



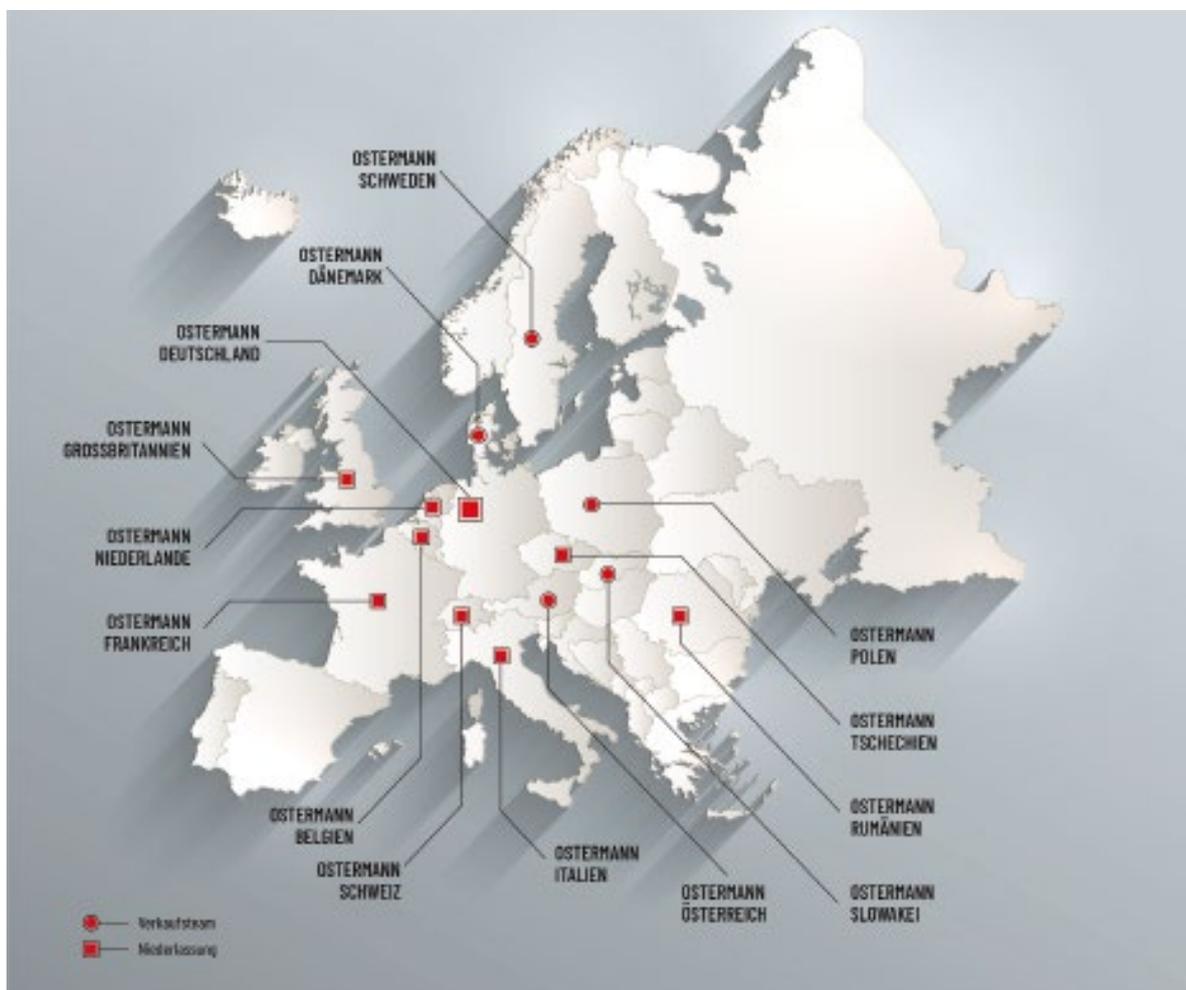
**SUSTAINABILITY REPORT CY 2019**  
OF RUDOLF OSTERMANN GMBH  
AND ITS RELATED  
SUBSIDIARIES



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## 1. Preface

Sustainability and social responsibility have high priority within the OSTERMANN group. In everything we do, we feel committed to acting in a sustainable matter. In general, we see the topic “sustainability” coming to the fore in all social sectors. Resources are finite and must be available in sufficient quantities for future generations. Therefore, we see it as our obligation to contribute to an economic and efficient use of existing resources.

Yet, sustainability for us also means to take on social responsibility, support social projects and providing our employees with an ideal working environment. Our social responsibility includes full respect for human rights, applicable laws and standards and full ethical conduct.

Based on these principles, we herewith present to you our first sustainability report.

We have analysed all our company processes regarding the use of resources and climate compatibility and taken a number of measures to further optimise our resource consumption. We did the same for all our group's company buildings and production facilities.

A vital factor in order to implement and achieve our sustainability goals is the willingness and commitment of our employees to support and successfully implement these objectives.

Our employees are the core of our company. Their commitment ensures that our customers benefit from a high level of service and a comprehensive, diverse and quickly available product range. Together with our logistics partners, we are always looking for optimised and resource-saving delivery routes.

Our first sustainability report will show you the status of our latest surveys and analyses. It is the beginning of a continuous development. From this point on, we would like to share with you the goals we have set ourselves and what we have achieved for our customers in collaboration, not only with our employees, but also with our suppliers. Sustainable actions and responsibility towards humans and the environment should and must be a matter of course. We want to and will contribute to this.

Our directors, the management team and all employees take responsibility to achieve the set sustainability goals.



## 2. OSTERMANN. Our Thinking and Acting

OSTERMANN has been providing customer-oriented services and support for more than 65 years. The company history started in 1948, when Wilhelm Ostermann founded a company selling paints and adhesives. When Rudolf Ostermann took over the reins in 1970, he started the continuous expansion and further development that lead to the OSTERMANN group of today. Having expanded both to numerous markets abroad and continuously at the main site in Bocholt, Germany, the OSTERMANN group now employs more than 450 people and supplies customers in over 80 different countries. The following values distinguish us:

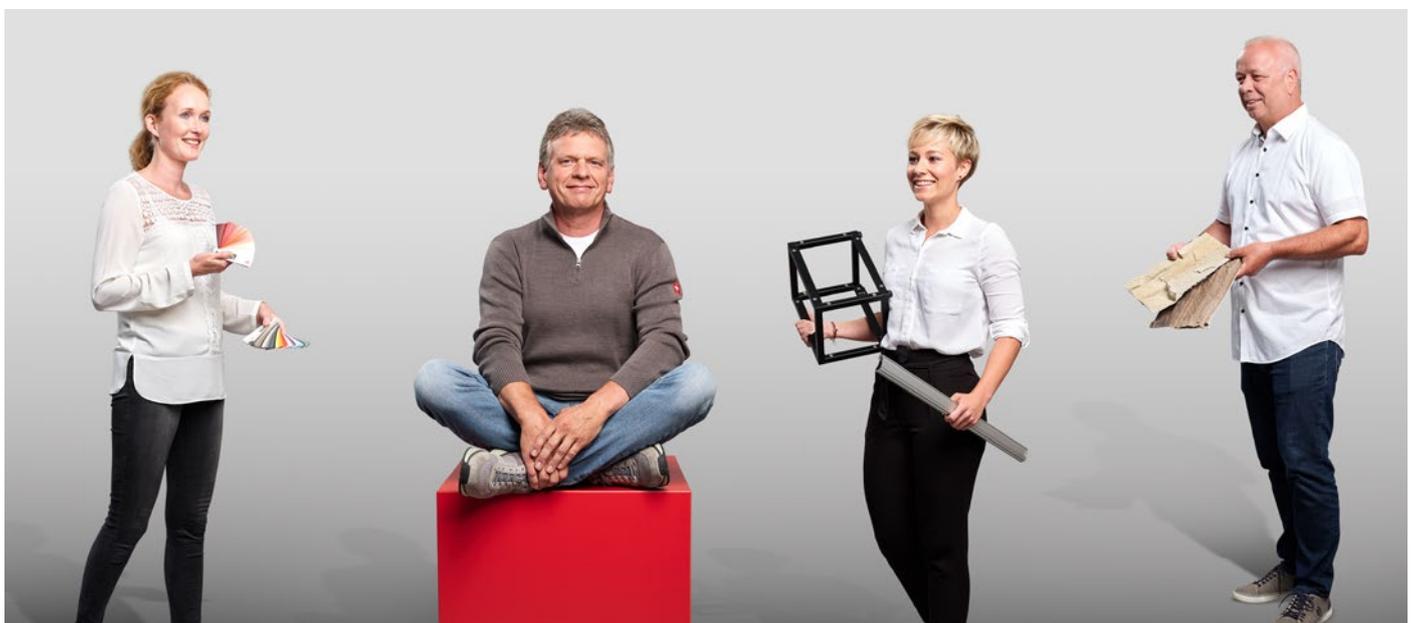
**OSTERMANN is ... Service**

It all began with the idea of providing the trades with furniture edgings starting from a length of just one metre, as they generally need smaller amounts of quite different edgings for each project. Starting there, numerous innovative services for the trades have evolved over the years.



**OSTERMANN is ... Diversity**

Naturally, this is first and foremost true of our huge range of furniture edgings. After all, Europe's largest range of edgings can be found located in the more than 60,000 storage spaces at our headquarters in Bocholt, Germany. This is where you can find edgings made from the most diverse materials, such as ABS, melamine, acrylic, aluminium and real wood, in every width up to 100 mm and in different thicknesses. Our international orientation means we can offer cabinet makers the right edgings to the board surfaces of more than 70 board suppliers, with 150,000 matches in Europe's largest product cross-reference list. We also support our customers with a wide range of products for furniture making.



## OSTERMANN is ... Speed

Tomorrow, today is already yesterday. That is why we are always in touch with the latest trends or even one step ahead. How are the trades going to develop? Which are tomorrow's trends, materials and technologies? Which innovations are being made in machines? And how does this influence our customers' work? Our trend scouts are visiting all the essential trade fairs for the carpentry and furniture industry, always on the lookout for new products and services. Our pioneering spirit has already brought many important innovations into the trades.



## 3. Product Range

The OSTERMANN group is a customer-oriented, highly experienced, continually expanding wholesaler for the carpentry and furniture industry. With a dispatch of up to 6,000 positions daily, OSTERMANN is the European leader in edgings and accessories. The growing OSTERMANN range comprises more than 50,000 different articles and products, among them furniture shutters, furniture fronts, customised worktops, sliding doors and many more.\*

From the question "How can we make our customers' daily work as easy as possible?" arose the idea of organising our range analogously to the two essential processes in furniture construction. On the one hand products for creative design, and on the other products for technical planning.

The ideal case would be if we could have an analysis for the product life cycle of each individual product in our range. Unfortunately, due to our great number of products and suppliers, this is not feasible. Since we act almost exclusively as a wholesaler, we are not involved in the manufacturing process. Nevertheless, our suppliers and us try to gather life cycle analyses made by the manufacturers and make them available for our customers. Due to our extensive product range, we are facing the continuing challenge of dealing with new materials and production processes and therefore with new recycling processes and possibilities, as well.

\*Products and services mentioned in this report refer to the OSTERMANN group in its entirety. Country- and assortment-specific divergences are possible.

### **3.1. Creative Design**

This umbrella term for us comprises all products which help our customers give the furniture they build a unique and individual look. From furniture edgings to surfaces, handles and customisable elements, such as, for example, fronts, worktops, sliding doors or drawers.

#### **3.1.1. Edging Variety**

“The best edging is always the one you don’t see!” is one of our most important guiding principles. We put passion into making the edging material as similar as possible to the furniture surfaces in terms of look and feel. That is how, in over 30 years, Europe’s largest range of edgings has evolved, including the matching edgings to the board surfaces of more than 70 board suppliers all over Europe. The variety of materials in the OSTERMANN edging range is extensive and offers the right material for any application, with ABS, melamine, real wood, acrylic and aluminium.

As a special service, we deliver our edgings in small quantities from 1 metre. This way, our customers avoid unnecessary storage expenditure for residual quantities. Waste is reduced. Resources are preserved.

With our zero bondline edgings, we provide our customers with another advantage. The new technology makes it possible to create a nearly invisible transition from the board surface to the edging. Besides improved optics, this procedure also offers a higher quality. The connection between the board and the edging is significantly more resistant to moisture, heat and soiling. The finished workpiece has a longer life cycle.

The major part of our edgings consists of plastic. In our society, this material is wide-spread, and no one can even imagine everyday life without it. However, there is the significant disadvantage that plastics are not biodegradable. A significant advantage on the other hand is its recyclability. Therefore, we give no longer needed plastics to carefully chosen recycling companies, so that they can be further processed and start a new life cycle in another product.

In the area of real wood edgings, we have started the FSC certificate process for our UK subsidiary in 2019, which we could successfully finish by the turn of the year. We are proud that we are now able to offer our customers real wood edgings from verifiably FSC certified cultivation.

It is of course a key priority for us to deal exclusively with real wood materials from environmentally friendly, socially acceptable and economically cultivated forests. We consider these criteria in our choice of suppliers. If we learn about violations against these management standards, it will lead to exclusion from our pool of suppliers and subcontractors with immediate effect.



### **3.1.2. Design**

When it comes to designing furniture, trade fair stands, shop fittings and commercial interiors, both handles and surfaces play an important role. They have a significant influence on the effect of a piece of furniture or a room. Classic or modern, subtle or dominant. Our great diversity of furniture handles and accessories as well as different surfaces for furniture and walls provides our customers with a wide range of design elements.

### **3.1.3. Made-to-Measure**

Why build everything yourself, when you can save a lot of time and money with customised furniture elements? For our customers to be able to concentrate on their core work, we manufacture many furniture elements made-to-measure according to individual requests and deliver them ready to mount. With our online configurators, customers can individualise sliding doors for rooms, glass frames for furniture, furniture shutters, drawers, furniture sockets, furniture fronts and worktops online and then directly order them. Part of these are even made in OSTERMANN's in-house production. The here-mentioned offer includes comprehensive planning documents and expert advice for our customers.

### 3.2. Technical Planning

Our product area "Technical Planning" includes very different fittings as well as all fundamental equipment needed for modern kitchen, bedroom and living room furniture as well as bathroom design. The product range is completed with solutions for the integration of modern lighting systems.

#### 3.2.1. Construction

Connect, cover, attach, protect, stabilise or decorate - products that we offer our customers in the "Construction" area, include many useful items and "problem solvers" for everyday workshop challenges. Examples are our popular technical profiles or the wide field of fastening systems.

#### 3.2.2. Function

What would a closet be without a door, a dresser without drawers, or an office container without its castors? Only the matching fittings, such as hinges, drawer runners or furniture shutters, transform a simple case into a useful piece of furniture with multiple functions.



### **3.2.3. Equipment**

As carpenters/cabinet makers, our customers have chosen a highly creative profession. Our wide assortment in the "equipment" section gives our customers the possibility to individually design modern bathroom, kitchen and home furnishings and in turn offer their customers an individual all-in package. Here, we provide a variety of products from sinks and taps to shelf systems and power sockets.

### **3.2.4. Ensuring Product Quality**

To ensure a high product quality, our product management teams cooperate closely with our suppliers. This way, we exchange a lot of experience and product properties are continuously optimised. The aim is to meet our customers' requests and expectations in the best way possible and to constantly supply products of high quality and with a long product life cycle.

We strive for the lowest possible rate of complaints and returns by providing a high product quality and conducting intense, detailed inspections of incoming goods. Our objective is to always keep the complaint rate below 1.5%, in which we have succeeded so far.

In order to prevent wrong orders and to ensure that complaints and returns remain an absolute exception, we are focussing on the best possible product description. Double delivery routes are prevented, which has a positive effect on the carbon footprint.

All returned items are undergoing a second incoming goods inspection and, if possible, they are restocked. Only actually unusable items are recycled if possible, or otherwise disposed.

To further save paper and to motivate our customers to place their orders online, we are optimising our online shop daily. Here, it is our aim to present the product in the best way possible, not only by describing it in detail, but also by adding product images. Images give a better idea of the quality and processing possibilities and create trust with customers to really find the product characteristics they are looking for. In our own little photo studio, we take most of our product pictures ourselves.

One of the projects in 2020 is an invoice dispatch via email. Apart from product marketing via our online shop, we want customers to also receive all other relevant documents related to the purchasing process (order confirmation, delivery note, invoice) in digital form. The objective is to send a percentage of 90% of all invoices together with the relevant documents electronically to our customers. That means we can lower our paper consumption by several tons and reduce transport emissions.

Moreover, our employees and us work on reducing the paper needed for our daily tasks to a minimum. For example, we file all digitally incoming documents in digital form as well and do not print them.

## 4. Pillars of Sustainable Operating Within the OSTERMANN Group

In order to stand by our customers in the best possible way and to be able to always have an answer as well as just the right product, it is necessary to also focus on our economic activity in some aspects that are not directly related to the product. These include ecological factors, our employees as well as social and community involvement. During the past months, the public in general focussed first and foremost on the topic of ecology. We want to participate actively, particularly by analysing and rethinking our daily actions systematically. We keep asking ourselves where and how can we organise our processes and our actions in a more sustainable manner.

### 4.1. Ecology / Environment

#### 4.1.1. Supplier and Purchasing Policy

A good, long-term cooperation with our suppliers is an important foundation for our work. On that account, we try to maintain longstanding business relations based on mutual trust with our suppliers. Our customers' requirements towards quality are constantly increasing, and we can only meet them if we work with suppliers that fully and reliably meet our high-quality standards.

It is indispensable for us and obligatory for all employees to fully comply with all applicable legal standards in the respective areas of activity of the OSTERMANN group. We stand for a fair and open competition and dissociate ourselves from any kind of corruption. Nationally and internationally, we are committed to

fully respect all human rights. Violations of human rights, of the General Equal Treatment Act, of all applicable laws for the protection of minors and child labour are severely punished and not tolerated by us. When selecting our suppliers, we take their social and responsible actions as well as sustainable business practices into account. Among other things, these are essential criteria for the selection of suppliers.

Data protection is another criterion for the cooperation and exchange with our suppliers. Our aspiration is a responsible handling of personal data. We protect this data with extensive security measures and require our suppliers and service providers to comply with all data protection-relevant measures as well.



### 4.1.2. Industrial Land Use

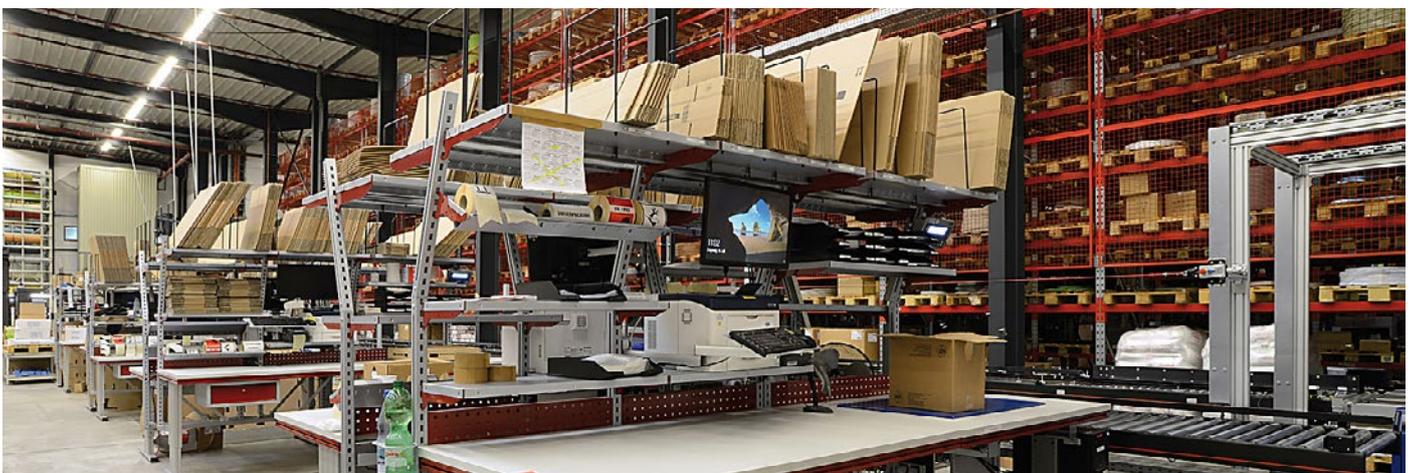
At OSTERMANN's headquarters in Bocholt, Germany, unused site areas are managed sustainably. The vacant areas are leased to adjacent farmers who use the land for agriculture and who, among other things, grow corn on them. This distinguishes the OSTERMANN group from other companies which hold unused land from the beginning for an expansion of the premises. The OSTERMANN group tries to plan ahead and estimate when it will be necessary to extend the warehouse and administration buildings.

The creation and maintenance of the outdoor facilities by landscape gardeners represent a further aspect of ecological and economic use within the outdoor areas we use. We pay attention to using plants and flowers that are beneficial to the fauna. This is intended to counteract the decline of bees and other insects. The well-tended outdoor facilities also serve as a place of retreat and rest for the employees during breaks. You will find further information on this under "Outdoor Break Rooms".

We further strive to ensure that a major part of the rainwater which would normally course from the sealed surfaces into the sewerage system seeps into our own rainwater infiltration system, thus returning it to the natural water cycle.

### 4.1.3. Packaging, Reuse of Cardboard

When selecting our packaging material, we pay attention to preventing waste and to the recyclability of our packaging materials. In 2018, we have thus deliberately decided not to use stretch foils for wrapping and switched to recycled cardboard packagings. When goods are delivered, waste essentially arises in the form of foil, plastics and cardboard boxes, which are sorted by type as far as possible and recycled. Among other things, we have acquired shredding machines to shred cardboard materials and reuse them as filling material for dispatch packaging. In general, we try to decrease the amount of accumulating waste by optimising the order behaviour as well as the packaging materials, the latter in cooperation with our suppliers. The almost exclusive use of waste paper or recycled cardboard saves the resources wood, water and energy that are needed for the production of cardboard and packaging materials.



#### **4.1.4. Energy Management**

Since 2015, we have been conducting an annual energy audit in cooperation with a recognised expert in order to comply with the legal obligations. Once the energy-relevant processes have been recorded, an energy management system was implemented which will help us to continuously improve our energy efficiency and lastingly reduce energy consumption. Due to DIN EN ISO 50001:2011, the energy management system is promoted by the top management level. This leads to a high acceptance among all participating parties and gives us the resources needed to pursue the set goals in the long term.

The first measures implemented made it possible to reduce the yearly energy consumption for electricity and gas.

#### **4.1.5. Lighting**

The use of LED lighting has become unavoidable. For new construction projects, the use of LED is planned from the outset. Where LED lighting has not yet been used, a gradual conversion to LED technology will take place.

Additionally, motion sensors will be installed in the warehouse facilities from 2020, so that only actually used and frequented parts of the warehouse are illuminated. The rest of the time, energy is saved. For outdoor lighting, timer switches are used in conjunction with time zones. These ensure that the exterior lighting is switched on when the appropriate twilight has set in. Time zones thus adapt to the different seasons and sunshine hours.

#### **4.1.6. Solar Energy Installations**

When the warehouse was extended and further halls built in Bocholt in 2010/2011, their roofs were equipped with solar panel installations. The system is used for a full feed-in at the local network operator. Due to the ever-decreasing state subsidies, the question could arise as to whether it is still worthwhile operating or expanding the solar energy system. Nevertheless, the OSTERMANN group clearly focuses on the generation of solar electricity and not on the return that can be achieved by operating a solar energy system.

For the planning of further building projects, the operation of new solar energy installations is still considered. To name another example, all preparations for new solar panels installations were made when expanding the logistics centre in 2017 and 2019. Having finished the construction project, the solar energy system, which will cover most of the energy consumption of our warehouse conveyor system, will now be installed in 2020.

#### **4.1.7. Air Conditioning Systems with Heat Recovery**

At our headquarters in Bocholt, we use ventilation and air conditioning systems with heat recovery to use exhaust heat in terms of economic viability. The administration building erected in 2014 was equipped with an air-heating pump which heats the approx. 2500 sqm large office space. The integrated heating, ventilation and air conditioning technology allows for a very economical operation of the administration buildings.

#### **4.1.8. REDOCOL**

OSTERMANN's own brand "REDOCOL" was developed to meet our customers high standards. In order to offer environmentally friendly products on the market, we have our own eco-label "REDOCOL greenline", which is distinguished by particularly ecological contents. The water-based REDOCOL Kantol greenline requires no chemical solvents. This improves the air quality and is also good for the environment. By eliminating solvent, not only the environmental compatibility, but also the health protection of the user is respected.

#### **4.1.9. Carbon Footprint**

The carbon footprint of our group is constantly improving due to the measures that we have already taken. Apart from the projects mentioned above, we will also plant more trees on our outdoor facilities and support national and international reforestation or afforestation projects.

### **4.2. Employees**



#### **4.2.1. OSTERMANN as an Employer**

In the cooperation with our employees, we attach great importance to communication and exchange among each other. At all times, employees have the possibility to express their suggestions and wishes as well as to talk openly about problems. In an annual meeting, employees receive feedback on their performance and development from their superiors. This meeting is used to give both praise and criticism and the employee gets the chance to address outstanding issues or problems, for which a common solution is then sought.

The annual staff survey gives employees the chance to evaluate their working situation anonymously and to give some feedback on their superior and on the cooperation with him or her. Flat hierarchies facilitate communication and thus offer the opportunity to contribute own ideas and actively participate in the development of new projects.

We are proud to say that some of our employees have been part of the OSTERMANN family for more than 25 years. Employee satisfaction is a high priority. The long years of service and the very low fluctuation rate show that we are perceived by our employees as an attractive employer. Equal opportunities for men and women are important to us. No difference is made between men and women regarding wages or the possibility of taking on management tasks.

##### **4.2.1.1. Training of Junior Employees**

We want to actively counteract the prevailing shortage of qualified employees by offering attractive apprenticeships tailored to the needs of companies. And we want to offer our future employees the opportunity to learn and develop in various areas during their training. Currently, we are offering the following apprenticeship professions:

- Trade clerk for wholesale and foreign trade
- Management assistant in marketing communication
- E-commerce merchant
- IT specialist for system integration
- Warehouse logistics specialist

##### **4.2.1.2. Cooperation with Schools, Audit Work**

Rudolf Ostermann GmbH cooperates closely with schools in the vicinity of its headquarters in Germany. We visit fairs and job events for pupils on a regular basis in order to make young people aware of OSTERMANN as an employer. At the same time, we would like to show them which apprenticeship professions might be interesting. Often, interesting contacts are made at these job fairs, which can be further developed during an internship and deepened in an apprenticeship.

We offer a visitation of our Bocholt site to groups of pupils, so that they can get to know the company and see our administration as well as the logistics centre. First impressions can be gained, and it is another opportunity to make contacts.

We have a long-standing “school-business partnership” with the Israhel van Meckenem middle school. Within the scope of this project, the North Westphalian Chamber of Industry and Commerce brings together schools and businesses from a region. The cooperation agreement helps establish a long-term and sustainable cooperation. Measures in areas such as job application trainings, corporate internships and other activities related to the career are planned and implemented. The school and we as an employer benefit equally from this long-standing cooperation.

Due to the regional bond with the North Westphalian Chamber of Industry and Commerce, Rudolf Ostermann GmbH releases employees for the examination activities, volunteering for the chamber’s audit committee.

#### **4.2.1.3. Professional Development**

Supporting our employees is very important to us. Strengths and weaknesses of the employees are analysed with their superiors on a regular basis, working out areas in which there might be some need for further training. This way, the promotion and support of staff can be adjusted individually and customised to the respective position they are occupying. In addition to the opportunity to attend seminars and training programmes at external providers, there are regular in-house trainings, such as free English and Italian lessons, product and sales trainings.

We also promote the possibility of enrolling in an extra-occupational course of study at a university alongside the job, thus combining theoretical knowledge with practical application.

#### **4.2.1.4. Reconciling Family and Career**

As a medium-sized family business, the compatibility of family and career is particularly important to us. We want to give our staff the opportunity to not have to choose between family and career. For this reason, we have opened our company daycare in 2015. The free childcare offered there should particularly facilitate our female employees a return to their professional life. Momentarily, the daycare centre has space for nine children, which are cared for by trained specialists, either full-time or part-time. Daycare times can be flexibly adjusted to the working hours of the mothers, so that these can pursue their professional activities without any problems. The offered flexitime model is intended to facilitate a coordination of private and professional routine for our employees. They can flexibly organise their working hours.



#### **4.2.1.5. Benefits**

In addition to the daycare centre and the different in-house trainings, we offer our employees further benefits. These include our annual after-work party in the summer and our big Christmas party in the winter. Our staff likes to use these events as an opportunity for exchange and to also make contacts outside the workplace.

#### **4.2.2. Health Management, Occupational Safety**

Being an internationally operating wholesaler, motivated, healthy and reliably deployable staff are an important factor for us. Therefore, we take various measures every year to make sure of and promote the health of our employees. In quarterly ASA meetings (German directive on the consultation of occupational physicians and safety specialists), the operational situation is regularly discussed. Meanwhile, not only work safety measures, but also building projects as well as measures for more ergonomic workspaces are topics that are frequently discussed and assessed. In addition, there are regular workplace inspections, both by internal staff and by external safety engineers. As a result, workplace safety is constantly being improved, which is confirmed by a very low accident rate.

In cooperation with local occupational physicians, we offer regular examinations in the areas of skin diseases, eyesight, respiratory protection, musculoskeletal stress and audits about the design of computer workstations and noise protection at the workplace. At the workplaces in logistics, noise measurements are taken at regular intervals. In our new buildings, we have explicitly seen to it that sound-absorbing roof panels are used in order to optimise the overall noise pollution caused by the existing conveyor technology and the industrial trucks. There are hardly any workspaces in logistics where the legal thresholds are exceeded. For workspaces with a high noise pollution, the employees are provided with high quality hearing protection.

##### **4.2.2.1. Business Bike**

Our employees are given the opportunity to convert part of their salary in order to lease a company bike. This is intended to increase the motivation to go to work by bike, which is both healthy and eco-friendly.

#### 4.2.2.2. Health Day

Every year, we organise a company health day in cooperation with a local health insurance provider. On this day, employees can go through various stations to learn more about their own health, healthy eating and health programmes. If they want to, they can also be examined in order to obtain direct feedback on their own physical condition. Each year, there is an internal “competition” in form of a reaction test. The staff can demonstrate their quick reactions and win prizes. In the past, we used this day to get socially involved, as well. In 2018, we collaborated with DKMS (German Bone Marrow Donor Register), starting a registration action to find potential new stem cell donors.

#### 4.2.2.3. Workplaces

Within the scope of conversion measures, all conventional desks are gradually being replaced by height-adjustable desks. This gives our employees the opportunity to stand up and take a different stance now and then during their workday, to prevent neck and back pain. Another positive side effect is that this is supposed to increase efficiency. During regular workplace inspections by our occupational physician, light measures are taken to ensure that the workplaces are ideally illuminated. During this inspection, the ergonomics of the workplace are checked, as well.



#### 4.2.2.4. Massages

Massages are another measure to reduce neck and back pain. They are offered to provide employees with further balance to their everyday work at the desk and the physical strain in logistics. To this end, we have a physiotherapist on site for four days a week, who is supposed to increase the well-being of employees through massages and advice. A large part of the costs for this offer is covered by OSTERMANN.



#### 4.2.2.5. Outdoor Break Rooms

In addition to our indoor break rooms, our employees can also spend their breaks in outdoor areas designed by landscape gardeners. For this purpose, we have set up benches and tables at each building, where the break can be spent outside.

### **4.3. Social / Community Involvement**

Social and community involvement are taken seriously within the OSTERMANN group. In 2015, Rudolf Ostermann GmbH was awarded with the "Großer Preis des Mittelstandes" (Grand Prize for Medium Sized Enterprises). Competition criteria for this award include commitment to the region and the creation and safeguarding of jobs. Rudolf Ostermann GmbH could convince particularly with its economic development and its regional and social involvement.

#### **4.3.1. Donations / Foundations of Shareholders**

Rudolf Ostermann GmbH makes regular donations to regional organisations and clubs. It is important to its shareholders to put a focus on cultural, social and sports projects. Information on the success of the various projects supported is obtained on a regular basis, so as not to lose touch with the organisations supported. At the beginning of each year, the budget is determined, and possible projects are discussed. Among other things, Rudolf Ostermann GmbH puts together a team for the charity tournament "Kicken für den guten Zweck" (Kicking for charity). The teams' entry fees are used for different projects.

The foundations of the shareholders should also be mentioned at this point. Rudolf Ostermann GmbH and the charitable foundation HEDDAX have put in their statutory purposes the dedication to the various areas of possible social commitment.

Rudolf Ostermann GmbH focusses on the following areas:

- Arts and Culture
- Fostering of Regional Tradition and Local Studies
- Training and Education
- Science and Research
- Youth and Elderly Care
- Public Health
- Welfare Services
- Sports
- Assistance to People in Need
- Church Purposes

The Heddax foundation supports the areas:

- Youth Welfare
- Adult Education and Vocational Training, including Student Assistance
- Science and Research
- Animal Welfare
- Sports

At the beginning of each year, the boards of the foundations plan the respective donation budget and jointly determine the projects to be supported. Requests during the year and special projects are taken into consideration, as well. It is important for the shareholders to maintain personal contact with individuals and projects. In some cases, the development of a project or a person has been accompanied in long-standing relationships.

#### **4.3.2. Inclusion of Pensioners**

The OSTERMANN group is always aware of how much each employee contributes to the success of the company. Therefore, we try to maintain contact even after the transition to retirement. All pensioners are invited to the annual Christmas party. Old times are revived, and former employees are shown how the group is constantly developing. Individual departments invite "their" pensioners to excursions and meetings during the year, so that they can also keep in touch away from work and spend a few nice hours together.

To counteract the shortage of qualified personnel, OSTERMANN is happy to continue the employment of older staff beyond the statutory retirement age on a voluntary basis. We are aiming not to renounce existing know-how and to give older employees the opportunity to continue contributing their performance, since we see a cooperation between young and old people as productive and useful within the OSTERMANN group.

### 4.3.3. Support of Local Sport

The annual "OSTERMANN Cup" in the sports centre for tennis in Bocholt has been held for many years. Young athletes, men and women in tennis are given the chance to compete and prove themselves. Every year, Rudolf Ostermann GmbH puts up the prize money. Foreign clubs advertise this within their ranks as the first outdoor event of the year and thus hope for good conditions for the start in the season. Many top-class players find their way to Bocholt every year, to participate in this event and to be able to measure their training level.



SERVICE  
DIVERSITY  
SPEED

