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INSPIRATION FOR THE FUTURE

THE 2020 INTERIM SUSTAINABILITY REPORT

TAKKTAG

BUSINESS EQUIPMENT SOLUTIONS

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INTRODUCTION

Last year, the coronavirus crisis not only dominated our everyday lives at home and at work, but also highlighted just how interconnected the environment, society, and the economy are. In our 2020 stakeholder dialogue, which surveyed stakeholders across our seven segments in eleven countries, 96% of participants stated that COVID-19 had made the topic of sustainability equally or even more important for them.

This result reinforces our vision for our Group: We view sustainable action as the core of our future business success. For us, being the most sustainable supplier of business equipment not only plays a key role in protecting our natural resources over the long term, but is also the only way to secure and expand our market position.

Based on this belief, we have systematically integrated the topic of sustainability into our business processes and have been managing its implementation on an operational level since 2011, with the aid of the Group-wide SCORE (Sustainable Corporate Responsibility) initiative. When defining our goals and key areas of focus, we confer with our stakeholders and look to the United Nations' Sustainable Development Goals for guidance.

The results of the 2020 stakeholder dialogue reveal that the topics we are addressing are equally as important to our employees, customers and suppliers around the world as they are to us. Therefore, we have committed ourselves to more actively promoting diversity, further reducing the environmental impact of our business activities, and significantly increasing sales with sustainable products by 2025.

MANAGEMENT BOARD

OUR VISION 2025

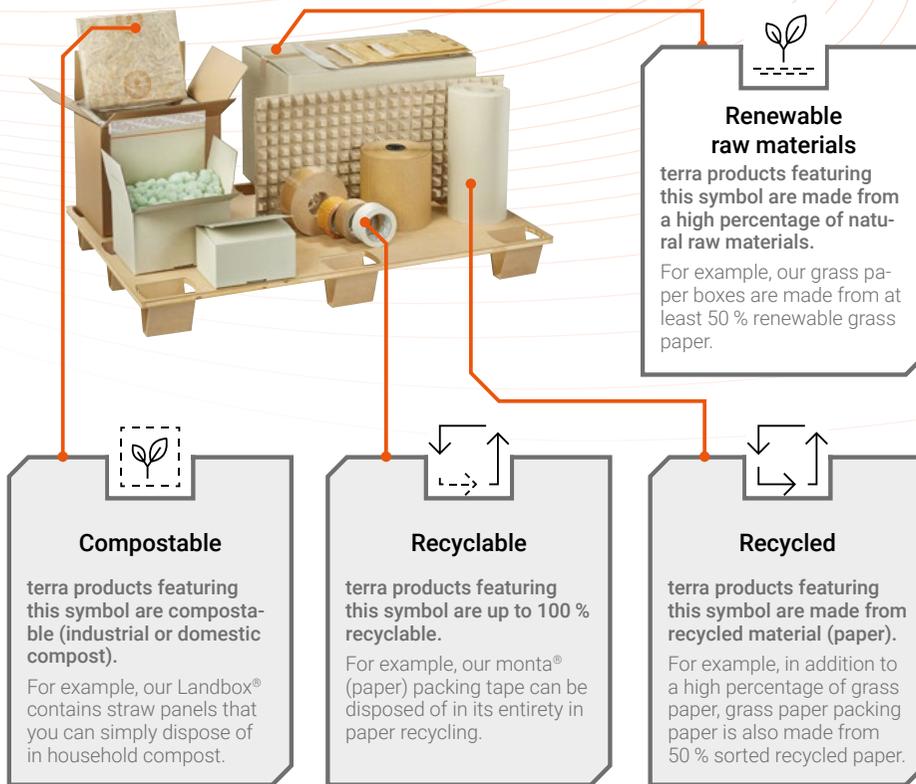
WE ARE THE MOST SUSTAINABLE PROVIDER OF WORKSPACE EQUIPMENT.

COMMITTED TO AN OUTSTANDING CUSTOMER EXPERIENCE,

THE RESPONSIBLE USE OF RESOURCES, AND STRONG GROWTH.

We have our eyes on the future. Why? Because we are in it for the long run. Delivering benefits for our customers, caring about our employees, and protecting our planet will result in financial success for our group. Being the most sustainable and pioneering provider of workspace equipment is the only way to secure and expand our market position.

PRACTICAL EXAMPLES



KAISER+KRAFT

In 2020, Kaiser+Kraft received the 2020 “EnergieInnovationsPreis. NRW” award in the digitalization category for converting its in-house production to smart LED lighting. The company’s 5,000-square-meter welding facility in Haan was equipped with new LED light sources featuring motion, daylight and temperature sensors in 2019. Smart building software compiles the data collected and automatically realizes any potential savings (e.g., when daylight is detected). The jury praised the innovative way in which real-time information is converted into smart data and the more than 70 percent reduction in power consumption.

RATIOFORM

Our ratioform subsidiary focuses on providing its customers with advice on sustainable packaging solutions. Since 2020, however, ratioform has been going one step further. The ratioform terra performance brand allows customers to choose the most sustainable type of packaging. The brand combines characteristics such as local sourcing, renewable raw materials, composting, and reusability and thus occupies a pioneering role in sustainable packaging solutions.

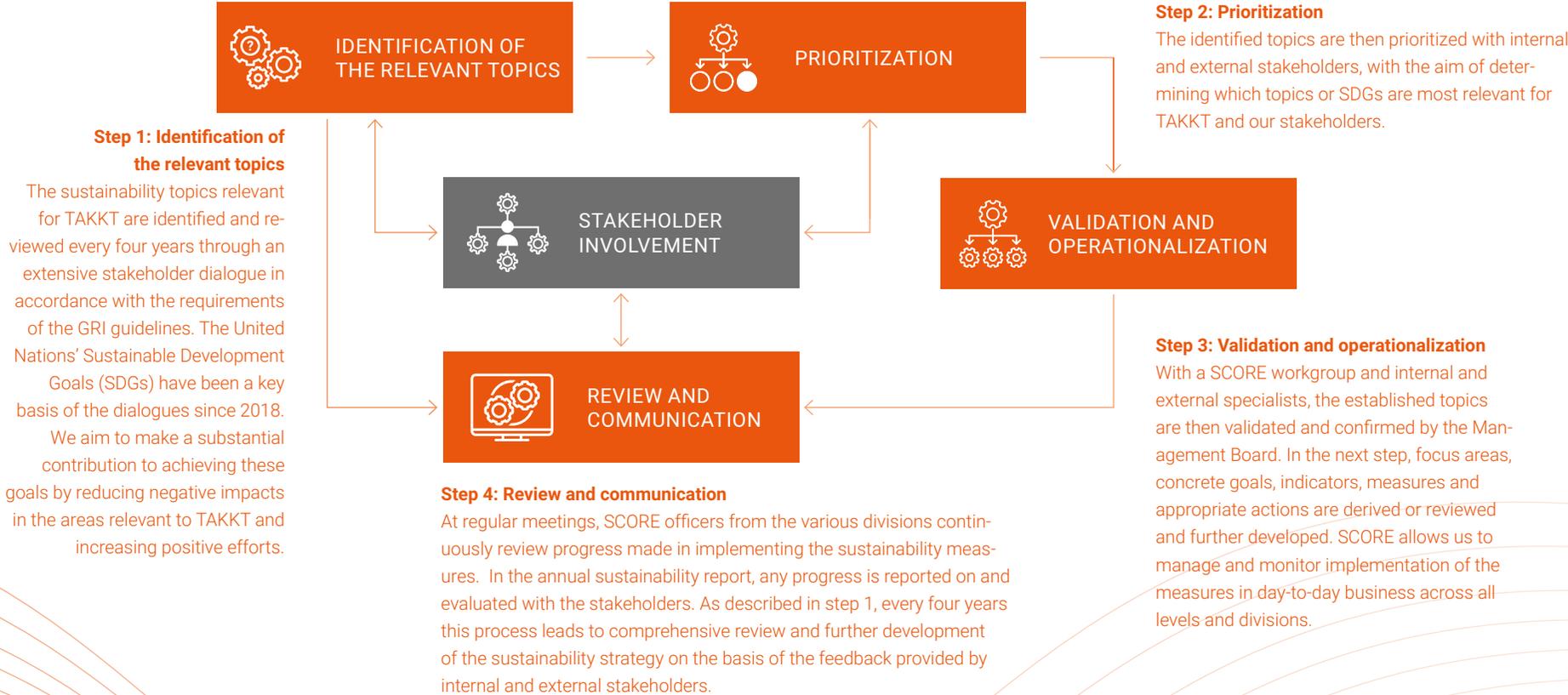
Ratioform took another important step toward sustainability in mid-2020. Ratioform Germany developed and successfully certified its own environmental-management system in accordance with the EU’s EMAS Regulation. Other subsidiaries of the ratioform group will follow suit in 2021.

SYSTEMATIC SUSTAINABILITY MANAGEMENT AT TAKKT

We understand sustainability to be an integral part of long-term company success.

Therefore, sustainability is a central component of our corporate strategy, and we use a systematic management approach, embedded in all of our organization's segments, for the planning and management of sustainability topics. In 2011, the Group-wide SCORE (Sustainable Corporate Responsibility) initiative was also integrated across

the entire company as a basis for implementation on an operational level. In a structured process, the sustainability topics relevant to TAKKT are regularly identified, prioritized, and operationalized in continuous exchange with stakeholders. We not only ensure a high degree of transparency and involvement of our stakeholders, but also fulfill the highest standards of the Global Reporting Initiative (GRI).



THE SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Between 2000 and 2015, the United Nations' Millennium Development Goals formed the first-ever concrete framework of goals for reducing global poverty, conserving the environment, and maintaining peace. In 2015, these were replaced by the 2030 Agenda for Sustainable Development, the purpose of which is to ensure sustainable development on an economic, social and environmental level around the world. The 17 Sustainable Development Goals (SDGs) and their 169 targets, which serve as guidelines for a life of dignity for all, play a central role. 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.

The Sustainable Development Goals have also served as key guidelines for our sustainability strategy since 2019. However, not all 17 SDGs are equally relevant for all companies. At a November 2019 workshop targeting all functions and segments, four SDGs were identified as especially relevant for TAKKT's business activities:

 <p>SDG 5 – GENDER EQUALITY</p> <p>Gender equality is more than just a fundamental human right. We firmly believe that it is also one of the cornerstones of our future business success. Our aim is therefore to increase the share of women in management positions from 14 % to 30 % by 2025.</p>	 <p>SDG 12 – RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>TAKKT assumes responsibility for the entire life cycle of our products, from procurement and use to the disposal of materials and packaging. As a business group, we view the sustainable design of our product ranges as an important tool in promoting socially and environmentally responsible consumption and production patterns.</p>	 <p>SDG 13 – CLIMATE ACTION</p> <p>Reducing CO₂ emissions is a huge issue in environmental sustainability. When it comes to reducing emissions, TAKKT focuses on those areas with the greatest savings or development potential. For us, these primarily include the emissions resulting from shipping and advertising materials, which we want to completely neutralize by 2025.</p>	 <p>SDG 17 – PARTNERSHIPS FOR THE GOALS</p> <p>We view partnerships among governments, the private sector, and civil society as important tools to help reach the SDGs. We would therefore like to enter into new partnerships in all of the areas mentioned above and strengthen existing ones so we can promote the exchange of knowledge, enhance synergies, and increase our contribution to achieving these goals.</p>
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2020 STAKEHOLDER DIALOGUE

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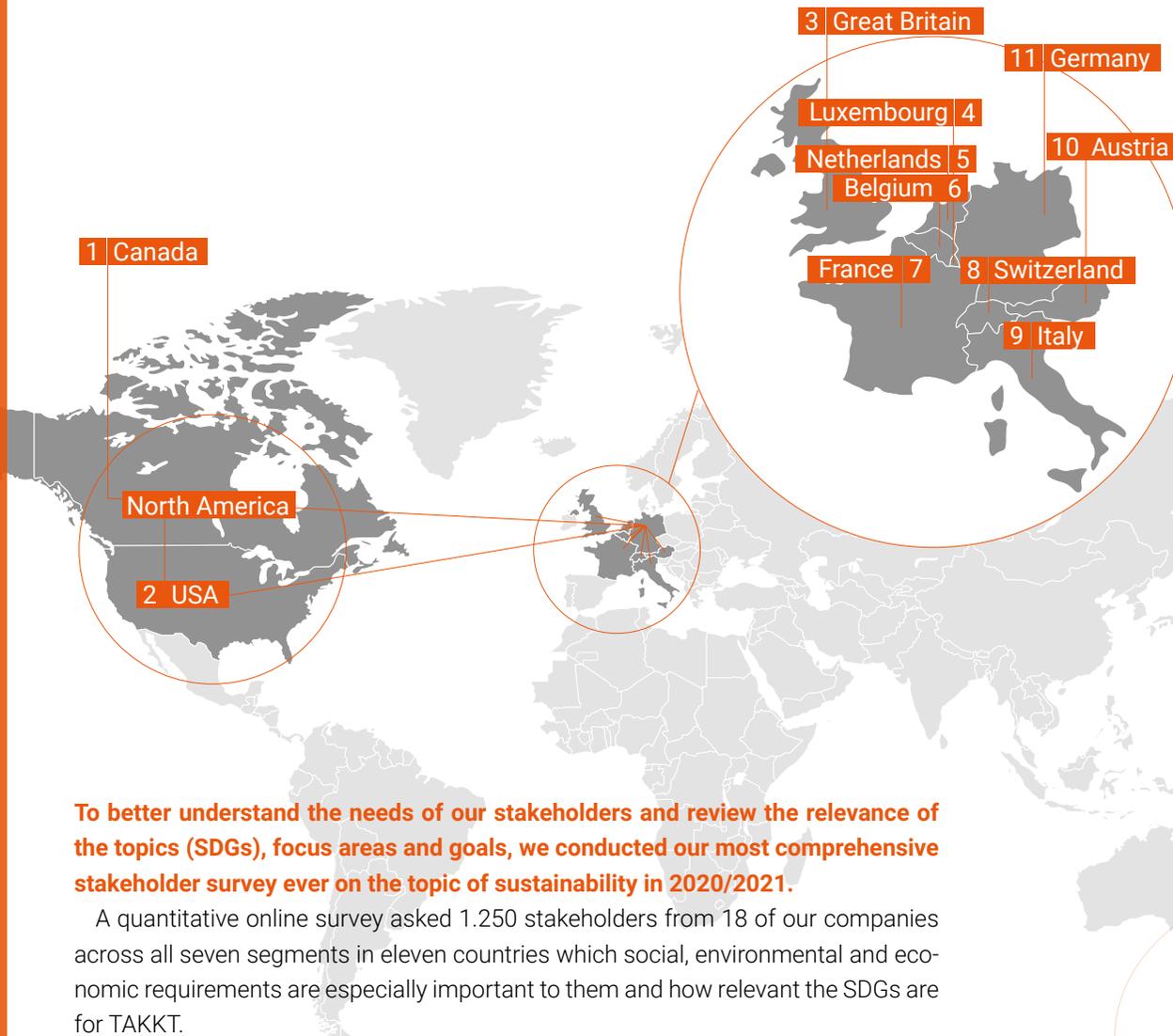
SDGs

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To better understand the needs of our stakeholders and review the relevance of the topics (SDGs), focus areas and goals, we conducted our most comprehensive stakeholder survey ever on the topic of sustainability in 2020/2021.

A quantitative online survey asked 1.250 stakeholders from 18 of our companies across all seven segments in eleven countries which social, environmental and economic requirements are especially important to them and how relevant the SDGs are for TAKKT.

- 1 **HUBERT**
- 2 **NATIONAL BUSINESS FURNITURE** **Central RESTAURANT PRODUCTS**
POST STAND **DISPLAYS2GO**
YOUR MESSAGE IS OUR MISSION
- 3 **TRT GANNERS** **HUBERT**
BiGDUG **Davpack**
EQUIP4WORK
- 4 **KAISER+KRAFT**
ALLES FÜR DIE FIRMA.
- 5 **KAISER+KRAFT COMPANY** **VINK LISSE** **XXL horeca**
ALLES VOOR HET BEDRIJF
- 6 **KAISER+KRAFT**
ALLES FÜR DIE FIRMA.
- 7 **FRANKEL** **CHR shop.fr**
TOUT POUR L'ENTREPRISE
- 8 **KAISER+KRAFT**
ALLES FÜR DIE FIRMA.
- 9 **KAISER+KRAFT**
ALLES FÜR DIE FIRMA.
- 10 **KAISER+KRAFT**
ALLES FÜR DIE FIRMA.
- 11 **ratioform** **XXL gastro**
KAISER+KRAFT
ALLES FÜR DIE FIRMA.

RESULTS OF THE 2020 STAKEHOLDER DIALOGUE

The key result of the stakeholder dialogue is the materiality matrix, which provides a comprehensive overview of how relevant our internal and external stakeholders think the SDGs are for our business activities. It reveals that the SDGs selected for our focus areas also play an important role in the eyes of our stakeholders. RESPONSIBLE CONSUMPTION AND PRODUCTION (SDG 12) is worth mentioning in particular, as it was given top priority both internally and externally. We view this as a clear confirmation of our efforts to more actively integrate sustainability into the development of our range as well as increase our sales with sustainable products, thus making environmental and social improvements along the value chain.

We would like to further intensify and expand our collaborative partnership, so that we can reach sustainability targets more efficiently.

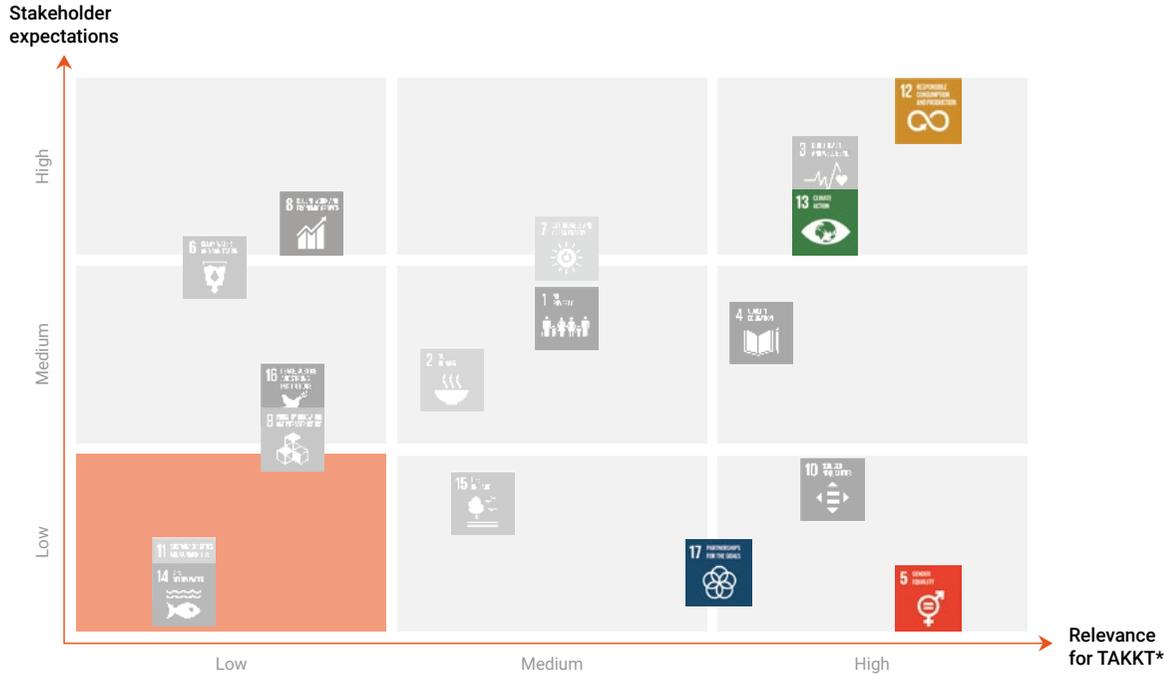
SUPPLIER

Sustainability means operating in a way that is maintainable over time, without depleting the natural resources on which we rely. Reducing operational costs. Improving efficiency, removing redundancies. Going paperless. Relying on cloud technology. Using renewable energy. Eliminating the use of single-use plastics. Also, developing positive and healthy community relationships and business networks.

EMPLOYEE

Sustainability is very important and I take care to use suppliers who are sustainable and sell sustainable products.

CUSTOMER



*Weighting factors: external market analysis (1/3) and internal company analysis (2/3)

2025 FOCUS AREAS AND GOALS

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COMMITTED TO AN OUTSTANDING CUSTOMER EXPERIENCE,

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With this vision, TAKKT has adopted a long-term, ambitious outlook. TAKKT wants to be the most sustainable supplier of business equipment by 2025. This goal is divided into complementary components. Sustainable business has an environmental as well as a social and an economic component. TAKKT wants to win over customers with strong performance, be an attractive and fair employer for its employees, manage natural resources in a responsible manner, and be financially successful. These components are not in competition with one another, but rather depend on and bolster each other.

The United Nations' Sustainable Development Goals are accompanying us on the path to achieving our goal, which means focusing our efforts and resources on maximizing our contribution to achieving the SDGs that are relevant for us. For this reason, our 2025 goals are based directly on the following four SDGs: Gender Equality (SDG 5), Responsible Consumption and Production (SDG 12), Climate Action (SDG 13), and Partnerships for the Goals (SDG 17). Our ambition is to either maximize (e.g., 100% carbon-neutral shipping and advertising materials) or at least double (e.g., women in management positions and share of sustainable products) our contribution by 2025.



KEY FIGURES

		Status 2019	Status 2020	Goals 2020		
CORE BUSINESS	SOURCING	Share of sourcing volume from certified suppliers	51.6 %	49.1 %	50-60 %	
		Share of direct imports sourcing volume from certified suppliers	60.2 %	54.2 %	30-40 %	
		Sales with sustainable ("green") products	9.5 %	10.8 %	12-15 %	
	MARKETING	Share of carbon-neutral advertising materials per year	60.5 %	100 %	100 %	
		Paper consumption per order	3.0 kg	2.8 kg	6.0-6.5 kg	
		Carbon-neutral webshops for major companies	17 %	15 %	15 %	
	LOGISTICS	Share of carbon-neutral parcel delivery	92.2 %	93.5 %	100 %	
		Share of carbon-neutral general cargo delivery from distribution center	54.8 %	87.1 %	90-100%	
	ENVIRONMENT	RESOURCES & CLIMATE	Carbon footprints for major companies	16	16	15-18
			Environmental management systems for major companies	9	10	10-13
Energy management systems for major companies			4	6	5-8	
Energy consumption at GER/US locations per order			71.3 MJ	51 MJ	50-55 MJ	
COMMITMENT	EMPLOYEES	New hires digital agenda - Share of retained "digital talents"	65.9 %	61.7 %	> 50 %	
		Diversity - Share of women in top-executive positions	15.1 %	15,4 %	> 10 %	
	SOCIETY	Share of employees who have the option of taking paid leave for local volunteer involvement	68.8 %	86.1%	55-60 %	
		Share of employees who took part in local volunteer projects	14.7 %	9.5 %	8-12 %	

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CONCEPT AND DESIGN

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VERSIONS

The Sustainability Report is published in German and English. In case of doubt, the content of the German version is definitive.