

THINKING  
ABOUT



TODAY



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# TAKKT — THINKING ABOUT TOMORROW TODAY

## SUSTAINABILITY REPORT 2019

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—> **For the first time, TAKKT is integrating the Sustainable Development Goals as guidelines for our sustainability efforts. The SDGs will guide TAKKT for several years, as we believe our sustainable practices will pay off over the long term.**

➤ <https://www.takkt.de/en/sustainability/>

### Management Board

**FELIX A. ZIMMERMANN,**  
CHAIRMAN OF TAKKT AG

**CLAUDE TOMASZEWSKI,**  
MEMBER OF THE MANAGEMENT BOARD, CFO

**HEIKO HEGWEIN,**  
MEMBER OF THE MANAGEMENT BOARD





## Letter from the Management Board

## —→ LADIES AND GENTLEMEN,

In the current year under review, TAKKT was able to achieve the goals it set for itself for 2019. Once again, good progress was made in all six focus areas. We have already fully achieved some of the goals we had set for the end of 2020.

Global warming is the most important issue of the 21st century. As a retail company, TAKKT assumes a significant level of responsibility. Our largest sales company in Europe, Kaiser+Kraft Germany, is the first major B2B direct marketing company to have a fully balanced carbon footprint: Kaiser+Kraft Germany's operations have been carbon-neutral since 1/1/2018, followed by those of Kaiser+Kraft Switzerland since 1/1/2020. We have also been successful in implementing additional ISO certifications, with three companies certified in accordance with ISO 14001 and three with ISO 14064 for 2019.

TAKKT regularly informs its stakeholders about how corporate responsibility is perceived. We wholeheartedly believe that sustainability generates competitive advantages across all stages of the value chain and enhances company value over the long term.

TAKKT has drawn up the expectations of the stakeholders and the challenges specific to the business model with respect to sustainability and categorized them according to six focus areas. Specific measures and goals have been formulated for each focus area and built into the group's management system. By incorporating these principles at the organizational level, solution approaches are developed at all points of the value chain that increase company success over the medium to long term.

Sustainability and profitable growth are not mutually exclusive – they go hand in hand. The company has therefore established sustainability activities in six focus areas as part of the corporate strategy.

TAKKT has adopted the goal of expanding its position as a role model and pioneer for sustainability in its industry by the end of 2020. We consider sustainability to be an integral part of long-term company success. Therefore, we do not want to rest on our laurels but instead will push ahead with our activities with this as our foundation.

**“Sustainability  
and profitable growth  
are not mutually  
exclusive – they go  
hand in hand.”**



Letter from the Management Board

For the first time, TAKKT is integrating the Sustainable Development Goals (SDGs) as guidelines for our sustainability efforts. The SDGs will guide TAKKT for several years, as we believe our sustainable practices will pay off over the long term.

Not all 17 SDGs are equally relevant for all companies, which is why TAKKT has selected and prioritized those that are relevant for itself. Four SDGs have been identified as especially relevant for the core business:



**SDG 05 — Gender Equality**

“Achieve gender equality and empower all women and girls.”

**SDG 12 — Responsible Consumption and Production**

“Ensure sustainable consumption and production patterns.”

**SDG 13 — Climate Action**

“Take urgent action to combat climate change and its impacts.”

**SDG 17 — Partnerships for the Goals**

“Strengthen the means of implementation and revitalize the global partnership for sustainable development.”

In the current year under review, the sustainability report will give voice to female employees alone for the first time, which we view as a commitment to diversity. From the perspective of their business unit, each of them will present one of the SDGs relevant for TAKKT.

A stakeholder dialogue is organized to develop the sustainability strategy for every four years after 2020, as was done in 2012 and 2016. The stakeholder dialogue is an instrument for structuring a dialogue process between company representatives and all relevant stakeholders, it serves to collect information about stakeholder interests and claims, and it provides information about the company’s sustainability activities. The findings and results of the stakeholder dialogue are summarized with the aid of a materiality analysis. The materiality matrix displays key sustainability topics in relation to their relevance to the surveyed stakeholders and to company success. During the process of developing the sustainability strategy for after 2020, the four SDGs relevant for TAKKT will be assessed, with additional SDGs possibly added.

Stuttgart, March 2020

FELIX A. ZIMMERMANN  
(CHAIRMAN OF TAKKT AG)

HEIKO HEGWEIN  
(MEMBER OF THE  
MANAGEMENT BOARD)

CLAUDE TOMASZEWSKI  
(MEMBER OF THE  
MANAGEMENT BOARD, CFO)



Part 1

# SUSTAINABLE DEVELOPMENT GOALS





Sustainable Development Goals



# THE UN'S 17 SUSTAINABLE DEVELOPMENT GOALS

Between 2000 and 2015, the Millennium Development Goals offered important guidelines for development activities. In 2015, the United Nations adopted the 2030 Agenda for Sustainable Development, which is designed to bring about peace and prosperity for humanity and the planet.



The 2030 Agenda centers around the **17 Sustainable Development Goals** and their 169 targets, which serve as guidelines for a life of dignity for all. The goals make it clear that ending poverty and other deprivations must go hand in hand with strategies that improve health and education, reduce inequality, and spur economic growth.

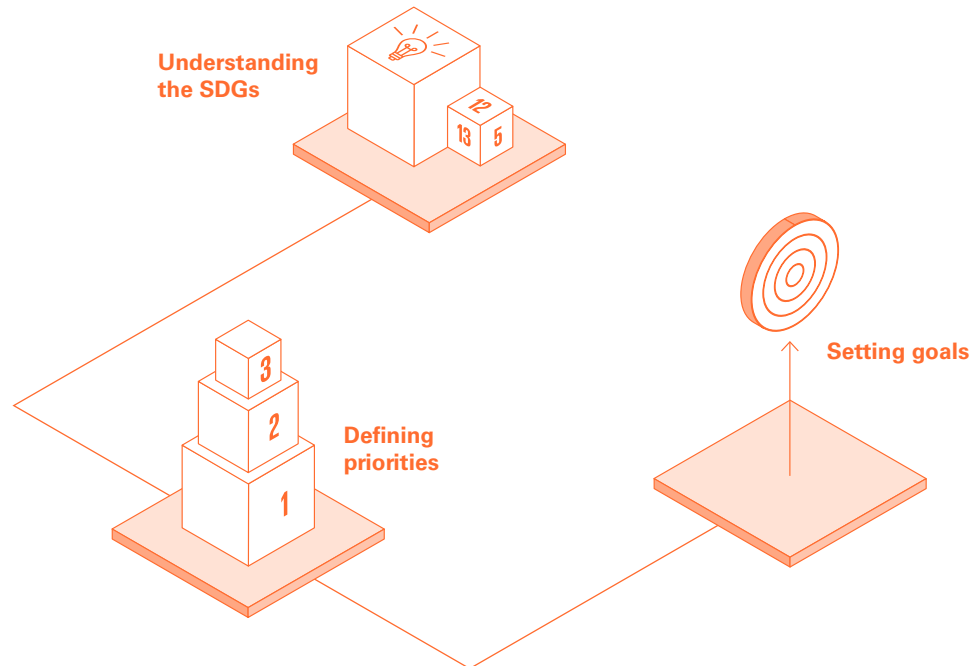
Each goal falls under at least one of the following categories: people, planet, prosperity, peace, and partnerships. These goals cover an extensive spectrum of topics within the three dimensions of sustainability (economic, environmental, and social). The SDGs address all countries, civil society, and the private sector.



Sustainable Development Goals

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# TAKKT SDG WORKSHOP



—> During a workshop in November 2019, employees from an incredibly broad range of areas came together to compile a list of the SDGs that are relevant for TAKKT. The SDG Compass represents guidelines for company activities associated with the SDGs and served as a manual for introducing the SDGs at the company.

### Step 1 — Understanding the SDGs

In the first step, it is important for companies to get acquainted with the SDGs so that they can understand the associated opportunities and their corporate responsibility.

### Step 2 — Defining priorities

In the second step, companies define priorities, which in turn allows them to establish targeted measures and thus benefit from the opportunities and challenges of the SDGs. Companies approach the SDGs strategically by documenting the current and potential positive and negative impacts of their company activities on the SDGs along the value chain.

### Step 3 — Setting goals

Goals are defined directly on the basis of the results of the impact analysis and the prioritization, which serves to ensure good performance.

The SDG Compass also features two additional steps that were not covered in the workshop: Step 4 – Integrating, and Step 5 – Reporting and communicating. TAKKT will deal with this in the follow-up process.





## —→ SDG 05

**GENDER EQUALITY**

**Gender equality is not only a fundamental human right, but it is also part of the basis for a peaceful, prosperous, and sustainable world.**

TAKKT would like to boost its positive impact in the area of social sustainability and increase its focus on the topic of diversity. Relevant indicators include the percentage of women in top management positions. TAKKT signed the Diversity Charter last year to underline this topic. In the future, we want to intensify our efforts in this area.

→ see interview regarding SDG 05 on p.11

## —→ SDG 12

**RESPONSIBLE CONSUMPTION AND PRODUCTION**

**Among other things, this means promoting resource and energy efficiency as well as a sustainable infrastructure. It is also about offering access to basic care, eco-friendly and dignified jobs, and a higher quality of life. This in turn helps to realize development plans, lower future costs, boost economic competitiveness, and reduce poverty.**

This goal addresses the economic and environmental dimensions of sustainability. TAKKT assumes responsibility for the entire life cycle of the products, from procurement and use to the disposal of materials and packaging. Indicators include the share of sourcing volume from certified suppliers and the share of sales from sustainable product ranges.

→ see interview regarding SDG 12 on p.15

## —→ SDG 13

**CLIMATE ACTION**

**Climate change affects everyone everywhere. Sea levels are rising, weather events are becoming more and more extreme, and greenhouse gas emissions are higher now than they have ever been in history. Climate change is a global challenge and does not recognize national borders, which is why solutions need to be coordinated on an international level and everyone needs to get involved.**

Reducing CO<sub>2</sub> emissions is a major issue in environmental sustainability. When it comes to reducing emissions, TAKKT focuses on the areas with the greatest potential for savings or development. Modern environmental and energy management systems and the corresponding certifications are part of the high standards that the company demands of itself and its business partners along the entire value chain. The carbon footprint is calculated for key companies every other year. Two Kaiser+Kraft companies already boast 100% carbon-neutral operations.

→ see interview regarding SDG 13 on p.18

## —→ SDG 17

**PARTNERSHIPS FOR THE GOALS**

**A successful agenda for sustainable development requires partnerships between governments, the private sector, and civil society. These integrative partnerships are based on principles, values, an overarching vision, and shared goals that focus first and foremost on people and the planet.**

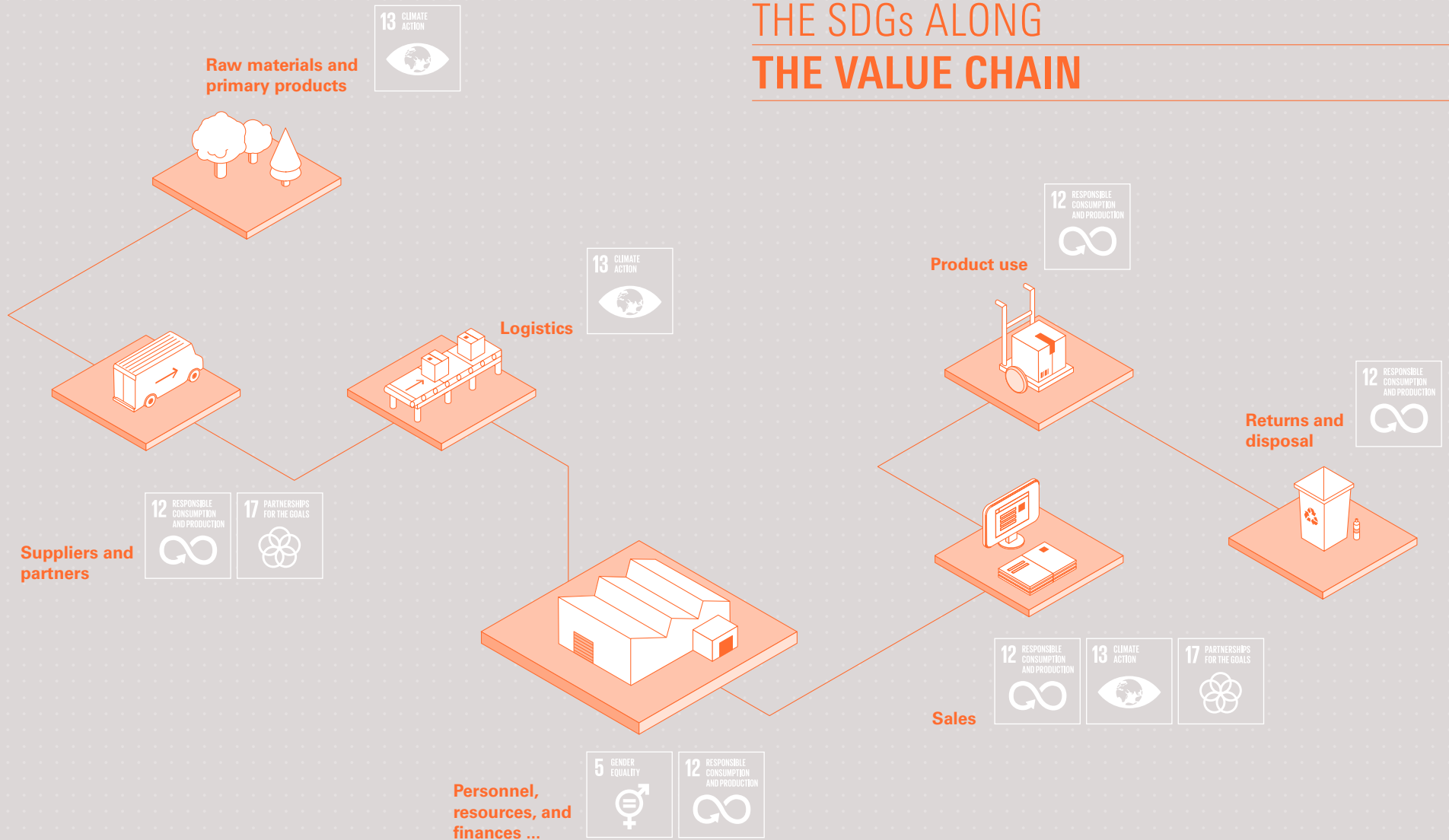
TAKKT has starting points for this goal in all three dimensions of sustainability – economic, environmental, and social – with particular attention paid to the focus area of society. As part of society, TAKKT sees itself as a driver of social involvement and increasingly supports local activities. Active involvement in social projects comes from the employees who provide on-site support.

→ see interview regarding SDG 17 on p.22



Sustainable Development Goals >>>>>>>>

# THE SDGs ALONG THE VALUE CHAIN



SDG 05 — Interview

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## SDG 05 — GENDER EQUALITY

—> Achieve gender equality and empower all women and girls.

**Please introduce yourself. What's your role/function within the company? In which area are you working?**

As Chief Digital Officer and part of the Management Board, I'm in charge of the digital agenda strategy and its implementation in all areas of the company. I'm also responsible for the e-commerce, business intelligence and operational excellence, marketing, and PMO digital agenda segments.

**What sort of support did you receive on your path to becoming a top executive?**

I had three forms of support along the way. First of all, I had the good fortune of experiencing direct supervisors throughout my career, who were true role models in terms of management behavior. Second, I was frequently given opportunities to prove myself in projects or with challenging issues and to develop along the way. Third, I was always proactive when it came to my personal development and still benefit from valuable training courses to this day. >

**Elke Katz**

CHIEF DIGITAL OFFICER (CDO)  
RATIOFORM GROUP  
GERMANY





### Were there any noteworthy obstacles or advantages?

Ever since my degree course in industrial engineering, I've been used to being one of the few women working in an environment dominated by men. Even as students, we were already treated differently by our professors. I learned early on that you often have to go the extra mile to be successful.

In our professional lives, every "young executive" needs a little time to gain assurance and confidence in their management role. Female executives also need to master the art of remaining true to their own strengths and adapting as required to survive in all-male environments. It didn't hurt my knowledge about motorcycles and cars. I could probably count the number of advantages as a woman on one hand.

### How high is the percentage of women in top management positions at the Ratioform Group? (as of December 31, 2019)

The percentage of women for the Ratioform Group is 33%, which is not bad in the TAKKT Group.

### What measures do the Ratioform Group take to ensure women and men have the same opportunities?

From my personal experience, I know that balancing family and career is a key component of equal opportunity, which is why we have promoted a variety of initiatives that make this possible. These range from the flexibility to work from home and part-time management positions to childcare and family-friendly scheduling, meaning there are generally no appointments after 6 p.m.

**"Female executives also need to master the art of remaining true to their own strengths and adapting as required to survive in all-male environments.**

**On the one hand, women often focus extensively on fulfilling their responsibilities and invest too little time in marketing themselves. On the other hand, the interpersonal approaches and communication styles typically associated with women are in some cases less likely to be accepted in male-dominated areas, making a good dose of perseverance essential."**



Elke Katz

We also work with mentors to cultivate and support talent. But I don't see equal opportunity as relevant for women alone. We need to make every effort to promote diversity in all areas. We also embrace equal opportunity in our salary development.

### What can be done to make top management positions more accessible to women?

I think it's a good idea to support young female graduates as they begin their career and as they develop professionally. It's my experience that many well-educated young women join the company once they've completed their degree course. Unfortunately, very few make it to the top management levels for two primary reasons: On the one hand, women often focus extensively on fulfilling their responsibilities and invest too little time in marketing themselves. On the other hand, the interpersonal approaches and communication styles typically associated with women are in some cases less likely to be accepted in male-dominated areas, making a good dose of perseverance essential. We currently have several positive examples of female students in combined study programs who have proven themselves in roles with significant responsibility, including in male-dominated areas such as IT.

### Are the recruiting processes designed to be objective?

Our recruitment process requires the input of at least two people. Each selection group consists of the supervisor and one HR contact at the very least. HR acts as a consultant and can, if required, pass the decision on to the appropriate member of management. But in the case of management positions, we also always invite the most important partners to the interviews. >

**“Every employee is responsible for their own development, which we support to the best of our ability.”**

Elke Katz



#### How does the Ratioform Group nurture talent?

Nurturing talent begins with a culture of trust in which we can provide our employees with more responsibility and they have a chance to prove themselves. Exciting projects and tasks offer a good development environment in which to become visible. We have also enrolled talented employees in the Corporate Digital Intrapreneur/Entrepreneur (CDI/CDE) Program for rotation throughout the Group.

However, regular reflection and prompt feedback on performance and the desired conduct in accordance with our brand and the TAKKT core behaviors are necessary. This dialogue results in development measures, which can range from training, coaching, and conference participation to learning videos and job shadowing. Every employee is responsible for their own development, which we support to the best of our ability.

#### How diverse would you say the company is as a whole?

These days, the various review sites confirm that Ratioform has a good mix in terms of diversity. In addition to the advancement of women, this also applies to older employees and people with disabilities and from other countries. I experience a high level of acceptance of other cultures here. One challenge in a variety of areas continues to be a language barrier due to a lack of English skills, which I think needs to be remedied to improve collaboration within the Group.

#### From your perspective, does diversity contribute to positive cultural change?

In an increasingly complex world, it is often the case that issues can only be solved in interdisciplinary project teams. We need many different perspectives and skill sets, which increasingly makes diversity all the more important.

#### Which issues related to gender equality should be pursued in the future?

We at TAKKT are dedicated to focusing on the customer and monitor our efforts with key figures related to customer satisfaction. Statistically speaking, the share of women in the population is just over 50%, so it's only logical for us to want to meet the requirements of female customers and purchase managers and do so with a higher share of female executives and employees. The Management thus needs the will and attention to develop a concrete scheme for identifying, developing, and retaining female potential at the company and increasing the attractiveness of TAKKT for new female employees. Haniel's new "Alleta" women's network is a good start. Mentoring and targeted employer branding measures are also suitable tools for supporting the long journey from new job to upper management. These are indispensable in the all-out battle for the best "brain resources" in the job market. Just do it! <



SDG 05 — Additional Highlights

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# DIVERSITY CHARTER

—> TAKKT signed the charter for diversity in the working world in 2019. **By implementing the Diversity Charter, we want to create a work environment that is free from prejudice. All employees should feel appreciated, regardless of their gender, nationality, ethnic origin, religion or worldview, disability, age, sexual orientation or identity.**

Embracing and appreciating diversity has a positive impact on society in Germany. **In 2020, we will be taking part in the German Diversity Day for the first time to raise awareness of the topic.**

—> The charter will allow us to:

## ORGANIZATION CULTURE

— Maintain a corporate culture **based on mutual respect and appreciation of each individual**. We will create the conditions for ensuring that both supervisors and employees recognize, share, and embrace these values. Executives and supervisors will have a special responsibility in this process.

## HR PROCESSES

— **Assess our HR processes** and ensure that they accommodate the diverse range of abilities and talents of all employees and **meet our standards**.

## DIVERSITY OF SOCIETY

— **Acknowledge** the diversity of society inside and outside of the organization, **appreciate the potential** it provides, and use it to increase profit for the company or institution.

## DIALOGUE

— Make implementation of the charter a topic of **internal and external dialogue**.

## PUBLIC INFORMATION

— **Publicly provide information** on an annual basis about our activities and the progress of our efforts to promote diversity and appreciation.

## INFORMATION & INCLUSION

— **Inform** our employees about diversity and include them in **implementation of the charter**.

SDG 12 — Interview

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# SDG 12 — RESPONSIBLE CONSUMPTION AND PRODUCTION

**Jamie Morrissey**

INVENTORY PURCHASING MANAGER  
NBF GROUP, USA



—> **Ensure sustainable consumption and production patterns.**

**Please introduce yourself. What's your role/function within the company? In which area are you working?**

My name is Jamie Morrissey, and I am the Inventory Purchasing Manager for National Business Furniture. I work within our operations department, purchasing inventory from our suppliers to stock our three distribution centers that support our Ships Today program.

**What does "responsible consumption" mean to you?**

Responsible consumption means using our planet's resources in a way that ensures future generations have the resources necessary to prosper as well. It means changing our production and consumption of goods to protect our natural resources and reduce the negative impacts to Earth's climate. Responsible consumption provides great socioeconomic benefits, from global business development to improved health and decreased poverty.

**What experiences have you had regarding EcoVadis? What are the advantages of the rating platform? For how long have you worked with the platform already? Have suppliers accepted EcoVadis?**

NBF has been working with EcoVadis since 2015. We require our top suppliers to be certified. Several of our suppliers >



“We want to work with suppliers who view responsible production and consumption to be as important as we do.”

Jamie Morrissey



were already following a similar program on their own, so meeting the EcoVadis standards was not difficult. We had to work more closely with some vendors, explaining the benefits and why meeting these standards is so important. The advantage is being able to quickly see where our suppliers rate in the four corporate social responsibility themes (environment, labor and human rights, ethics, and sustainable procurement). We can compare their results to benchmarks and quickly make evaluations of their performance.

**How does the share of sourcing volume from certified suppliers contribute to responsible consumption? What is the share of sourcing volume from certified suppliers and the share of direct imports sourcing volume from certified suppliers at the NBF Group?** (as of December 31, 2019)

When we make sure our suppliers are using responsible production efforts, then we know we are making responsible sourcing and procurement decisions. We want to work with suppliers who view responsible production and consumption to be as important as we do. The share of sourcing volume from certified suppliers is 78%. The share of direct imports sourcing volume from certified suppliers is 94%.

**What sustainable products does your business unit offer, and what makes these products sustainable? What is the share of “green products” at the NBF Group?** (as of December 31, 2019)

We offer many products that use recycled fabrics. One of our suppliers uses wood from sustainable forests, meaning they replant trees. We offer products that are Greenguard Certified, which means these products have met certain standards for low chemical emissions. An example of this

is that we do not allow formaldehyde to be used in the particle board furniture we offer to our customers. The share of “green products” is 28% at NBF.

**Besides selling sustainable products, what measures does the NBF Group take regarding careful handling of natural resources and climate protection?**

We have replaced all the light bulbs in our corporate headquarters with LED light bulbs. We also have motion sensor lights, so lights only turn on when they need to be used. In addition to the deliveries from our distribution centers being carbon-neutral, we also optimized the locations of our distribution centers, positioning our products closer to our customers. This reduces traveling distance of our shipments, thus improving our carbon footprint.

**What topics regarding responsible consumption should be approached in the future?**

A primary focus here at NBF will continue to be the type of packaging we use. We stress to our vendors the importance of replacing Styrofoam packaging with cardboard. We will continue to focus on finding a balance between enough packaging to protect our products and not creating excess waste from overpackaging.

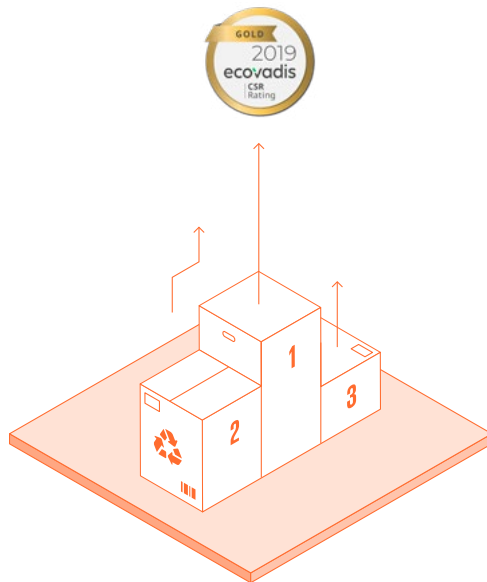
NBF is moving toward shipping a greater share of orders directly from our distribution centers. The more shipments we have from our own facilities, the greater control we have over the packaging and shipping materials required. <



SDG 12 — Additional Highlights

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## RESPONSIBLE PROCUREMENT IN THE KAISER+KRAFT GROUP



Source: EcoVadis

—> **Advancing sustainability in the places where a company primarily operates sounds logical. Supplier management is one of the most important resources in the Kaiser+Kraft Group.**

Special attention is paid to which products are purchased from which supplier, not only because more and more customers want to promote their own business activities with a clear conscience, but also because you don't have to look far to find the benefits of fair operations and purchasing: products with long warranties for the length of the service life benefit the consumer, reduce waste, and represent a seal of quality for the manufacturer. It was important to the Kaiser+Kraft Group to inform its suppliers of its expectations and standards and thus strategically anchor sustainability in purchasing. Introduced in 2013, the supplier sustainability program through the international

EcoVadis platform helps to do just that: all of the sustainability activities in the supply chain of the B2B direct marketing company are systematically collected, documented, and improved. For example, new suppliers have to document in an initial audit which sustainability concept they employ and indicate which packaging they use and whether a quality management system is in place. This information must be substantiated by corresponding evidence. The Kaiser+Kraft Group's buyers also visit new suppliers and take a look at the company on-site. Using the EcoVadis ranking, key figures regarding sustainability in the supply chain are calculated and certificates are granted in gold, silver, and bronze. Kaiser+Kraft Group suppliers thus have the opportunity to improve their sustainability activities on a continuous basis and secure a competitive advantage. And at the end of 2019, Kaiser+Kraft Germany itself was granted the golden certificate by EcoVadis in recognition of its CSR successes.

SDG 13 — Interview

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# SDG 13 — CLIMATE ACTION

**Justine Weiss**

SUSTAINABILITY MANAGER  
KAISER+KRAFT GROUP / TAKKT AG  
GERMANY



—> **Take urgent action to combat climate change and its effects.**

**Please introduce yourself. What's your role/function within the company? In which area are you working?**

I am the Sustainability Manager for both the Kaiser+Kraft Group and the overall Group in equal measure. I coordinate the SCORE staff of all the TAKKT AG business units, which includes implementing the defined goals, reporting, and developing the sustainability strategy further.

**What measures does the Kaiser+Kraft Group take to combat climate change and its impact?**

With its EUROKRAFT Active Green product series, the Kaiser+Kraft Group offers its customers carbon-neutral business equipment ranging from electronic modules to hand trucks and shelf trucks. All of the products of the EUROKRAFT Active Green private label are produced using energy-efficient, carbon-neutral processes, and their life cycles are assessed annually by TÜV Rheinland. Pollution and the consumption of energy and raw materials in the product >

life cycle are minimized and carbon emissions are compensated for with the support of a wind farm, all without resulting in additional costs for customers. Admittedly, the process of assessing product life cycles is expensive, but it is all worthwhile, as the brand's share in sales is growing. The Kaiser+Kraft Group is confident that its sustainability strategy will pay off whether in the nearer or longer term, depending on the market.

In 2018, the Kaiser+Kraft Group launched a successful tree-planting initiative in connection with its private label brand for a reforestation project in Nicaragua. A tree was planted for each assembly trolley of the company's own series sold. Because the initiative was so popular with customers, the Kaiser+Kraft Group increased its original goal of 1,000 to 2,000 and then again to 3,000 trees later on.

**In which areas of the company are climate protection measures being implemented? How important is the topic of climate protection at the Kaiser+Kraft Group?**

Climate protection is extremely important to the Kaiser+Kraft Group. Every other year, a corporate carbon footprint is calculated for the ten largest companies in accordance with the recognized ISO 14064-1 standard and certified by TÜV. The carbon footprint classifies emissions in accordance with the Greenhouse Gas Protocol. The Kaiser+Kraft Group not only documents its own emissions along the value chain but also the carbon emissions of external service providers, which are referred to as Scope 3 emissions.

We are also continuously expanding our integrated management system. Eight companies maintain an environmental

management system certified in accordance with the ISO 14001 standard, while three companies have an energy management system certified in accordance with the ISO 50001 standard. The ISO 50001 standard will be rolled out at additional companies this year.

**Which carbon offset projects do you support?**

We only compensate for CO<sub>2</sub> emissions that cannot be avoided. The Kaiser+Kraft Group supports carbon offset projects around the world, including in Colombia, Peru, Brazil, Ghana, and Uganda. We consider projects that are certified in accordance with the WWF Gold Standard and are exemplary in terms of climate protection and development.

**How do employees get involved in reducing the carbon footprint?**

In line with the slogan "Sustainability begins with each of us," Kaiser+Kraft Germany rewards its employees who commute to work in an eco-friendly way with a unique staff bonus. The works council gave the green light for the program in 2014 and won over the Management Board right off the bat. The staff bonus system has applied to all employees throughout Germany since then, and it has a simple structure: each employee can collect points based on the mode of transportation used. The less harmful the mode of transportation selected, the more bonus points are awarded. For example, cycling and walking to work are worth eight points, travel by bus and train two points, and carpooling one point, which can add up to as much as EUR 600 gross per person per year. The staff bonus system is designed to motivate employees to choose the least harmful commute possible and, at the same time, to do something healthy. Kaiser+Kraft Germany

**"Global warming is the most important issue of the 21st century. As a retail company, TAKKT assumes a significant level of responsibility."**

Justine Weiss



also hopes to serve as a role model to other companies and thus promote eco-friendly commute options. With its staff bonus system for CO<sub>2</sub> savers, Kaiser+Kraft Germany is also responding to key challenges of our time, such as making traffic more efficient in metropolitan regions and protecting the environment. >



## “Sustainability begins with each of us.”



Justine Weiss

# 10

COMPANIES WITH CERTIFIED CORPORATE  
CARBON FOOTPRINTS (SCOPE 1–3)  
AT THE KAISER+KRAFT GROUP

### Have you reached any goals that you are especially proud of?

Global warming is the most important issue of the 21st century. As a retail company, TAKKT assumes a significant level of responsibility. Kaiser+Kraft Germany is the first major B2B direct marketing company to date to have a fully balanced carbon footprint: Kaiser+Kraft Germany’s operations have been carbon-neutral since January 1, 2018, followed by those of Kaiser+Kraft Switzerland since January 1, 2020. All of the emissions produced in the division have been recorded for this reason. Efforts are being made throughout the entire company to keep its environmental footprint as small as possible.

### Is the Kaiser+Kraft Group involved in climate protection initiatives?

For the last two years, Kaiser+Kraft Germany has been involved in the “Wirtschaft macht Klimaschutz” (“The economy commits to climate protection”) dialogue forum launched by the German Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU). Companies across all business sectors will work together over the long term with the aim of broadly uniting the German economy in pursuit of climate protection. Companies should launch concrete climate protection measures to promote climate protection in the German economy and play a key role in achieving climate protection goals. As much of the economy as possible should be involved in this context in order to accommodate and incorporate a wide variety of company perspectives. Another goal is to establish a shared understanding of where conflicting goals exist and what is necessary for the introduction of concrete climate protection measures at companies. The dialogue forum consists of five topic-specific working groups

in which the participating companies work together over the long term, developing and implementing strategies and practical measures for climate protection at the companies. Kaiser+Kraft Germany has joined the “Climate-friendly supply chains” working group, where, for example, a user manual has been developed for incorporating buyers into the process of reducing emissions in the supply chain.

### Which issues related to climate protection measures should be pursued in the future?

For the next milestone, each company in the Kaiser+Kraft Group should have proof of at least one ISO certification (14001/50001). The number of carbon-neutral companies also needs to be increased one step at a time. The Kaiser+Kraft Group still has many plans and would like to maintain and expand its status as a sustainability role model in the B2B direct marketing industry.

As part of the Sustainable Development Goals, TAKKT could set itself the goal of carbon-neutral operations throughout the entire Group over the medium term. <



SDG 13 — Additional Highlights

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# DEVELOPMENT AND CLIMATE ALLIANCE

—> Since January 2020, TAKKT has supported the Development and Climate Alliance, an extensive social coalition dedicated to implementing the 2030 Agenda of the Paris Climate Agreement.

—> Through the alliance, we declare the following:

## EFFECTIVENESS

We share the goals of the Alliance and are committed to achieving them. We encourage participation in the Alliance throughout our networks in an effort to **increase its effectiveness.**

## CARBON OFFSETS

We use high-quality carbon offsets extensively to promote the development goals of the 2030 Agenda and international climate protection. The projects financed in this way are carried out in developing and emerging countries and pursue the quality standards defined by the Alliance.

## CARBON NEUTRALITY

As a supporter, we aim for a future of carbon neutrality and even climate positivity and act accordingly.

## SUPPORT

The Alliance can publicly disclose our support and use our logo in the process. We refer to our membership and use the Alliance logo where appropriate.

## REPORTING

We report on the projects we support as well as the development goals (2030 Agenda) and carbon goals we have achieved.



SDG 17 — Interview

>>>>>>>>

# SDG 17 — PARTNERSHIPS FOR THE GOALS

—> **Strengthen the means of implementation and revitalize the global partnership for sustainable development.**

**Please introduce yourself. What's your role/function within the company? In which area are you working?**

My name is Steph DiSaia. I am the Content Marketing Manager for Displays2go. Our team is responsible for managing Displays2go's social media and e-mail marketing efforts as well as offline/print marketing and all video content.

**Which partnerships or cooperations did the Displays2go Group establish? For how long have they already existed?**

The HR department introduced the Volunteer Time Off (VTO) benefit in 2018 and has since organized many volunteer activities with a local community food bank, Angel's Anonymous, >



**Steph DiSaia**

CONTENT MARKETING MANAGER  
DISPLAYS2GO GROUP, USA



# 2-3

ORGANIZED SOCIAL DAYS  
PER YEAR

as well as with a nearby National Park association, the Blackstone River Valley National Heritage Corridor (BHC). While the Displays2go Group organizes and sponsors these particular team events, Displays2go employees are also encouraged to source their own volunteer opportunities in which to use their VTO benefit.

Displays2go has also been working with schools and nonprofits behind the scenes for many years, making donations in the form of products as well as offering community support with various food, clothing, and toy drives. In the summer of 2019, the content marketing team worked to formalize their efforts by outlining the structure of their outreach program and giving it a name: Displays4good.

We have also begun more actively seeking out businesses in the local community to donate product samples in order to make the best use of products that cannot be sold. This helps to prevent products from being disposed of and offers small businesses a hand by supplying free fixtures.

#### Why were these partnerships chosen?

Which areas (environment, social) are supported by them? What positive results did they bring?

The Group has chosen to partner with BHC for their environmental preservation efforts and with Angel's Anonymous for their social commitment to the less fortunate in the community. Both organizations display and live by strong core values, which is an important factor for us to consider when choosing partnerships. Likewise, both groups have provided the ability for many volunteers to partake in onetime events or in rolling events throughout the year. They have become true partners of the Displays2go family and are always willing to provide exposure for Displays2go in the form of social media posts

“However, we’ve noticed that when participating in environmental or social efforts, it is our core values – namely **passion, integrity, and partnership** – that we see surface in our team members.”

Steph DiSaia



and the like. All efforts, environmental and social, are now branded under the Displays4good moniker.

The outreach program Displays4good was created to serve as a social platform for fielding charitable requests, to provide an easier way for the team to organize data pertaining to their efforts, to give a name to our efforts with the purpose of establishing familiarity with the program, and to gain public exposure for the Group's achievements.

Displays4good, with the support of Displays2go leaders and the HR department, also sponsored a walkathon in October for Breast Cancer Awareness Month where employees were encouraged to donate USD 25 per pledge. The donations went directly to the Gloria Gemma Breast Cancer Foundation. Each participant pledged to walk or run a certain number of laps around our building. In the end, the participants' total laps equated to over three full marathons, and the company matched the USD 2,000 they raised, thus bringing the total to USD 4,000 donated for breast cancer research.

#### Which projects were supported? How were these projects chosen?

To date, we have had three volunteer events at local national historic sites with the Blackstone team. During these events, team members either helped to dig holes and install fence posts along a community bike path or helped to clean up along the Blackstone River. The team also helped to pack up the contents of a historic home, the Valentine Whitman House, for a member of the community who ran the house for over 20 years but was asked to relocate with very little notice. The BHC Group reached out to the Displays2go team for help, and we quickly assembled a team. We have also offered frequent opportunities on a biweekly basis to >





volunteer at the local food bank with our partner Angel’s Anonymous. We chose these projects based on the community’s need, the capacity for group participation, and the alignment of core values.

Regarding charitable product donations, Displays4good chooses to work with applicants based on variety and true need. We aim to work with different types of organizations each month to offer support to a variety of businesses on behalf of Displays4good.

**What skills can employees contribute?**

Employees contribute all manner of skills to these efforts. Whether via supreme organizational skills and maintaining spreadsheets, coordinating and organizing events, or moving heavy lumber across long stretches of bikeway for the BHC, all team members contribute in their unique way. However, we’ve noticed that when participating in environmental or social efforts, it is our core values – namely passion, integrity, and partnership – that we see surface in our team members.

**How often in a year does the Displays2go Group organize social days?**

We volunteer two to three times per year with the BHC Group, in the spring and in the fall. Employees are encouraged to volunteer at the food pantry two days out of each month, helping to unload and sort goods when Angel’s Anonymous receives new shipments and supplies. We plan to do more company-wide fundraisers on campus, like the walkathon challenge, and hope to invite other businesses in the community to these events to further establish relationships and networks.

**Can any long-term impacts be measured?**

Being new to the area, it is important for Displays2go to establish itself as a positive presence in the local community. Our social and environmental efforts have certainly helped us forge relationships and network with other businesses in the area that then spread the word about our company. Our social media efforts with Displays4good have also helped us present ourselves with a human face and as a positive, approachable, and friendly organization to the greater business community on a national level.

**Are there any achieved goals you are particularly proud of?**

Over the holidays, we received the Blackstone River Valley National Heritage Corridor’s Outstanding Corporate Day of Service Volunteer Award for our work along the bikeway and for jumping to service at a moment’s notice when the request came in for the Valentine Whitman House. The team was honored to receive this award among other standout volunteers in the region.

We also received the following accolade from Angel’s Anonymous this past December: “The Sunday Pantry in December was named in honor of Displays2go. Thanks to the toy drive, Displays2go was named as a lead sponsor of Breakfast with Santa 2019.” We were asked to create a sign to hang in their facility, promoting our partnership in the community.

**What topics regarding partnerships should be approached in the future?**

I believe we are poised well to focus on forging more partnerships with the local and greater business communities. A specific

point of focus could be on investing in the local economy by providing business opportunities and fixtures to start-ups and small businesses. Diversifying our environmental objectives by forging new partnerships with preservation or clean-energy-focused organizations comes to mind as well. <

**“Our social and environmental efforts have certainly helped us forge relationships and network with other businesses in the area that then spread the word about our company.”**

↓  
Steph DiSaia





SDG 17 — Additional Highlights



# CORPORATE VOLUNTEERING

## —> HIGHLIGHT 1

### VOLUNTEER LEADERSHIP COUNCIL

The Hubert Volunteer Leadership Council is a small group of employees who act as a mediator within Hubert in order to promote and broaden the mutual interests of the company and of individual voluntary work. Our mission is to develop relationships between our community, our company, and ourselves by taking part in company and individual events. Our efforts focus on the well-being of those in need. With this mission, Hubert chooses the activities and events that the company will participate in and donate to. Hubert tries to focus its support activities on the employees' voluntary work and the sponsorship of local events.

(Hubert Group, USA)

## —> HIGHLIGHT 2

### VOLUNTEER DAY

A volunteer day is a good team-building event. Kerrie Lafky, Director of Employee Experience at Central, talks about her recent experience volunteering at an Indianapolis women's shelter. "Sales, marketing and warehouse employees all came to help serve lunch. We shared a valuable experience with people we would otherwise never spend time with." When asked what she likes most about the volunteer day at Central, she says, "It encourages employees to take time for these things. Otherwise it might be something you have always wanted to do but could never find the time. Volunteering simply feels good, and it takes more of a priority when you are given the time to do it."

(Central Group, USA)

## —> HIGHLIGHT 3

### TRADING THE OFFICE FOR A CONSTRUCTION SITE

As part of its "Engage" program, Kaiser+Kraft held a social day in October 2019. A total of 16 employees helped remodel the outdoor area of the Kinder- und Jugendhospiz Stuttgart, a hospice for children and teens. Kaiser+Kraft supported the construction project with a generous donation of EUR 105,000, which was financed with revenue from Kaiser+Kraft's bonus/penalty system. But rather than just donating money, the idea was also to pitch in and help build the playground – no sooner said than done!

(Kaiser+Kraft Group, Germany)



Part 2

# FOCUS AREAS





Focus Areas



# TAKKT— FOR SUSTAINABLE CORPORATE RESPONSIBILITY



## CORE BUSINESS

### FOCUS AREA SOURCING



We take responsibility for the entire life cycle of the products we sell – from sourcing to their use, including the disposal of materials and packaging. The excellent quality of our products ensures our customers that the products will have a long useful life.

### FOCUS AREA MARKETING



In the course of our digital transformation, e-commerce is becoming our most important sales channel. In the traditional catalogue business, we make sure that resources are used efficiently at all steps of the process – from catalogue production to the sending of advertising materials.

### FOCUS AREA LOGISTICS



Our single-tier direct sales business model to the end customer generates significant environmental advantages over multi-tier distribution systems. At the same time, it allows high product availability, short delivery times, adherence to delivery dates and optimized transport of goods.



## ENVIRONMENT

### FOCUS AREA RESOURCES & CLIMATE



In all business processes, we focus on those areas with the greatest savings or improvement potential. Modern environmental and energy management systems and respective certifications are a standard for us and our business partners along the entire value chain.



## COMMITMENT

### FOCUS AREA EMPLOYEES



The basis of teamwork at TAKKT is mutual respect. We invest a great deal of time and resources in the targeted advancement and development of our staff because they are the pillar of our success.

### FOCUS AREA SOCIETY




As part of society, TAKKT sees itself as a driver of social involvement and supports local activities. Active involvement in social projects comes from our employees, who provide material and non-material support on site.



# 2019 STATUS & 2020 GOALS



		2018 STATUS	2019 STATUS	2020 GOALS		
CORE BUSINESS	<b>SOURCING</b> 	Share of sourcing volume from certified suppliers	% <b>44.2</b>	% <b>51.6</b>	% 50–60	
		Share of direct imports sourcing volume from certified suppliers	% <b>39.3</b>	% <b>60.2</b>	% 30–40	
		Share of sales with sustainable (“green”) products	% <b>9.5</b>	% <b>9.5</b>	% 12–15	
	<b>MARKETING</b> 	Share of carbon-neutral advertising materials per year	% <b>19.9</b>	% <b>60.5</b>	% 100	
		Paper consumption per order	kg <b>4.2</b>	kg <b>3.0</b>	kg 6–6,5	
		Carbon-neutral web shops for major companies	<b>12</b>	<b>17</b>	15	
	<b>LOGISTICS</b> 	Share of carbon-neutral parcel delivery	% <b>93.5</b>	% <b>92.2</b>	% 100	
		Share of carbon-neutral general cargo delivery from distribution center	% <b>48.9</b>	% <b>54.8</b>	% 90–100	
	ENVIRONMENT	<b>RESOURCES &amp; CLIMATE</b> 	Carbon footprints for major companies	<b>13</b>	<b>16</b>	15–18
			Environmental management systems for major companies	<b>6</b>	<b>9</b>	10–13
Energy management systems for major companies			<b>4</b>	<b>4</b>	5–8	
Energy consumption at GER/US locations per order			MJ <b>66.7</b>	MJ <b>71.3</b>	MJ 50–55	
COMMITMENT	<b>EMPLOYEES</b> 	New hires digital agenda: share of retained “digital talents”	% <b>89.9</b>	% <b>65.9</b>	% >50	
		Diversity: share of women in top-executive positions	% <b>12.3</b>	% <b>15.1</b>	% > 10	
	<b>SOCIETY</b> 	Share of employees who have the option of taking paid leave for local volunteer involvement	% <b>70.2</b>	% <b>68.8</b>	% 55–60	
		Share of employees who took part in local volunteer projects	% <b>18.0</b>	% <b>14.7</b>	% 8–12	



Focus Areas



# CORE BUSINESS — FOCUS AREA SOURCING



Because sourcing plays a central role for us as a retail company, sustainable operations are very important to us when it comes to our suppliers.

Share of **sourcing volume** from certified suppliers



2019 STATUS

51.6%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

50–60%

Share of **sourcing volume of direct imports** from certified suppliers



2019 STATUS

60.2%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

30–40%

Share of sales with **sustainable (“green”) products**



2019 STATUS

9.5%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

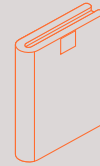
12–15%



Focus Areas



# CORE BUSINESS — FOCUS AREA MARKETING



We are reducing paper consumption, increasing efficiency, and are steadfast in our efforts to achieve carbon neutrality.

Share of **carbon-neutral advertising materials** per year



2019 STATUS

60.5%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

100%

**Paper consumption** for print advertising materials per order



2019 STATUS

3.0 KG

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

6–6,5 kg

**Carbon-neutral web shops** for major companies



2019 STATUS

17

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

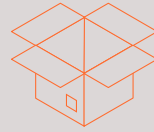
15



Focus Areas



# CORE BUSINESS — FOCUS AREA LOGISTICS



Because entirely avoiding emissions is impossible even for our single-tier direct sales, we opt for carbon-neutral shipping.

Share of **carbon-neutral parcel delivery**



2019 STATUS

92.2%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

100%

Share of **carbon-neutral general cargo delivery** from distribution center



2019 STATUS

54.8%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

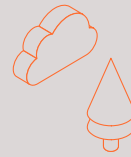
90–100%



Focus Areas



# ENVIRONMENT — FOCUS AREA RESOURCES & CLIMATE



We are dedicated to using natural resources carefully in order to protect our environment.

**Carbon footprints**  
for major companies



2019 STATUS

16

**Environmental management**  
systems for major companies



2019 STATUS

9

**Energy management systems**  
for major companies



2019 STATUS

4

**Energy consumption**  
at German/US locations per order



2019 STATUS

71.3 MJ

DEVELOPMENT COMPARED  
TO THE PREVIOUS YEAR



2020 GOAL

15–18

DEVELOPMENT COMPARED  
TO THE PREVIOUS YEAR



2020 GOAL

10–13

DEVELOPMENT COMPARED  
TO THE PREVIOUS YEAR



2020 GOAL

5–8

DEVELOPMENT COMPARED  
TO THE PREVIOUS YEAR



2020 GOAL

50–55 MJ





Focus Areas



# COMMITMENT — FOCUS AREA EMPLOYEES



**We systematically support our employees, as they are our most important resource.**

**Share of women**  
in top management positions



2019 STATUS

**15.1%**

DEVELOPMENT COMPARED  
TO THE PREVIOUS YEAR



2020 GOAL

**>10%**

New hires – digital agenda:  
share of retained **“digital talents”**



2019 STATUS

**65.9%**

DEVELOPMENT COMPARED  
TO THE PREVIOUS YEAR



2020 GOAL

**>50%**



Focus Areas

>>>>>>>>

# COMMITMENT — FOCUS AREA SOCIETY



We assume responsibility locally and support social commitment.

Share of employees who have the option of taking paid leave to pursue **social causes**



2019 STATUS

68.8%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



2020 GOAL

55–60%

Share of employees who took part in local **volunteer projects**



2019 STATUS

14.7%

DEVELOPMENT COMPARED TO THE PREVIOUS YEAR



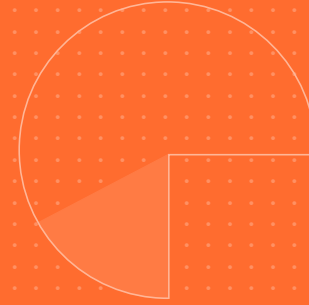
2020 GOAL

8–12%



Part 3

# FACTS & FIGURES





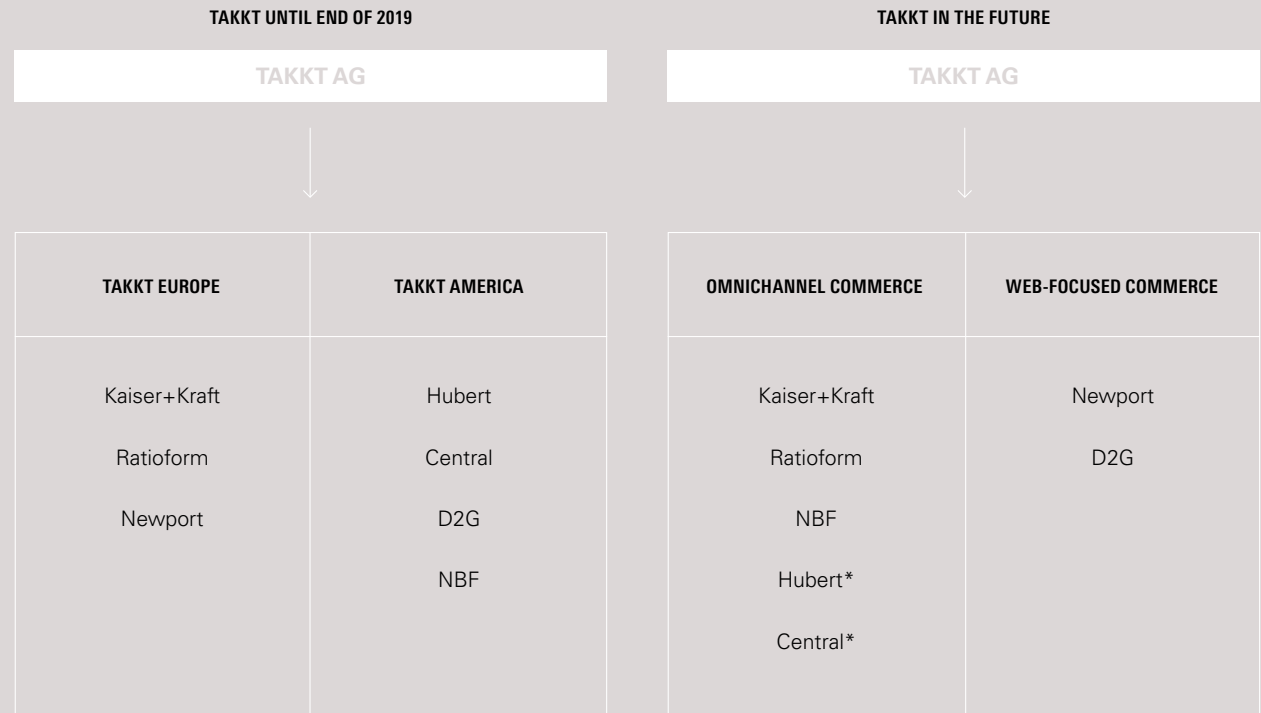
Facts & Figures



# CORPORATE STRUCTURE

An organizational realignment has been introduced in the TAKKT Group in the form of TAKKT 4.0, which aims to streamline the Group and increase its focus on two clearly distinguishable customer types. In order to do this, TAKKT will implement the two business models of omnichannel commerce and web-focused commerce in B2B direct marketing and is restructuring its organization accordingly.

The following chart shows the former and future organizational structure.



\*Review of strategic options



Facts &amp; Figures

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## AWARDS, MEMBERSHIPS, & STANDARDS



### GERMAN CSR AWARD

TAKKT was presented with the 2018 German CSR Award in the “**Environmental Commitment**” category as the most sustainable company at the German CSR Forum. The German CSR Award is one of the most important accolades for sustainability and CSR commitment in Germany.

➤ <http://www.csrforum.eu/ueber-uns/>



### GLOBAL COMPACT

The Global Compact is a program under the auspices of the United Nations. **Companies commit to implementing and supporting universal values.** These guidelines comprise ten principles in four categories relating to human rights, labour, environment, and anti-corruption.

➤ <https://www.unglobalcompact.org/>



### GLOBAL REPORTING INITIATIVE

The guidelines of the Global Reporting Initiative (GRI) **define uniform, internationally recognized standards for sustainability reporting.** The standards are being developed continually. TAKKT publishes comprehensive sustainability information in accordance with the current GRI standards.

➤ <http://www.globalreporting.org>



### CARBON DISCLOSURE PROJECT

The Carbon Disclosure Project (CDP) is a nonprofit organization that aims **to increase transparency for corporate environmental and climate protection worldwide.**

Greenhouse gas emissions in particular are to be used as a key performance indicator for companies in relation to environmental protection.

➤ <http://www.cdp.net>



Facts & Figures



# TAKKT — IN FIGURES

**Sales**  
(in EUR millions)



2019 STATUS

**1,214**

DEVELOPMENT COMPARED TO THE  
PREVIOUS YEAR: (EUR 1,181 MILL.)



Number of  
**Products** (in thousand)



2019 STATUS

**1,030**

DEVELOPMENT COMPARED TO THE  
PREVIOUS YEAR: (1,075,000)



Number of **Employees**  
(in head count)



2019 STATUS

**2,677**

DEVELOPMENT COMPARED TO THE  
PREVIOUS YEAR: (2,734)





Facts & Figures

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# INDEPENDENT CERTIFICATION

Confirmation for the section entitled "STATUS 2019" of the "SUSTAINABILITY REPORT 2019" of TAKKT AG, Stuttgart, for the calendar year 2019

→ TO THE MANAGEMENT BOARD OF TAKKT AG, STUTTGART

We have reviewed the section entitled "STATUS 2019" of the "SUSTAINABILITY REPORT 2019" of TAKKT AG, Stuttgart.

The report comprises the period from January 1 to December 31, 2019. The report was prepared in accordance with the principles, stakeholder inclusiveness, sustainability context, materiality, completeness, accuracy, balance, clarity, comparability, reliability, and timeliness specified in the GRI standards of the Global Reporting Initiative (GRI 101, pages 7-16). It is the responsibility of the Management Board of TAKKT AG to prepare the report. Our task is to provide a confirmation for the section entitled "STATUS 2019" of

the "SUSTAINABILITY REPORT 2019" on the basis of our audit review.

We conducted the audit review on the section entitled "STATUS 2019" of the "SUSTAINABILITY REPORT 2019" in accordance with the German standards for the audit review of sustainability reports established by the Institute of German Auditors (IDW).

Accordingly, it is required that the audit review is to be planned and performed in such a manner that we can preclude with limited assurance, through critical appraisal, that the report section has not in all material aspects been prepared in accordance with the underlying principles specified in the GRI standards of the Global Reporting Initiative (GRI 101, pages 7-16). An audit review is limited primarily to interviews with personnel of the company and analytical assessments and thus do not provide the assurance that would be obtained on an audit.

Based on our audit review, we did not become aware of any facts which lead us to assume that the section entitled "STATUS 2019" of the "SUSTAINABILITY REPORT 2019" has not been prepared in all material aspects in accordance with the underlying principles specified in the GRI standards of the Global Reporting Initiative (GRI 101, pages 7-16).

Stuttgart, February 28, 2020

Ebner Stolz GmbH & Co. KG  
Wirtschaftsprüfungsgesellschaft Steuerberatungsgesellschaft

DR. CHRISTOPH EPPINGER  
AUDITOR

STEFAN FAUSS  
AUDITOR

Facts & Figures

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# GRI- CONTENT INDEX

————> **For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.**



Category	Material Topics	Aspects	Description	Contents
<b>GRI 101: Foundation 2016</b>		GRI 101	Foundation	<p>The TAKKT GRI standards online report is based on the guidelines and principles of the Global Reporting Initiative (GRI) on sustainability reporting. The current guidelines of the GRI standards were used in the preparation of the report. The present report was prepared in accordance with the “Comprehensive” option of the GRI standards.</p> <p>The TAKKT GRI standards online report is structured according to the GRI standards reporting layout. The respective topics, aspects and key figures are explained in the subsections.</p>
	Organizational profile	GRI 102-1	Name of the organization	TAKKT AG
GRI 102-2		Activities, brands, products, and services	<p>The TAKKT Group is a portfolio of B2B direct marketing specialists for business equipment. TAKKT AG as a management holding company is responsible for the strategic management and monitoring of the portfolio companies as well as the control of the companies according to the same value and growth drivers. Besides the strategic orientation of the portfolio and the individual companies, TAKKT AG is also responsible for classical holding company functions such as financing, controlling, human resources and legal. In addition, the holding company promotes and organizes the transfer of knowledge between the divisions and supports the segments in implementing the measures of the digital agenda.</p> <p>The companies of the TAKKT Group position themselves as B2B direct marketing specialists for business equipment that have a comprehensive range of services and predominantly horizontal alignment.</p> <p>The companies operate in Europe and North America. The portfolio companies are divided into seven divisions that operate in different markets. The sales brands pursue either a multi-channel or a web-focused approach.</p>	





Category	Material Topics	Aspects	Description	Contents		
<b>GRI 102: General Disclosures 2016</b>	Organizational profile	GRI 102-2	Activities, brands, products, and services	<p>Primary brands: Kaiser+Kraft, BiGDUG, Ratioform, Hubert, Central, Displays2Go, Post-Up Stand and National Business Furniture</p> <p>Products and services: see GRI 102-6 Markets served</p> <p>Products and services that are prohibited or not offered in markets: No incidents in the 2019 reporting period.</p>		
				GRI 102-3	Location of headquarters	Stuttgart, Germany
				GRI 102-4	Location of operations	<p>With around 70 facilities in Europe and North America, TAKKT serves markets in 26 countries.</p> <p>With respect to the sustainability issues covered in the report, Germany and the US are especially relevant because the main facilities of the subsidiaries are in these countries.</p>
				GRI 102-5	Ownership and legal form	<p>TAKKT AG is a publicly listed company under German law. The company is listed on the SDAX and has been in the Deutsche Börse Prime Standard since January 1, 2003.</p> <p>Nature of ownership as of 12/31/2019:</p> <ul style="list-style-type: none"> <li>• Franz Haniel &amp; Cie. GmbH (FHC): 50.2%</li> <li>• Free float: 49.8%</li> </ul> <p>Regional distribution of free float shares of institutional investors:</p> <ul style="list-style-type: none"> <li>• US: 44%</li> <li>• UK: 21%</li> <li>• Germany: 15%</li> <li>• Benelux: 9%</li> <li>• Scandinavia: 8%</li> <li>• Others: 3%</li> </ul>
				GRI 102-6	Markets served	<p>The Omnichannel Commerce segment has more than 60 locations.</p> <ul style="list-style-type: none"> <li>• The <b>Kaiser+Kraft Group</b>, as a supplier of business equipment, offers around 110,000 products for transport, plant, warehouse and office equipment in 24 European countries. Customers include industrial enterprises such as automotive suppliers, service and retail companies and public institutions. Some examples of products are pallet lifting trucks, universal cabinets and swivel chairs as well as special-purpose products such as environmental cabinets and containers for hazardous materials. The Kaiser+Kraft Group pursues a mostly centralized warehouse strategy.</li> </ul>



Category	Material Topics	Aspects	Description	Contents
GRI 102: General Disclosures 2016	Organizational profile	GRI 102-6	Markets served	<ul style="list-style-type: none"> <li>As a packaging specialist, the <b>Ratioform Group</b> offers around 7,000 different products in five European countries for companies in different industries as well as customer-specific packaging solutions. Some examples of products are collapsible boxes, package padding, shipping pallets and stretch film.</li> <li>The <b>NBF Group</b> offers around 26,000 office furniture products in the United States. In addition to companies, its customers include government agencies, the health care sector, schools and churches. Some examples of products are office chairs and desks, conference tables and furniture for reception areas.</li> <li>The <b>Hubert Group</b> offers around 250,000 products in North America. The range includes equipment for the food service industry and food retail sector as well as merchandising products. The customers mainly include operators of large cafeterias, food service businesses and food retailers. Products include buffet equipment such as serving platters and food baskets.</li> <li>The <b>Central Group</b> offers around 510,000 products for restaurant equipment in the US. Restaurant operators are the core customer group of the Central business. The product range includes all the equipment and supplies required for the operation of small to mid-sized restaurants. Some examples of products are kitchen stoves and freezers.</li> </ul> <p>The Web-focused Commerce segment has more than 10 locations.</p> <ul style="list-style-type: none"> <li>The <b>Newport Group</b> bundles young companies that target small and medium-sized business customers. The division offers around 100,000 products in different European countries and product areas. For example, Certo sells plant and office equipment in four European countries. In contrast, Mydisplays provides products such as custom-printed advertising banners and mobile display systems to a broad customer segment primarily in Germany, Austria and Switzerland. As a product specialist in the UK and Germany, Office-FurnitureOnline offers office furniture such as desks, chairs and cabinets in its web shop. BiGDUG, an online retailer for business equipment specializing in storage and shelving that supplies its customers with shelving systems and work benches, also serves the UK. Davpack supplies companies in the UK, Sweden and Germany with a wide product range of boxes and packaging materials. The company XXLhoreca, acquired in 2019, sells large and small kitchen appliances, kitchen equipment and accessories, primarily in the Benelux countries, France and Germany. XXLhoreca mainly supplies business customers from the hotel, restaurant, cafeteria and catering sectors.</li> <li>The <b>D2G Group</b> offers around 13,000 display products in the US. Sales are carried out mostly online. Products include advertising banners, printed and digital display stands, mobile trade booths and fixtures.</li> </ul>
		GRI 102-7	Scale of the organization	TAKKT generated sales of EUR 1,213.7 million in the 2019 fiscal year. In the TAKKT EUROPE segment, sales increased in 2019 by 2.6 percent to EUR 668.7 million. The TAKKT AMERICA segment benefited from the higher US dollar exchange rate in 2019 and increased its sales to EUR 545.0 million.



Category	Material Topics	Aspects	Description	Contents
GRI 102: General Disclosures 2016	Organizational profile	GRI 102-7	Scale of the organization	<ul style="list-style-type: none"> <li>• Number of employees: Total headcount as of 12/31/2019: 2,677</li> <li>• Number of locations: around 70</li> <li>• Total capitalization as of 12/31/2019: Total equity: EUR 644,218 thousand Total liabilities: EUR 456,443 thousand</li> <li>• Number of orders: 2,642,472</li> <li>• Number of products: &gt;1,000,000</li> </ul>
		GRI 102-8	Information on employees and other workers	<p>Total number of employees by employment contract and gender:</p> <ul style="list-style-type: none"> <li>• Full-time employees as of 12/31/2019 (headcount): 2,677</li> <li>• Part-time employees as of 12/31/2019 (headcount): 291</li> <li>• Employees by gender: Female: 1,152 Male: 1,525</li> </ul> <p>Employees by permanent employees and supervised workers and by gender:</p> <ul style="list-style-type: none"> <li>• Number of executive personnel: 327, thereof 94 female, 233 male</li> <li>• Number of permanent employees and supervised workers: 2,305, thereof 1,043 female, 1,262 male</li> </ul> <p>Employees by region and gender:</p> <ul style="list-style-type: none"> <li>• Number of employees TAKKT America: 920, thereof 448 female and 472 male</li> <li>• Number of employees TAKKT Europe: 1,703, thereof 679 female and 1,024 male</li> <li>• Number of employees TAKKT Holding: 54, thereof 25 female and 29 male</li> </ul> <p>Independent contractors do not perform any fundamental part of the activities of the organization. There are no significant fluctuations with respect to the number of employees. The data was compiled and summarized by the human resources department of TAKKT AG.</p>
		GRI 102-9	Supply chain	<p>The companies of the TAKKT Group compile a total product range of more than 1,000,000 high-quality products from the offerings of several hundred suppliers per company.</p> <p>TAKKT has a total of more than 4,000 suppliers worldwide, the majority of which are local and regional (please see also aspect GRI 204-1).</p> <p>The monetary value of payments to suppliers corresponds to material costs (cost of goods sold and freight costs) according to the income statement (see the 2019 TAKKT AG Annual Report, p.98).</p> <p>The TAKKT value added chain is defined as follows:</p> <ul style="list-style-type: none"> <li>• Sourcing: Management of the entire life cycle of the products we sell – from sourcing to their use, including the disposal of materials and packaging.</li> </ul>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 102: General Disclosures 2016</b>	Organizational profile	GRI 102-9	Supply chain	<ul style="list-style-type: none"> <li>• Marketing and sales: Direct marketing using a multi-channel strategy via traditional and electronic channels</li> <li>• Logistics: Storage, packaging and transportation logistics including direct delivery in the drop shipment business</li> </ul> <p>In addition to product suppliers, there are service providers who also contribute to the value added chain, e.g., printing companies for the production of the catalogue. In this regard, TAKKT works with selected companies who guarantee sustainable, environmentally friendly production and make possible the use of certified paper. The carriers who ship the goods to the customers are another component in the supply chain.</p>
		GRI 102-10	Significant changes to the organization and its supply chain	There was no change in the distribution of share ownership compared to the previous year. For disclosures on changes in capital see the 2019 TAKKT AG Annual Report, p.38 ff.
		GRI 102-11	Precautionary Principle or approach	In the Rio Declaration on Environment and Development, the importance of environmental protection is highlighted in principle 15. In TAKKT's value added chain, potentially negative environmental impacts arise especially with respect to the manufacturers of the products sold. In this context, TAKKT works in partnership with the suppliers to make sure that negative environmental impacts in the development and introduction of new products are minimized or completely eliminated.
		GRI 102-12	External initiatives	<ul style="list-style-type: none"> <li>• UN Global Compact</li> <li>• Carbon Disclosure Project</li> <li>• Development and Climate Alliance</li> <li>• Diversity Charter</li> </ul>
		GRI 102-13	Membership of associations	<ul style="list-style-type: none"> <li>• UN Global Compact</li> <li>• German E-Commerce and Distance Selling Association (bevh)</li> </ul>
	Strategy	GRI 102-14	Statement from senior decision-maker	See letter from the Management Board in the 2019 Sustainability Report
		GRI 102-15	Key impacts, risks, and opportunities	See the 2019 TAKKT AG Annual Report, p.70 ff.
	Ethics and integrity	GRI 102-16	Werte, Richtlinien, Standards und Verhaltensnormen	<ul style="list-style-type: none"> <li>• TAKKT code of values</li> <li>• TAKKT code of conduct</li> <li>• TAKKT compliance guidelines</li> </ul>
		GRI 102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> <li>• The group-wide compliance guidelines include internal as well as external contact persons.</li> <li>• The organization has an independent, anonymous whistleblower hotline, which is available to all employees.</li> </ul>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 102: General Disclosures 2016</b>	Ethics and integrity	GRI 102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> <li>On an internal level, employees have the option of contacting the Works Council or compliance officer.</li> <li>A group-wide code of conduct has been established in which guidelines for appropriate conduct are explained..</li> </ul>
	Governance	GRI 102-18	Governance structure	See the 2019 TAKKT AG Annual Report, p.85 ff.
		GRI 102-19	Delegating authority	See the 2019 TAKKT AG Annual Report, p.85 ff.
		GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	The entire TAKKT Management Board is responsible for economic, environmental and social topics. For implementation at the corporate level, the group-wide organizational structure SCORE (Sustainable Corporate Responsibility) was anchored in the entire company. (See also GRI 102-46).
		GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	The consultation with stakeholders takes place on various levels of the organization, including directly between the Management Board and external stakeholders, e.g., at TAKKT's annual Shareholders' Meeting, different investor relations events, Bankers' Day and the Suppliers' Day event. (See also GRI 102-40 to 102-44)
		GRI 102-22	Composition of the highest governance body and its committees	See the 2019 TAKKT AG Annual Report, p.85 ff.
		GRI 102-23	Chair of the highest governance body	See the 2019 TAKKT AG Annual Report, p.85 ff.
		GRI 102-24	Nominating and selecting the highestgovernance body	See the 2019 TAKKT AG Annual Report, p.85 ff.
		GRI 102-25	Conflicts of interest	See the 2019 TAKKT AG Annual Report, p.85 ff.
		GRI 102-26	Die Rolle des höchsten Kontrollorgans bei der Role of highest governance body in setting purpose, values, and strategy	See the 2019 TAKKT AG Annual Report, p.85 ff.
GRI 102-27	Collective knowledge of highestgovernance body	See the 2019 TAKKT AG Annual Report, p 16 ff. and p.24 ff.		
GRI 102-28	Evaluating the highest governance body's performance	A performance assessment of the Management Board is conducted by the shareholders at the annual Shareholders' Meeting as part of the discharge procedure as well as by the Supervisory Board on a regular basis. The performance is evaluated as a whole rather than in relation to individual aspects such as economic, environmental or social topics. (See also the 2019 TAKKT AG Annual Report, p.89 ff.)		



Category	Material Topics	Aspects	Description	Contents
<b>GRI 102: General Disclosures 2016</b>	Governance	GRI 102-29	Identifying and managing economic, environmental, and social impacts	See the 2019 TAKKT AG Annual Report, p.70 ff.
		GRI 102-30	Effectiveness of risk management processes	See the 2019 TAKKT AG Annual Report, p.70 ff.
		GRI 102-31	Review of economic, environmental, and social topics	See the 2019 TAKKT AG Annual Report, p.70 ff.
		GRI 102-32	Highest governance body's role in sustainability reporting	The sustainability report is reviewed and approved by the Management Board of TAKKT AG. In addition, the Management Board of TAKKT AG prepares the non-financial statement, which is audited by the Supervisory Board of TAKKT AG.
		GRI 102-33	Communicating critical concerns	The organization has an independent, anonymous whistleblower hotline, which is available to all employees. On an internal level, employees have the option of contacting the Works Council or compliance officer.
		GRI 102-34	Nature and total number of critical concerns	The confidential treatment of critical issues has the highest priority at TAKKT. For this reason, no information is published.
		GRI 102-35	Remuneration policies	For information on the remuneration policy and total remuneration of the Management Board and the Supervisory Board, please see the 2019 TAKKT AG Annual Report, p.89 ff.
		GRI 102-36	Process for determining remuneration	See the 2019 TAKKT AG Annual Report, p.89 ff.
		GRI 102-37	Stakeholders' involvement in remuneration	The shareholders of TAKKT AG have the possibility to comment on the remuneration of the governance body at the annual Shareholders' Meeting and to submit proposals.
		GRI 102-38	Annual total compensation ratio	For information on the total remuneration of the Chief Executive Officer (CEO), please see the 2019 TAKKT AG Annual Report, p.89 ff.
GRI 102-39	Percentage increase in annual total compensation ratio	For information on the development of total remuneration of the CEO, please see the 2019 TAKKT AG Annual Report, p.89 ff. The personnel expense ratio as a percentage of sales increased to 15.7 percent due to the declining organic sales trend and one-time expenses.		



Category	Material Topics	Aspects	Description	Contents
<b>GRI 102: General Disclosures 2016</b>	Stakeholder engagement	GRI 102-40	List of stakeholder groups	Stakeholder groups of TAKKT AG <ul style="list-style-type: none"> <li>• Customers</li> <li>• Suppliers</li> <li>• Society</li> <li>• Employees</li> <li>• Shareholders</li> </ul>
		GRI 102-41	Collective bargaining agreements	The German companies of TAKKT are aligned with the respective applicable wage agreements.  Due to the fundamentally different employer-employee relationship in the US, there are no employees there who are covered by collective bargaining agreements.  As a result, no TAKKT employees are covered by collective bargaining agreements.
		GRI 102-42	Identifying and selecting stakeholders	All stakeholder groups with which TAKKT comes into contact in the course of its business activities are defined and included as stakeholders. The major stakeholders affected by TAKKT's business activities are also taken into consideration.
		GRI 102-43	Identifying and selecting stakeholders	Customers: <ul style="list-style-type: none"> <li>• Periodic representative customer surveys</li> <li>• customer feedback and product evaluation in online business</li> <li>• complaint management</li> <li>• Individual measures of customer relationship management</li> <li>• Online communication</li> <li>• Annual and sustainability reports</li> </ul> Suppliers: <ul style="list-style-type: none"> <li>• Discussion with suppliers at least once a year to discuss goals and the potential for improved collaboration</li> <li>• The holding of regular supplier days</li> <li>• Regular participation in trade fair events</li> <li>• Annual and sustainability reports</li> </ul> Society: <ul style="list-style-type: none"> <li>• Press releases on individual initiatives</li> <li>• Online communication</li> <li>• Annual and sustainability reports</li> <li>• Dialogue with industry associations</li> </ul> Employees: <ul style="list-style-type: none"> <li>• Employee meetings</li> </ul>



Category	Material Topics	Aspects	Description	Contents
GRI 102: General Disclosures 2016	Stakeholder engagement	GRI 102-43	Identifying and selecting stakeholders	<ul style="list-style-type: none"> <li>Intranet communication</li> <li>Employee magazine</li> <li>Employee satisfaction surveys</li> <li>“Future@TAKKT” group conference (conference for executive personnel)</li> <li>Annual performance reviews</li> <li>Annual and sustainability reports</li> </ul> <p>Shareholder:</p> <ul style="list-style-type: none"> <li>Shareholders’ Meeting</li> <li>Quarterly statements</li> <li>Half-year financial report</li> <li>Regular interaction in quarterly discussions</li> <li>Regular CR roundtables</li> <li>Investor Relations events</li> <li>Roadshows</li> <li>Earnings calls</li> <li>Banker’s Day</li> <li>Online communication</li> <li>Annual and sustainability reports</li> </ul> <p>TAKKT communicates with its stakeholders on a regular basis concerning their requirements and needs, e.g., customer surveys. TAKKT makes the results of these exchanges quantifiable and integrates them into the development of the company. The results of the customer surveys are not disclosed due to reasons of confidentiality.</p>
		GRI 102-44	Key topics and concerns raised	<p><b>Customers</b></p> <p>Expectation:</p> <ul style="list-style-type: none"> <li>Ensuring good compliance management</li> </ul> <p>Measures:</p> <ul style="list-style-type: none"> <li>TAKKT has implemented corporate values that form the basis for internal collaboration as well as cooperation with business partners.</li> <li>TAKKT supports the aims of the German Corporate Governance Code.</li> <li>TAKKT has established an extensive group-wide and company-specific reporting and control system that makes it possible to record, assess and manage compliance risks.</li> <li>TAKKT has a central compliance management system that is checked by the specialist departments and the compliance officer.</li> <li>In addition to the existing TAKKT values, the TAKKT Code of Conduct and the TAKKT compliance management guidelines, TAKKT has a whistleblower hotline set up with an external service provider where employees can, to the extent permitted by law, report compliance violations anonymously.</li> <li>TAKKT has introduced an electronic platform for training in compliance-related issues.</li> </ul>





Category	Material Topics	Aspects	Description	Contents
<b>GRI 102: General Disclosures 2016</b>	Stakeholder engagement	GRI 102-44	Key topics and concerns raised	<p><b>Suppliers</b> Expectation:</p> <ul style="list-style-type: none"> <li>Contributing to climate protection</li> </ul> <p>Measures:</p> <ul style="list-style-type: none"> <li>Since 2010, TAKKT has gained important starting points for targeted improvement measures – such as the use of environmentally friendly materials and production processes – from the collection of CO<sub>2</sub> emissions data. TAKKT relies here on the continuous expansion of certified carbon footprints. The introduction of certified carbon footprints enables us to ensure the greatest possible transparency for the CO<sub>2</sub> emissions along our value chain. We have implemented projects and measures based on these results in order to sustainably reduce the resulting CO<sub>2</sub> emissions (e.g., conversion to LED lighting at our warehouse locations).</li> <li>Particularly in our focus areas of marketing and logistics, which are the largest drivers of CO<sub>2</sub> emissions, we intend to offset the resulting CO<sub>2</sub> emissions step-by-step by supporting carefully selected and certified climate protection projects.</li> <li>Since 2008, TAKKT has participated in the annual ranking of the Carbon Disclosure Project (CDP) international initiative. It aims to make companies' climate strategies more comparable and to sustainably reduce their emissions.</li> </ul> <p><b>Society</b> Expectation:</p> <ul style="list-style-type: none"> <li>Dialogue with industry associations regarding certification of sustainability measures</li> </ul> <p>Measures:</p> <ul style="list-style-type: none"> <li>Member of bevh Germany</li> <li>Active support of the international Global Compact Network</li> <li>Participation in public events (including the German Retail Congress)</li> </ul> <p><b>Employees</b> Expectation:</p> <ul style="list-style-type: none"> <li>Ensuring high resource efficiency</li> </ul> <p>Measures:</p> <ul style="list-style-type: none"> <li>TAKKT works exclusively with efficient and modern printing houses.</li> <li>Almost all of the paper used to produce the print advertising materials is from certified resources (FSC/ PEFC).</li> <li>Systematic expansion of the e-commerce business</li> <li>Continuous improvement of resource usage in business operations through the expansion of certified environmental management systems</li> </ul> <p><b>Shareholder</b> Expectation:</p> <ul style="list-style-type: none"> <li>Offering of sustainable products to increase customer satisfaction</li> </ul>



Category	Material Topics	Aspects	Description	Contents
GRI 102: General Disclosures 2016	Stakeholder engagement	GRI 102-44	Key topics and concerns raised	<p>Measures:</p> <ul style="list-style-type: none"> <li>The excellent quality of products ensures customers that the products will have a long useful life. Therefore, TAKKT assumes responsibility for the entire life cycle of the products sold – from sourcing to their use, including the disposal of materials and packaging.</li> <li>Together with its partners, TAKKT is systematically expanding the range of sustainable (“green”) products in all sales companies. External product certifications are relied upon as much as possible. For example, an environmental performance report certified by the German Association for Technical Inspection (TÜV) was prepared for EUROKRAFT Active Green products; the CO<sub>2</sub> emissions generated during production are completely offset.</li> </ul>
	Reporting practice	GRI 102-45	Entities included in the consolidated financial statements	See the 2019 TAKKT AG Annual Report, pp.169-170.
		GRI 102-46	Defining report content and topic boundaries	<p><b>Step 1: Identification of the aspects</b></p> <p>Identification of relevant topics:</p> <ul style="list-style-type: none"> <li>In 2016, TAKKT developed its new sustainability strategy until the end of 2020 in line with the requirements of the GRI guidelines as part of a comprehensive dialogue with stakeholders. The focus areas of sourcing, marketing, logistics, resources, climate, employees and society defined by the end of 2016 were again confirmed in dialogue with our stakeholders.</li> </ul> <p>Defining the boundaries for the relevant topics:</p> <ul style="list-style-type: none"> <li>TAKKT reports on the impacts within the responsible value chain. This relates to impacts that may occur either within or outside of the organization.</li> </ul> <p><b>Step 2: Prioritization of the identified topics</b></p> <ul style="list-style-type: none"> <li>The topics identified during the dialogue with stakeholders confirmed the focus areas that we have defined. On this basis, TAKKT has derived specific goals, measures and corresponding activities in the individual focus areas.</li> </ul> <p><b>Step 3: Validation</b></p> <ul style="list-style-type: none"> <li>With SCORE (Sustainable Corporate Responsibility), we have established a group-wide organizational structure in order to anchor sustainability in the entire company. This allows us to implement and manage measures across all levels and divisions in day-to-day business.</li> <li>The relevant aspects were validated with a SCORE work group as well as internal and external specialists. The topic list derived from this was confirmed during a Management Board meeting. Afterwards, new goals, measures and clear key indicators were established in order to measure and manage sustainability performance transparently.</li> </ul>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 102: General Disclosures 2016</b>	Reporting practice	GRI 102-46	Defining report content and topic boundaries	<p><b>Step 4: Review</b></p> <ul style="list-style-type: none"> <li>For the review, the current topics and measures are coordinated internally by the SCORE officers from the different divisions at regular intervals. Sustainability is also an integral part of the Management Board meetings. Feedback from the different stakeholder groups is obtained and evaluated on a regular basis with the measures described in GRI 102-43 (see GRI 102-44).</li> <li>Continuous review in the course of preparing the current 2019 TAKKT sustainability report.</li> </ul>
		GRI 102-47	List of material topics	<p>The following aspects were identified as material according to the method described in GRI 102-46:</p> <ul style="list-style-type: none"> <li>Fighting corruption</li> <li>Anti-competitive behavior</li> <li>Energy</li> <li>Emissions</li> <li>Effluents and waste</li> <li>Environmental compliance</li> <li>Environmental evaluation of suppliers</li> <li>Employment</li> <li>Labor/management relations</li> <li>Occupational health and safety</li> <li>Training and education</li> <li>Diversity and equal opportunity</li> <li>Non-discrimination</li> <li>Freedom of association and collective bargaining</li> <li>Child labor</li> <li>Forced or compulsory labor</li> <li>Local communities</li> <li>Social evaluation of suppliers</li> <li>Political influence</li> <li>Customer health and safety</li> <li>Marketing and labeling</li> <li>Protection of customer data</li> <li>Socioeconomic compliance</li> </ul>
		GRI 102-48	Restatements of information	<p>No corrections or changes to the reported values shall be made retroactively. The report for 2019 does not contain any information on the Mydisplays company, which was acquired in 2017. The OfficeFurnitureOnline company, which was acquired in 2018, is not included in the disclosures for 2017. The Post-Up Stand company, which was acquired in 2015, is not included in the reporting of all material indicators. Corresponding references can be found in the disclosures on the individual indicators.</p>
		GRI 102-49	Changes in reporting	<p>No changes.</p>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 102: General Disclosures 2016</b>	Reporting practice	GRI 102-50	Reporting period	Calendar year = Financial year = 2019
		GRI 102-51	Date of most recent report	March 26, 2020
		GRI 102-52	Reporting cycle	Key figures annually, comprehensive report twice a year
		GRI 102-53	Contact point for questions regarding the report	Justine Weiss, TAKKT AG SCORE Officer
		GRI 102-54	Claims of reporting in accordance with the GRI standards	The present report was prepared in accordance with the GRI standards: Comprehensive option.
		GRI 102-55	GRI content index	The 2019 TAKKT Sustainability Report was prepared in accordance with the guidelines and principles of the Global Reporting Initiative (GRI). The GRI standards Content Index documents where disclosures for each of the GRI requirements can be found within the 2019 TAKKT Sustainability Report.  The GRI standards Content Index also forms the basis for the Communication on Progress (COP) update as part of TAKKT's membership in the Global Compact Initiative of the United Nations.
		GRI 102-56	External assurance	An external audit of the 2019 TAKKT Sustainability Report was completed.
<b>GRI 103: Management approach 2016</b>		GRI 103-1	Explanation of the material topic and its boundary	<p>The management approach explains how TAKKT determines and analyzes the actual and potential significant impacts on the economic, environmental and societal level. Furthermore, strategies and measures for handling the aforementioned effects are described. The processes described are universally valid, meaning that the management approach is applicable to all aspects and indicators included in this report.</p> <p>Unless stated otherwise, the aspects are material for all fully consolidated units according to aspect GRI 102-45. The following aspects are significant within the organization:</p> <ul style="list-style-type: none"> <li>• Fighting corruption (GRI 205)</li> <li>• Anti-competitive behavior (GRI 206)</li> <li>• Energy (GRI 302)</li> <li>• Emissions (GRI 305)</li> <li>• Effluents and waste (GRI 306)</li> <li>• Environmental compliance (GRI 307)</li> <li>• Environmental evaluation of suppliers (GRI 308)</li> <li>• Employment (GRI 401)</li> <li>• Labor/management relations (GRI 402)</li> <li>• Occupational health and safety (GRI 403)</li> <li>• Training and education (GRI 404)</li> </ul>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 103: Management approach 2016</b>		GRI 103-1	Explanation of the material topic and its boundary	<ul style="list-style-type: none"> <li>• Diversity and equal opportunity (GRI 405)</li> <li>• Non-discrimination (GRI 406)</li> <li>• Freedom of association and collective bargaining (GRI 407)</li> <li>• Child labor (GRI 408)</li> <li>• Forced or compulsory labor (GRI 409)</li> <li>• Local communities (GRI 413)</li> <li>• Social evaluation of suppliers (GRI 414)</li> <li>• Political influence (GRI 415)</li> <li>• Customer health and safety (GRI 416)</li> <li>• Marketing and labeling (GRI 417)</li> <li>• Protection of customer data (GRI 418)</li> <li>• Socioeconomic compliance (GRI 419)</li> </ul>
		GRI 103-2	The management approach and its components	<p>Important aspects are identified, prioritized and reviewed on a regular basis using the method described in detail in aspect GRI 102-46. In the process, an evaluation of the actual and potential positive and negative impacts of the organization in relation to the specific aspects is also carried out. The methods used are described in aspect GRI 102-46 as well as in the “Business Outlook” section in the 2019 Annual Report. Depending on the actual and potential impacts, the measures at TAKKT aim to either eliminate or minimize negative impacts (e.g., with regard to energy and paper consumption) or increase positive impacts (e.g., by promoting the social involvement of employees or increasing the share of sales of sustainable products).</p> <p>The management approach is communicated in the company worldwide in a number of ways, systematically implemented and integrated in the organization:</p> <ul style="list-style-type: none"> <li>• TAKKT code of values</li> <li>• TAKKT Code of Conduct</li> <li>• Integration of sustainability aspects in personal objectives, if appropriate for the specific activity, as well as in the general performance evaluation of the employees</li> <li>• Group-wide SCORE (Social Corporate Responsibility) organizational structure with clear responsibilities</li> <li>• Jährliche Planung und Budgetierung der Nachhaltigkeitsmaßnahmen des Folgejahres</li> <li>• Adoption of group-wide sustainability goals by the entire Management Board</li> </ul>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 103: Management approach 2016</b>		GRI 103-3	Evaluation of the management approach	The effectiveness of the management approach is periodically reviewed by high-ranking executive personnel based on various criteria, including the results of internal operating audits as well as through benchmarking and the exchange with other market players in the same or other industries. In addition, the feedback of external stakeholders is incorporated into the efficiency audit on a regular basis (comparison aspects GRI 102-43 and GRI 102-44). TAKKT provides continuous, transparent reporting on the most important measures and progress achieved and communicates this to the stakeholders. TAKKT implements recognized reporting standards such as GRI indicators and the guidelines of the Carbon Disclosure Project. If challenges are identified in the implementation of the management approach, a discussion of which possibilities exist for improving its efficiency takes place with the involvement of all the participants. In particular, this could include adjustments in the allocation of resources or responsibilities if this results in improved process implementation.
<b>GRI 201: Economic performance 2016 (not material)</b>		GRI 201-1	Direct economic value generated and distributed	See value creation statement
		GRI 201-2	Financial implications and other risks and opportunities due to climate change	At present, there are no significant opportunities and risks at TAKKT resulting from climate change.
		GRI 201-3	Defined benefit plan obligations and other retirement plans	See the 2019 TAKKT AG Annual Report, p.136 ff.
		GRI 201-4	Financial assistance received from government	None in 2019.
<b>GRI 202: Market presence 2016 (not material)</b>		GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	The aspect is not material at TAKKT and therefore not reported.
		GRI 202-2	Proportion of senior management hired from the local community	The aspect is not material at TAKKT and therefore not reported.
<b>GRI 203: Indirect economic impacts 2016 (not material)</b>		GRI 203-1	Infrastructure investments and services supported	The aspect is not material at TAKKT because no capital expenditures are made beyond the company's own business activities. There are therefore no significant positive or negative economic impacts on communities or local business establishments.
		GRI 203-2	Significant indirect economic impacts	The aspect is not material at TAKKT because no significant indirect positive or negative economic impacts result from the business activities of the company.



Category	Material Topics	Aspects	Description	Contents
<b>GRI 204: Procurement practices 2016 (not material)</b>		GRI 204-1	Proportion of spending on local suppliers	<ul style="list-style-type: none"> <li>Reporting is done for the European as well as American companies.</li> <li>For the European companies, local means that goods are procured from suppliers based in Europe (except for Turkey and Eastern Europe). With regard to the American companies, suppliers from the US and Canada are defined as local.</li> </ul>
<b>GRI 205: Anti-corruption 2016</b>		GRI 205-1	Operations assessed for risks related to corruption	<p>There is a worldwide organization for compliance management in the TAKKT Group. Compliance risks are identified by the compliance office in coordination with the risk management officers and systematically incorporated, documented and prioritized on an annual basis.</p> <p>In addition, TAKKT has a comprehensive internal control system (IKS) that documents and assesses operational risk controls. The effectiveness of the operational risk controls is audited worldwide by the group's internal audit department and auditors on a regular basis; the results are reported to TAKKT's Management Board.</p> <p>In 2014, a group-wide Code of Conduct was developed in which corruption risks are addressed and employees are given guidelines on correct action.</p> <p>The vulnerability to corruption of TAKKT's business model is very low: The comparably low prices of TAKKT products result in low order values with variable order levels. Customer orders are handled by the TAKKT companies in standard processes that are highly IT driven. TAKKT places purchase orders for products with the manufacturers solely as needed.</p>
		GRI 205-2	Communication and training about anti-corruption policies and procedures	<p>A compliance handbook is available to all employees via the intranet.</p> <p>In 2014, a group-wide Code of Conduct was developed in which important rules of conduct are defined.</p> <p>Sensitization to the Code of Conduct is supported by using an e-learning tool on compliance principles, which all employees have.</p>
		GRI 205-3	Confirmed incidents of corruption and actions taken	No incidents in 2019.
<b>GRI 206: Anti-competitive behavior 2016</b>		GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Two competition warnings. The matter could be resolved out of court.



Category	Material Topics	Aspects	Description	Contents				
<b>GRI 301: Materials 2016 (not material)</b>		GRI 301-1	Materials used by weight or volume	The aspect is not material for TAKKT as a direct marketing specialist because the products are not manufactured by the company itself.				
		GRI 301-2	Recycled input materials used	The aspect is not material for TAKKT as a direct marketing specialist because the products are not manufactured by the company itself.				
		GRI 301-3	Reclaimed products and their packaging materials	For TAKKT as a direct marketing specialist for low-value items (categorized as C items), it is not possible to obtain data for the disposal of all sold products at the end of the life cycle. This indicator is therefore not reported.				
<b>GRI 302: Energy 2016</b>		GRI 302-1	Energy consumption within the organization	<p>Prepared for facilities in the US and Germany.</p> <p>Energy consumption: 16,868 (thousand gigajoules)</p> <p>Fuel consumption from non-renewable sources: 43,228 (thousand gigajoules)</p> <p>Electric energy consumption: 68,183 (thousand gigajoules)</p> <p>Heat energy consumption: 128,279 (thousand gigajoules)</p> <p>The standards and conversion factors for the American facilities come from the US Environmental Protection Agency. For the German facilities, the standards and factors of the Federal Environment Agency are applied in accordance with GEMIS.</p>				
		GRI 302-2	Energy consumption outside of the organization	Data on energy consumption outside of the organization is not gathered because it falls outside the value creation process and thus the reporting boundary for TAKKT.				
		GRI 302-3	Energy intensity	<p><b>Energy consumption per order</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>MJ per order</td> <td>71.3</td> </tr> </tbody> </table> <p>Energy consumption within the organization for facilities in Germany and the US is compared to the total number of orders in the respective countries. The energy consumption includes all forms of energy.</p>	Unit	2019	MJ per order	71.3
	Unit	2019						
MJ per order	71.3							
	GRI 302-4	Reduction of energy consumption	<p><b>Energy reduction based on loactions in 2016</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>2019 vs. 2016</th> </tr> </thead> <tbody> <tr> <td>%</td> <td>+ 7.3</td> </tr> </tbody> </table>	Unit	2019 vs. 2016	%	+ 7.3	
Unit	2019 vs. 2016							
%	+ 7.3							





Category	Material Topics	Aspects	Description	Contents
<b>GRI 302: Energy 2016</b>		GRI 302-4	Reduction of energy consumption	At all locations that existed in 2019, 7.3% more energy was used than in 2016.  Prepared for facilities in the US and Germany. Base year is 2016, due to the start in 2017 of the new TAKKT sustainability strategy 2020.  The standards and conversion factors for the American facilities come from the US Environmental Protection Agency. For the German facilities, the standards and factors of the Federal Environment Agency are applied in accordance with GEMIS.
		GRI 302-5	Reductions in energy requirements of products and services	The aspect is not relevant for TAKKT because most of the products and services distributed do not consume any energy.
<b>GRI 303: Water 2016 (not material)</b>		GRI 303-1	GRI 303: Water 2016 (not material)	The aspect is not material for TAKKT as a direct marketing specialist because no material in-house manufacturing takes place and the water at the facilities is taken only from the normal public mains.
		GRI 303-2	Water sources significantly affected by withdrawal of water	The aspect is not material for TAKKT as a direct marketing specialist because no material in-house manufacturing takes place and the water at the facilities is taken only from the normal public mains.
		GRI 303-3	Water recycled and reused	The aspect is not material for TAKKT as a direct marketing specialist because no material in-house manufacturing takes place and the water at the facilities is taken only from the normal public mains.
<b>GRI 304: Biodiversity 2016 (not material)</b>		GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	The aspect is not material for TAKKT as a direct marketing specialist because no material in-house manufacturing takes place and the distribution facilities are not located in protected areas or in the immediate vicinity. Two of the warehouse facilities worldwide are located in water protection areas, but they do not cause any significant impacts on the biodiversity of the areas.
		GRI 304-2	Significant impacts of activities, products, and services on biodiversity	The aspect is not material for TAKKT as a direct marketing specialist because no material in-house manufacturing takes place and the distribution facilities are not located in protected areas or in the immediate vicinity. Two of the warehouse facilities worldwide are located in water protection areas, but they do not cause any significant impacts on the biodiversity of the areas.
		GRI 304-3	Habitats protected or restored	The aspect is not material for TAKKT as a direct marketing specialist because no material in-house manufacturing takes place and the distribution facilities are not located in protected areas or in the immediate vicinity. Two of the warehouse facilities worldwide are located in water protection areas, but they do not cause any significant impacts on the biodiversity of the areas.



Category	Material Topics	Aspects	Description	Contents						
<b>GRI 304: Biodiversity 2016 (not material)</b>		GRI 304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	The aspect is not material for TAKKT as a direct marketing specialist because no material in-house manufacturing takes place and the distribution facilities are not located in protected areas or in the immediate vicinity. Two of the warehouse facilities worldwide are located in water protection areas, but they do not cause any significant impacts on the biodiversity of the areas.						
<b>GRI 305: Emissions 2016</b>		GRI 305-1	Direct (Scope 1) GHG emissions	<p><b>Direct GHG emissions (Scope 1) based on locations 2016</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>2019</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>t CO<sub>2</sub>e</td> <td>4,829</td> <td>4,724</td> </tr> </tbody> </table> <p>Prepared for facilities in the US and Germany. The greenhouse gas CO<sub>2</sub>e is included in the calculation.</p> <p>Base year is 2016, due to the start in 2017 of the new TAKKT sustainability strategy 2020.</p> <p>The standards and conversion factors for the American facilities come from the US Environmental Protection Agency. For the German facilities, the standards and factors of the Federal Environment Agency are applied in accordance with GEMIS.</p>	Unit	2019	2016	t CO <sub>2</sub> e	4,829	4,724
Unit	2019	2016								
t CO <sub>2</sub> e	4,829	4,724								
		GRI 305-2	Indirect (Scope 2) GHG emissions	<p><b>Indirect GHG emissions (Scope 2) based on locations 2016</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>2019</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>t CO<sub>2</sub>e</td> <td>6,672</td> <td>7,459</td> </tr> </tbody> </table> <p>Prepared for facilities in the US and Germany. The greenhouse gas CO<sub>2</sub>e is included in the calculation.</p> <p>Base year is 2016, due to the start in 2017 of the new TAKKT sustainability strategy 2020.</p> <p>The standards and conversion factors for the American facilities come from the US Environmental Protection Agency. For the German facilities, the standards and factors of the Federal Environment Agency are applied in accordance with GEMIS.</p>	Unit	2019	2016	t CO <sub>2</sub> e	6,672	7,459
Unit	2019	2016								
t CO <sub>2</sub> e	6,672	7,459								



Category	Material Topics	Aspects	Description	Contents						
GRI 305: Emissions 2016		GRI 305-3	Other indirect (Scope 3) GHG emissions	<p><b>Indirect GHG emissions (Scope 3)</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>2019</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>t CO<sub>2</sub>e</td> <td>16,035</td> <td>22,251</td> </tr> </tbody> </table> <p>Reporting is done in CO<sub>2</sub> equivalents for the emissions produced for all companies in the course of producing paper advertising materials. Base year is 2016, due to the start in 2017 of the new TAKKT sustainability strategy 2020. The determination is carried out on behalf of TAKKT by ClimatePartner, a Munich-based consulting firm specializing in emissions reporting.</p>	Unit	2019	2016	t CO <sub>2</sub> e	16,035	22,251
	Unit	2019	2016							
	t CO <sub>2</sub> e	16,035	22,251							
		GRI 305-4	GHG emissions intensity	<p><b>Intensity of GHG emissions</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>2019</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>kg CO<sub>2</sub>e per order</td> <td>6.8</td> <td>7.0</td> </tr> </tbody> </table> <p>Scope 1 and Scope 2 emissions for facilities in Germany and the US are compared to the number of orders in the respective countries. CO<sub>2</sub>e is included in the calculation.</p>	Unit	2019	2016	kg CO <sub>2</sub> e per order	6.8	7.0
	Unit	2019	2016							
	kg CO <sub>2</sub> e per order	6.8	7.0							
		GRI 305-5	Reduction of GHG emissions	<p><b>Reduction of GHG emissions based on locations 2016</b></p> <table border="1"> <thead> <tr> <th>Unit</th> <th>2019 vs. 2016</th> </tr> </thead> <tbody> <tr> <td>%</td> <td>- 5.59</td> </tr> </tbody> </table> <p>Scope 1 and 2 emissions for facilities in Germany and the US. Reduction of scope 1 and 2 emissions of the organization at facilities in Germany and the US compared with the base year. Base year is 2016, due to the start in 2017 of the new TAKKT sustainability strategy 2020. The greenhouse gas CO<sub>2</sub>e is included in the calculation.</p> <p>The standards and conversion factors for the American facilities come from the US Environmental Protection Agency. For the German facilities, the standards and factors of the Federal Environment Agency are applied in accordance with GEMIS.</p>	Unit	2019 vs. 2016	%	- 5.59		
Unit	2019 vs. 2016									
%	- 5.59									
	GRI 305-6	Emissions of ozone-depleting substances (ODS)	The aspect is not relevant for TAKKT because no ozone-depleting substances are produced in the course of business activities.							
	GRI 305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	The aspect is not relevant for TAKKT because these kinds of emissions are produced only to a very small and therefore to an insignificant extent in the course of business activities. Wherever possible, however, these emissions are measured in CO <sub>2</sub> equivalents.							



Category	Material Topics	Aspects	Description	Contents
<b>GRI 306: Effluents and waste 2016</b>		GRI 306-1	Water discharge by quality and destination	The aspect is not material for TAKKT as a direct marketing specialist because no in-house manufacturing takes place and the water at the facilities is taken only from the normal public mains and fed in again.
		GRI 306-2	Waste by type and disposal method	<p>Waste at warehouse facilities in Germany*:</p> <ul style="list-style-type: none"> <li>• Total weight of waste in 2019: 658.1 tons</li> <li>• Breakdown by disposal method: thereof recycled: 626.5 tons, thereof incinerated: 12.7 tons, thereof landfill: 0 tons, thereof other method of disposal: 19.0 tons</li> </ul> <p>Waste at warehouse facilities in the US:</p> <ul style="list-style-type: none"> <li>• Total weight of waste in 2019: 669.3 tons</li> <li>• Breakdown by disposal method: thereof recycled: 304.7 tons, thereof incinerated: 0 tons, thereof landfill: 364.5 tons, thereof other method of disposal: 0 tons</li> </ul> <p>The method of disposal is decided directly by the organization.</p> <p>The separation into special waste and normal waste is not material for TAKKT as a direct marketing specialist because there is no disposal of hazardous waste.</p> <p>*Values without Mydisplays</p>
		GRI 306-3	Significant spills	No incidents in 2019.
		GRI 306-4	Transport of hazardous waste	The aspect is not material for TAKKT as a direct marketing specialist because there is no disposal of hazardous waste.
		GRI 306-5	Water bodies affected by water discharges and/or runoff	The aspect is not material for TAKKT as a direct marketing specialist because no in-house manufacturing takes place and the water at the facilities is taken only from the normal public mains and fed in again.
<b>GRI 307: Environmental compliance 2016</b>		GRI 307-1	Non-compliance with environmental laws and regulations	No incidents in 2019.
<b>GRI 308: Supplier environ- mental assessment 2016</b>		GRI 308-1	New suppliers that were screened using environmental criteria	All suppliers are visited by the product managers on site prior to listing and the production facilities are inspected. The suppliers undertake to comply with the legal requirements, e.g., REACH reporting.



Category	Material Topics	Aspects	Description	Contents
<b>GRI 308: Supplier environmental assessment 2016</b>		GRI 308-2	Negative environmental impacts in the supply chain and actions taken	<p>All suppliers are visited by the product managers on site prior to listing and the production facilities are inspected. The suppliers undertake to comply with the legal requirements, e.g., REACH reporting.</p> <p>There are no significant actual negative environmental impacts. Potential negative environmental impacts are minimized by means of the existing supplier evaluation at TAKKT.</p> <p>For TAKKT as a direct marketing specialist for business equipment, an important part of the value chain already lies in the procurement of goods. For this reason, TAKKT places a strong emphasis on sustainability in its supply chain. TAKKT does this by collaborating with the internationally recognized EcoVadis platform. The test method allows the relevant aspects of sustainable action to be shown in a transparent manner in the business models of the suppliers while identifying where there is room for development. By repeating the audits at regular intervals, TAKKT aims to measure the progress and improvement of the suppliers. The four areas that EcoVadis analyzes are "environment," "social conditions," "ethics" and "supply chain." TAKKT product managers can view the results in the online portal, make suggestions for improvements to the suppliers and draft development plans. The evaluation program was successfully tested in 2013. Since then it has been gradually expanded. In 2017 the purchase volume from suppliers certified by EcoVadis amounted to 51.6%.</p>
		GRI 401-1	New employee hires and employee turnover	This aspect is not reported.
		GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	No differences between full-time and part-time employees.
	GRI 401-3	Parental leave	<p>Prepared for facilities in Germany.*</p> <p>Total number of employees entitled to parental leave:</p> <ul style="list-style-type: none"> <li>• Male: 29</li> <li>• Female: 38</li> </ul> <p>Total number of employees who took parental leave:</p> <ul style="list-style-type: none"> <li>• Male: 12</li> <li>• Female: 33</li> </ul> <p>Total number of employees who returned to the workplace after parental leave ended:</p> <ul style="list-style-type: none"> <li>• Male: 10</li> <li>• Female: 11</li> </ul>	



Category	Material Topics	Aspects	Description	Contents
<b>GRI 401: Employment 2016</b>		GRI 401-3	Parental leave	<p>Total number of employees who returned to the workplace after parental leave ended who were still employed twelve months after their return to work:</p> <ul style="list-style-type: none"> <li>• Male: A minimum of 12 months have elapsed for 7 of the male employees who returned to the workplace since 1/1/2019.</li> <li>• Female: A minimum of 12 months have elapsed for 17 of the female employees who returned to the workplace since 1/1/2019.</li> </ul> <p>Rate of return to the workplace:</p> <ul style="list-style-type: none"> <li>• The rate of return to the workplace cannot be calculated at this time. No statement can be made on how many of the employees currently on parental leave will return to the workplace.</li> </ul> <p>Retention rate:</p> <ul style="list-style-type: none"> <li>• As previously stated for the rate of return, the retention rate also cannot be calculated at this time.</li> </ul> <p>*Values without Mydisplays</p>
<b>GRI 402: Labor/management relations 2016</b>		GRI 402-1	Minimum notice periods regarding operational changes	Compliance with the respective legally defined periods at all facilities. There are no internal TAKKT regulations that extend beyond the scope of the legal provisions.
<b>GRI 403: Occupational health and safety 2016</b>		GRI 403-1	Workers representation in formal joint management-worker health and safety committees	<p>Reporting done for facilities in Germany</p> <p>At all major German facilities, there are occupational safety committees that are staffed by safety officers, Works Council representatives, safety experts and a representative from the board of directors. In total, over 90 percent of the employees in Germany are represented through such committees. At the smaller facilities (customer service, sales offices), there are either permanent safety experts or supervision is provided by a safety expert from another facility. All requirements of the Employer's Liability Insurance Association are met at the German facilities.</p>
		GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of workrelated fatalities	<p>Prepared for warehouse facilities in Germany and the US as well as for the production site of a German affiliate. Aggregate figures are reported for Germany and the US. A full breakdown by gender cannot be done because this data is not collected for minor incidents.</p> <p>Reporting and disclosure of accidents is carried out according to the respective applicable national law. Serious accidents are reported to the appropriate government agencies or organizations.</p>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 403: Occupational health and safety 2016</b>		GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of workrelated fatalities	<p><b>Germany (for all employees)*:</b></p> <p>In 2019 there was a total of 13 accidents at the German warehouse facilities and the production site. These included 8 minor cases in which there was either a short-term absence or no absence from work. 5 moderately serious cases resulted in absences of 5 days or more.</p> <p>In 12 of the accidents, male employees were affected; 1 accident involved a female employee.</p> <p><b>Germany (for all employees, not counting interns, apprentices, temporary workers, personnel leasing, self-employed individuals and those who work for other organizations)*:</b></p> <p>In 2019 there was a total of 7 accidents at the German warehouse facilities and the production site. These included 2 minor cases in which there was either a short-term absence or no absence from work. 5 moderately serious cases resulted in absences of 5 days or more.</p> <p>In 5 of the accidents, male employees were affected; 2 accidents involved female employees.</p> <p><b>USA (for all employees):</b></p> <p>In 2019 there was a total of 8 accidents at the American warehouse facilities. These included 7 minor cases in which there was either a short-term absence or no absence from work. 1 moderately serious case resulted in absences of 5 days or more.</p> <p>In 6 of the accidents, male employees were affected; the remaining 2 incidents involved female employees.</p> <p><b>USA (for all employees, not counting interns, apprentices, temporary workers, personnel leasing, self-employed individuals and those who work for other organizations):</b></p> <p>In 2019 there was a total of 3 accidents at the American warehouse facilities. These included 3 minor cases in which there was either a short-term absence or no absence from work. 0 moderately serious cases resulted in absences of 5 days or more.</p> <p>In 2 of the accidents, male employees were affected; the remaining 1 incident involved a female employee.</p> <p>No fatal accidents occurred in the entire Group in the reporting period.</p> <p>Since there are no employees for whom there is an occupational health risk (see GRI 403-3) at TAKKT, the occupational disease rate is not calculated.</p> <p>* Values without Mydisplays</p>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 403: Occupational health and safety 2016</b>		GRI 403-3	Workers with high incidence or high risk of diseases related to their occupation	With respect to the activities that arise in connection with TAKKT's business activities, there are no employees with an occupational health hazard.
		GRI 403-4	Health and safety topics covered in formal agreements with trade unions	Addressed by means of legal and internal provisions and directives. There are no formal agreements with labor unions on these topics.
<b>GRI 404: Training and education 2016</b>		GRI 404-1	Average hours of training per year per employee	Data on the annual number of hours for employee training and development is not collected due to the extensive amount of documentation that would be required. The requirements for further training are personally determined with each employee at least once a year and measures for realizing them are agreed upon. Reporting of expenditures for further training is done for informational purposes: 2019: EUR 1,009,684
		GRI 404-2	Programs for upgrading employee skills and transition assistance programs	There is a comprehensive range of courses for internal training and development as well as the option of attending external seminars or courses. The requirements for further training are personally determined with each employee at least once a year and measures for realizing them are agreed upon.
		GRI 404-3	Percentage of employees receiving regular performance and career development reviews	100% worldwide.
<b>GRI 405: Diversity and equal opportunity 2016</b>		GRI 405-1	Diversity of governance bodies and employees	Reported at the level of total employees and for the Management Board. Membership in a minority group is not measured because this concerns sensitive personal information. Total employees: Gender: Female: 43%, Male: 57%  The Management Board for the 2019 year under review consists of three men. Two are over 50 years old and the third is in the 30–50 age group.
		GRI 405-2	Ratio of basic salary and remuneration of women to men	In principle, TAKKT does not disclose any information on remuneration beyond the legal requirements. Equal rights and anti-discrimination are important objectives at TAKKT, which are consistently implemented through various measures.
<b>GRI 406: Non-discrimination 2016</b>		GRI 406-1	Incidents of discrimination and corrective actions taken	A reporting system has been set up for all facilities at TAKKT. No incidents in 2019.





Category	Material Topics	Aspects	Description	Contents
<b>GRI 407: Freedom of association and collective bargaining 2016</b>		GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<p>No violations found.</p> <p>Suppliers are inspected by product managers prior to listing and visited on site at regular intervals.</p> <p>Obligation due to the expanded Supplier Code of Conduct that was drawn up in 2013.</p> <p>For TAKKT as a direct marketing specialist for business equipment, an important part of the value chain already lies in the procurement of goods. For this reason, TAKKT places a strong emphasis on sustainability in its supply chain. TAKKT does this by collaborating with the internationally recognized EcoVadis platform. The test method allows the relevant aspects of sustainable action to be shown in a transparent manner in the business models of the suppliers while identifying where there is room for development. By repeating the audits at regular intervals, TAKKT aims to measure the progress and improvement of the suppliers. The four areas that EcoVadis analyzes are "environment," "social conditions," "ethics" and "supply chain." TAKKT product managers can view the results in the online portal, make suggestions for improvements to the suppliers and draft development plans. The evaluation program was successfully tested in 2013. Since then it has been gradually expanded. In 2017 the purchase volume from suppliers certified by EcoVadis amounted to 51.6%.</p>
<b>GRI 408: Child labor 2016</b>		GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	<p>There are no business facilities or suppliers with significant risks.</p> <p>Suppliers are inspected by product managers prior to listing and visited on site at regular intervals.</p> <p>Obligation due to the expanded Supplier Code of Conduct that was drawn up in 2013.</p> <p>For TAKKT as a direct marketing specialist for business equipment, an important part of the value chain already lies in the procurement of goods. For this reason, TAKKT places a strong emphasis on sustainability in its supply chain. TAKKT does this by collaborating with the internationally recognized EcoVadis platform. The test method allows the relevant aspects of sustainable action to be shown in a transparent manner in the business models of the suppliers while identifying where there is room for development. By repeating the audits at regular intervals, TAKKT aims to measure the progress and improvement of the suppliers. The four areas that EcoVadis analyzes are "environment," "social conditions," "ethics" and "supply chain." TAKKT product managers can view the results in the online portal, make suggestions for improvements to the suppliers and draft development plans. The evaluation program was successfully tested in 2013. Since then it has been gradually expanded. In 2017 the purchase volume from suppliers certified by EcoVadis amounted to 51.6%.</p>
<b>GRI 409: Forced or compulsory labor 2016</b>		GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	<p>There are no business facilities or suppliers with significant risks.</p> <p>Suppliers are inspected by product managers prior to listing and visited on site at regular intervals.</p> <p>Obligation due to the expanded Supplier Code of Conduct that was drawn up in 2013.</p>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 409: Forced or compulsory labor 2016</b>		GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	For TAKKT as a direct marketing specialist for business equipment, an important part of the value chain already lies in the procurement of goods. For this reason, TAKKT places a strong emphasis on sustainability in its supply chain. TAKKT does this by collaborating with the internationally recognized EcoVadis platform. The test method allows the relevant aspects of sustainable action to be shown in a transparent manner in the business models of the suppliers while identifying where there is room for development. By repeating the audits at regular intervals, TAKKT aims to measure the progress and improvement of the suppliers. The four areas that EcoVadis analyzes are "environment," "social conditions," "ethics" and "supply chain." TAKKT product managers can view the results in the online portal, make suggestions for improvements to the suppliers and draft development plans. The evaluation program was successfully tested in 2013. Since then it has been gradually expanded. In 2017 the purchase volume from suppliers certified by EcoVadis amounted to 51.6%.
<b>GRI 410: Security practices 2016 (not material)</b>		GRI 410-1	Security personnel trained in human rights policies or procedures	The aspect is not material. There are no security personnel directly employed by TAKKT.
<b>GRI 411: Rights of indigenous peoples 2016 (not material)</b>		GRI 411-1	Incidents of violations involving rights of indigenous peoples	The aspect is not material. TAKKT is not represented in a significant way with business facilities where it could be assumed that the rights of indigenous people are being compromised.
<b>GRI 412: Human rights assesment 2016 (not material)</b>		GRI 412-1	Operations that have been subject to human rights reviews or impact assessments	The aspect is not material because TAKKT does not operate any facilities in regions where there are alarming human rights conditions.
		GRI 412-2	Employee training on human rights policies or procedures	The aspect is not material because TAKKT has not implemented any significant investment projects in regions where there are alarming human rights conditions or project partners in these areas.
		GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	The aspect is not material because TAKKT has not implemented any significant investment projects in regions where there are alarming human rights conditions or project partners in these areas.
<b>GRI 413: Local communities 2016</b>		GRI 413-1	Operations with local community engagement, impact assessments, and development programs	TAKKT promotes the social involvement of its employees, and in 2019 it offered 68.8% of all employed individuals the option of paid leave to work on non-profit projects. 14.7% of all employed individuals took advantage of this opportunity.  Committees and methods for consultation of the local communities or impact assessments are not carried out beyond the legal requirements because there are no significant negative impacts on the local communities at the TAKKT facilities.



Category	Material Topics	Aspects	Description	Contents
<b>GRI 413: Local communities 2016</b>		GRI 413-2	Operations with significant actual and potential negative impacts on local communities	<p>There are no significant or potential negative impacts on local communities.</p> <p>Due to the elimination of purchasing trips, the TAKKT business model is 1.5 times more CO<sub>2</sub> efficient than the procurement of business equipment through trading systems with local stores.</p>
<b>GRI 414: Supplier social assessment 2016</b>		GRI 414-1	New suppliers that were screened using social criteria	<p>All suppliers are visited and inspected on site by the responsible product manager of the purchasing department prior to listing.</p> <p>In addition, the suppliers undertake to comply with the highest labor, safety and health standards as well as all applicable national and international regulations.</p>
		GRI 414-2	Negative social impacts in the supply chain and actions taken	<p>All suppliers are reviewed and visited by the product managers on site prior to listing and the production facilities are inspected. The suppliers undertake to comply with the legal requirements and international standards, e.g., the ILO Conventions.</p> <p>There are no significant actual negative impacts. Potential negative impacts are minimized by means of the existing supplier evaluation at TAKKT.</p> <p>For TAKKT as a direct marketing specialist for business equipment, an important part of the value chain already lies in the procurement of goods. For this reason, TAKKT places a strong emphasis on sustainability in its supply chain. TAKKT does this by collaborating with the internationally recognized EcoVadis platform. The test method allows the relevant aspects of sustainable action to be shown in a transparent manner in the business models of the suppliers while identifying where there is room for development. By repeating the audits at regular intervals, TAKKT aims to measure the progress and improvement of the suppliers. The four areas that EcoVadis analyzes are "environment," "social conditions," "ethics" and "supply chain." TAKKT product managers can view the results in the online portal, make suggestions for improvements to the suppliers and draft development plans. The evaluation program was successfully tested in 2013. Since then it has been gradually expanded.</p> <p>In 2019 the purchase volume from suppliers certified by EcoVadis amounted to 51.6%.</p>
<b>GRI 415: Public Policy 2016</b>		GRI 415-1	Political contributions	TAKKT does not make any donations to political organizations or politicians.
<b>GRI 416: Customer health and safety 2016</b>		GRI 416-1	Assessment of the health and safety impacts of product and service categories	<p>Is not prepared because the suppliers are responsible for the product design.</p> <p>In the utilization phase, one of our key priorities is to carry products with the highest quality standards in all ranges. TAKKT products are generally designed for professional long-term use in companies and therefore subject to the highest standards with respect to functionality, ergonomics, occupational safety and resilience.</p>



Category	Material Topics	Aspects	Description	Contents
<b>GRI 416: Customer health and safety 2016</b>		GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents in 2019.
<b>GRI 417: Marketing and labeling 2016</b>		GRI 417-1	Requirements for product and service information and labeling	The TAKKT companies set the respective applicable national and international standards for the labeling of products. This can involve the origin of components as well as the composition of products, e.g., within the scope of implementing the REACH guideline.
		GRI 417-2	Incidents of non-compliance concerning product and service information and labeling	No incidents in 2019.
		GRI 417-3	Incidents of non-compliance concerning marketing communications	An incident could be fended off without a fine or warning costs.
<b>GRI 418: Customer privacy 2016</b>		GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were complaints, but none was justified or sanctioned.
<b>GRI 419: Socioeconomic compliance 2016</b>		GRI 419-1	Non-compliance with laws and regulations in the social and economic area	No incidents in 2019.

