

LUTZ Elevators. Enabling access. Creating quality of life.

SUSTAINABLE SOLUTIONS FOR EVERY LEVEL

2025

Sustainability Report



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01

LUTZ ELEVATORS: METRICS, VALUES, PERSPECTIVES

FOREWORD FROM MANAGEMENT



General Manager LUTZ Elevators (left to right): Christian Gmelin, Hans Martin Lutz and Marcello Pantke

Dear Readers,

For LUTZ Elevators, sustainability is more than just a current trend. It is a central component of our responsibility as a family-owned company and as a partner for safe, reliable, and future-proof mobility solutions. We know that our actions today will significantly determine how future generations will live, work, and move.

In 2027, we will celebrate our 100th anniversary. Over a century of corporate history, we have experienced technological upheavals, economic challenges, and social changes, and in doing so, we have always learned to evolve. This experience shapes our actions today and our outlook for the future.

With our first Sustainability Report in 2025, we are taking a significant step forward: We make our convictions visible and demonstrate we are actively

shaping the future. This report is the result of many discussions, new ideas, and a shared desire to contribute to a future worth living.

For us, sustainability means acting consciously: in our resource-efficient manufacturing processes, in our daily customer service, and in how we treat one another. It is about taking responsibility—for the quality of our elevators, for our employees, and for our place in a constantly changing world.

Our sustainability report is a promise. And it is an expression of what drives us, in line with our motto: **Enabling access. Creating quality of life.**

Hans Martin Lutz
Marcello Pantke
Christian Gmelin

KEY FIGURES FROM 2025 AT A GLANCE

Nearly

100 years

of elevator expertise

By the end of 2024,
we will have delivered
elevators worldwide in
the five-digit range.

8 locations

- Reinbek
- Berlin
- Kiel
- Bremen
- Hannover
- Rostock
- Busan (South Korea)
- Panamá City (Panamá)

2 own manufacturing facilities

- Reinbek
- Busan (Korea)



including **> 100**
LUTZ service technicians
partly working
worldwide

> 300
employees

~4 million euros

Investments by the Lutz family
in sustainability since 2020
(for example site development,
landscaping)



3. generation
family-owned

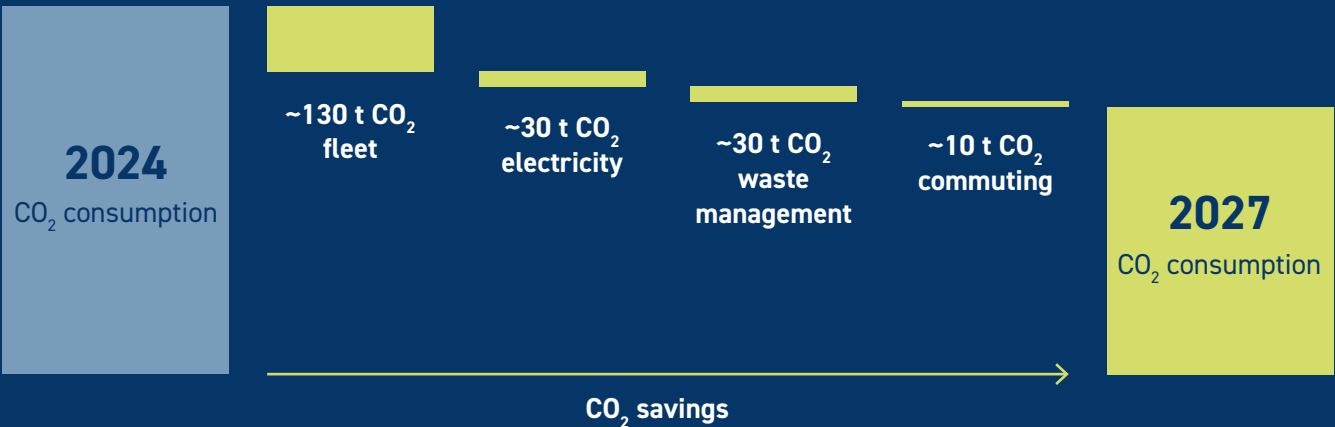


3,000 elevators
in commercial shipping

171 elevators
on offshore vessels
and platforms

138 elevators
on naval vessels

Further CO₂ reductions through measures implemented by 2027





OUR VALUES AND OUR MISSION

Our Purpose

A company that focuses its motivation solely on revenue, profit, and generational succession may offer stability, but it does little to foster personal motivation. At LUTZ, however, stability and personal motivation are superbly combined, which is reflected in the company's purpose:

Facilitating ways

for a better **quality of life**

Our Vision 2027

Our vision sets out our corporate goals, which are to be achieved by May 2027. It serves as the foundation for our objectives, strategy, and planning.

Our Mission 2027:

We are an outstanding company with...

- excellent customer satisfaction (NPS > 60)
- excellent employee satisfaction (eNPS > 60)
- a 50 % increase in enterprise value

Our Values

Our values define the behavioral strengths of our teams.

Goal-oriented

We are brave and straightforward

Inspirational

We are curious and powerful

Loyal

We are personal and honest

The claim "Enabling access. Creating quality of life." is the condensed and emotionalized essence of our purpose and guides us every day.

LUTZ Elevators is organized as a family-run limited liability company (GmbH). The ownership structure supports a long-term, cross-generational perspective and promotes stability, continuity, and decisions that equally consider environmental, social, and economic aspects.

OVERVIEW OF SERVICES LUTZ ELEVATORS

From high-quality, pre-configured elevators to custom-built units—we provide the right elevator solutions.

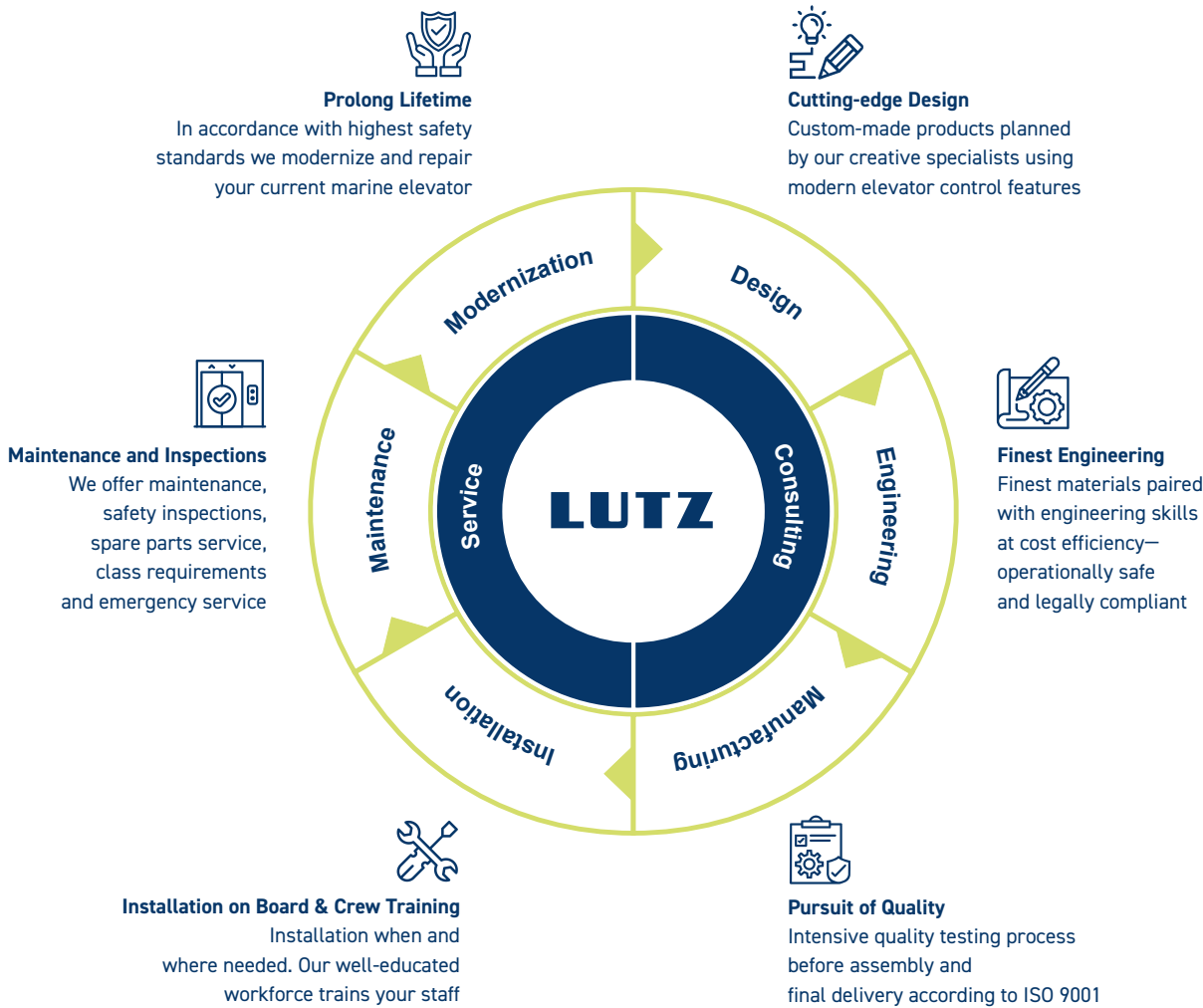
LUTZ Elevators serves the entire life cycle of your marine elevator, from the initial inquiry through planning and installation to comprehensive elevator services.

Our company specializes in the development, manufacturing, and support of elevator solutions. We manage the entire lifecycle of an elevator—from planning and new construction through moderni-

zation to ongoing maintenance, repair, and long-term operation. Quality, safety, and reliability are the core requirements for our products and services.

In addition to applications in buildings, we are also active in the marine sector. We manufacture elevator systems for ships and offshore platforms of all kinds and provide service and maintenance in the maritime environment, including operations at sea. Through our comprehensive technical expertise and holistic lifecycle approach, we contribute to the sustainable, safe, and economical use of elevator systems in various applications.

Life Cycle Overview



Highlight Project

**Panoramic
elevator**



AHEAD OF ITS TIME: THE HELGOLAND

To ensure that the interior of the ship is also barrier-free, a panoramic elevator was installed by LUTZ Elevators. The semi-circular elevator allows access to the lounge areas, the atrium and the upper decks, which are spread across the levels.

The HELGOLAND is ahead of its time. The ferry is powered by environmentally friendly LNG and docks on the high seas island in such a way that everyone can leave the ship barrier-free. To ensure that the interior of the ship is also barrier-free, a panoramic elevator was installed by LUTZ Elevators. The semi-circular elevator allows access to the lounge areas, the atrium and the upper decks, which are spread across the levels.

The cabin is equipped with a mirror. This not only makes it easier for wheelchair users to maneuver, but also allows passengers to enjoy the view of the atrium at the heart of the ship from all angles. The through-loader is accessible from two sides, and an easily accessible transverse panel provides additional accessibility, allowing even the smallest visitors to select their level. The floor of the cabin displays a compass—it hardly gets any more maritime.

<https://lutz-marine-elevators.com/references/detail/ahead-of-its-time-the-helgoland/>



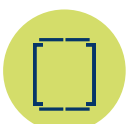
Accessibility

Barrier-free access from boarding to the elevator.



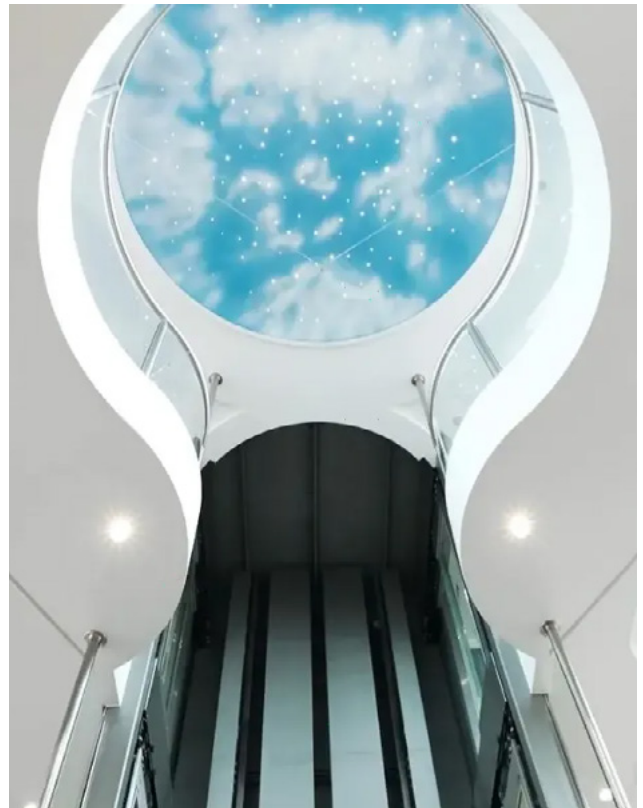
Hydraulic Elevator

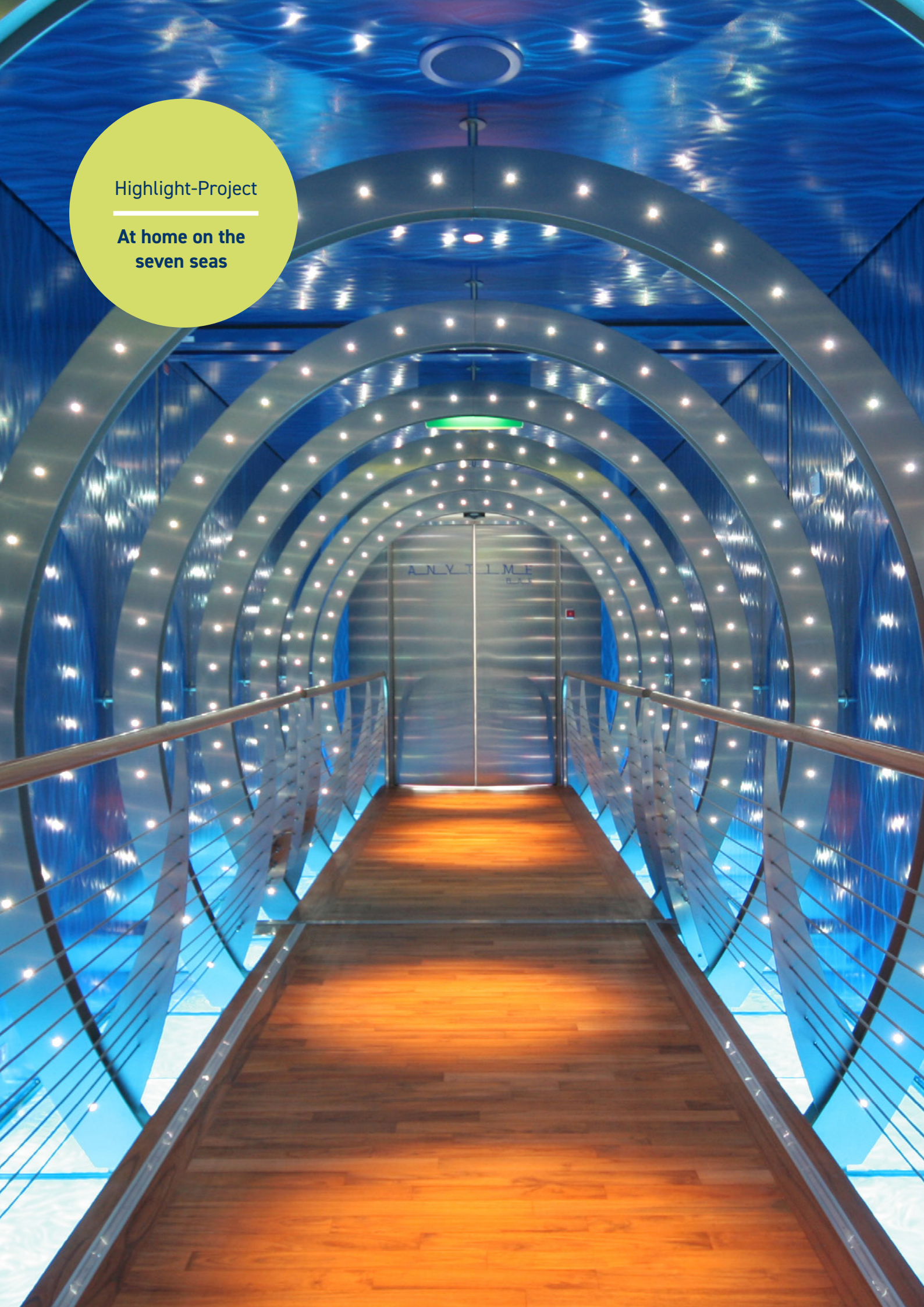
Space-saving, cost-efficient, and low-maintenance.



2 × 180° Through-Car Elevator

Easier maneuvering and improved passenger flow.





Highlight-Project

**At home on the
seven seas**

AIDABLUE: OCEAN'S 14

On the AIDABlue, the elevators are also part of the overall package of technical perfection, lifestyle and relaxation. LUTZ Elevators manufactured fourteen elevators each serving a different purpose.

At home on the seven seas

The AIDABlue was built in 2010 and has 14 decks hosting 1,096 guest cabins. Of course the passengers need to get around easily. But not only passengers need to take elevators. Also the crew for carrying out service and cleaning, is in need of an elevator. LUTZ Elevators built 14 elevators for different purposes.

The dimensions of a modern cruise ship are also reflected in the number of elevator stops. Over ten decks, the technology of a group of 6 LUTZ Elevators performs its services reliably in all weathers conditions. Special spotlights on the ceiling and floor provide direct and pleasant lighting in the cabin. Timber dominates the floor and walls. Combined with stainless steel elements and an upholstered handrail, this creates an atmosphere of warmth and functionality. To get to the 2,600 squaremeter Spa area, the elevator makes the passengers feel refreshed from the

very first moment. The round cabin is dominated by a mirrored back wall with a handrail made of supple real timber. Functional elements such as the control column made of stainless steel and the directly illuminated cabin ceiling harmonize with the flooring in a discreet stone finish. Stainless steel was also used for the door clamps, underlining the refined look of this hydraulic elevator.

<https://lutz-marine-elevators.com/references/detail/oceans-14/>



Variation of different Elevators

Different types of elevators take care of mobility on board.



Rope Elevator

Rope elevators simply cover great distances.



1 x 90°

The classical variant of elevator doors.



Highlight Project

**Back home after
a long ride**

DEUTSCHES
HAFFENMUSEUM
Liebe Besucher:innen,
bitte benutzen Sie den Lift
nur mit Begleitpersonal.
Dankeschön!





TWO ELEVATORS FOR FOUR-MASTER PEKING

The four-master PEKING is back in her home port of Hamburg after more than 70 years and is one of four museum ships in the Hanseatic city.

Back home after a long ride

Originally built by the traditional Hamburg company Blohm + Voss, the Peking was extensively restored by the Peters shipyard in Wewelsfleth. Two elevators were also installed. They make the way easier for all visitors. While everything on the PEKING used to be operated by muscle power, the platform lift is now equipped with a three-phase motor that can be operated with a dead man's control. This allows visitors to get from the high deck to the upper deck. The shaft frame made of white steel and glass was manufactured exclusively for the PEKING by LUTZ in Reinbek and is thus also suitable for outdoor use. The sloping glass roof not only lets plenty of light into the shaft, it also allows rainwater to run off quickly in Hamburg's sloping weather. The small holes on the sloping sides provide ventilation.

Within the lower deck and the main deck, a double hydraulic elevator ensures, visitors get to see all decks. As the request was to gain maximum transparency while cruising between the decks, we chose to use a double hydraulic elevator. Thus, neither ropes

nor the counterweight obstruct the view in the glass shaft and the small pit could be perfectly utilized.

The elevator welcomes guests deep within the cavernous hull of the ship, which used to transport saltpetre from Chile to Hamburg. On the main deck, the shaft frame made of glass is framed with white metal, which ideally matches the surroundings of the ship. This used to be where the berths of the officers and the captain were located. The transverse tableau, of course, does not indicate floors, it displays maritime decks.

<https://lutz-marine-elevators.com/references/detail/four-master-peking/>



From Hull to Deck

Passenger elevator from the hull up to the deck.



Indirect Hydraulic Elevator

An economical variant when space is limited.



1 x 90°

The classical variant of elevator doors.

MATERIALITY ANALYSIS

To identify the sustainability topics most relevant to LUTZ Elevators and its stakeholders, a materiality analysis was conducted in 2023 as part of the strategy development process. This analysis incorporated both external perspectives, particularly

from customers, as well as internal viewpoints from employees.

In early 2026, an internal review of the material topics was conducted in accordance with the European Sustainability Reporting Standards (ESRS), as the principle of double materiality now applies.



A long list of 56 topics was evaluated by management and the Sustainability Department with regard to their internal and external impacts. A total of 23 topics were classified as material. The six sustainability goals derived from 2023 were expanded to include these partially newly derived topics and assigned to the action areas “Environmental Responsibility,” “Social Responsibility,” and “Responsible Corporate Governance.” The materiality analysis will continue to be reviewed and updated regularly in the future to appropriately account for changing regulatory requirements, market conditions, and stakeholder expectations.

Result Materiality Analysis

Material topic		
Environmental Responsibility	CO ₂ Reduction in Business Operations	• Scope 1 Emissions • Scope 2 Emissions • Scope 3 Emissions • Emissions intensity
	Energy Management	• Share of renewable energy • Total energy consumption
	Material consumption and recycling	• Total material usage
Social Responsibility	Employees	• Workplace safety • Employee Health & Well-being • Sick leave
	Customers	• Customer satisfaction & service quality • Customer Safety & Product Safety
	IT Security/Data Protection	• IT Security
Corporate Governance	Supply Chain Transparency	• Supply Chain Transparency
	Product Quality & Reliability	• Product Quality & Reliability
	Innovation Management & Digitalization	• Innovation Management & Digitalization

SUSTAINABILITY STRATEGY AND GOALS

Our sustainability strategy is structured around three key areas of action:



Strategic Sustainability Goals

The six sustainability goals from 2023 continue to form the framework for the company's sustainable goals and are aligned with a medium-term target horizon through 2027, the year of LUTZ Elevators' 100th anniversary.

Organizational Integration

Sustainability management, together with quality management, operates as a staff function reporting directly to the CEO. In this role, it coordinates all relevant measures and ensures systematic implementation.

Among the central tasks of sustainability management is the identification of key challenges, risks, and opportunities related to sustainable business practices. Furthermore, it develops, steers, and monitors strategic sustainability goals. It works on the continuous development, concretization, and integration of sustainability aspects across all company divisions, considering the entire value chain. In addition, the Sustainability Management team is responsible for internal and external sustainability communication as well as structured dialogue with relevant stakeholders.

Sustainability is a fixed agenda item at every management meeting. This ensures that environmental and social aspects are systematically incorporated into corporate decision-making processes on an equal footing with economic factors.



LUTZ Elevators Sustainability Strategy 2027:

Environmental Responsibility

Status: ● Implemented ● In progress ○ Planned

Key Topic	Status 2025	Goals
CO ₂ Reduction in Business Operations	○	30% share of electric or hybrid vehicles in the service fleet
	●	Gradual transition to alternative powertrains for new vehicles and new lease agreements
	●	Switch to purchasing electricity exclusively from renewable energy sources
	●	Expansion of charging stations for fossil-free charging at the Reinbek site
	○	Review of our suppliers' delivery methods (fuel, number of trips), in-house management of the small parts warehouse
Energy Management	●	Measuring the carbon footprint (Scope 1, 2, 3) and setting further targets through 2027
	●	Expansion of the PV system
Material Consumption and Recycling	●	Energy-efficient renovation of the plant
	●	No use of additional hazardous substances beyond those already listed in the existing inventory
	●	97% recycling rate for waste generated at the Reinbek site
	○	5% increase in the proportion of recycled materials in total material usage
	●	Evaluate alternative packaging methods for small parts – Introduce a box system
	○	Identifying the causes of high waste generation of wood
	○	Hold discussions with suppliers regarding how their products are packaged and delivered to the plant
	●	Consult with the assembly team regarding how items must be delivered to the construction site to ensure product quality while reducing packaging
	●	Training for all employees
	●	Redesign and signage for the waste disposal area in the courtyard
	●	Definition and labeling of circular product components (e.g., modular replaceable parts)
	○	Increase the share of circular components to at least 20% by 2027
	●	Establishment of a take-back or reuse process for selected components
	●	Incorporating reparability and modularity into new product designs
	●	Analysis of the energy consumption of existing product lines
	○	Improving the recyclability of products and packaging (e.g., single-material products)

Social Responsibility

Status: ● Implemented ● In progress ○ Planned

Key Topic	Status 2025	Goals
Occupational safety Sick leave	●	Increase the reporting rate for near-miss incidents by 10%
	●	10% reduction in days lost due to work-related accidents
Employee health & well-being	●	Health promotion initiatives such as coaching sessions and mental health courses
	●	Introduction of sports classes on-site and in the region
Customer Satisfaction & Service Quality	○	5% reduction in the failure rate
	●	Refresher training on maintenance for all service technicians
Customer Safety & Product Safety	●	Annual training for all service technicians on current safety standards
	●	Reduction of safety-related customer reports by at least 5%
	●	Systematic analysis of security incidents and identification of corrective actions
Sustainability-certified products	○	Review of relevant environmental and sustainability certifications for products

Corporate Governance

Status: ● Implemented ● In progress ○ Planned

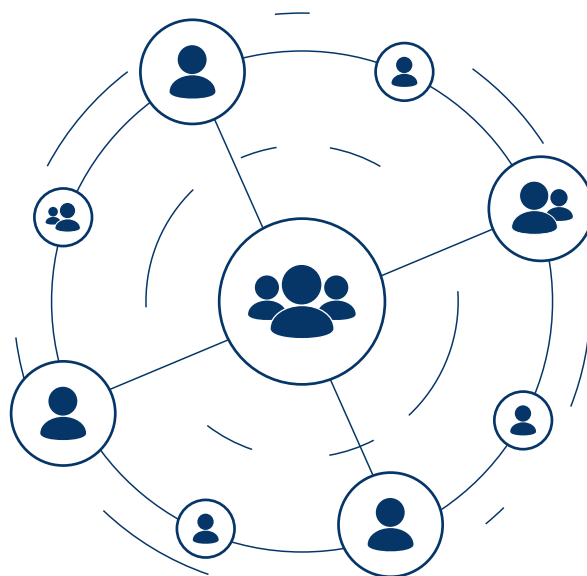
Key Topic	Status 2025	Goals
IT security	●	Implementation of regular IT security audits
	○	Awareness training for employees (phishing, passwords, etc.)
	●	Implementation of the requirements of the Cyber Resilience Act
	○	Reduction of security-related IT incidents
Data Security / Data Protection	●	Consistent implementation of two-factor authentication
	●	Updating and documenting data protection processes (GDPR)
	●	Awareness training for employees
	●	Regular data backups and recovery testing
Product Quality & Reliability	●	Implementation of systematic incoming goods inspections
	●	Improvement of equipment reliability during operation
	○	Supplier evaluation based on quality metrics
Innovation Management & Digitalization	●	Regular analysis of service and fault data
	●	Implementation of at least 2 digitalization or innovation projects per year
	●	Introduction of a structured idea management system for employees



STAKEHOLDER DIALOGUE

LUTZ Elevators maintains a structured, ongoing, and partnership-oriented dialogue with the stakeholders that are essential to our company.

This exchange takes place at various levels of the organization: In addition to senior management, specialized departments such as Service, Installation, Purchasing, Human Resources, and Sustainability Management are in direct contact with our stakeholders. This ensures that operational, strategic, and sustainability-related issues are addressed in a targeted manner.



For this dialogue, LUTZ Elevators utilizes a variety of suitable formats and communication channels—including face-to-face meetings, project coordination, on-site visits, industry-specific networks, digital communication tools, and internal and external information platforms. The goal is a transparent flow of information, the early involvement of relevant stakeholders, and the continuous improvement of our services, processes, and sustainability activities.

Stakeholder Dialogue:

Stakeholders	Type of Exchange	Communication Topic
(Potential) employees	Lutzaner Post (internal newsletter), company-wide meetings, team meetings, employee surveys, fairs	Progress in general sustainability efforts, sports programs, training and development opportunities, employee participation, occupational safety
Suppliers	Face-to-face meetings, emails, phone calls and video conferences, website, on-site visits	Code of Conduct, procurement processes, due diligence in the supply chain
Subcontractors	Face-to-face meetings, emails, phone calls, and video conferences, on-site visits	Code of Conduct, compliance with our waste disposal standards
Press/Media and the Public	Face-to-face meetings, emails, website, social media	Progress in general sustainability efforts, reference projects, employer brand
Lenders	Face-to-face meetings, emails, phone calls, and video conferences, reports	Financial metrics, investment planning, order backlog / service ratio
Plant operators	Face-to-face meetings, emails, phone calls	Inquiries about specific projects, coordination of planned projects, maintenance status, modernization options, spare part availability, lifecycle costs
Building contractors	Face-to-face meetings, emails, phone calls	Inquiries about specific projects, coordination of planned projects, construction progress
Networks/associations (VFA, VDMA, VSW)	Face-to-face meetings	Exchange within the industry association, maintaining a presence, providing updates
Tenants and users (customers of customers)	Face-to-face conversations, emails, phone calls, bulletin board, website, events	Information on troubleshooting, response times for malfunctions, accessibility
Politicians, government agencies, and municipal authorities (public sector)	Statements, in-person meetings, emails, phone calls and video conferences, website, on-site events (groundbreaking ceremonies, topping-out ceremonies, etc.)	Inquiries regarding specific projects, permits, consultations on planned projects, planning and operation of our own public buildings, sustainability
Advisory Board	In-person meetings	Information on the business situation and new projects
Works Council	Personal meetings, emails, phone calls	New hires, terminations, transfers, reintegration, current developments, project group work
Owners/Shareholders	Face-to-face meetings, shareholders' meeting	Strategic management, risk tolerance, investment decisions
Insurance	Face-to-face meetings, emails, phone calls	Risk management, claims

02

ENVIRONMENTAL RESPONSIBILITY

Key Topics

CO₂ Reduction in Business Operations

- Scope 1 emissions
- Scope 2 emissions
- Scope 3 emissions
- Emissions intensity

Energy Management

- Share of renewable energy
- Total material usage
- Total material usage
- Percentage of recycled materials

Material Consumption and Recycling

- Total waste
- Percentage of circular products
- Product design & extending product life
- Product energy efficiency
- Circular Economy & Recyclability

CO₂ REDUCTION IN BUSINESS OPERATIONS

Reducing CO₂ emissions is not just a political goal. We at LUTZ Elevators are also working on measures to minimize our environmental footprint. The largest sources of emissions are our vehicle fleet and the energy consumption at our Reinbek site.

Scope 1 and 2 emissions were first identified in 2024. By 2025, we had already achieved an improvement over the previous year. Key drivers included the intensive use of our photovoltaic system, the switch to green electricity and green gas in 2025, and the optimization of our vehicle fleet. Especially in the travel-intensive service business, the electrification of the vehicle fleet has an immediate and lasting impact on the emissions balance. The savings achieved represent structural progress and underscore the effectiveness of the measures implemented to reduce operational greenhouse gas emissions. Our goal is to gain a better overview of our Scope 3 emissions as well. To this end, we are in close communication with suppliers and employees.

Reduction in the carbon footprint in 2025

In 2025, the CO₂ footprint per unit of output was significantly reduced compared to the previous year. Emissions per elevator manufactured fell from 692 kg CO₂ in 2024 to 656 kg CO₂ in the reporting year. The reduction was even more pronounced in the service sector: Emissions per serviced elevator were reduced from 75 kg CO₂ to 57 kg CO₂.

Emissions intensity	2025	2024
Carbon footprint (t CO ₂)		
Emissions per elevator manufactured	0.656	0.692
Emissions per elevator serviced	0.057	0.075

Direct greenhouse gas emissions (Scope 1) were further reduced in 2025 compared to the previous year. Overall, Scope 1 emissions fell from 780 t CO₂ in 2024 to 733 t CO₂ in the reporting year. This corresponds to a reduction of approximately 6%.





The reduction is evident in both diesel and gasoline consumption. Emissions caused by diesel fuel decreased from 602 t CO₂ to 565 t CO₂, while gasoline emissions fell from 178 t CO₂ to 168 t CO₂.

This brings us closer to our goal of becoming less dependent on fossil fuels.

The fleet has been reduced—from 195 vehicles in 2023 to 183 in 2025.

The increase is particularly pronounced among fully electric vehicles: by 2025, nearly 10% of the fleet was powered solely by electricity. This represents a

threefold increase in the share of electric vehicles within three years. The ongoing reduction in internal combustion engine vehicles and the sharp rise in fully electric vehicles demonstrate a clear shift toward sustainable mobility. Ten new electric vehicles will be purchased for customer service in 2026.

The share of electric vehicles in our fleet continues to rise. These can be charged at the twelve e-charging stations on the company premises.

Stefan Andres, Customer Service Lead

“The further development of our fleet underscores our commitment to sustainable mobility. The proportion of fully electric vehicles has more than tripled in two years, meaning our employees are increasingly on the road with zero emissions. This allows us to combine efficient service with environmental responsibility.”





**Hans Martin Lutz,
Managing Shareholder**

For us, sustainability means taking responsibility. Since 2020, we have comprehensively renovated our facility to improve energy efficiency and invested in efficient technology and photovoltaics. In this way, we are permanently reducing energy consumption and emissions and combining ecological responsibility with economic stability.



ENERGY MANAGEMENT

At our Reinbek location, we have taken a major step toward sustainability since 2020 with extensive renovations of the plant and yard. To increase the energy efficiency of the heating system, outdated heating pumps and the boiler were replaced. In addition, time-controlled thermostatic valve heads were installed and missing pipe insulation was added to reduce heat loss and ensure usage tailored to demand. In the area of electrical energy consumption, approximately 670 older light bulbs were replaced with energy-efficient lighting systems.

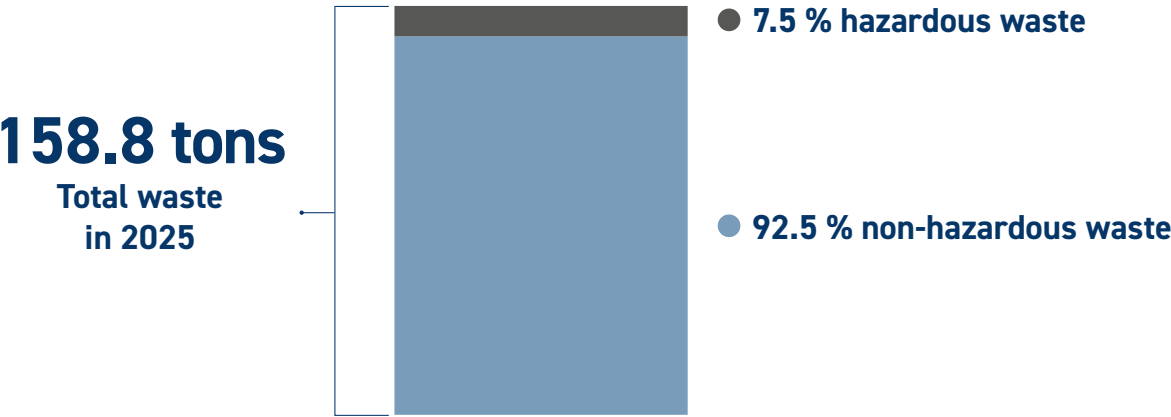


By planting the green spaces around our parking lot, we are specifically promoting biodiversity and creating valuable habitats and food sources for insects and birds. In doing so, we selected site-appropriate, climate-adapted plants that can cope well with increasingly hot summers and therefore require only minimal watering.

Furthermore, the energy performance of the building envelope was improved by replacing the window frames and insulating the roof and wall surfaces. To increase the share of renewable energy at the site, a 180 kW photovoltaic system was commissioned, thereby increasing on-site consumption of renewable electricity and reducing the purchase of electricity from the public grid.

Thanks to our photovoltaic system, we can cover more than half of our energy needs with renewable energy.

MATERIAL CONSUMPTION AND RECYCLING

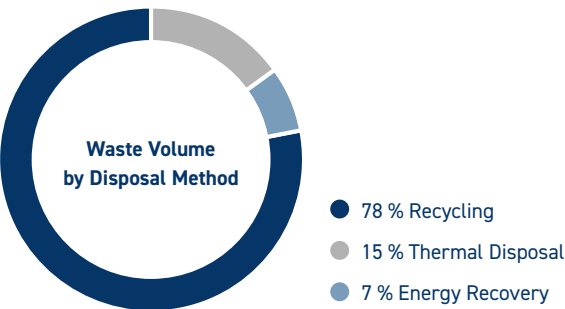


LUTZ Elevators pursues the strategic goal of systematically reducing resource consumption and avoiding waste throughout the entire value chain. The focus is on reducing packaging materials, minimizing material waste in production, and increasing the recycling rate. Through these measures, we contribute to the conservation of natural resources and the promotion of the circular economy.

Recycling rate

Top 3 Waste Types*	
Iron & Steel	100 %
Paper & Cardboard	85 %
Mixed Waste	24 %

* By Quantity



To implement its waste and resource goals, LUTZ Elevators evaluates the necessity of packaging and explores alternative, resource-efficient solutions during the supplier selection process. The reuse of materials used by suppliers is actively encouraged. In production, digital programs are used to efficiently control processes and minimize material waste. In addition, a waste management system has been introduced that focuses on waste prevention, proper disposal, and a high recycling rate.

Waste management at LUTZ Elevators is based on defined internal processes for waste separation and disposal. Employees receive regular training on



proper waste separation to ensure proper recycling. Responsibility for implementing and further developing these measures lies with the relevant departments within the company.

By insourcing our small parts warehouse, we save 150 kilometers of driving distance every day. Extrapolated over the year with 250 working days, this corresponds to CO₂ savings of nine tons.

Reusable boxes instead of waste:

Sustainable small parts logistics at LUTZ Elevators

With the introduction of a new reusable packaging concept for small parts and replacement parts, we at LUTZ Elevators are marking another important milestone on our path toward greater sustainability at our Reinbek site. This initiative was prompted by an employee survey that revealed that large amounts of

packaging waste had previously been generated in the delivery of small parts.

Based on a pilot phase at our Berlin branch, reusable containers are now being used. This reduces packaging waste by at least 70% compared to previous levels.

As part of this initiative, the small parts warehouse was relocated to Reinbek and the previous system was replaced—another step toward reducing packaging. The reusable principle also applies to customer service: service vehicles are supplied with reusable containers, and empty containers are systematically returned. For sensitive components, sustainable dimpled foam provides the necessary protection.

With these comprehensive measures, we reduce waste, conserve resources, and simultaneously strengthen our sustainable logistics processes.

03

SOCIAL RESPONSIBILITY

Key Topics

Employees

- Workplace Safety
- Employee Health & Well-being
- Sick leave

Customers

- Customer satisfaction & service quality
- Customer Safety & Product Safety

KEY FIGURES & HIGHLIGHTS



● 82 % men ● 18 % women

96 %
permanent contracts

13 apprentices
100 % retention rate

13 %
Turnover rate

9 years
average tenure

Professional Development:

Internal training catalog
includes more than
> 20 trainings

Average of 1.65 training days
per employee

42
different training courses

526
training days in total



Diversity through international employees
with the following nationalities:

- American
- Australian
- German
- Greek
- Iranian
- Korean
- Kosovar
- Croatian
- Malian
- Moroccan
- Panamanian
- Russian
- Zimbabwean
- Syrian
- Turkish

OCCUPATIONAL SAFETY

All employees receive annual training on occupational safety topics relevant to their specific roles.

The safety and health of our employees are our top priority. We identify hazards early on, systematically minimize risks, and promote safe behavior in all work areas. Our goal is to ensure safe and healthy working conditions. We aim to prevent accidents, injuries, and occupational illnesses in the long term.

We are committed to eliminating hazards and continuously improving our occupational health and safety through appropriate technical, organizational, and personnel measures. We provide our employees with the necessary protective equipment. We offer regular training and promote job-specific qualifications.

We view occupational health and safety as a shared responsibility. Our employees are actively involved in identifying hazards and initiating improvements. Managers fulfill their special responsibility in this regard, act as role models, and consistently support their teams in complying with all safety-related requirements.

Our specific measures



Training & Qualification

Annual and event-specific safety training sessions and job-specific briefings to ensure the qualified and safe performance of all tasks.



Occupational Safety Committee (ASA)

Regular ASA meetings to analyze accidents and hazards and to identify and track improvement measures.



Traffic Safety

Driver safety training and awareness campaigns on defensive driving for both office and field staff.



PPE & Equipment

Provision and monitoring of personal protective equipment as needed.



Hazardous Materials Management

Up-to-date hazardous materials inventory, clear operating instructions, and regular training on safe handling.



Participation & Improvement

Hazard reporting system, use of near-miss incidents for prevention, and regular effectiveness reviews of measures.

Work-Related Injuries and Accidents

0

In 2025, no fatal workplace accidents were recorded at the company. This is consistent with the previous year's figure.

-8.3 %

The accident frequency rate in 2025 was 31.93 work-related accidents per 1,000 employees, which was lower than the previous year's figure of 34.82. This represents a decrease in accident frequency of approximately 8.3% compared to 2024.

-31.5 %

The number of lost workdays due to work-related injuries and illnesses was 150 days per ~300 employees (219 days in 2024).

This represents a reduction of 31.5%.

The key figures indicate an improvement in occupational safety and health performance, particularly with regard to the frequency of workplace accidents and the severity of their resulting consequences.

EMPLOYEE HEALTH AND WELL-BEING

The health of our employees is an essential component of our corporate responsibility and a central pillar of our sustainability strategy. Our goal is to reduce physical and mental stress early on and ensure the long-term performance of our employees.

Through offerings in the areas of exercise and fitness (e.g., Pilates and CrossFit), health-related events, and regular communication with our company physician, we create conditions that promote the health of

our employees. We aim to create a work environment that fosters a love of movement, resilience, and health literacy. In doing so, we actively contribute to disease prevention, the enhancement of individual well-being, and the long-term preservation of our employees' quality of life. In this way, we not only empower each individual but also ensure the future viability of LUTZ Elevators—healthy, high-performing, and sustainably successful.

LUTZ Lab: Competence Center for Training and Development



Enhancing qualifications and professional expertise

With the opening of the new training center in 2024, we are strengthening the sustainable qualification of our employees and the long-term development of internal technical expertise in elevator technology. The center is a central component of our continuing education strategy and enables hands-on training on actual equipment throughout the entire lifecycle of an elevator.

The combination of theoretical instruction and practical application promotes sustainable learning success and secures internal know-how for the long term. In addition, cross-disciplinary skills and collaborations with external seminar providers are utilized to incorporate current industry standards and expand the training offerings to meet evolving needs.

The training center features a central classroom for up to 20 people, adjacent practical areas with shaft scaffolding and technical components, as well as changing rooms and restroom facilities. An integrated kitchen facilitates periods and fosters informal interaction. The premises can also be used for internal specialist events and selected networking formats.

Petra Krieger,
Head of People & Culture



Targeted training and a diverse range of continuing education opportunities are, for us, a key contribution to social sustainability. They create opportunities for development, secure expertise, and simultaneously strengthen motivation and innovative capacity within the company."



Talent Lift: Sustainable Development of Future Leaders

Through our in-house leadership development program, Talent Lift, we make targeted, long-term investments in the development of our future specialists and leaders. The program is a central component of our sustainable HR and leadership strategy. It strengthens our company's future viability through our own efforts.

Over the course of approximately two years, participants complete a specialized training series consisting of six two-day modules. These modules address practical and future-oriented topics, including reflection on and clarification of the requirements for a

modern leader, business development, self-organization and effective delegation, communication in challenging situations, situational leadership of employees and teams, and strength-based talent development as a core leadership task.

Through its long-term modular structure, Talent Lift enables sustainable competency development, fosters entrepreneurial thinking, and reinforces a responsible, values-driven leadership culture. At the same time, the program supports internal succession planning and makes a significant contribution to long-term employee retention.



CUSTOMER SATISFACTION & SERVICE QUALITY

The continuous improvement of our service quality is a central component of our understanding of sustainability. Through targeted measures, we aim to reduce the failure rate by 5%. Another goal is to increase the number of days between failures. In addition to optimizing internal processes, we place particular emphasis on the professional development of our service technicians.

During the reporting period, refresher training in maintenance was conducted for all service technicians. The goal is to perform maintenance work even more efficiently, precisely, and proactively in order to minimize downtime and ensure long-term system availability for our customers.

CUSTOMER & PRODUCT SAFETY

The safety of our customers is paramount. To ensure a consistently high level of safety, all service technicians participate annually in training on current legal requirements, standards, and technical safety standards.

In addition, we aim to reduce safety-related customer reports by at least 5%. This is based on a systematic evaluation of all safety incidents. The insights gained are systematically incorporated into concrete prevention and improvement measures—including technical adjustments, process optimizations, and training content.

SUSTAINABILITY-CERTIFIED PRODUCTS

In the product sector, we continuously review relevant environmental and sustainability certifications. The goal is to incorporate ecological criteria early in the product development and selection process and to create transparency regarding environmental standards.

By evaluating and, where appropriate, implementing suitable certifications, we strengthen the sustainability performance of our products and contribute to reducing environmental impacts throughout the product lifecycle.



04

CORPORATE RESPONSIBILITY

Key Topics

Corporate Governance

- IT Security
- Data Security / Data Protection
- Supply Chain Transparency
- Product Quality & Reliability
- Innovation Management & Digitalization

Marcello Pantke,
Managing Partner and Head of Sales



Sustainability is an integral part of everything we do. We are committed to the highest quality, satisfied customers and employees, and a responsible approach to the environment and resources. As a reliable partner, we take responsibility for the entire lifecycle of our products—guided by our purpose, 'Enabling access, creating quality of life.' and clear values for sustainable corporate development."



RESPONSIBILITY & LEADERSHIP

LUTZ Elevators's leadership culture is a central component of sustainable corporate development. It creates the structural and cultural conditions for long-term economic success, social responsibility, and stable governance structures. Our leadership philosophy defines binding values and principles that shape the actions of our leaders and provide guidance for employees and other stakeholders.

Leadership is understood as an active mission to shape the future. The goal is a safe, respectful, and performance-enhancing work environment in which employees can realize their potential and contribute to the company's sustainable development. Our understanding of leadership is based on integrity, transparency, and reliability. Managers take responsibility, communicate openly and clearly, act in accordance with our values, and address conflicts objectively and with a focus on solutions. Adaptability and resilience are key elements in guiding employees safely through change processes.

A key contribution of leadership lies in social sustainability. This includes equal opportunity, skills development, and respectful collaboration. Our leaders act as mentors, promote personal responsibility, provide regular feedback, and delegate responsibility in a targeted manner to further develop their teams. Diversity and intercultural collaboration are actively supported.

Through our values-based leadership, LUTZ Elevators strengthens employee satisfaction and retention, reduces risks, and creates stable conditions for sustainable growth. Leadership is thus a key lever for securing long-term corporate value.

IT SECURITY, DATA PROTECTION & CYBER RESILIENCE

LUTZ Elevators is strengthening its IT security and data protection frameworks through a systematic set of measures. Regular IT security audits serve to identify and mitigate information security risks and form the basis for continuous improvements in IT governance.

To prevent security-related incidents, employees are regularly educated on IT security and data protection topics such as phishing, password security, and the secure use of IT systems. In addition, organizational and technical measures are imple-

mented to sustainably reduce the number and severity of IT incidents. Data protection processes are regularly reviewed, updated, and documented to ensure ongoing compliance with the General Data Protection Regulation.

With a view to future regulatory requirements, we are gradually aligning our IT security processes with the provisions of the Cyber Resilience Act. Regular data backups and recovery tests ensure the availability, integrity, and resilience of business-critical data.

PRODUCT QUALITY & RELIABILITY

Product quality and system reliability are essential factors for sustainable business operations. Durable, low-maintenance systems reduce resource consumption throughout the entire lifecycle, minimize unplanned service calls and trips, and contribute significantly to user safety. For us, quality therefore means not only meeting technical standards, but also a consistent focus on durability, operational safety, and continuous improvement.

We place a special focus on the stability of our systems during operation. High availability reduces downtime, lowers material and energy costs for repairs, and increases customer satisfaction. Through a systematic analysis of operational and service data, we gain reliable insights into typical failure patterns, wear behavior, and optimization potential. This data-driven approach enables us to

take preventive action, identify risks early on, and sustainably improve the technical performance of our systems.

We also pursue a quality-oriented approach throughout the supply chain. Collaboration with capable and reliable partners forms the foundation for stable processes and durable products. Transparent quality metrics enable comparability and foster collaborative development. In this way, we strengthen not only our own performance but also the resilience of our value chain.

Overall, we view product quality as an integral part of our sustainability strategy: it combines economic efficiency with environmental responsibility and high safety standards.



INNOVATION MANAGEMENT & DIGITALIZATION

Innovation and digitalization are key drivers of sustainable development. They enable more efficient processes, better use of resources, and greater transparency across all areas of the company. Our goal is to strategically leverage technological and organizational advancements to create long-term value for the environment, our customers, and our employees.

Digital solutions and software, such as our CRM system PiSA, help us standardize processes, improve information flows, and make more data-driven decisions. This leads to greater process reliability, reduced error rates, and an overall more efficient use of resources. At the same time, digital tools lay the foundation for innovative service concepts and the continuous optimization of our services.

Another key component of our approach to innovation is the active involvement of our employees. They possess in-depth practical knowledge and often identify opportunities for improvement at an early stage. We promote continuous improvement by providing an accessible way to submit ideas regarding

quality, occupational safety, and environmental management via a form. This supports open communication and simultaneously strengthens identification with the company. This creates a continuous improvement process that goes beyond individual projects and contributes to competitiveness and sustainability in the long term.



By consistently combining quality, digitalization, and innovative strength, we ensure the future viability of our company while also contributing to a resource-efficient and reliable technical infrastructure.

APPENDIX



Baumwall
(Elbphilharmonie)

Zugang nur mit gültiger Fahrkarte
entry only with valid ticket
Zone 000 100

KEY FIGURES

Environmental Responsibility

CO ₂ Reduction in Business Operations	Unit	2025	2024	VSME indicator
Scope 1 emissions	t CO₂e	733	780	VSME B3 30
of which diesel	t CO ₂ e	565	602	
of which petrol	t CO ₂ e	168	178	
Scope 2 emissions	t CO₂e	89	96	VSME B3 30
Electricity	t CO ₂ e	38	59	
Heating	t CO ₂ e	51	37	
Carbon footprint (t CO₂)				
Emissions per elevator manufactured	t CO ₂ e	0.66	0.69	
Emissions per elevator serviced	t CO ₂ e	0.06	0.07	
Fleet Composition				
Internal combustion engines	Total	152	165	
All-electric	Total	18	8	
Hybrid	Total	13	14	
Total	Total	183	187	
Electric vehicle share	%	9.84	4.30	
Share of partial electromobility	%	7.10	7.49	

Energy Management	Unit	2025	2024	VSME indicator
Total energy consumption	kWh	123,466	200,579	VSME B3 29
Share of renewable energy	%	21	43	VSME B3 29
Energy mix				
Self-generation (kWh)	kWh	86,138	140,285	
Purchased electricity (kWh)	kWh	96,967	114,074	
Self-sufficiency factor (%)	%	21%	43%	
Grid feed-in	kWh	59,639	53,780	
Energy consumed (electricity)	kWh	123,466	200,579	

Material Consumption and Recycling	Unit	2025	2024	VSME indicator
Total waste	t	150.7	128.9	VSME B7 38a
of which hazardous waste (t)	t	7.6	2.8	VSME B7 38a
of which non-hazardous waste (t)	t	143.1	12.1	VSME B7 38a
Recycling rate (%)	%	78	85	VSME B7 38a

KEY FIGURES (CONTINUED)

Social Responsibility

Employees	Unit	2025	2024	VSME indicator
Total number of employees at year-end		317	322	VSME B1 24 e)
Percentage of men	%	82	84	VSME B8 39b
Percentage of women	%	18	16	VSME B8 39b
Full-time employees (FTE)	Total	258	276	
Part-time employees	Total	59	46	
Employees under an employment contract				
Permanent employment contract	Total	304	311	VSME B1-24c
Fixed-term employment contract	Total	13	11	VSME B1-24c
New Hires and Turnover				
Newly hired employees	Total	48	63	VSME B8 40
Hiring rate	%	15.14	19.57	VSME B8 40
Turnover rate	%	13.49	12.37	VSME B8 40
Trainees				
Total	Total	13	11	VSME B1 24f
Adoption rate	%	100	No graduations in 2024	
Balancing work, family, and leisure time				
Total number of employees who have taken parental leave	Total	20	17	
of whom are men	Total	13	12	
of which women	Total	7	5	
Total number of employees who returned to work after parental leave	Total	16	13	
of whom are men	Total	11	12	
of which women	Total	5	1	
Employee return-to-work rate	Total			
of whom are men	%	85	100	
of which women	%	71	20	
Employee tenure				
Average tenure in years	Total	8.93	9.71	
Training courses				
Total continuing education	Total	42	51	VSME B8 39c
Seminar days	Total	526	425	VSME B8 39c
Average seminar days per employee	Total	1.65	1.35	VSME B8 39c
Percentage of trained employees	%	42.3	42.9	VSME B8 39c

KEY FIGURES (CONTINUED)

Occupational Safety	Unit	2025	2024	VSME indicator
Work-related injuries/accidents				
Fatal workplace accidents	Total	0	0	VSME B9 41a
Reportable workplace accidents	Total	10	11	VSME B9 41a
Non-reportable workplace accidents	Total	28	38	VSME B9 41a
Workplace accidents per 1,000 employees	Total	31.93	34.82	VSME B9 41a
Total days lost due to workplace accidents/illnesses	Total	150	219	VSME B9 41a
Accidents by Type				
Total number of workplace accidents	Total	38	49	
of which: Tripping/Falling/Slipping	Total	6	11	
of which: handling of work equipment and materials, collisions, pinching	Total	18	30	
of which other accidents	Total	12	8	

Corporate Responsibility

Data Protection	Unit	2025	2024	VSME indicator
Data protection complaints	Total	0	0	VSMEB10 42
Data protection trainings	Total	317	322	VSMEB10 42

GRI CONTENT INDEX

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	305-2	Energy indirect (Scope 2) GHG emissions	23
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Employees

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GRI 403: Occupational Health and Safety 2018	403-1	Occupational Health and Safety Management System	30, 31
	403-2	Hazard identification, risk assessment, and incident investigation	30, 31
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	403-5	Worker training on occupational health and safety	29, 30, 32, 33, 42
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GRI 404: Aus- und Weiterbildung 2016	404-2	Programs für upgrading employee skills and transition assistance programs	29, 30, 32, 33

ABOUT THE REPORT

This Sustainability Report presents our company's sustainability performance for the 2025 fiscal year. The reporting period covers the time from January 1, 2025, to December 31, 2025. It is our first Sustainability Report and serves as the foundation for the ongoing development of our sustainability reporting in the coming years.

The report serves to transparently present our environmental, social, and corporate responsibilities, as well as the progress made in implementing our sustainability strategy. It is addressed to all relevant stakeholders, in particular employees, customers, business partners, suppliers, and other interested parties.

Reporting is voluntary and is based on the standards of the Global Reporting Initiative (GRI) as well as the Voluntary Sustainability Reporting Standard for non-listed SMEs (VSME) of EFRAG, in their currently valid versions. Individual sections have been structured and prepared in accordance with these frameworks.

The report covers the business activities of LUTZ Elevator at its Reinbek location as well as those of its affiliated companies Hans Lutz Maschinenfabrik GmbH and Hans Lutz Kundendienst GmbH. Unless otherwise stated, all key figures and content presented refer to these organizational units.

To identify material sustainability topics, a materiality analysis was conducted and reviewed and further developed in 2026 with regard to the requirements of double materiality in accordance with ESRS.

The data contained in the report is based on internal surveys and analyses. The report has not been subject to an external audit.

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Disclaimer

All information in the 2025 Sustainability Report has been collected and processed with the utmost care. However, errors cannot be completely ruled out. Any forward-looking statements were made based on current assumptions and assessments at the time of publication.

Note

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