



# STEINWAY & SONS

Hamburg / November 3<sup>rd</sup>, 2023

## To whom it may concern

In this letter we describe our ongoing efforts at the Steinway & Sons factory in Hamburg, Germany, to produce in an environmentally friendly und sustainable manner.

Since the beginning in 1880, grand and upright pianos have been manufactured in our factory in Hamburg, Germany, mainly by hand. These instruments outlast generations and regular maintenance and care provided, can be enjoyed for many decades. The resources used at the beginning of the production are therefore on purpose selected in the prospect of product longevity.

Our instruments are exclusively made from solid wood, of which we select each individual board personally at our trusted wood suppliers. We maintain long-term partnerships with our suppliers and we voluntarily buy certified, sustainably harvested lumber wherever possible. This means, depending on the intended use when building the instrument, we use regional woods and only buy supra-regional woods for very special purposes. We are currently actively working on several projects that will further increase our use of regionally grown woods.

Regarding the wood purchasing process, we also would like to point out that we of course comply with legal regulations resulting from CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora) as well as EUTR/EUDR (European Timber Trade Surveillance Act resp. European Union Deforestation Regulation) and can also provide proof of this for our suppliers. Our adherence to EUTR/EUDR has for instance been recently checked by the federal agency for agriculture and food.

Unlike other companies, we have an enormous vertical range of manufacture. From the tree trunk to the sawmill, to keyboards and mechanical parts from our own suppliers, to the in-house production of parts and assembly, we have the vast majority of production steps under our own control. This means that information from our supply chain and topics such as quality management, environmental protection and sustainable production is not only available in paper form, but we can also directly influence our subsidiaries.

For example, an activated carbon filter device has been recently implemented together with a completely new production building for lacquer application (mostly used for polyester application for the instrument surface finishing). This filter reduces approx. 95% of the solvent emitted during the lacquer application process. This results in a significantly lower emission than stipulated as thresholds by law which official measuring has meanwhile already confirmed.

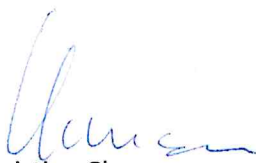
At our production site in Hamburg, we comply with all legal requirements for environmental and health protection and monitor this through our own occupational safety specialists. In the course of inspections by the employer's liability insurance association, the environmental authority or the office

for occupational safety, we are regularly certified as exemplary in our compliance with laws and regulations.

For heat generation, we mostly use renewable materials and even produce electricity in a new block-type thermal power station. In recognition of our investment on modern machinery and equipment, we were appointed a member of the „UmweltPartnerschaft Hamburg“ (Environmental Partnership Hamburg) by the Hamburg Senate for Environment and Energy already in 2017 and this status has been renewed in 2022.

We will gladly answer any further questions you may have, about our products or production methods.

Kind regards,



Christian Clausen  
Director Production



Michael Zelaß  
Director SCM & Services

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