



KÖTTER CSR REPORT

Sustainability Report of the KÖTTER Group

Edition 2026

Security

Cleaning

Personnel Service

Facility Services



**Go Green:
We live and breathe
sustainability**

Corporate sustainability

**Shaping change with innovation,
strength and courage**

Environment

**Instead of just “greenwashing”:
thinking long-term, acting holistically**

Social commitment

**Only by standing together
we can build a future worth living**



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by Friedrich P. Kötter

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“To ensure the proper investment in sustainability, the economy needs room to breathe”

Friedrich P. Kötter



Dear readers,
dear customers,

Environmental pollution and climate change are steadily worsening and thus remain among the greatest challenges of our time – even though they have lost much of their dominant ranking on the agenda of politicians, businesses and the public in the face of the economic crisis, a tight labour market, rising costs and geopolitical crises. On the surface, this development is understandable – but it must not result in environmental and climate protection being sidelined in the long term.

Protecting our planet and preserving (or creating) the conditions necessary for a good quality of life must remain a top priority. For us at the KÖTTER Group, one thing is certain: we will continue to pursue our sustainability strategy with determination.

For us, sustainability is not a passing fad or merely a PR exercise, but an integral part of our corporate DNA. This is borne, in part, out of a sense of social responsibility, but also because we firmly believe that targeted environmental and climate protection is not at odds with economic success. On the contrary: Cost savings and efficient processes boost profitability, whilst sustainable

practices provide a competitive edge in tendering processes and when competing for new talent – particularly young professionals.

When concerning environmental and climate protection, our stance is, therefore, unwavering: we focus on substance rather than merely “greenwashing”. In other words: our measures are designed for the long term, are measurable and can be rigorously refined (please see pages 8–11). An approach that applies equally to our corporate strategy – which is focused on strict cost-effectiveness, an unwavering commitment to quality and long-term partnerships – as it does to our efforts to become an even better employer (pp. 4–7 and pp. 12–15).

Simultaneously, our social engagement has also been particularly successful because we do not merely provide support, but also incorporate the desired impact – that is, the concrete measurement of results – into our approach. A prime example of this is the “JOBBLINGE Ruhr” initiative, which is led by the RAG Foundation and supported by our family business (pp. 16–19).

However, one thing remains clear: despite all the ambitions and benefits mentioned, it is becoming increasingly difficult for the vast majority of companies to make these efforts financially viable. Sustainability investments, in particular, cost money and usually only begin to yield economic benefits in the medium to long term.

In light of the ongoing structural economic crisis, it is all the more imperative that policymakers finally take swift and decisive action to ease the burden on the German economy. Financially, for example, by reducing excessive burdens in the form of tax and levies, as well as by creating further business- and investment-friendly conditions, particularly through a significant reduction in red tape.

I sincerely hope you enjoy a stimulating read.

Good luck!

Sincerely,
Friedrich P. Kötter

Looking boldly to the future, shaping change creatively



The economy and society in Germany are undergoing a large-scale transformation: AI and other technologies are turning the world of work, communication and so on on its head, whilst demographic change continues to have a profound impact. These represent huge challenges for all businesses, which must manage them alongside the ongoing economic crisis.

In view of the fact that it is precisely in turbulent times that we need to forge ahead with courage, we tackle our tasks with determination whilst working to turn every challenge into an opportunity. In doing so, we integrate sustainable practices into all our business processes, adhere to the United Nations' Sustainable Development Goals (SDGs), and set clear targets and measurable indicators.

The focus is on, among other things:

- ▶ **Stability & continuity:** these establish the solid foundation on which all partners and employees can rely – both in economic terms and with regard to ensuring “fair play” in the market, as well as in terms of quality and organisational structures. It thus serves as the driving force behind

progress and success, enabling all processes to be optimised with precision on a stable foundation, while also facilitating future-centric investments to advance our Smart Service Solutions.

- ▶ **Smart Service Solutions:** tailor-made, 360-degree solutions that relieve customers of all tasks outside their

„We are continuing to drive forward our Smart Service Solutions.”

Friedrich P. Kötter

core business while ensuring comprehensive security are our key differentiator. We expanded this in 2025, partly through our majority stake in the cyber security specialist G.I.P., and further strengthened it through acquisitions at regional level (p. 13). Above all, the potential offered by digitalisation and Artificial Intelligence (AI) was embraced to the fullest (p. 4).

- ▶ **Quality certified:** this went hand-in-glove with the implementation of the highest quality standards, achieved

through, among other things, 180 internal and external audits. These efforts are reflected in a wide range of external awards (see chart).

- ▶ **An attractive employer:** despite all the technological advances, the service industry remains a “people’s business”. That is why we invest in our team’s expertise, and we are particularly proud when young professionals are recognised for their achievements. Furthermore, the focus is on topics such as appreciation (pp. 12–15).

- ▶ **Robust resilience:** at the same time, our Group is preparing itself to face growing, hybrid risks by implementing professional risk and Business Continuity Management (BCM). At the same time, it strengthens our customers’ resilience through new service offerings (p. 7).

Promoting environmental protection Even though the issue of environmental and climate protection has lost some of its prominence in the public’s mind, we remain committed to optimising our corporate carbon footprint and are following the roadmap set out in our materiality analysis (pp. 8–11).

The KÖTTER Group has long been a driving force behind future trends and markets. To further bolster this position and advance sustainable business practices, we are accelerating our digital transformation:

- ▶ **All things AI:** from the use of robotics and drones in site security and building cleaning, through sensor technology, IoT and cloud solutions, to AI tools in sales and a new intelligent website featuring intuitive navigation – our Smart Service Solutions really deliver a top performance.
- ▶ **Smart Services:** to create further value for customers through digitalised and AI-based services, whilst simultaneously streamlining internal processes, a dedicated “Digitalisation and Project Management” unit has been launched. The interdisciplinary team will play a key role in ensuring the success of projects – such as optimised digitalised resource planning and digital onboarding.
- ▶ **E-learning:** flexible online learning opens up tremendous opportunities. The KÖTTER Academy offers a wide range of courses; we also offer “MILE”, a new programme for clients and our own staff (p. 14).

“Innovation and digitalisation are key”



DDW Die Deutsche Wirtschaft (The German Economy)

<p>EUR 770 million in turnover</p>	<p>16,400 employees</p>	<p>Over 20 certifications (e.g. DIN EN ISO 9001)</p>
<p>High levels of corporate customer loyalty recognised (SZ Institute)</p>	<p>Leading recruitment agency FOCUS-Business</p>	<p>“Gold” for KÖTTER Cleaning EcoVadis (top 5 % worldwide)</p>

Our company DNA

Always individualised

The customer's wishes are our benchmark. We consistently adhere to this tradition. That's why we always offer our customers customised solutions.

Always responsible

Security and responsibility are central maxims for action. This applies to the protection of our company property and that of our business partners, as well as data and confidential information, and to the comprehensive safety of our employees in the performance of their work. At the same time, the focus is on sustainability, e.g. through consistent environmental protection.

Always creative

Our employees actively contribute ideas and suggestions for optimisation, which we then review and implement. In this way, our customers benefit from a constantly growing range of services and efficient processes.

Always convincing

The pleasure of good quality lasts much longer than the brief memory of a cheap purchase. That's why we deliver the best quality: from consulting to concept development to perfect implementation. You can rely on that.

Equal opportunities

We treat all people equally, regardless of their skin colour, ethnic or social origin, nationality, gender, age, culture, sexual identity or orientation, any handicaps they may have, their religious affiliation or world view, political conviction or membership of a workers' organisation. We also emphasise this by supporting the "Diversity Charter" employer initiative.



Always fair

The companies of the KÖTTER Group and their employees always act with the understanding and objective of acting in accordance with legal regulations and in compliance with ethical and moral principles in all business activities.

Always with one another

The cooperation with our customers, employees and suppliers, as well as with authorities, politicians, etc., is based in fairness, trust and reliability. We live teamwork, consideration and appreciation. This naturally also includes the obligation to create and secure jobs and apprenticeships.

Always business-minded

As a future-oriented company, we are always looking ahead. We know the innovations of the industry, take advantage of the opportunities in the markets and are open to everything that fits our core competencies. This is how we ensure a distinct edge that helps our customers to get ahead.

Always in dialogue

Open communication characterises our dealings with employees, business partners and the public. The advantage: We build trusting partnerships and can constantly improve through praise, criticism and suggestions about our work.

Local anchoring,

unified nationwide presence: The KÖTTER Group is close to local and regional customers with its divisions and regional companies. At the same time, our network of locations guarantees the realisation of nationwide orders, which are carried out according to the same quality standards and with a uniform external image.

In 2026, KÖTTER Security will be celebrating anniversaries in two specialist disciplines, thereby underlining its pioneering role in integrated security solutions and high-quality KRITIS protection:

► **Security technology:** in 1966, the company launched its range of security technology products, including state-of-the-art motion detectors for alarm systems. The family-run business was thus the first provider in Germany to combine security services and technology under one roof. Thanks to its unwavering focus on innovation, the portfolio has been steadily expanded. Today, KÖTTER Security Systems offers comprehensive security and fire protection solutions – including AI- and cloud-based systems – as well as technical facility services, to ensure optimal 24/7 security.

► **Aviation Security:** for 25 years now, our family-run business has been providing professional airport security services under the KÖTTER Aviation Security brand – in strict compliance with the Aviation Security Act (Luftverkehrsgesetz) and prevailing international standards. In addition, we offer specialist expertise regarding the safe and efficient management of complex air freight processes.

We are proud to celebrate a double anniversary



Actively preventing risks



Especially in these turbulent times, comprehensive resilience is of central relevance. Our Group tackles this in a variety of ways.

► **In-house organisation:** in order to mitigate risks, we are actively developing our Business Continuity Management (BCM) frameworks, which have been designed in accordance with relevant standards such as DIN EN ISO 22301 and BSI Standard 200-4. The objective: to bolster operational resilience in turbulent times. Key components of integrated Risk Management include information security in accordance with ISO/IEC 27001:2022, as well as Compliance Management and adherence to ethical and environmental due diligence obligations.

► **Customers:** simultaneously, we are strengthening our partners. This is aided, among other things, by new initiatives – such as the "BCM Practitioner" course established by German Business Protection, the content of which is based on the BSI 200-4 standard issued by the Federal Office for Information Security (Bundesamt für Sicherheit in der Informationstechnik).

We want our customers and employees to continue to feel confident that they are in good hands with the KÖTTER Group.

So then we'll be sure to keep on top of things. In addition to the aforementioned strengthening of our BCM and Risk Management structures, as well as our cybersecurity, the focus remains on the following factors: securing a sound economic foundation, preserving and creating jobs and training opportunities, expanding our quality-oriented Smart Service Solutions, bolstering our employer brand, and ensuring health and safety alongside the continuous transfer of knowledge to keep our workforce fit and motivated (pp. 8–11).

At the same time, we are setting ourselves ambitious environmental goals and championing a society worth living in (see pp. 12–15 and pp. 16–19).

Our goals for the future



True sustainability, not greenwashing: We think long-term and take a holistic approach



Our measures are influenced by the following UN sustainability goals, among others:

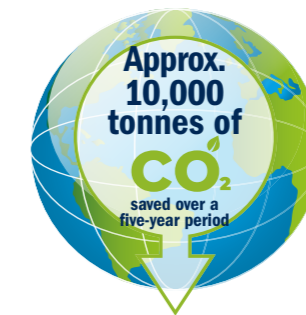


Climate change and global warming continue unabated: following the record-breaking warm years of 2023 and 2024, 2025 has gone down in the history of weather records as the third-hottest year on record. At the same time, surveys show that public interest in climate protection has also declined significantly in Germany.

As the state of the planet entails a direct impact on the foundations of life for present and future generations, the KÖTTER Group's guiding principle remains unchanged: environmental and climate protection are fundamental components of responsible business practice. In practical terms, this means firmly embedding sustainability within our operational processes and ensuring that we implement practical measures, establish clear objectives and continuously improve our environmental performance.

This is because environmental and climate protection are not merely an afterthought for the KÖTTER Group, but rather a strategic management priority; our thorough materiality

analysis and the resulting areas of action form the basis for systematically identifying relevant issues, effectively coordinating measures and continuously improving their efficacy. This ongoing process of transformation enables our Group to take environmental responsibility, meet regulatory requirements at an early stage and,



at the same time, strengthen our competitiveness.

The corporate carbon footprint is at the heart of these reduction efforts. This is being reduced in two ways: firstly, through the consistent imple-

mentation of technical and organisational measures, and, secondly, through the ongoing improvement of the data set.

The company's own vehicle fleet, together with additional transport provided by hire vehicles, among others, plays a key role as a major source of emissions. With tangible successes in the field of sustainability: following the launch of the KÖTTER Group's first electric car in 2012 – the Citroën C-Zero – the electric fleet now comprises around 250 vehicles. The fleet's operation is largely powered by its own charging points – because we take a holistic approach here too.

Energy consumption and supply chains Furthermore, we are already focusing on the management of energy consumption and related matters across our nationwide branches, as well as responsible supply chains, strict compliance with statutory due diligence obligations and the ongoing digitalisation of our back-office processes.

Data collection and the implementation of measures for Scope 1 and 2 are, therefore, well advanced. However, Scope 3 emissions – which include indirect emissions from upstream and downstream activities – are also a key focus (see chart). For example, we already apply strict environmental standards to our suppliers, and we reduce business travel by holding virtual meetings wherever it makes sense to do so. Simultaneously, and as part of a holistic strategy, we are focusing on other aspects, such as ways to encourage more staff to commute by public transport – an area of considerable complexity for a decentralised operator providing 24/7 services.

ÖKOPROFIT®: a win-win for the environment and the economy

ÖKOPROFIT®: this brings the total to twelve: the consultancy and training programme for sustainable business practices. The 12th round of the environmental and climate protection initiative – involving numerous companies in Essen, including the KÖTTER Group – will run until autumn.



With the support of external experts and working in close collaboration, the companies develop appropriate measures to promote sustainability and reduce resource consumption. The project is particularly effective thanks to its practical workshops and personalised on-site consultations. This comprises, among other things, assistance with the collection of consumption and environmental data.

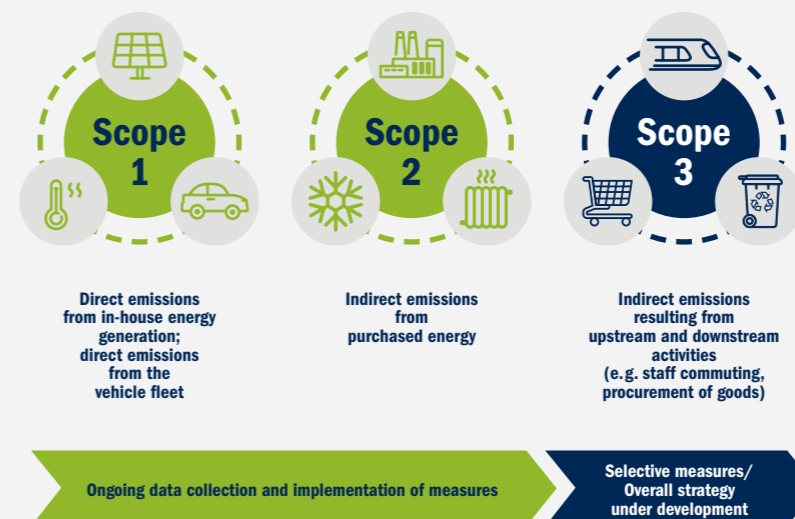
The results speak for themselves: by working together, we have developed and implemented measures that enable the companies to achieve annual savings in excess of EUR 9.8 million. The environmental impact is just as significant: the measures implemented reduce CO₂ emissions by roughly 93,100 tonnes a year and cut energy consumption by 105.3 million kilowatt-hours annually. Further savings have been achieved with regard to water consumption, which has fallen by 175,235 cubic metres per year, and in the volume of waste, which has been reduced by 3,570 tonnes per year.

Relocating is good for the environment

With more than 100 branches nationwide, the KÖTTER Group is a major player in the use of office and commercial space. And, as a result, it is also a key player here when it comes to sustainability potential.

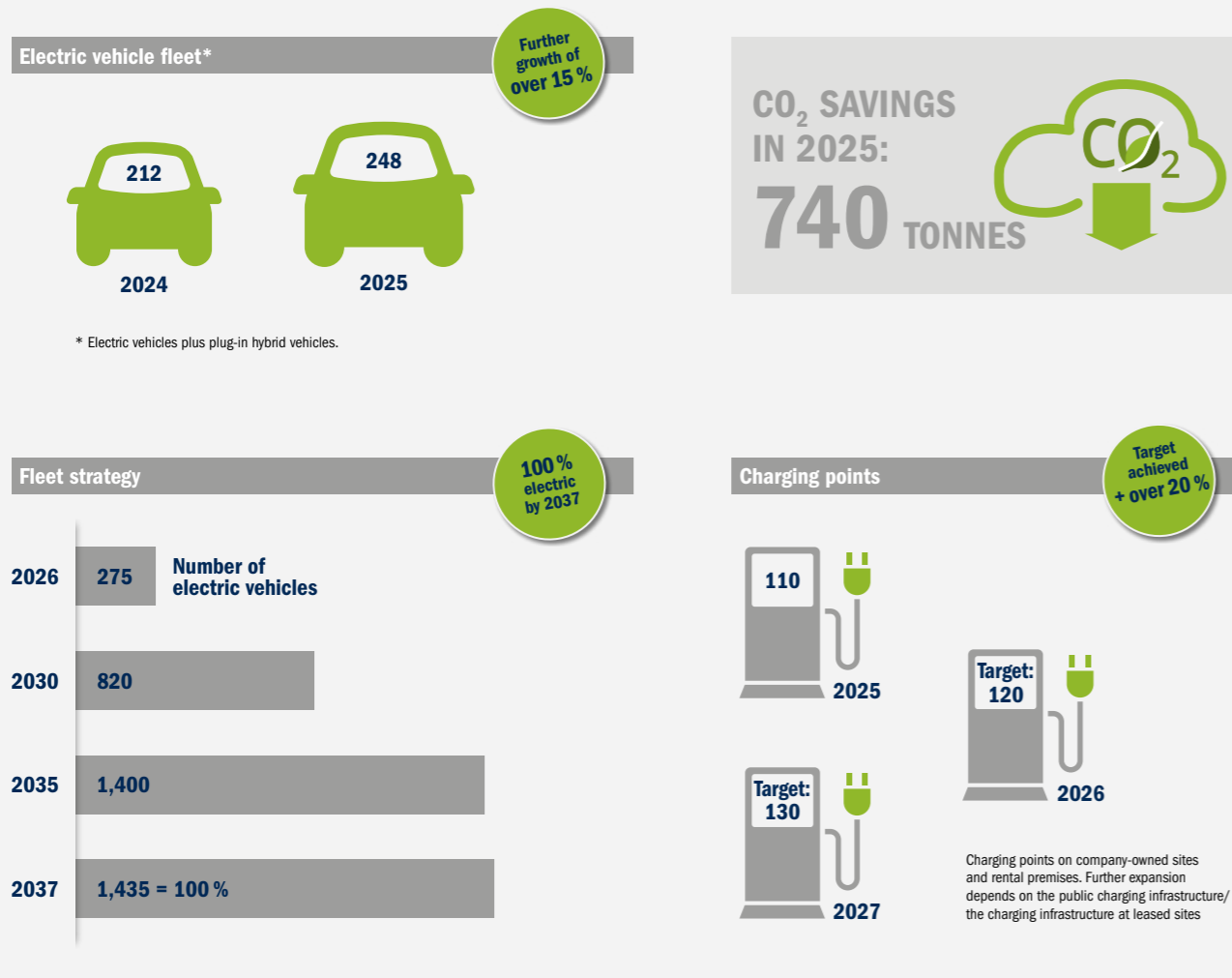
Consequently, relocations are always linked to environmental considerations, in addition to prevailing economic and logistical factors. And it pays off: moving from an older building complex to a modern one – as will be the case in Heilbronn and Neu-Ulm in 2025, for example – has recently led to an average reduction of more than 50% in annual CO₂ emissions, thanks to factors such as modern heating technology (including air source heat pumps), insulation and charging infrastructure.

Emission factors

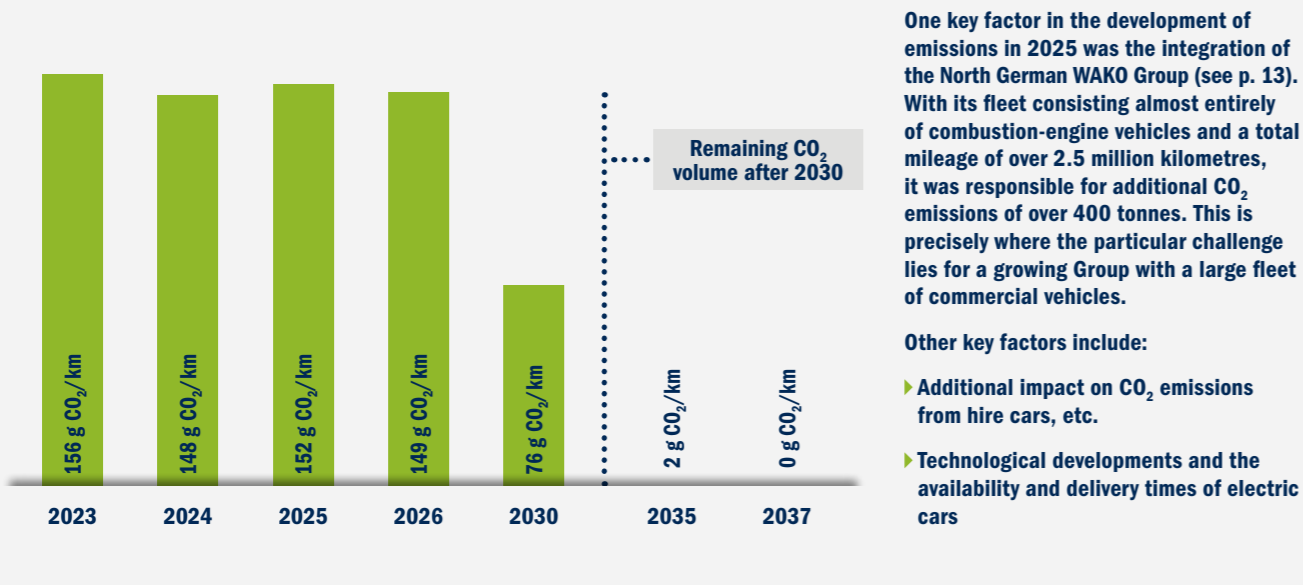


Sustainability in mobility

The expansion of electric mobility is having an impact



CO₂ development of total vehicle mobility



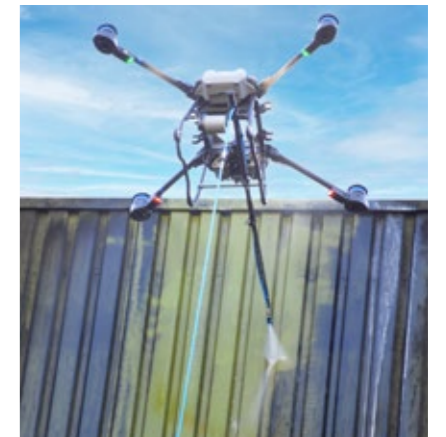
Green cleaning is the way forward

Use of cleaning drones reduces nitrogen oxide emissions

KÖTTER Cleaning has long relied on innovative technologies to make cleaning processes increasingly efficient and sustainable. their particular strengths in the areas of environmental and climate protection.

One increasingly important aspect in this regard is the targeted use of cleaning drones, which assist our qualified specialists with tasks such as those performed at great heights or in hard-to-reach areas. At the same time, these “flying helpers” are also promoting health and safety at work. Cleaning drones also demonstrate

This is illustrated, among other things, by the following pilot project: by eliminating the need for aerial work platforms as a result of using drones, nitrogen oxide emissions are reduced by roughly 90%. What’s more, operating a drone using green electricity is virtually carbon-neutral.



UV coating: no need for special cleaning, lower energy consumption



Preserving floors in an eco-friendly way rather than replacing them: KÖTTER Cleaning offers these benefits with its high-performance floor coating – KÖTTER Coating. It takes flooring to a whole new level in terms of quality and scores top marks from a sustainability angle, for example, by saving 95% in energy compared to laying a new floor.

rapidly in a very short time allows for floor refurbishment while operations continue – a significant advantage, in particular, in the logistics and manufacturing sectors.

Furthermore, the UV floor coating performs very well in terms of sustainability: as this particular floor coating can be maintained as part of routine cleaning, there is no need for the special cleaning procedures that are usually required for specific types of flooring.

This high level of performance has now been further enhanced by the addition of UV varnish, taking it to a whole new level. The ability to cure

Further sustainability initiatives

- ▶ **Water conservation:** by using energy-efficient appliances, we are making a significant contribution to reducing CO₂ emissions. Furthermore, water consumption has been further reduced thanks to state-of-the-art cleaning machines: over the last four years, this has resulted in savings of approximately 16 million litres.
- ▶ **Energy-saving ozone washing:** spotless results without any chemicals at a maximum of 40°C. This works perfectly when washing mop heads, cleaning cloths and similar items by enriching the water with ozone. The latter destroys bacteria, viruses and the like. The result: excellent hygiene with minimal energy consumption.
- ▶ **Climate-neutral bin liners:** KÖTTER Cleaning customers can also benefit from this sustainable product, which is made from recycled film – thereby further improving their environmental footprint, particularly in terms of routine cleaning.

igefa ingreen Report

KÖTTER Cleaning was delighted to receive the second ingreen Report, which sets out recommendations for sustainable and efficient services.



Managing Director Silke Krüger (right) and Anja Schenke, Head of Sustainability at igefa.

A high-performing team that stands out for its diversity, expertise and reliability

Our measures are influenced by the following UN sustainability goals, among others:



ROUGHLY **95%** OF THE KÖTTER TEAM ARE OPERATIONAL STAFF

MORE THAN **50%** OF ALL NATIONALITIES WORLDWIDE WORK HERE

AROUND **40%** INCREASE IN APPLICANTS BY 2025

BY OVER **15%** THE VOLUME OF VOCATIONAL AND CONTINUING TRAINING INCREASED

AROUND **25%** FEWER ACCIDENTS THAN THE COMMERCIAL SECTOR AS A WHOLE

For over two years, the KÖTTER Group has been running its employer branding campaign, KÖTTER United. And has done so with lasting success – as the award-winning campaign has been just as well received by the company’s own staff, as it has among job applicants (see chart). KÖTTER United embodies, in particular, the sense of cohesion within this long-established Group of companies. It makes the family business an employer of which the KÖTTER team is proud. It is precisely this image, therefore, that forms the core of the online campaign to recruit new staff members. Following the initial phase in 2023, which involved capturing photos of real employees in various workplaces from a selfie perspective, this concept has now been brought to life through corresponding employee videos. In short claims, they complete the phrase “I am KÖTTER and ...”, thereby conveying their own personal view of their employer’s strengths.

Curious? From mid-April, you’ll be able to access the videos directly here.

Note: you can read more about the internal initiatives through which the family-run business is constantly striving to become an even better employer on the following pages.

“KÖTTER United continues to impress job applicants”



A further 40% increase in applications in 2025 when compared with the previous year.

Be it on site at the properties or in the back office of our branches and head office – our staff give their all every day.

That is precisely why they deserve for us – as employers – to do everything in our power to improve even more. This guideline has received a further boost from the KÖTTER United employer branding campaign.

Our company invests heavily in all areas – from vocational training and tailored support for our own talent, to health and safety at work. The results are impressive. For example, our Group stands out as a leading training partner (see p. 14). The health and safety measures are having a similarly positive impact, and they are also helping our family-run business to position itself as a leader in our markets (see p. 15).

Another key pillar is the exceptional team spirit, which is why it also forms the core of the KÖTTER United brand. One example of this is the fact that last year roughly 1,000 employees celebrated work anniversaries (ranging from 10 to 45 years).

Key factors that boost staff retention and, at the same time, appeal to potential employees. This is underscored by the additional rise in the number of applicants in 2025 (see p. 12), meaning that the total number of applicants has more than doubled over the past two years.

“We will continue steadfastly along the path we have chosen to become an even better employer.”

Gunnar Dachrodt, Head of Human Resources at the KÖTTER Group

“We will, therefore, continue to pursue the path we have embarked upon with KÖTTER United towards becoming an even better employer,” explains Gunnar Dachrodt, Head of Human Resources at the KÖTTER Group. In addition to projects pertaining to shift planning and working hours, equipment and staff development, the focus is on the onboarding process. Firstly, this concerns the continuing opti-

misation of recruitment, hiring and induction processes. Goals: to present a consistent, professional image to the outside world across all areas of the business; to integrate new colleagues as quickly as possible; and to continuously improve internal efficiency through streamlined and largely digitalised processes. “This also includes regional and sector-specific features,” explains Mr Dachrodt.

Secondly, internal knowledge transfer remains a top priority in order to safeguard the expertise of long-serving employees and the specialist knowledge of those in key positions in the long term. This is an issue of great relevance, not least against the backdrop of demographic change.

At the same time, Mr Dachrodt is hoping for political support. “This applies, in particular, to the long-overdue reduction in red tape, which is especially important to us as a people-focused service provider.”

An impressive Aviation Security Team



Further recognition of KÖTTER Aviation Security’s quality: following a Europe-wide tender,

the company has been awarded a contract by Flughafen Berlin Brandenburg GmbH to provide comprehensive security and service operations at Germany’s third-largest airport. These include checks on staff and goods (of airport staff, suppliers/contractors, crews, etc.), as well as boarding pass checks (for all passengers), access controls and patrols. The new contract begins on 1 June.

With this contract award, Flughafen Berlin Brandenburg GmbH is continuing its partnership with KÖTTER Aviation Security, which has been in place since summer 2024. “I would, therefore, like to pay special tribute to our Aviation Security Team at BER,” said Managing Director, Andreas Kaus.

Integration safeguards jobs

With the acquisition of the North German company STuK Sicherheitstechnik GmbH, the KÖTTER Security Group has further bolstered its position in the fields of technical security solutions and technical fire protection. Simultaneously, Germany’s largest family-run security firm expanded its operations in the Rhine-Neckar region and in the field of transport security by integrating the contracts and staff of DS Security GmbH.

At the same time, the integration of the WAKO Group was completed: since 1 January 2026, the security services provider – which boasts strong roots in northern Germany – has been operating under the KÖTTER Security brand. The rebranding marks the final stage of the takeover, which took place in October 2024. For the 800+ employees, this change amounts to nothing more than a name change. There will be no changes for customers either.

Training & staff development

Targeted support for young talent sets new standards

With 250 vocational apprentices across the country, the KÖTTER Group reaffirmed its position as a promoter of talent in 2025.

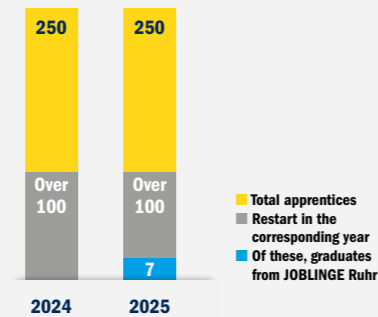
In 2025, two former apprentices – Margarita Basorin and Clarissa Gutt-korn – were among the top graduates of the Chamber of Commerce and Industry (IHK) for Essen, Mülheim an der Ruhr and Oberhausen. They had previously shortened their apprenticeship as office administration assistants by six months and passed their exams with “distinction”.

Margarita Basorin is now assisting with the administration of the Emergency and Service Control Centre in Essen, while Clarissa Gutt-korn is strengthening the Project Manage-

ment Team in KÖTTER Security's Sales Department.

In addition, the family-run business is a strong supporter of the initiative “JOBBLINGE Ruhr” (see p. 19). In 2025 alone, seven graduates from the initiative began their apprenticeships at KÖTTER (see chart).

Strong training partner



Clarissa Gutt-korn (left) and Margarita Basorin.

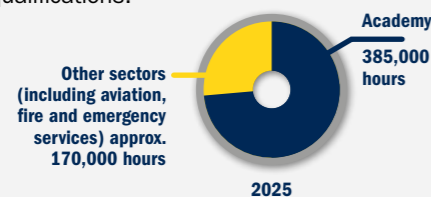


Since JOBLINGE Ruhr was launched in 2012, 33 apprenticeship places have been provided

A guarantee for sustainable further training

With over 550,000 hours of training and professional development for its own staff and employees of its clients, the KÖTTER Group has once again underscored its role as a guarantor of quality and a driving force for sustainable staff development in 2025.

The cornerstone of this undertaking is the KÖTTER Academy, which accounts for a large proportion of the training programme mentioned above. The portfolio offers suitable solutions to deal with everyday workplace challenges (such as conflict management and building personal resilience), as well as for high-standard requirements, for example, in the areas of critical infrastructure and fire safety. The promotion of e-learning as a flexible and efficient form of vocational training for employees and businesses is steadily gaining ground, for example, in the form of 100% digital training courses for the “Safety and Security Specialist” or “Emergency and Service Control Centre Specialist” qualifications.



Knowledge transfer taken to a whole new level



“Because further education can be so much more”: True to this motto, the MILE (Multimedia Interactive

Learning Environment) platform takes staff development and digital learning to a whole new level. In addition to the technical infrastructure, companies and organisations receive in-house, extensively researched learning content that guides their staff through relevant topics such as health and safety and mental health, data protection and cyber security, or the use of AI in everyday work in a practical manner.



Learning pathways in six languages: German, English, French, Dutch, Polish and Spanish

The multimedia-based learning pathways are designed to be interactive, and can be flexibly adapted to the specific organisation and target group using three modular customisation packages.

Health, solidarity & more

Cancer diagnosis: the KÖTTER family pulls together to get through a difficult time

A cancer diagnosis comes as a shock to any family. This is also the case for Katharina and Pascal Kreis, Branch Manager and Administrative Assistant at KÖTTER Cleaning in Hanover and Magdeburg respectively. Their 13-year-old daughter Anna was diagnosed with lymph node cancer in 2025. From one day to the next, visits to the doctor and stays in hospital dominated events. At the same time, family life should carry on as normally as possible – especially for the sake of their second, younger daughter.

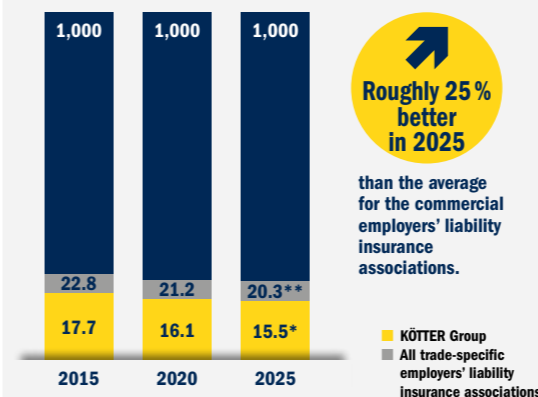
The fact that this was made a reality is down to the support of our colleagues – both on site and across our nationwide network of offices. This allowed the couple to tailor their working hours to their family's needs and enabled Pascal Kreis to work entirely remotely. “The flexibility and consideration took the pressure off us – just as much as the fact that we never had to explain ourselves.” “We'd like to say thank you for that!” said the Kreis family, who are now delighted with their daughter's progress in her recovery.



Katharina and Pascal Kreis in 2025 with their daughters Anna (left) and Viktoria.

Health and Safety at Work: Prevention pays off

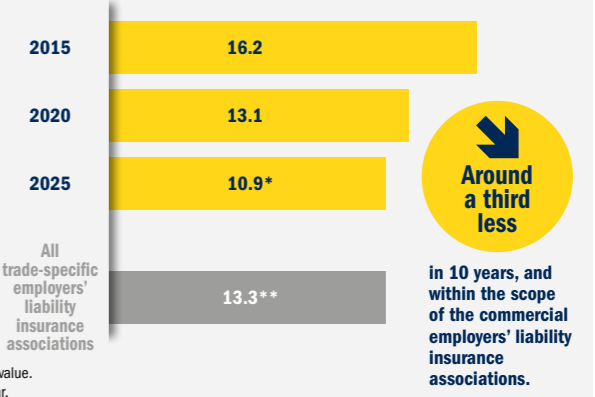
Accident rate (work-related accidents per 1,000 employees) KÖTTER Group



Roughly 25% better in 2025

than the average for the commercial employers' liability insurance associations.

Accident rate (work-related accidents per 1 million working hours), KÖTTER Group



Around a third less

in 10 years, and within the scope of the commercial employers' liability insurance associations.

Further activities & goals

➔ **Mental health:** in addition to the prevention measures mentioned above, the mental health of one's own employees is also of key importance. Here, we provide support through respectful treatment and transparent communication, as well as in the form of specific support programmes designed to promote mental health or provide acute psychological intervention in crisis situations.

➔ **Work-life balance:** striking the right balance between work and private life is a top priority. As a modern organisation, we are advancing this through measures such as hybrid working models, which enable employees to work remotely wherever their role allows. At the same time, efforts are being made to optimise work processes – including shift planning for industrial staff.

➔ **Ongoing dialogue:** within our open culture of dialogue and feedback, annual staff appraisals – conducted in person and, increasingly, online – form a key pillar in this endeavour. These promote dialogue, support the personal development of individual employees and are, therefore, continually improved.

➔ **Tolerance and diversity:** every member of staff spanning our 116 different nationalities should feel respected, regardless of their background, gender, age, religion, beliefs, disability, sexual orientation or gender identity. Our equality and anti-discrimination officers play a key role in this.

Helping is a matter of the heart – because only by standing together can we build a future

Our measures are influenced by the following UN sustainability goals, among others:



Helping from the heart: this is the motto under which the KÖTTER Group supports social and community initiatives. For the organisations themselves, it is the act of kindness that counts – but on a broader societal level, social responsibility enables us to achieve so much more: to strengthen solidarity, create new opportunities and, as a community, rise above our own limitations.

This is primarily because our family business is committed to putting sustainability into practice here too. This means that, rather than pursuing one-off collaborations, we aim for long-term partnerships – while always keeping in mind the tangible impact, i.e. the positive effect of the measures in question on society or specific groups.

The success of this approach is particularly evident in the support

provided to the “muTiger” Foundation, which promotes a spirit of civic courage and is celebrating its 15th anniversary, and to the “JOBBLINGE” initiative, which has to date helped nearly 2,500 young people find vocational apprenticeships in the Ruhr region alone (see pp. 18–19).

Health, education and diversity
The belief that this support serves both the common good and the fulfilment of small personal dreams is, as it were, the driving force behind their wide-ranging further involvement. The focus is, among other things, on promoting education, diversity and health:

► **Education and training:** Education and training: the education and training sector is characterised by significant shortcomings. In order to

provide the right impetus, the Group actively promotes dialogue between schools and industry, for example, through its participation in the “Dialog mit der Jugend” (“Dialogue with today’s youth”) initiative – thereby also acting as a bridge to future vocational training (see p. 14).

► **Diversity:** our commitment to diversity, to which we feel particularly bound as signatories of the “Diversity Charter”, further underscores how we can make a positive difference. The issue of “inclusion” is a high priority, partly through our collaboration with organisations supporting people with disabilities.

► **Health:** the most important thing in life. Accordingly, our Group is also actively involved in this field, and has been supporting the Essen University

Hospital Foundation for the past 15 years, amongst other initiatives. In doing so, we help to drive forward research of the highest standard, thereby advancing both treatment and prevention options in equal measure. We are also committed to providing patient care that goes beyond basic medical treatment and focuses on the individual patient. In addition, the “Leben” Foundation was another healthcare organisation to benefit from KÖTTER’s involvement (see below).

Involvement in associations – globally
Only those who get involved can make a difference: this principle also guides our work with leading associations. In this country, this involves not only involvement in the key industry associations for security, cleaning, staffing and facility management services, but also

maintaining a keen presence in leading business, industry and research networks (more information here).

We also cast our gaze beyond Germany. This is because the EU is having an increasing influence on ever more areas of life, and trends in other parts of the world often foreshadow future developments in Europe.



Against this backdrop, Board member Friedrich P. Kötter is actively involved, for example, as a Board member of the International Security Ligue, which admitted KÖTTER Security as the first German company to join almost 40 years ago, and as first vice-presi-

dent of the Confederation of European Security Services (CoESS), thereby bringing important issues to the fore:

► At the Ligue General Assembly – which took place last autumn in New York – particular emphasis was placed on the global shortfall in the protection of critical infrastructure.

► At the same time, at its most recent Annual General Meeting in Brussels, CoESS once again emphasised that private security service providers are more important than ever for Europe’s resilience.

Future goals
Making society a better place to live in, while at the same time promoting, for example, security, resilience and growth: this is what the KÖTTER Group will continue to strive for in the future.

Sport & Health: Fit for a good cause

Rowing and running events promote fitness and health, and they are also great for having fun and building team spirit. Values to which the KÖTTER Group feels a strong connection.

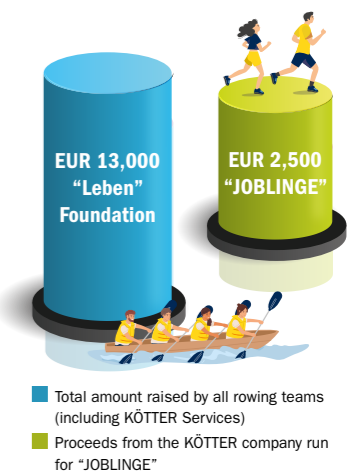
This is illustrated by events taking place in the Ruhr region in the summer of 2025:

► **“Rowing Against Cancer”:** KÖTTER employees took part in the charity regatta on Lake Baldeney in Essen with seven boats. As well as achieving sporting success, they also championed the “Leben” Foundation.

► **Essen Company Run:** almost 15,000 sports enthusiasts from nearly 600 companies took part in the 16th edition of the event – including over 60 runners from our branches in the Ruhr region. As well as sport and fun, the focus here was also on a good cause – this time in aid of “JOBBLINGE”.



For the past 20 years, the “Leben” Foundation has been organising charity regattas – for example, on Lake Baldeney in Essen, featuring teams such as KÖTTER.



At the end of the Essen Company Run, the KÖTTER team presented a cheque to “JOBBLINGE”.

“Civic courage is a fundamental building block for successful coexistence”

Civic courage can be learned: this guiding principle inspired the KÖTTER Group and the Rhine-Ruhr Transport Association (VRR) to establish the “muTiger” Foundation 15 years ago. In this interview, CEO Kilian Schäfer takes stock of the situation and looks to the future.



Kilian Schäfer, Chairman of the “muTiger” Foundation.

Many people feel that society is becoming increasingly aggressive and brutal. Is that an accurate picture? Kilian Schäfer: as well as objective safety, this is specifically about each and every individual’s subjective sense of safety. Serious crimes committed in public spaces, which attract a great

deal of public attention, are a particular cause for concern for many members of the public. Politicians, security authorities and civil society must continue to address this issue in a sustained manner. However, it remains important to keep the discussion objective at all times.

“Our training programmes are our greatest asset.”

Kilian Schäfer

deal of public attention, are a particular cause for concern for many members of the public. Politicians, security authorities and civil society must continue to address this issue in a sustained manner. However, it remains important to keep the discussion objective at all times.

They are committed to promoting greater civic courage. A triumph in the making, or a Herculean task? Schäfer: a successful project! Consequently, “muTiger” brings just as much joy to me and my team as it does to

our donors, partners and course participants. Of course, there are always new challenges, but we don’t let them get us down. We are stepping up our efforts because we are convinced that everyone can act courageously and responsibly. After all, civic courage is a fundamental building block for successful coexistence in society.

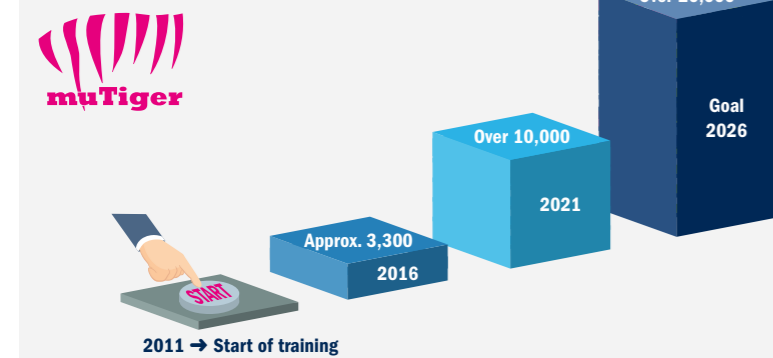
Schäfer: early intervention has multiple benefits here too. It teaches children and young people to act mindfully, resolve conflicts constructively and take responsibility. This helps to foster a positive school environment and, ideally, has a lasting impact. The “muTiger” School serves as a model – a pilot project funded by the RAG Foundation at the “Am Stoppenberg” grammar school, which is run by the Diocese of Essen.

What exactly does your strategy involve? Schäfer: our training programmes are our greatest asset. The Foundation has developed training programmes that are unique in Germany, in which more than 18,000 citizens have already taken part. They teach how to act prudently, defuse conflicts and take responsibility – skills that can save lives.

What are the key priorities for the future? Schäfer: the focus is on further expanding our training programmes and involving more teachers as advocates. In other words, we equip them to run muTiger training sessions independently and provide ongoing support.

Schools have become an increasingly important component of this. Why? www.mutiger.de

Total number of participants over a five-year period



Would you like to make a donation too?

Instead of giving gifts to customers, KÖTTER Services once again supported a charitable organisation at Christmas through “muTiger”. Would you like to make a donation? “muTiger” Foundation Sparkasse Gelsenkirchen IBAN: DE25 4205 0001 0101 3131 01 Purpose: Donation to the “muTiger” Foundation

Giving hidden talents a real chance

The mismatch in the apprenticeship market persisted in 2025: whilst tens of thousands of young people were unable to find an apprenticeship, just as many apprenticeship places remained unfilled.

than eight out of ten participants were placed in training. A new record high (see chart).

“I am proud of my team, which has achieved a fantastic result with the support of our partners,” explains Managing Director, Raphael Karrasch. “We’ve been able to open up new opportunities for so many young people, while actively helping to tackle the skills shortage.”

its proven “Impact Strategy”. This means, among other things, ensuring smooth transitions from school to the vocational training system, and continuously monitoring the impact of our own projects.

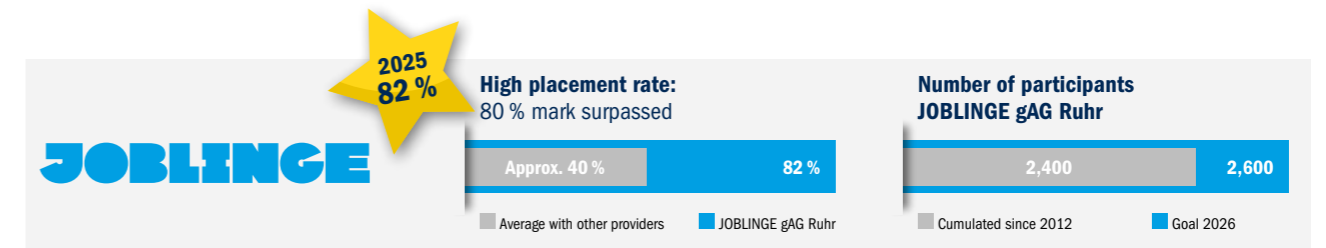
“We’re staying on the ball – because in the Ruhr region alone, tens of thousands of young people are neither in training, employment nor at school,” says Karrasch. “Untapped potential that we cannot afford to ignore.”

The “JOBLINGE” initiative, which is spearheaded in the Ruhr region by the RAG Foundation and the KÖTTER Group, demonstrates how to bring job seekers and employers together whilst also offering genuine opportunities to hidden talent.

“JOBLINGE” will continue to pursue this approach consistently, building on

The latest evidence: in 2025, more

www.joblinge.de



Acting courageously in the face of fires

Two dramatic incidents have served as a prime example of what dedicated security personnel are capable of.

dedication. Without hesitation, he helped with the evacuation and brought several patients to safety.

During the night of 1 June 2025, a serious fire broke out at a hospital in Hamburg. Three people lost their lives, and others were injured. In the midst of all this, our colleague Jurgen Mile showed exceptional

Just a few days earlier, a fire had broken out in the cold store of an industrial company in Hamburg. Thanks to the swift action of our colleagues in the in-house fire brigade, a production stoppage was avoided.

Keeping out the cold

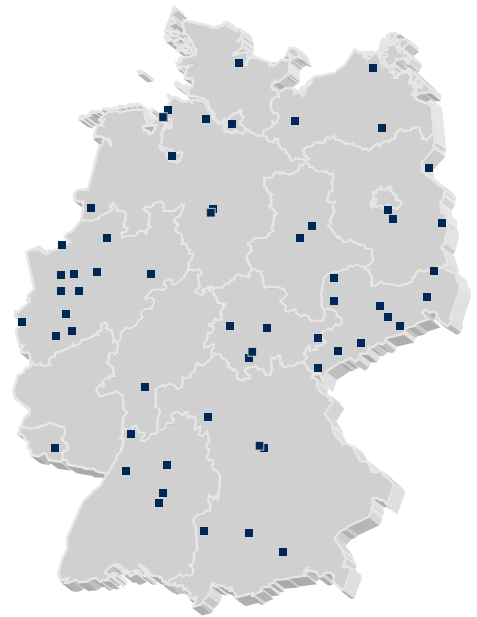
In mid-January, KÖTTER Security supported the charity “Die Bremer Suppenengel e.V.”: the family-run business donated 500 high-quality, nearly new winter parkas to the charity, which distributed them to homeless people and others in need. Whilst most people were able to stay warm at home, the cold snap hit the homeless particularly hard.

Our other partner initiatives

www.universitaetsmedizin.de |
 www.uni-wi.de |
 www.charta-der-vielfalt.de |
 www.franz-sales-haus.de |
 www.gse-essen.de |
 www.cjd-nrw-nord.de

KÖTTER Services in Germany

Aachen	Frankfurt (Oder)	Neu-Ulm
Augsburg	Fürth	Nuremberg
Berlin	Geestland	Oberhof
Bitterfeld	Gera	Plauen
Bonn	Hamburg	Rhede
Bremen	Hannover	Riesa
Bremerhaven	Heilbronn	Saarbrücken
Büren	Hoyerswerda	Schoenefeld
Burg	Karlsruhe	Schüttorf
Chemnitz	Kiel	Schwedt
Cottbus	Cologne	Schwerin
Dortmund	Langenhagen	Stade
Dresden	Leinfelden-Echterdingen	Stralsund
Düsseldorf	Leipzig	Stuttgart
Duisburg	Magdeburg	Suhl
Eisenach	Mannheim	Würzburg
Erfurt	Meißen	Wuppertal
Essen	Munich	Zwickau
Euskirchen	Münster	
Frankfurt am Main	Neubrandenburg	



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