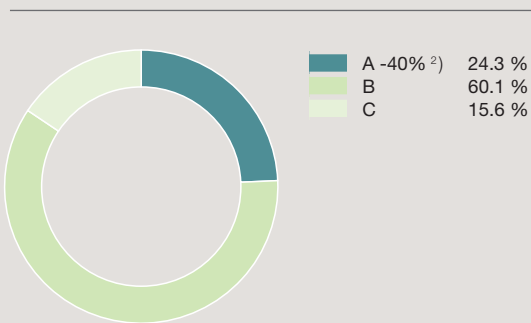
2009/10

¹⁾ Cleaning efficiency: 100% class A
Drying efficiency: 100% class A

²⁾ x% better than the limit value of energy efficiency class A

GRI | PR3, EN6

Tumble dryers ¹⁾
in %

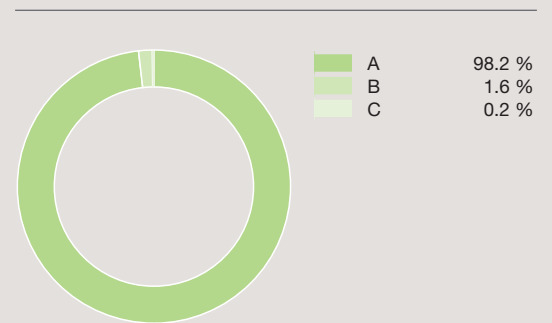


2009/10

¹⁾ Vented tumble dryers, condenser tumble dryers and heat-pump tumble dryers

²⁾ x% better than the limit value of energy efficiency class A

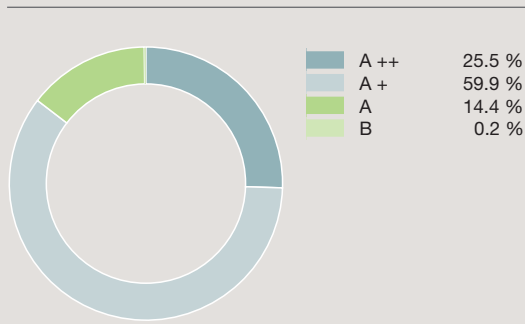
Electric cookers and ovens
in %



2009/10

GRI | PR3, EN6

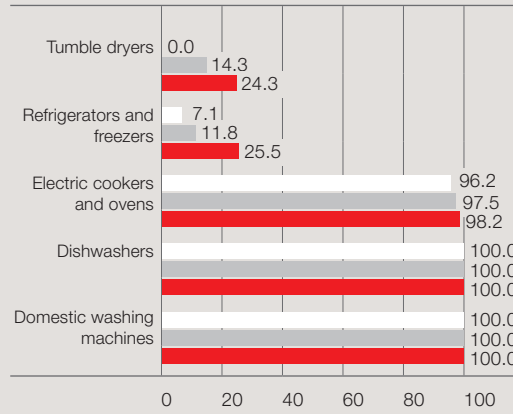
Refrigerators and freezers ¹⁾
in %



2009/10

¹⁾ Refrigerators, fridge-freezers, upright freezers and chest-freezers

Proportion of products in the highest existing energy efficiency class ¹⁾
in %



2007/08
2008/09
2009/10

¹⁾ For refrigerators and freezers, the highest energy efficiency class is A++. For the other appliances listed here, the highest energy efficiency class is A.

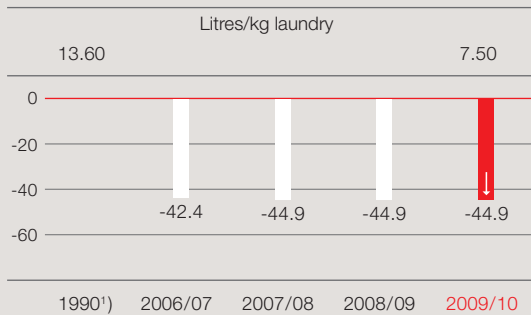
GRI | PR3, EN6

GRI | PR3

Progression of specific consumption data for Miele appliances

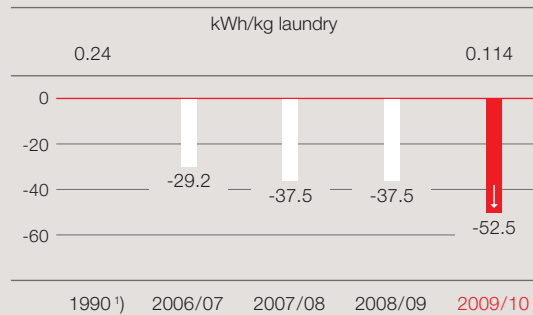
Domestic washing machines

Difference in water consumption compared to 1990 calculated according to EU Directive 95/12 in %



Domestic washing machines

Difference in power consumption compared to 1990 calculated according to EU Directive 95/12 in %



GRI | EN26

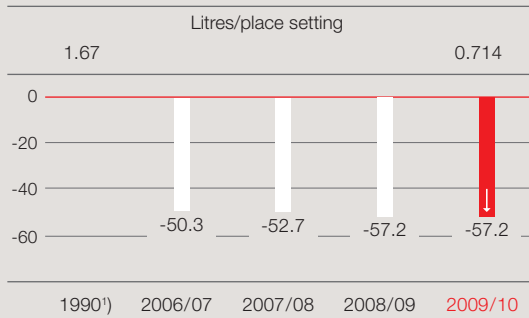
¹⁾ Miele uses the reference year 1990 in accordance with Germany's national climate programme, which was launched following the 1992 "Earth Summit" in Rio de Janeiro. The best values are shown in each case.

Product design

Progression of specific consumption data for Miele appliances

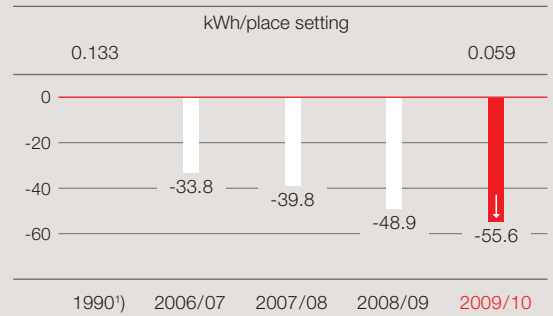
Dishwashers

Difference in water consumption compared to 1990 calculated according to EU Directive 97/17 in %



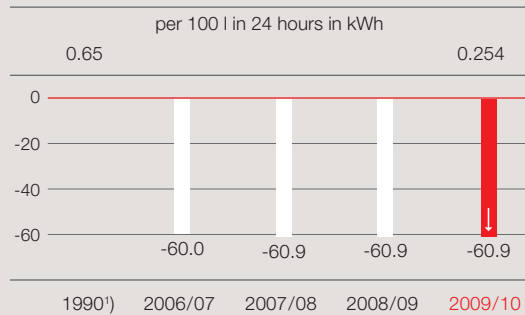
Dishwashers

Difference in power consumption compared to 1990 calculated according to EU Directive 97/17 in %



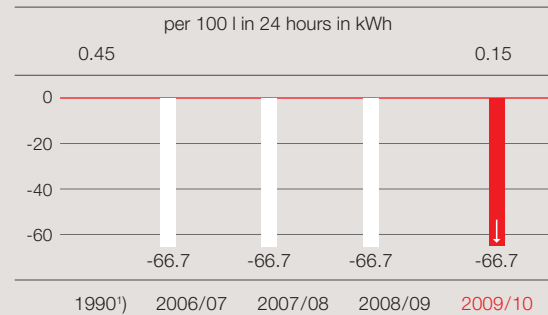
Refrigerators up to 150 l cubic capacity with freezing compartment

Difference in power consumption compared to 1990 calculated according to EU Directive 94/2 in %



Refrigerators up to 150 l cubic capacity without freezing compartment

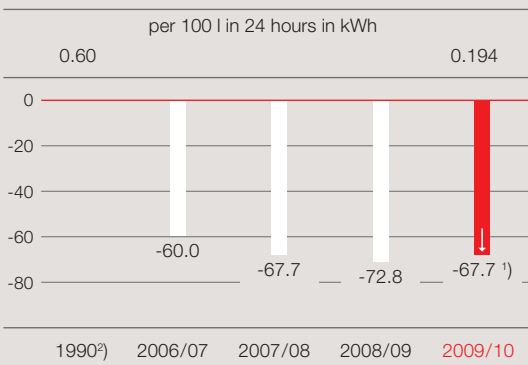
Difference in power consumption compared to 1990 calculated according to EU Directive 94/2 in %



¹⁾ Miele uses the reference year 1990 in accordance with Germany's national climate programme, which was launched following the 1992 "Earth Summit" in Rio de Janeiro. The best values are shown in each case.

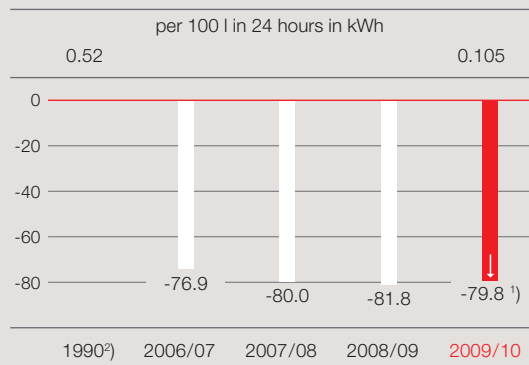
Refrigerators from 151 l to 300 l cubic capacity with freezing compartment

Difference in power consumption compared to 1990 calculated according to EU Directive 94/2 in %



Refrigerators from 151 l to 300 l cubic capacity without freezing compartment

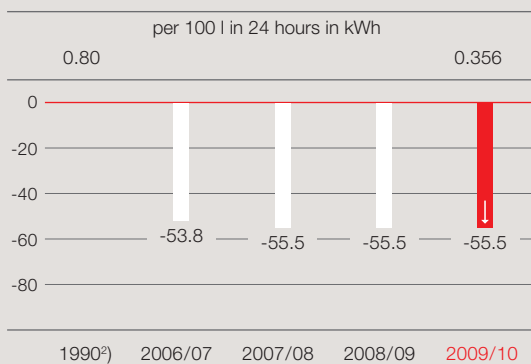
Difference in power consumption compared to 1990 calculated according to EU Directive 94/2 in %



GRI | EN26

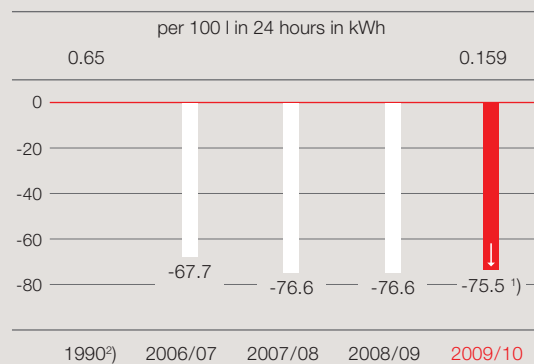
Freezers up to 150 l cubic capacity

Difference in power consumption compared to 1990 calculated according to EU Directive 94/2 in %



Freezers from 151 l to 300 l cubic capacity

Difference in power consumption compared to 1990 calculated according to EU Directive 94/2 in %



GRI | EN26

¹⁾ The best values in the individual classes vary as a result of changes to the model range and a shifting of volumes in the product line.

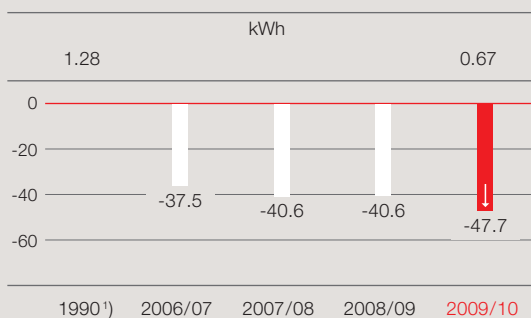
²⁾ Miele uses the reference year 1990 in accordance with Germany's national climate programme, which was launched following the 1992 "Earth Summit" in Rio de Janeiro. The best values are shown in each case.

Product design

Progression of specific consumption data for Miele appliances

Electric cookers and ovens

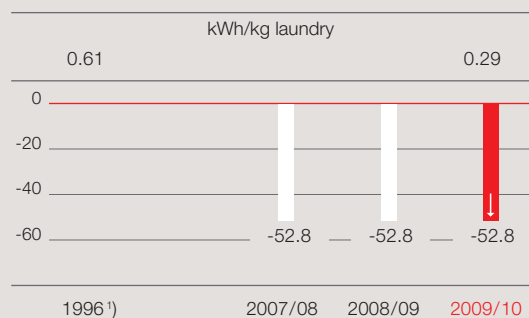
Difference in the specific power consumption compared to 1990 calculated according to EU Directive 2002/40 in %



¹⁾ Miele uses the reference year 1990 in accordance with Germany's national climate programme, which was launched following the 1992 "Earth Summit" in Rio de Janeiro. The data shown here is the best value for electric cookers and ovens with average baking chamber size.

Tumble dryers

Difference in power consumption compared to 1996 calculated according to EU Directive 95/13 in %



¹⁾ The 1996 base value for condenser tumble dryers has been converted to the current declaration value, which is 60% initial residual moisture. This is due to the change of initial residual moisture from 70% to 60% in 2002 for the specification of energy consumption data for the energy label introduced in 1996.

GRI | EN26

Materials used in production

GRI | EN1

in t	2007	2007/08	2008/09	2009/10
Total materials ¹⁾	158,270.2	122,806.8	115,800.6	108,919.5
Total raw materials ²⁾	150,175.0	115,079.0³⁾	108,866.8	101,893.0
of which metals	127,439.0	105,100.0	99,900.0	94,500.0
of which coloured granulate	22,736.0	9,979.0	8,966.8	7,393.0
Total operating supplies	8,095.2	7,727.9	6,933.7	7,026.5
of which paints, varnishes, enamels	1,324.2	1,303.0	1,242.7	1,220.6
of which oils, greases, lubricants	176.1	173.7	163.9	164.1
of which acids, lyes, solvents	324.6	310.4	279.4	282.6
of which others ⁴⁾	6,270.3	5,940.7	5,247.7	5,359.1
Weight of electronics	1,505.0	1,648.0	1,498.0	1,596.0
Weight of outsourced componentry	39,807.8	69,579.3	61,323.2	70,220.4
Weight of all produced appliances	192,812.0	187,609.3	172,930.8	174,930.0

¹⁾ Applies to all appliances produced by Miele excluding commodities.

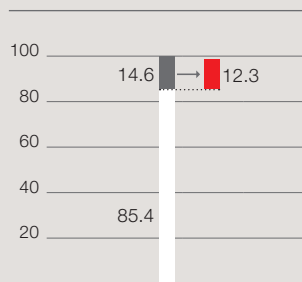
²⁾ Environmentally-relevant raw materials, excluding outsourced componentry and packaging materials.

³⁾ The data collection for raw materials has changed: since 2007/08, raw materials that Miele processes itself are not included. The weight of the outsourced componentry is reported separately.

⁴⁾ Mainly foundry operating supplies and industrial gases (approx. 90%). Figures are rounded.

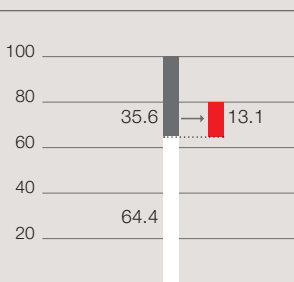
Environmentally-relevant materials in domestic and professional appliances using the example of models with high shares of sales

W 1749 Liquid Wash washing machine
in %



- Total proportion of metal¹⁾** – containing:
Proportion of secondary raw materials²⁾: 62.3%
Proportion of recyclable materials³⁾: 98.0%
- Total other materials** – containing:
Proportion of secondary raw materials²⁾: 4.1%
Proportion of recyclable materials³⁾: 67.0%
- Of which plastics** (thermoplastics, thermosetting plastics)

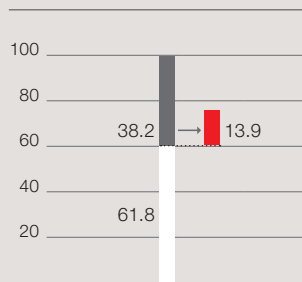
G 1225 SCI dishwasher
in %



- Total proportion of metal¹⁾** – containing:
Proportion of secondary raw materials²⁾: 45.6%
Proportion of recyclable materials³⁾: 99.0%
- Total other materials** – containing:
Proportion of secondary raw materials²⁾: 51.1%
Proportion of recyclable materials³⁾: 74.0%
- Of which plastics** (thermoplastics, thermosetting plastics)

GRI | EN1, EN2

Professional PT 7186 EI dryer
in %



- Total proportion of metal¹⁾** – containing:
Proportion of secondary raw materials²⁾: 36.0%
Proportion of recyclable materials³⁾: 97.0%
- Total other materials** – containing:
Proportion of secondary raw materials²⁾: 3.1%
Proportion of recyclable materials³⁾: 33.0%
- Of which plastics** (thermoplastics, thermosetting plastics)

- ¹⁾ The Metals include aluminium, sheet metals, grey cast iron, copper and brass.
- ²⁾ Proportion of secondary raw materials = the proportion of the material that was already in use (post-consumer) and underwent material recycling. Proportions from the production cycle or surplus production are not included. The values are theoretical values and can deviate from the actual values.
- ³⁾ Proportion of recyclable materials = the proportion of the material that can theoretically be sent for material recycling. This does not mean that these materials are used again for the same purpose. The values are theoretical estimated values based on experience with available recycling processes. Not every process is available worldwide.

Figures are rounded.

GRI | EN1, EN2

Product design

Packaging weight ¹⁾

in t

	2007/08	2008/09	2009/10
Total packaging weight	16,628.54	15,410.46	15,448.93
Weight of the packaging materials			
Cardboard/corrugated cardboard	4,658.59	4,438.08	4,399.85
PE film/tightening straps (PP/steel)	507.90	474.16	471.88
Moulded plastic parts (EPS)	1,597.87	1,487.08	1,492.66
Encased PU foam/PE film	3.19	3.05	2.78
Solid wood ²⁾	9,860.99	9,008.08	9,081.76

¹⁾ The data relates to all appliances produced by Miele excluding commodities.

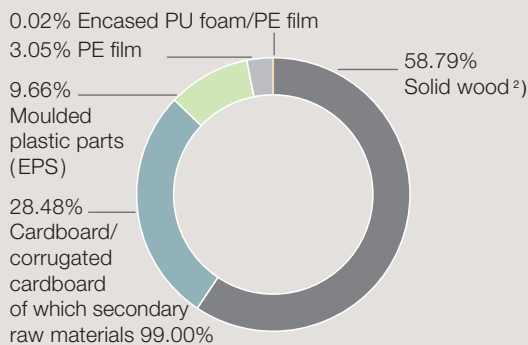
All changes are also dependent on the production volumes of the individual product groups.

Figures are mathematically rounded.

²⁾ Only applies to the transport packaging of large appliances.

Packaging materials based on total packaging weight ¹⁾

in %



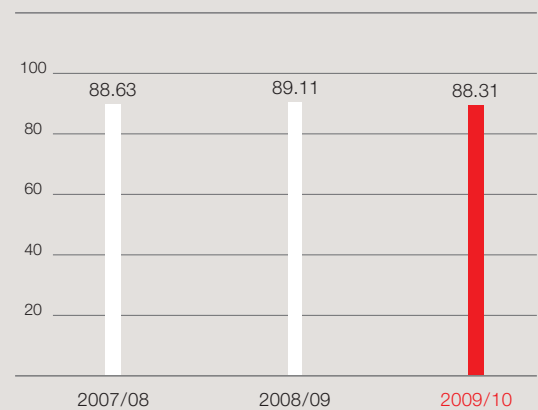
2009/10

¹⁾ The data relates to all appliances produced by Miele excluding commodities.

²⁾ Only applies to the transport packaging of large appliances.

Packaging per kg of product

in g



Production

Direct energy consumption

in MWh

	2000	2007/08	2008/09	2009/10 ⁴⁾
Total direct energy consumption	119,348	64,804	56,859	60,603
Heating oil ¹⁾	4,886	1,274	1,328	1,495
Natural gas ²⁾	114,462	63,530	55,531 ³⁾	59,108 ⁵⁾

GRI | EN3, EN5

¹⁾ Heating oil is required in the production sites Bünde and Lehrte.

²⁾ Natural gas is required in all production sites except in the sites Warendorf and Dongguan (China).

³⁾ The drop in the overall natural gas requirements is partly down to the greater use of long-distance energy and partly down to the mild weather.

⁴⁾ The new plant in Braşov, Romania is included for the first time in 2009/10.

⁵⁾ Natural gas is used in many plants for room-heating purposes. This increase is thus weather-related.

Indirect energy consumption

in MWh

	2000	2007/08	2008/09	2009/10 ⁴⁾
Total indirect energy consumption	154,543	188,076	186,297	191,823
Community heating ¹⁾	27,251	36,199	44,105 ²⁾	45,905
Electrical energy	127,292	151,877	142,192 ³⁾	145,918

GRI | EN4, EN5

¹⁾ The data relates to the production sites in Gütersloh, Bielefeld and Warendorf.

²⁾ Use of community heating further expanded. In Gütersloh, the project to expand the use of community heating was completed in 2008.

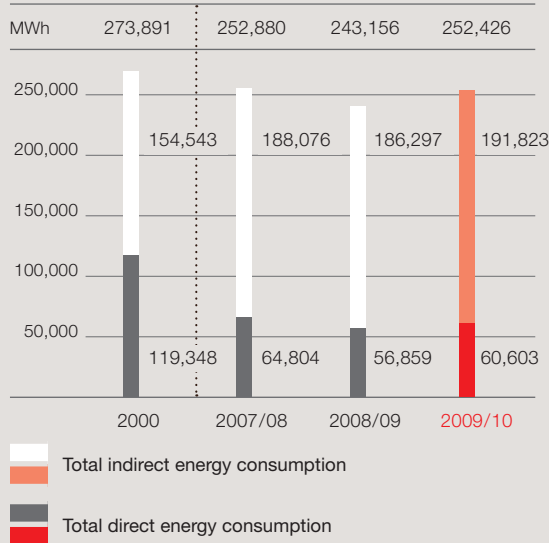
³⁾ Intensified implementation of energy saving measures led to the reduction in electricity demand.

⁴⁾ The new plant in Braşov, Romania is included for the first time in 2009/10.

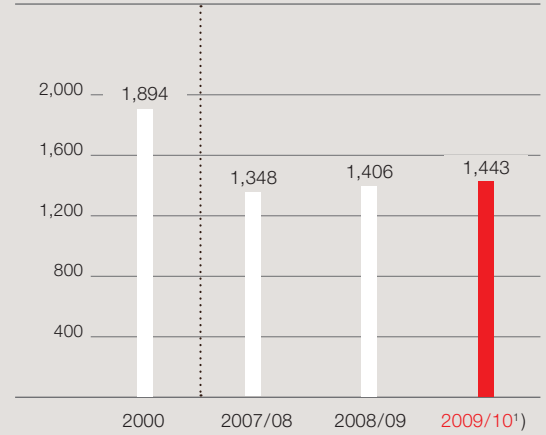
Production

GRI | EN3,
EN4, EN5

Total energy consumption
in MWh



Total energy consumption per tonne of product
in kWh

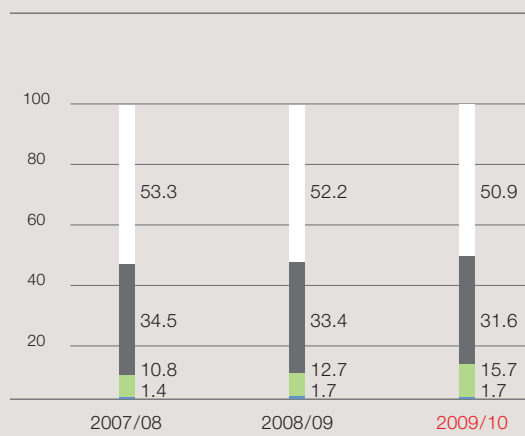


¹⁾ The new plant in Braşov, Romania is included for the first time in 2009/10.

GRI | EN3

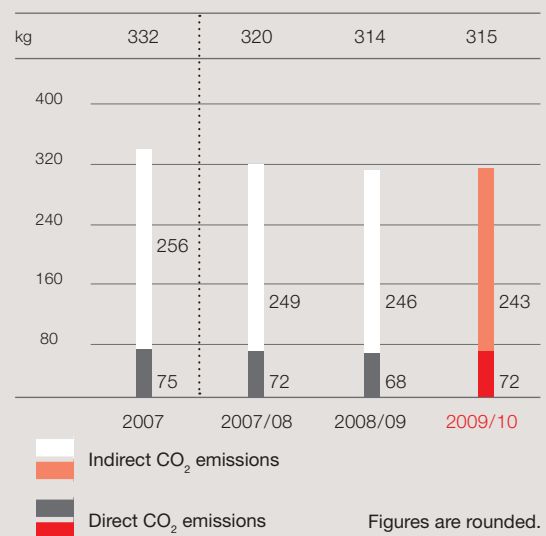
GRI | EN16

Energy mix of the electricity providers¹⁾
in %



¹⁾ The data relates to all plants and the subsidiary in Germany. Coal is the only fuel used in Dongguan, China. Figures are rounded.

Specific CO₂ emissions per tonne of product
in kg



Figures are rounded.

CO₂ emissions ¹⁾

in t

	2007	2007/08	2008/09	2009/10 ⁴⁾
Total CO₂ emissions	63,922	60,096	54,309	55,025
Direct CO ₂ emissions (scope 1) ²⁾	14,489	13,433	11,799	12,580
Indirect CO ₂ emissions (scope 2) ³⁾	49,433	46,663	42,510	42,445

GRI | EN16,
EN18

- ¹⁾ Calculation performed on the basis of the data supplied by the utility companies and the requirements of the German Emissions Trading Authority (DEHST); applies to all production sites worldwide and the subsidiary in Germany.
For the plant in Dongguan, China, the emissions factor for coal was based on at a power plant efficiency of 40%.
- ²⁾ Corresponds to scope 1 of the GHG Protocol and is calculated from the heating oil and natural gas consumption.
- ³⁾ Corresponds to scope 2 of the GHG Protocol and is calculated from the electricity and domestic heating consumption.
- ⁴⁾ Includes the emissions of the new plant in Braşov, Romania for the first time.

SO₂ and NOx emissions ¹⁾

in t

	2007	2007/08	2008/09	2009/10
Direct emissions at the sites				
Particle emissions ²⁾	0.30	–	–	–
SO ₂	0.39	0.50	0.51	0.56
NOx	19.39	14.49	12.72	13.56
Indirect emissions from power generation				
SO ₂	112.00	213.81	200.37	205.71
NOx	175.00	311.22	302.00	281.61

GRI | EN20

- ¹⁾ Ozone-depleting substances (CFCs, CHCs) are not used at Miele. The fluorinated gas emissions generated at the production sites in Gütersloh and Oelde through the operation of enamelling facilities/kilns are well below the limit value set out in the Technical Instructions on Air Quality Control (Technische Anleitung zur Reinhaltung der Luft) of 3 mg/m³. Therefore they are generally recognised as safe. They are not listed separately. Although volatile organic compounds (VOCs) are used, they are destroyed by means of afterburning. This means that no pollutant emissions are generated.
Only production sites in Germany were included in the data for the 2007 calendar year.
All production sites worldwide were included in the data for the 2007/08 to 2009/10 financial years. No data from the electricity companies is available on the specific emissions for 2007/08 to 2009/10. The values from 2007 were therefore used as a basis and a conservative estimate was made for the changes.
- ²⁾ Since the changeover to domestic heating and the exclusive use of low-sulphur heating oil, no more relevant particle emissions are generated at the Miele production sites.

Production

Waste

in t

	2007	2007/08	2008/09	2009/10
Total waste produced ¹⁾	33,009.00	32,445.40	28,927.70	28,893.10
of which scrap metal in %		59.10	60.20	59.80

¹⁾ The data relates to production and administration at all production sites.
 The waste produced in Dongguan, China is included from 2007/08.
 The waste produced by the plant in Braşov, Romania is included from the 2009/10 financial year.

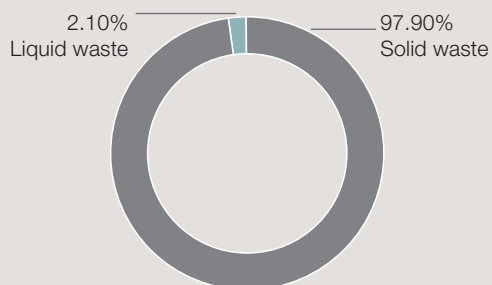
	2007	2007/08	2008/09	2009/10
Total waste for recycling	31,695.00	31,004.10	27,671.90	27,351.60
of which hazardous waste	1,785.00	1,485.50	1,232.00	1,015.50
of which scrap metal	20,589.00	19,182.90	17,403.10	17,283.60

	2007	2007/08	2008/09	2009/10
Total waste for disposal	1,314.00	1,441.30	1,255.80	1,541.50
of which hazardous waste	933.00 ¹⁾	1,013.50	908.60	1,053.70

¹⁾ Hydraulic fluid leak at the production site in Gütersloh required extensive cleaning measures.

Waste for recycling by type

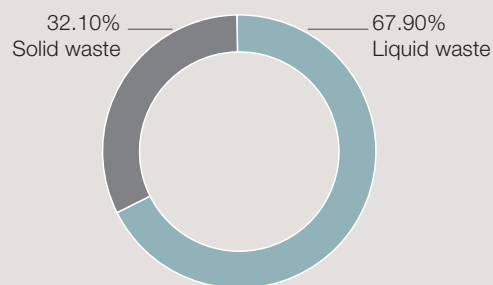
in %



2009/10

Waste for disposal by type

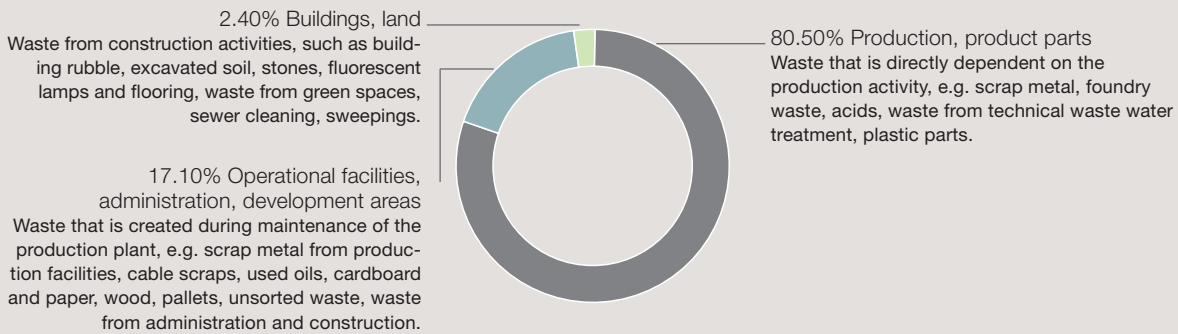
in %



2009/10

Source areas of total waste ¹⁾

in %



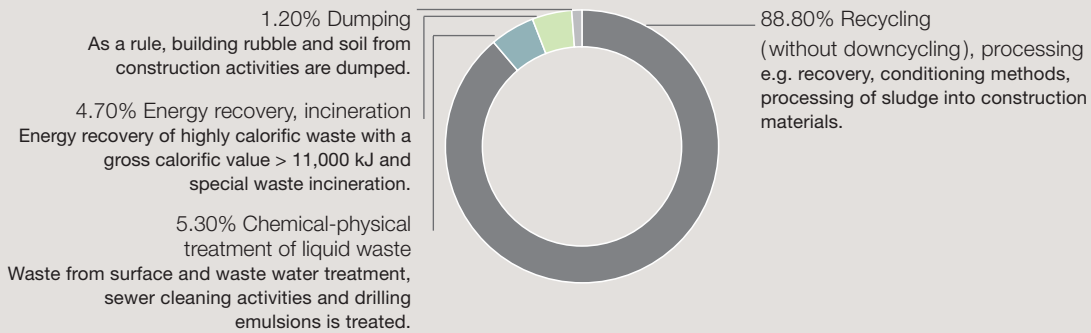
GRI | EN22

2009/10

¹⁾ Certainty of allocation is assumed if at least 80% of a waste type can be allocated to a particular source.

Destination of total waste

in %

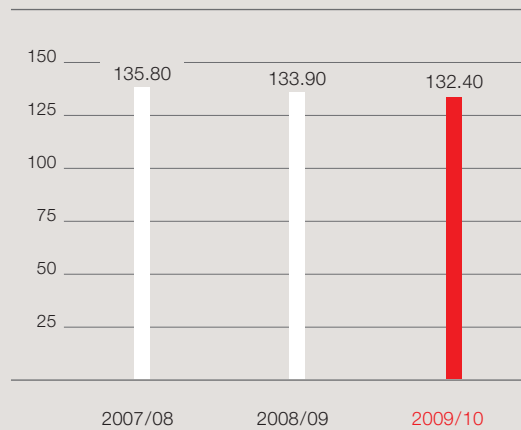


GRI | EN22

2009/10

Production

Waste quantity from production and product parts per tonne of product ¹⁾
in kg



¹⁾ Waste that is directly dependent on the production activity, e.g. scrap metal, foundry waste, acids, is included in relation to "tonne of product". The waste quantities from "Buildings, land" and "Operational facilities, administration, development areas" are not included.

GRI | EN22

Water consumption
in m³

	2007 ²⁾	2007/08	2008/09	2009/10 ⁴⁾
Total water consumption	357,506	341,032	359,686³⁾	339,823
of which water from the public system	151,874	149,213	152,015	155,423
of which water from own production	180,468	171,257	192,882	159,110 ⁵⁾
of which surface water ¹⁾	25,164	20,562	14,789	25,290

¹⁾ Rain water which is stored in cisterns or similar vessels and fed into a separate water system.

²⁾ The figures from the 2007 calendar year differ from the 2008 sustainability report, as the scope of the data collection was broadened. German distribution centres and international production sites are included in the data.

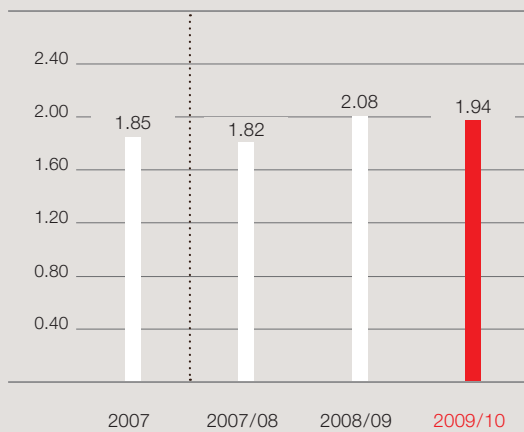
³⁾ Water requirements rose because the cascade facility had to be switched off intermittently in the Gütersloh plant. The water became too hot for system cooling. Moreover, conversion work was performed on the sprinkler system in the production sites Bielefeld and Arnsberg. The water also reservoirs had to be refilled. The expansion of the endurance tests for dishwashers at the Bielefeld plant led to an increase in water consumption.

⁴⁾ New plant in Braşov, Romania included for the first time.

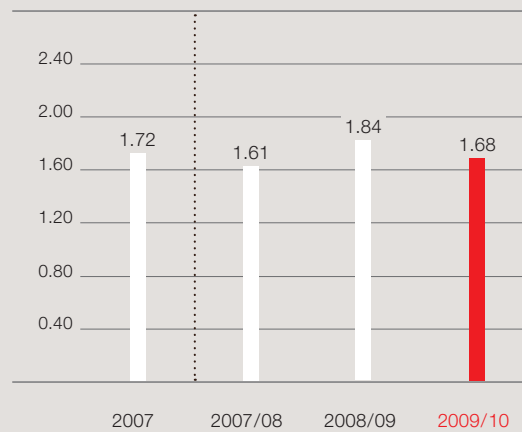
⁵⁾ The requirements for a cooling process fell at the plant in Gütersloh.

GRI | EN8

Total water consumption per tonne of product
in m³



Total waste water per tonne of product
in m³



GRI | EN8

GRI | EN21

Waste water ¹⁾
in m³

	2007 ⁴⁾	2007/08	2008/09	2009/10 ⁶⁾
Total waste water	331,876	302,458	318,247 ⁵⁾	294,486
of which technical waste water ²⁾	72,116	59,213	53,906	46,790
of which other waste water ³⁾	259,760	243,245	264,341	247,696

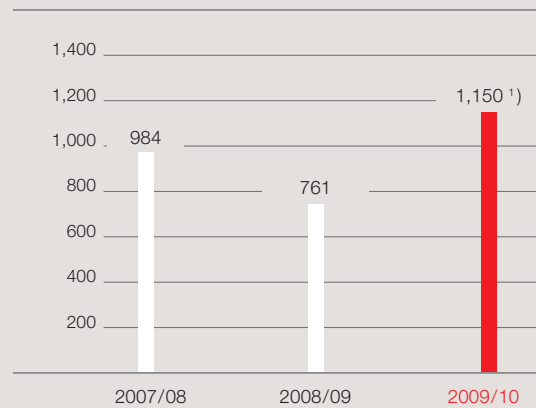
GRI | EN21

- ¹⁾ The data relates to all production sites worldwide and the subsidiary in Germany. The volumes are not identical to the volumes received as water evaporates in some technical processes. The indirectly discharged waste water corresponds to the waste water regulations of the respective local authorities. At the production sites in Bielefeld, Gütersloh and Oelde, a precipitation of heavy metals and a neutralisation (pH value 7) using milk of lime take place prior to the indirect discharge of technical waste water into the public waste water system. This ensures that the limit values prescribed for indirect discharge are observed. Regular measurements are performed and documented. All other production sites can discharge their waste water without prior treatment, into the public waste water system, as neither chemical nor metallic contamination of the waste water occurs in significant concentrations there. Water pollution through chemical oxygen demand (COD) and heavy metals is therefore not relevant at Miele.
- ²⁾ Technical waste water is mechanically, chemically or biologically treated before being discharged into the public sewer.
- ³⁾ Other waste water is water altered by usage, including faecal sludge, which does not have to be treated before being discharged into the sewer.
- ⁴⁾ The figures from the 2007 calendar year differ from the 2008 sustainability report, as the scope of the data collection was broadened. German distribution centres and international production sites are included in the data.
- ⁵⁾ Increased volume of waste water due to a rise in water requirements in 2008/09.
- ⁶⁾ New plant in Braşov, Romania included for the first time.

Production

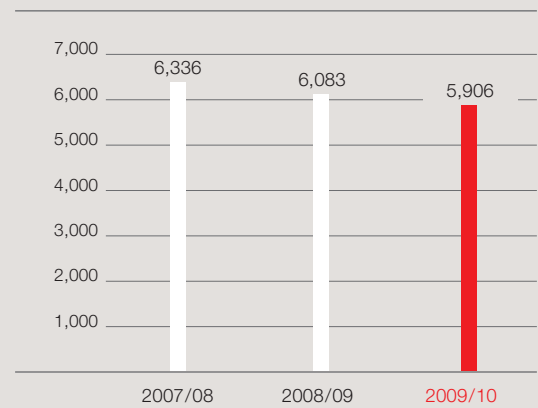
GRI | EN30

Investments in environmental protection by the production sites
in EUR k



¹⁾ Includes investments in the new plant in Braşov, Romania.
Figures are rounded.

Ongoing expenditure on environmental protection by the production sites
in EUR k



Investments in environmental protection by the production plants¹⁾
in %

	2007/08	2008/09	2009/10
Waste management	3.60	10.30	3.10
Water pollution control	64.70	41.00	70.40
Noise control	10.90	0.00	4.10
Air pollution control	16.70	17.50	12.10
Nature conservation and landscape preservation	0.00	0.00	3.20
Land restoration	1.40	0.00	2.50
Climate protection/energy efficiency	2.70	31.20 ²⁾	4.60

¹⁾ The data on investments for all production sites was collected according to the requirements of the Federal and State Statistical Offices.

²⁾ At the Gütersloh site, a new energy-efficient compressor station was commissioned.

GRI | EN30

Ongoing expenditure on environmental protection by the production plants ¹⁾
in %

	2007/08	2008/09	2009/10
Waste management	42.70	40.70	39.90
Water pollution control	31.00	32.40	33.90
Noise control	1.90	1.70	1.60
Air pollution control	23.30	23.70	23.00
Nature conservation and landscape preservation	0.00	0.10	0.20
Land restoration	1.10	1.40	1.40

GRI | EN30

¹⁾ The data on the expenditure of all production sites was collected according to the requirements of the Federal Statistical Office. Figures are rounded.

Built-on and unbuilt-on land
in m²

	2007	2009
Total built-on and unbuilt-on land^{1) 2)}	1,398.572	1,407.442
Built-on land	510,214	512,609
Unbuilt-on land	888,358	894,833
of which green areas	526,429	511,751
of which surfaced areas ³⁾	361,929	383,082

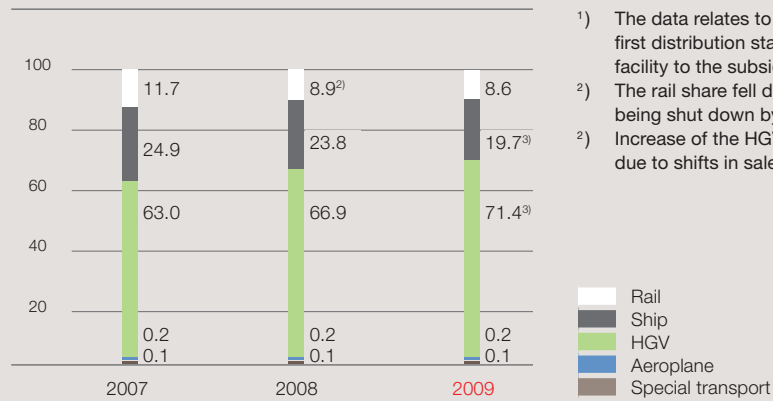
¹⁾ The figures given for 2007 differ from the 2008 sustainability report, as the calculation was improved and applied retroactively.

²⁾ In some Miele plants, no official surveying took place in 2008 due to various conversion and expansion works. The usual annual overall classification of land use would therefore have yielded an incomplete picture of the figures.

³⁾ Water-permeable paving.

Transport and logistics

Means of transport used for outgoing goods per tonnage share ¹⁾
in %



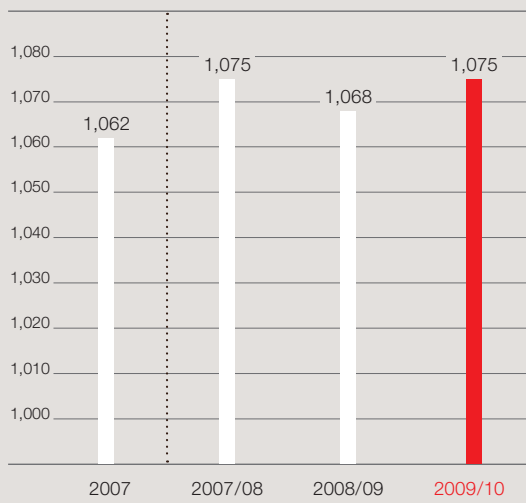
- ¹⁾ The data relates to the main form of transport used, i.e. the first distribution stage from the plants or central logistics facility to the subsidiaries or directly to the customers.
²⁾ The rail share fell due to connections at the subsidiaries being shut down by the rail operators.
³⁾ Increase of the HGV share at the expense of the ship share due to shifts in sales during the financial crisis.

Miele vehicle fleet according to exhaust emission standard ¹⁾
in %



- ¹⁾ The data relates to Germany and all international production sites except Dongguan (only five vehicles in use there, no Euro rating exists). Figures are rounded.

Use of the "Job Ticket" for local public transport to the production sites in Gütersloh and Bielefeld
Number



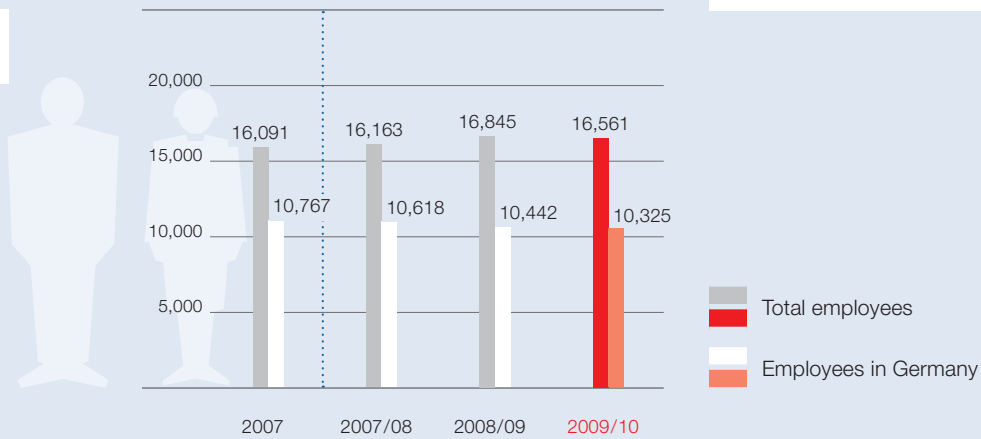
GRI | EN17,
EN18, EN29

4 Employees Personnel policy and corporate culture

Miele employees at end of financial year
Number

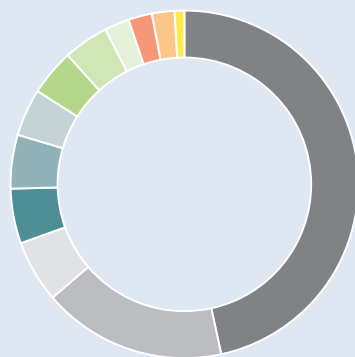
Unless specified otherwise, the data in this chapter relates exclusively to Germany.

GRI 2.8, LA1



Employees by production sites
in %

GRI 2.5, 2.8,
LA1



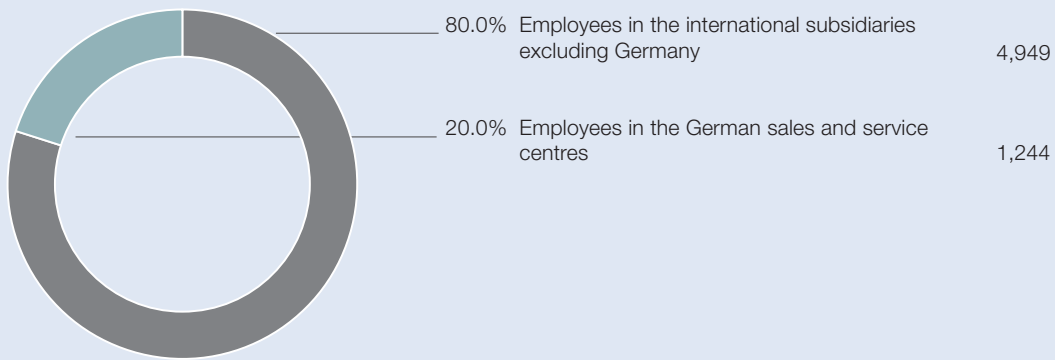
Gütersloh	46.6 %
Bielefeld	17.1 %
Oelde	5.8 %
Bünde	5.1 %
Uničov (CZ)	5.0 %
Dongguan (CHN)	4.4 %
Lehrte	4.3 %
Euskirchen	4.2 %
Arnsberg	2.3 %
Warendorf	2.2 %
Bürmoos (AU)	2.1 %
Braşov (RO)	0.9 %

2009/10

Number of employees in the sites 10,368

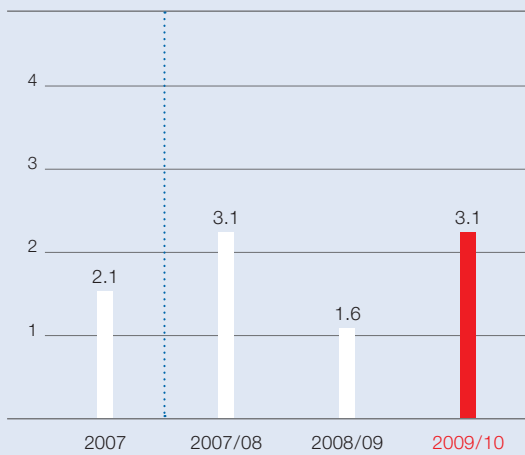
Employees in the German distribution and service centres and in the international subsidiaries
Number and in %

GRI | LA1



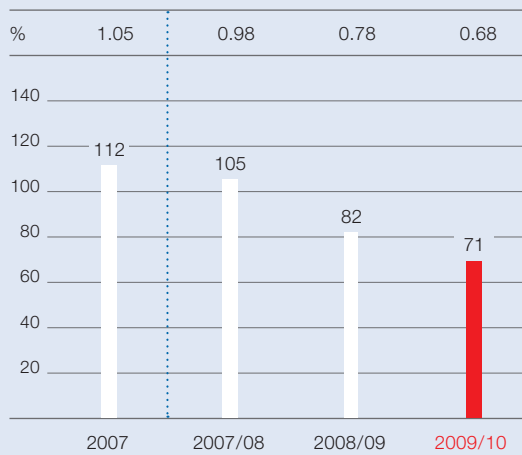
2009/10 Number of employees in the German sales and service centres and subsidiaries 6,193

Proportion of agency workers to employees ¹⁾
in %



¹⁾ Figure collected at the end of the respective reporting period. For financial years, the 30th of June is the set date.

Employee turnover
Number and in %

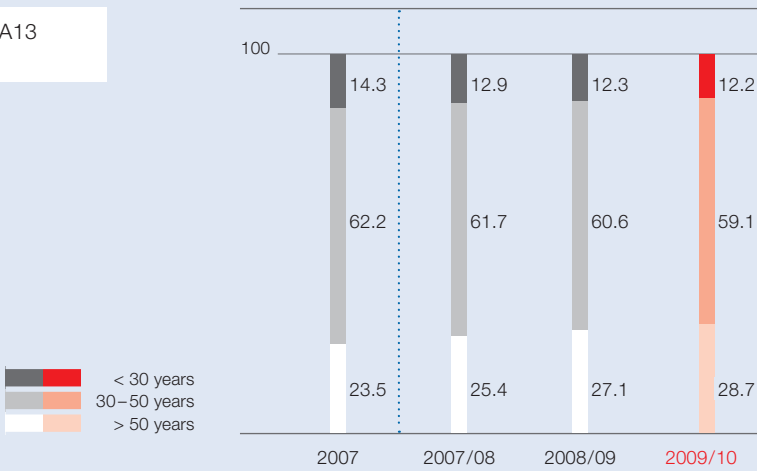


GRI | LA2

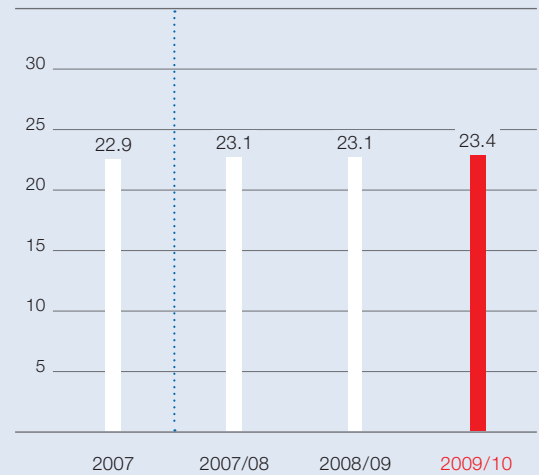
Personnel policy and corporate culture

GRI | LA13

Employees by age group
in %

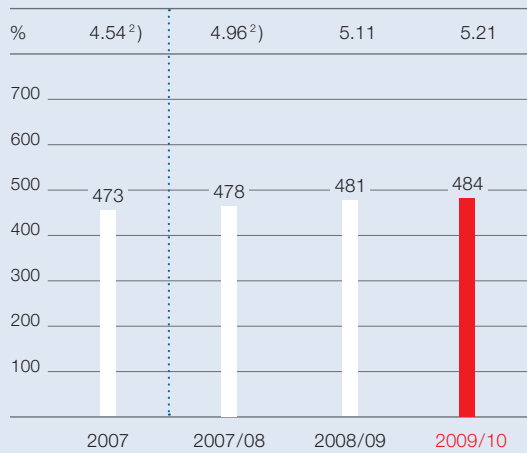


Proportion of women in the workforce
in %



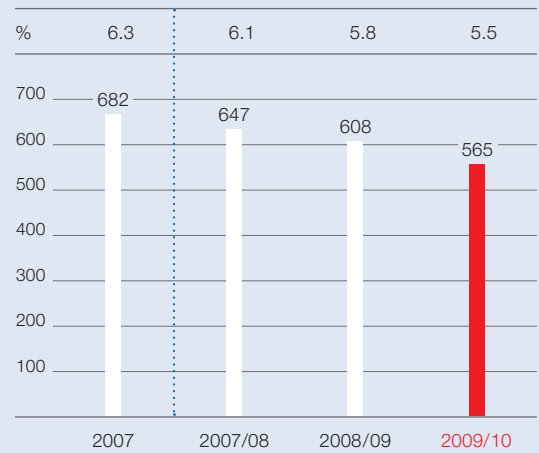
GRI | LA13

Employees with disabilities ¹⁾
Number and in %



¹⁾ Definition of employees with disabilities based on the social law definition of disability in accordance with the Social Security Code (SGB) IX § 2.

Foreign employees in Germany ¹⁾
Number and in %

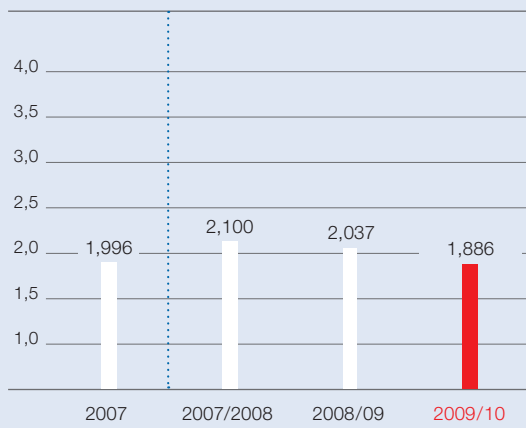


¹⁾ A "foreign employee" is an employee who does not have German citizenship. Over ten nationalities are represented at Miele in Germany.

²⁾ As Miele awards substantial contracts to sheltered workshops and similar organisations, no equalisation levy applies.

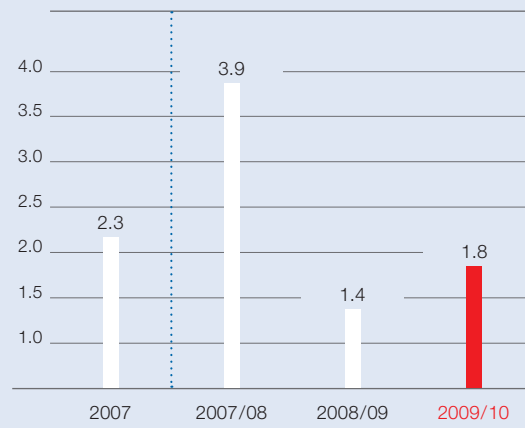
Ideas submitted as part of the suggestion scheme

Number in thousands



Total savings through achieved employee ideas ¹⁾

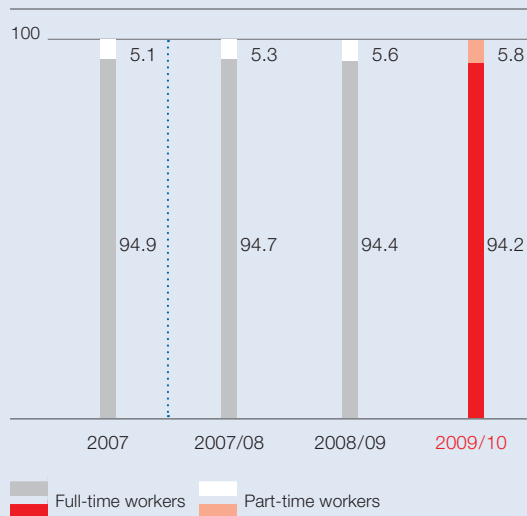
in EUR m



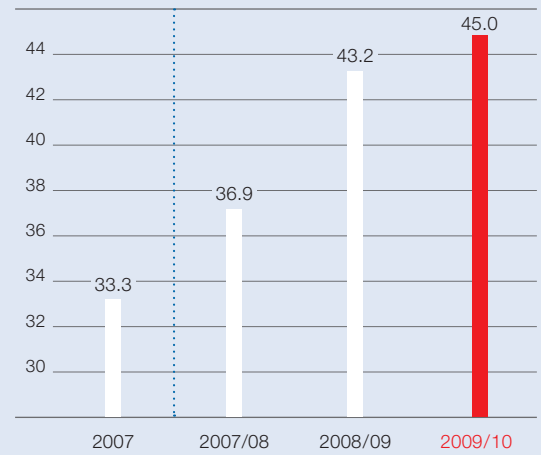
¹⁾ Figures relate to the domestic plants and the distribution and service centres, excluding the Imperial plants of Bünde and Arnsberg.

Employee benefits

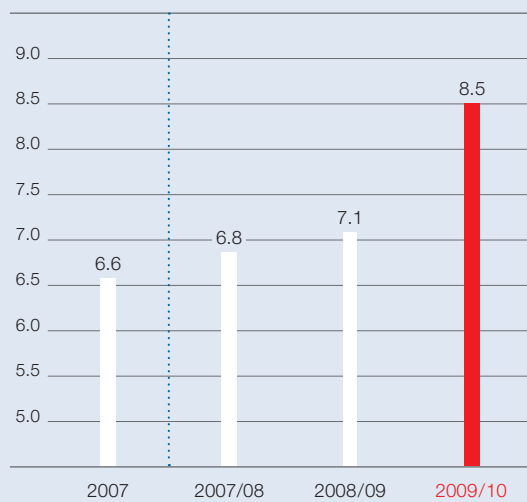
Proportion of full-time and part-time workers
in %



Proportion of employees on flexitime
in %

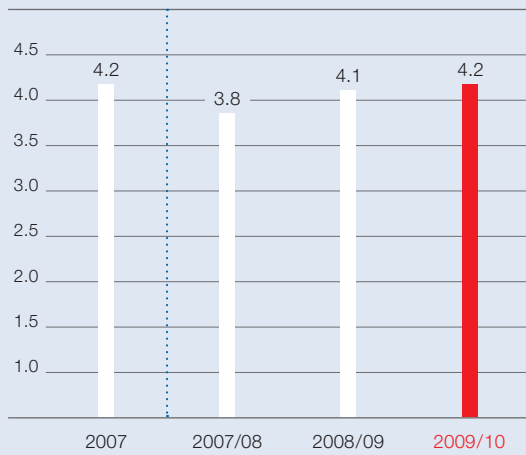


Proportion of employees in partial retirement
in %

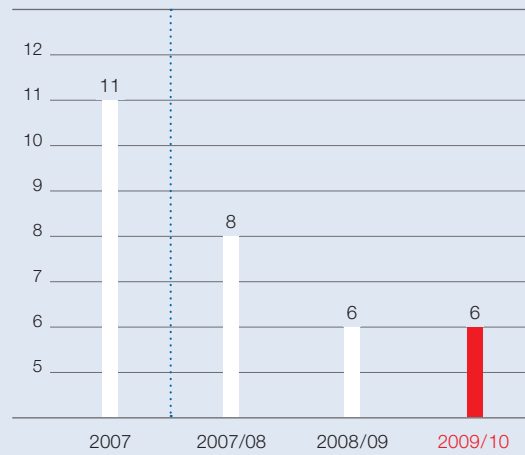


Youth development programme

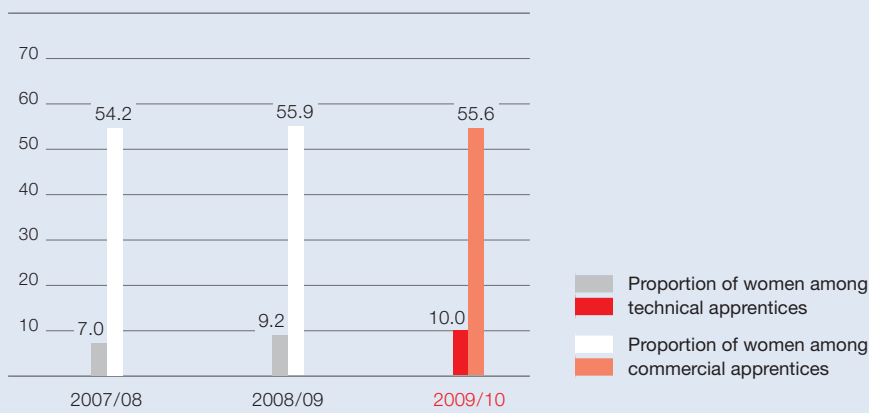
Proportion of apprentices in the workforce
in %



Trainees
Number



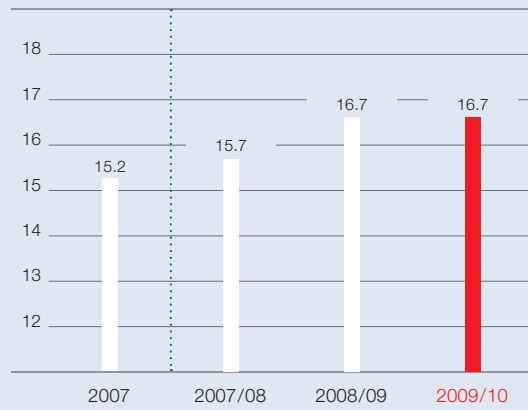
Proportion of women among technical and commercial apprentices¹⁾
in %



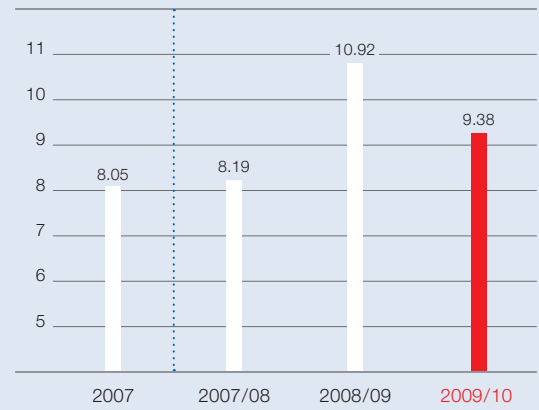
¹⁾ Figure collected for the first time in this form. The reporting therefore begins in 2007/08.

Personnel development and further training

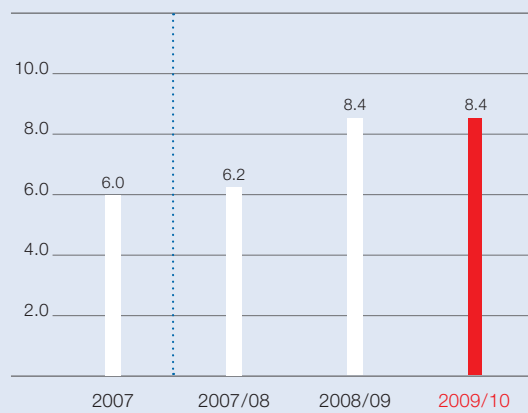
Expenditure on education and further training
in EUR m



Average number of hours spent on further training per employee
Number



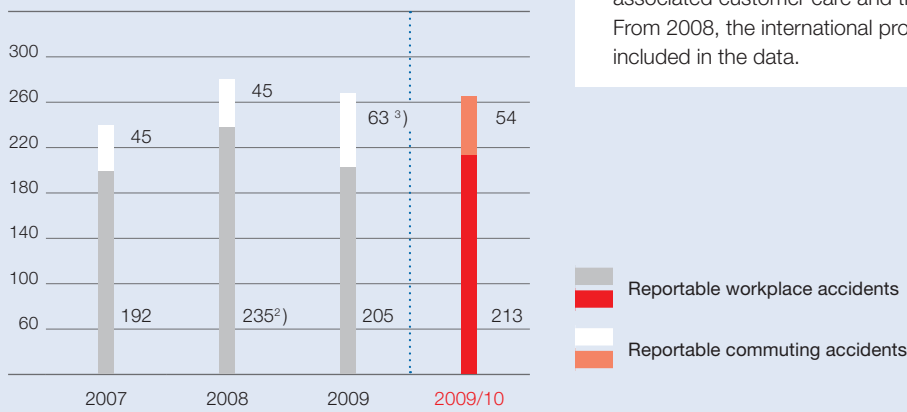
Proportion of women in managerial positions ¹⁾
in %



¹⁾ Data relates to Executive board, proxies, general agents.

Occupational safety and health protection

Reportable workplace and commuting accidents ¹⁾
Number



The data for 2007 in this chapter relates to the production sites in Germany and the distribution and service centres along with the associated customer care and training centres. From 2008, the international production sites are included in the data.

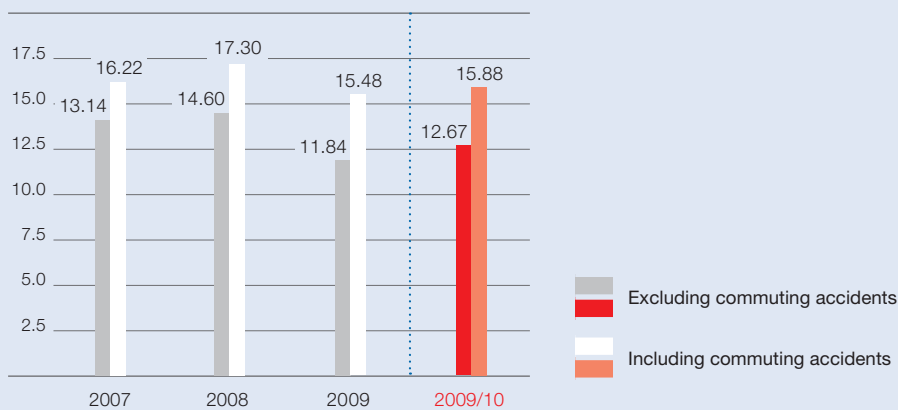
GRI | LA7

¹⁾ All accidents entailing an absence of three or more work days are reportable. Incidents entailing an absence of fewer than three work days are classed as accident notification.

²⁾ Increased number in 2008 due to inclusion of international plants

³⁾ Increased number in 2009 due to extreme weather conditions (ice)

Reportable workplace and commuting accidents ¹⁾
Injury rate per 1 million work hours



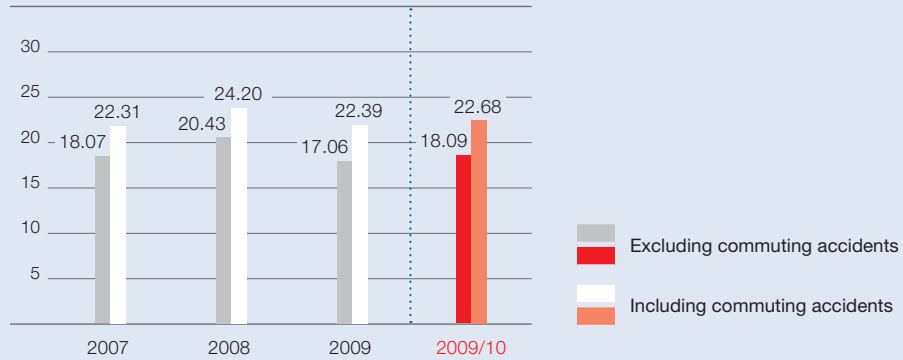
GRI | LA7

¹⁾ All accidents entailing an absence of three or more work days are reportable. Incidents entailing an absence of fewer than three work days are classed as accident notification.

Occupational safety and health protection

Reportable workplace and commuting accidents Per 1,000 employees ("1,000 man rate")¹⁾

GRI | LA7

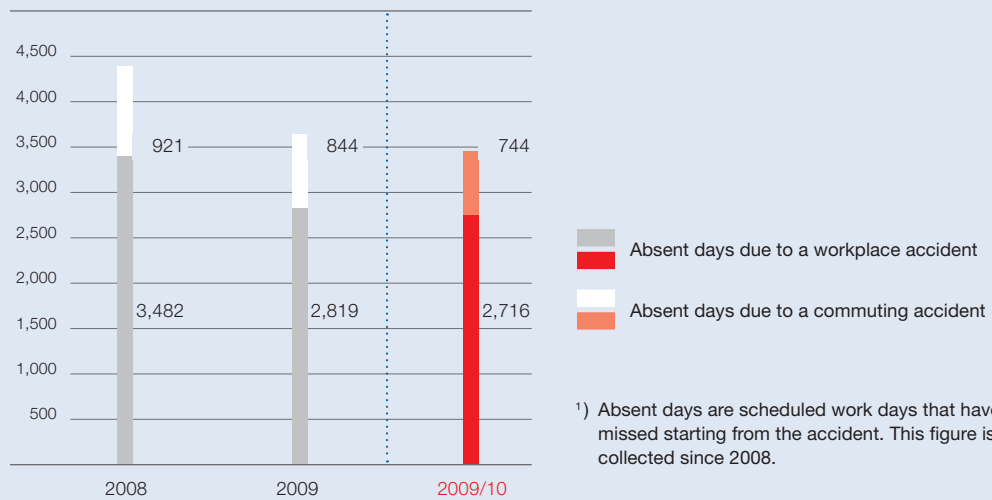


¹⁾ All accidents entailing an absence of three or more work days are reportable. Incidents entailing an absence of fewer than three work days are classed as accident notification.

Absent days due to a workplace or commuting accident¹⁾

Number

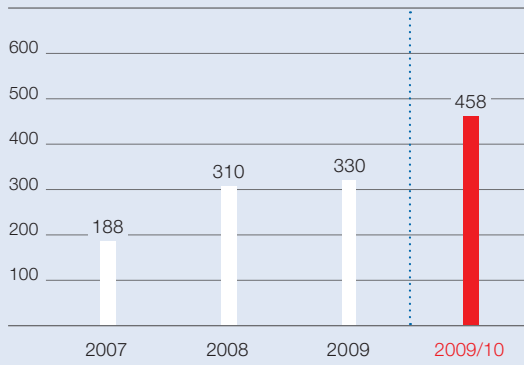
GRI | LA7



¹⁾ Absent days are scheduled work days that have been missed starting from the accident. This figure is collected since 2008.

Training sessions on occupational safety ¹⁾

Number of participants



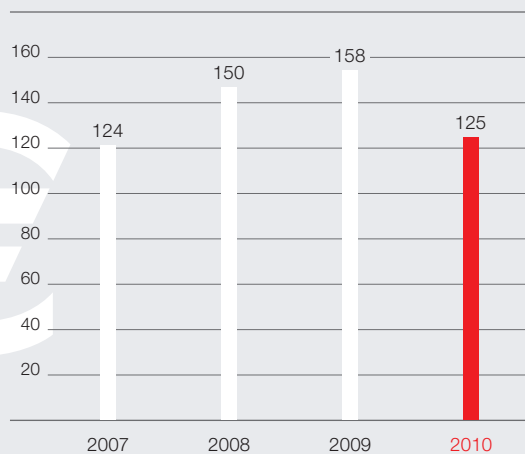
GRI | LA8

¹⁾ Training sessions include instruction courses, seminars and training sessions on special occupational safety topics.

5 Society

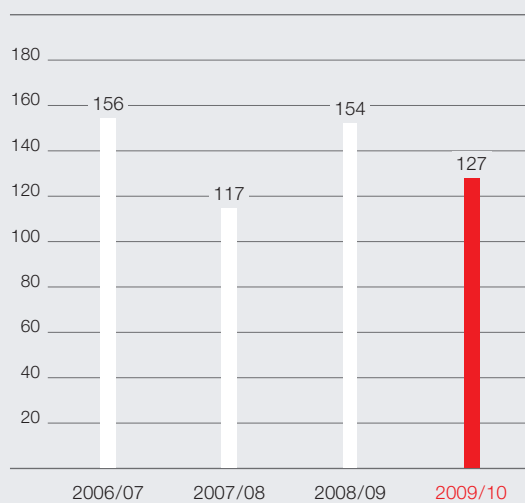
Commitment to the region

Amount of financial donations to charitable projects made through the Miele Foundation ¹⁾ in EUR k



¹⁾ The data on the Miele Foundation relates to calendar years.

Amount of donations to charitable projects through Miele & Cie. KG in EUR k



Further information online

Visit www.miele-sustainability.com
to see the detailed online version of the
2011 Sustainability Report.

Visit www.miele-presse.de
to see the 2009/2010 Miele Business Report.

The 2011 Sustainability Report with GRI Index
and the Facts & Figures booklet are also
available in German.

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