

SUSTAINABILITY PROGRESS

REPORT 2020





SUSTAINABILITY PROGRESS REPORT 2020





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CORPORATE MANAGEMENT



FROM THE LEAF TO THE CUP – OUR CONTRIBUTION TO SUSTAINABLE TEA TRADE

Our responsibility as a family-owned business is based on values that have been the foundation for our actions and decisions since our company's founding rather than on short-lived trends. These values, which include transparency, foresight, and humane action, shape our demands, goals, and activities regarding sustainability as well. We pursue an integrated approach in this that is not hemmed in by our company headquarters and factory gates. We want to continue to promote responsible trade across the entire tea market and bring

about sustainable changes along the entire value chain. Even though we only hold a very small share in the world's tea trade and our influence is limited as a result, we will go to the greatest effort to make what influence we can leverage count to the utmost. It is particularly important to us to contribute to improving the living and working conditions for the people involved in tea growing.





Dear tea lovers,
dear partners,
dear employees,

Sustainability is more than merely an aspect of our actions or a point of view. Sustainability is firmly rooted in our strategy and practiced in all facets at our company, internally as well as externally and all the way from the origin on the tea plantations to the cups of tea lovers around the world. An interdisciplinary Sustainability Council reviews the company's sustainability, determines whether we meet our goals, and helps promote sustainable thought and action on all company levels. We want to consistently implement what we believe in. We have recently managed a significant increase of our brands' share of sustainable raw materials to a current value of 70%. Our firm target is reaching 100%. Our next large step will be turning our German production climate-neutral. As a leading tea supplier, we want to go beyond acting sustainably in our own organisation and to help shape the change towards a tea industry that lives up to its responsibilities in all areas.

As a family-owned business, we are particularly beholden to family values and structures. They create

cohesion and enable development and growth. As a result, we offer our employees attractive prospects within an open and friendly corporate culture, characterised among other things by family-aligned working conditions. In tea cultivation, where co-operation as a family is vital, we work to help local families and to improve their living and working conditions on an ongoing basis. Even though we have been co-operating closely with renowned certification partners for a long time, we continue to measure the effects of our commitment not primarily in terms of certificates, but by way of noticeable results.

This report presents the progress we have achieved. We observe the standards of the Global Reporting Initiative (GRI) in order to maximise transparency. However, we are deliberately focusing on the areas where we can make the greatest impact or face our greatest challenges this time.

Yours
Lars Wagener

Chairman of the Executive Board
Laurens Spethmann Holding
AG & Co. KG

An interdisciplinary
Sustainability
Council verifies
whether we are
meeting our targets



OUR FIVE AREAS OF ACTION

Our fields of action serve as the framework and compass for our commitment to sustainability, forming the basis on which our roadmap defines our goals and responsibilities. They help us focus

on the areas that allow us the greatest opportunity for making an impact. Our main challenges lie along the supply chain. As a comparatively small player, we have only limited influence there.

We nevertheless want to improve living and working conditions at the place of origin with the Ethical Tea Partnership (ETP) and the Rainforest Alliance as our strong partners.



Customers
and Products



Supply Chain



Energy and
Environment



Employees



Company

OTG is part of Laurens Spethmann Holding Aktiengesellschaft & Co. KG (LSH). The company, active across Europe, is family-owned in the fourth generation. Its business areas operate under the shared

umbrella of "Healthy enjoyment for a healthy life". In addition to the core tea business, the portfolio comprises muesli bars and fruit slices, classic, stevia, and birch sugar sweeteners, as well as

cereals, nuts, seeds, and dried fruits. With more than 1,900 employees, LSH generates a turnover of 660 million euros.

Ostfriesische Tee Gesellschaft GmbH & Co. KG

DISTRIBUTION

Ostfriesische Tee Gesellschaft GmbH & Co. KG* · Seevetal, Germany

Milford Tee Austria Gesellschaft m. b. H. Hall in Tirol, Austria

PAGÈS SAS Le Puy-en-Velay, France

PRODUCTION

KRÄUTERHAUS WILD GmbH & Co. KG* Grettstadt, Germany

Milford Tea GmbH & Co. KG* Buchholz i. d. N., Germany

Onno Behrends GmbH & Co. KG* Norden, Germany

PAGÈS SAS Le Puy-en-Velay, France

LOGISTICS

OTG Lager- und Frachtkontor GmbH & Co. KG* Lager Nord - Buchholz i. d. N., Germany · Lager Süd - Grettstadt, Germany

OTG Zukunft durch Ausbildung GmbH*, Buchholz, Germany

* This report covers the German organisational units of the business unit Tea

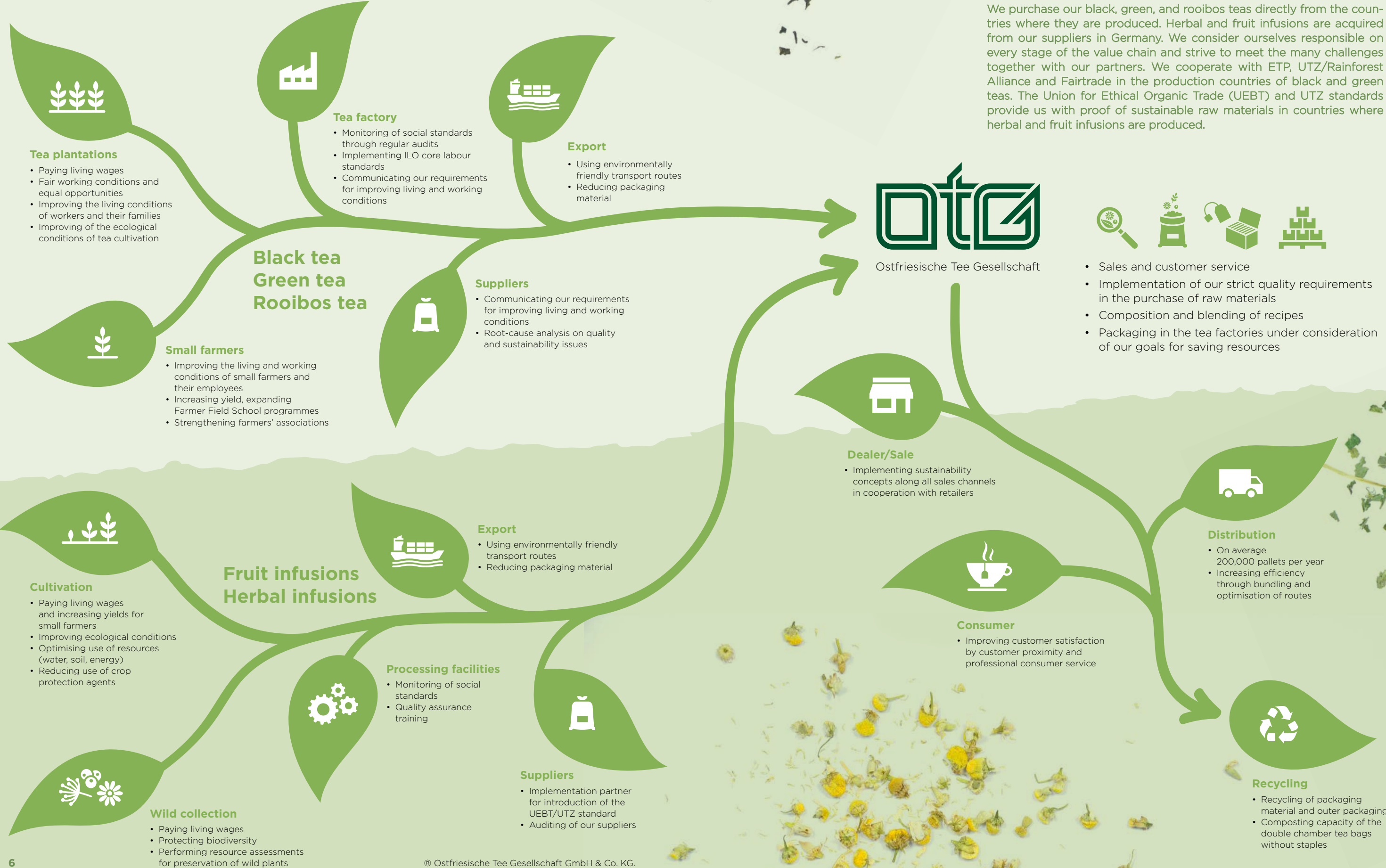
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MANY BRANCHES: OUR VALUE CHAIN

The tea value chain is a complex one. Not all teas are the same, and we have more than 200 different raw materials hailing from over 90 countries. Cultivation methods and local conditions also differ greatly for the four segments of black and green tea, rooibos tea, and herbal and fruit infusions.

We purchase our black, green, and rooibos teas directly from the countries where they are produced. Herbal and fruit infusions are acquired from our suppliers in Germany. We consider ourselves responsible on every stage of the value chain and strive to meet the many challenges together with our partners. We cooperate with ETP, UTZ/Rainforest Alliance and Fairtrade in the production countries of black and green teas. The Union for Ethical Organic Trade (UEBT) and UTZ standards provide us with proof of sustainable raw materials in countries where herbal and fruit infusions are produced.



CUSTOMERS AND PRODUCTS



WE PROMISE SAFE AND SUSTAINABLE TEA ENJOYMENT IN THE BEST QUALITY

Wondering where we can take on even more responsibility for creating a world worth living in, we focus on the areas with which we are the most familiar and where we can make the greatest difference. As a result, we do our best to achieve this with our teas. We use our resources sparingly, buy the best raw materials, and process them with care to guarantee

the highest quality, safety, and sustainability. Our customers and consumers can rely on this. We have an integrated view of each of our products, spanning the entire range from responsible sourcing and accepted certifications to environmentally friendly packaging. This is how we contribute to ensuring that tea lovers can enjoy every single cup with a good feeling.

MEßMER IS A PIONEER – WITH SUSTAINABILITY IN EVERY SINGLE CUP

We are continually expanding Meßmer's full range of sustainable raw materials, enabling the market to consistently take responsibility for people and nature alike. **Our new limited edition "Save the Bees" that comprises three organic teas and helps support maintenance of 50,000 m² of flowering meadows for three years,** contributing to the restoration of a valuable habitat to the endangered bee, is one example of this.

Our view of sustainability is firmly rooted in our brand strategy: All Meßmer teas, from classic Earl Grey to wholesome chamomile and innovative trendy blends, combine enjoyment with a clean conscience. Close cooperation with our producers and reliable commitment to the people at the place of origin characterise our actions in compliance with our ideals. We strive to trigger true change, sustainably improve local working and living conditions, and guide the market in this process. The chapter on our Supply Chain shows possible actions that we can take to this end.

2012

Sustainability becomes an integral part of Meßmer's brand strategy. We are the first German company to join the Ethical Tea Partnership (ETP).

2015

2015 was a ground-breaking year in which we achieved important milestones: We are the only German tea brand to source 30% of our raw materials from sustainable cultivation in accordance with the UTZ standard at this time. We successfully cooperate with our partners to source our fruit and herbal infusions from sustainable cultivation. Our sustainable range is sold in Switzerland. We published our first sustainability report.

2017

We are increasing to 50% raw material sourced from sustainable cultivation (in accordance with the UTZ standard).

2019

We are drawing near our goal, at 50% to 70% of our raw material sourced from sustainable cultivation in accordance with the UTZ standard already. At the same time, we are launching the sale of our sustainable teas in Austria.



OUR GOAL

Our deepest desire is procuring our entire product range exclusively from sustainable cultivation and making all steps along our supply chain sustainable. This goal is very dear to us. It is the basis of our daily work and our entrepreneurial decisions.



OUR GOAL: 100 % SUSTAIN- ABLE RAW MATERIAL BY 2030*

From an initial
10 % to the current
70 % for the entire
Meßmer range.

We have been able to continually and considerably increase the ratio of sustainable raw materials sourced for black and green teas, herbal and fruit infusions since defining this approach as a central aspect of our sustainability strategy a decade ago.

We have our sights firmly set on 100% by 2030. Though the original goal's deadline had been ten years shorter, the current supply on the raw materials markets cannot keep up with the growing demand, and certification programmes for some raw materials are still in development.

The colourful and aromatic variety characteristic for our tea brands leads to a complex raw materials portfolio. In addition to a selection of black and green teas, we are blending recipes made up of more than 200 different plant ingredients in the area of herbal and fruit infusions. Rooibos tea is the third variety in our range. Cultivation conditions differ greatly between these three types, as does availability of raw materials certified as sustainable.

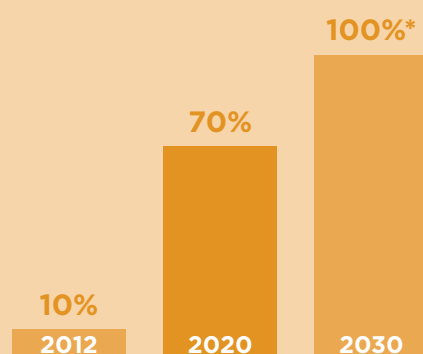
In terms of black and green tea consumption, Germany and Europe are small markets that purchase comparatively low volumes by global comparison. **Assam alone produces about 690,000**

tonnes of tea per annum, out of which approximately 20 percent is intended for export. Our share of roughly 400 tonnes equals less than 0.3 percent of this export volume. Although this limits our influence, we continue to pursue responsible action throughout the tea market as our foremost objective, relying on recognised independent partners such as the Ethical Tea Partnership (ETP) and UNICEF.

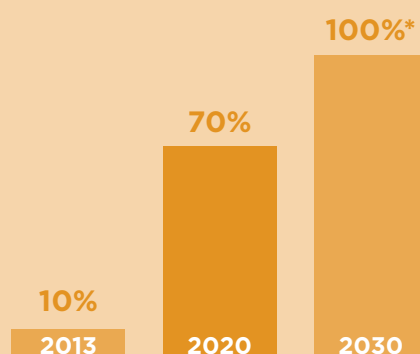
The area of herbal and fruit infusions poses entirely different challenges for us. Not all raw materials for it come from controlled cultivation. Some are from wild collection or auctions that make traceability difficult due to a lack of transparency. Together with our partners and suppliers, we actively work to reduce the latter issue. For example, we have applied the standard of the Union for Ethical Biotrade (UEBT), developed together with our suppliers, that supplements the tried and tested certification by Rainforest Alliance and UTZ since 2015.

Rooibos tea in turn is only cultivated by a small number of producers in South Africa. Procuring sustainable raw materials from there is comparatively easy and reliable. Their share in our purchasing volume has been **at 100 percent since 2012.**

Share of sustainable raw materials
Black and Green Teas



Share of sustainable raw materials
Herbal and Fruit Infusions



* Value of the 2030 target for the brand

TRIED AND TESTED: OUR CERTIFIED TEAS

We rely on recognised certifications and standards to ensure that our raw materials are produced responsibly. Our most important partners include the Rainforest Alliance and Fairtrade. We have been able to significantly increase the share of sustainable raw materials in recent years in cooperation with these two organisations.

The Rainforest Alliance is working towards a more sustainable world on social and market levels in order to protect nature and improve the lives of agricultural producers.

Products with the frog symbol are certified in accordance with the Rainforest Alliance Standard for Sustainable Agriculture or the UTZ Code of Conduct.

Fairtrade connects consumers, companies, and producers, changing trade through better prices for small farming families and decent working conditions for plantation workers. The Fairtrade mark is used only on products certified in accordance with the social, ecological and economical Fairtrade Standards.



www.rainforest-alliance.org



www.info.fairtrade.net/sourcing

BRAND NEW AND MAXIMUM TRANSPARENCY: OUR BRAND YASASHI

Recyclable paper
packaging – pyramid
bag made of renew-
able raw materials.



We are taking a big step towards full transparency with our Yasashi brand that uses only natural ingredients from controlled organic cultivation, certified with the organic seal and of transparent, traceable origin. The sustainable product concept includes even our packaging materials: These teas are

sold not only in pyramid bags made of renewable raw materials but also in recyclable cardboard tubes made of FSC-certified material. We provide consumers with smart upcycling ideas here as well and deliberately dispense with the use of outer bags.



COOPERATING WITH OUR CUSTOMERS FOR GREATER SUSTAINABILITY

Increasing the share of sustainable recipes among our retail customers from 15% to well in excess of 50%.

As **Europe's leading supplier of private labels**, we want to work towards greater sustainability and drive change in this area as well. We contribute our sustainability claim and our know-how to dialogue with our customers and strive to convince them of our approach. We know that changes in the pulp and paper industry and sustainability improvement among private label requires all of us to cooperate. Success is evident. We have been able to increase the **share of sustainable recipes among our retail customers from 15% to well in excess of 50% in the**

last five years: In some cases, we have even moved beyond the high requirements of our certification partners.

We are doing all that we can to meet the increasing demand. Nevertheless, not all challenges have been overcome yet. This is particularly the case because we are unwilling to compromise in terms of raw materials quality. In this context, it is particularly important for us to further improve availability of sustainable tea, herbs, and fruits that are also certified in accordance with organic standards.

OUR PLANS FOR THE "PACKAGING"

Our packaging keeps our teas safe and preserves quality. This is not where it stops, however, as we want to live up to our ecological responsibility and our responsibility along the supply chain in this area as well. We continue to find ways to reduce our footprint even further in spite of our already good position with a high share of renewable raw materials and recyclable packaging.

We have already achieved some goals, e.g. by switching our pyramid bags from nylon to the renewable raw material PLA and **reducing the amount of material used for various folding boxes by up to 40 g/m²**. We are working on further bundling our packaging flows and reducing CO₂ emissions in the supply chain as a result at the same time.

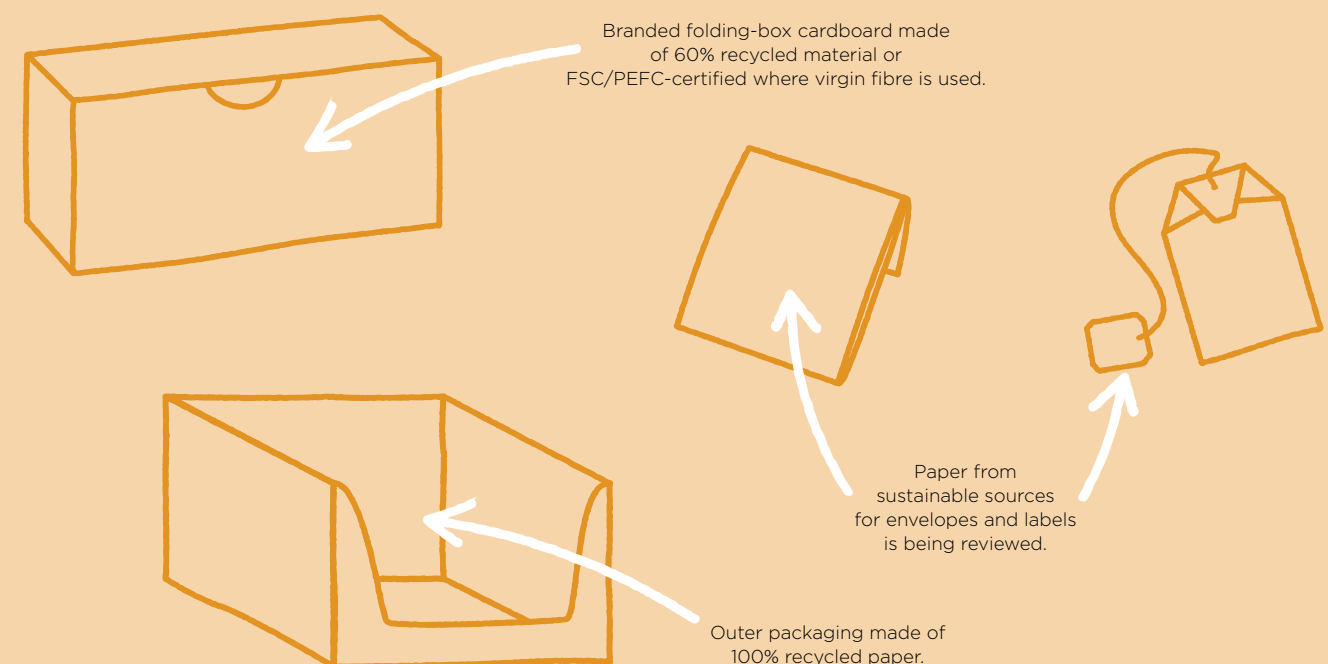
At the latest by 2025, we will implement a first round of further optimisations for all packaging components, aimed at setting new standards. We deliberately tackle challenges such as limited availability of certain materials or the strict rules that apply to the use of recycled materials that come into contact with foodstuffs. In addition to this, we will be compiling a separate carbon footprint for individual packages. We have deliberately worked to bring competence on all of these issues into the company in 2020. Now, we are taking sustainable packaging development to the next level with a dedicated job.

We have changed our pyramid bags from nylon to the renewable raw material PLA*



* Polylactide, colloquially also referred to as polylactic acid (in short: PLA).

Our Goal: To implement further optimizations for our packaging materials by 2025 at the latest



EVERY CUP, EVERY PACKAGE OF THE BEST QUALITY

Our brands represent tea enjoyment of the highest quality. We want to keep this promise with every cup. Product safety is decisive here and ensured from cultivation to shelf. Our comprehensive OptiPro quality assurance system, covering all essential aspects in a multi-stage process, is the core of our efforts: Among other things, raw materials identity is ensured in elaborate tests. Ingredients, and packaging materials are inspected for potential residues and contaminants in detailed analyses. Susceptible plant stems are subjected to gentle steam sterilisation and the share of added herbs is minimised. We also regularly visit the cultivation areas and have expanded our focus audits there.

We have set ourselves an ambitious goal based on our knowledge of this system's capacities.

We have managed to keep the complaint rate down to only 6 complaints per million units sold continually since 2010. We value dialogue with consumers. We always want to know how they like our products or whether they perceive any weaknesses in the packaging. As a result, we have optimised our processes **to respond to and process every complaint within no more than 48 hours**. Of course, we also provide substitute products to make up for the missed moments of pleasure.

We keep the complaint rate at 6 complaints per million units sold.



Annemarie Leniger (right), managing director at OTG, accompanies a focus audit in Darjeeling

PERFECTLY THOROUGH: THE OPTIPRO CORE ELEMENTS

OptiPro – OTG has introduced the extensive, risk-oriented, forward-looking **OptiPro** quality assurance system for permanent protection of quality and image.

It combines all aspects important for outstanding quality, highest product safety, and an always solution-oriented proactive approach.

It is impossible to rule out a residual risk in the rapidly changing environment.

OptiProd ensures identity.

OptiCheck ensures compliance with the specifications concerning residues and contaminants as well as intensive root cause analysis.

OptiSafe ensures microbiological quality.

OptiMex ensures freedom from pests.

OptiCrop ensures availability and minimises the risk of pesticide residues.

OptiSelect zensures availability of raw materials and minimises the risk of residues of other herbs.

OptiGuide ensures compliance with legal requirements.



SUPPLY CHAIN



Malawi Tea 2020: ETP/Andy Hall

200 plant-based ingredients from more than 90 countries

ACHIEVING TRUE CHANGE WITH STRONG PARTNERS

We do not maintain our own tea gardens but buy green and black teas right from their countries of origin. Our producers there receive precise specifications from us based on our social and environmental standards, and we verify their implementation periodically on site. We also have been specifically expanding our share of certified raw materials for a decade.

Nevertheless, small purchasers like us with a high ecological and social demand continue to find it challenging to convince producers that sustainable change is necessary – all the more so since this often requires macrosocial and political processes. As a result, **we are bundling our forces with strong partners such as the Ethical Tea Partnership (ETP), which we joined as the first larger German company in 2012.** Our most important goal is improving the living and working conditions

LONG-TERM COMMITMENT AT THE COUNTRIES OF ORIGIN

The raw materials for our teas grow all over the world. We use more than 200 plant-based ingredients from more than 90 countries and are aiming to further strengthen ecological and social sustainability in tea cultivation. First and foremost, we need long-term partnerships with local producers and suppliers chosen based on strict criteria, regular audits, and support in further development of their standards to achieve noticeable changes for the people at the places of origin.

Joint progress targeted together with other relevant players in the global tea industry strengthens us even further.



www.ethicalteapartnership.org

Today, **we actively help characterise the activities and strategic alignment of the ETP**, the only international non-profit organisation dedicated exclusively to the tea industry, via our work as a board member. More than 50 members strive to establish social and ecological standards in tea production in cooperation with NGOs, governments, and unions, to create transparency, and to support the producers, among other things by targeted training. Regional structures and excellent networking give the ETP direct access on site and ensure that support is made available where it is needed.



Our most important goal is to create better living and working conditions for the people on site.



ASSAM: A BETTER FUTURE FOR GIRLS

Improving Lives: ETP/Abbie Trayler-Smith/Panos

43% of the girls in Assam marry before their 18th birthdays. Only 54% of the young people there attend secondary school. At the same time, youths are often promised work in the cities with supposed opportunities that frequently turn out to be exploitative. Together with ETP and UNICEF, we started out by providing 35,000 girls with the knowledge and skills to better protect themselves from violence, abuse, and exploitation. The girls supported each other in 350 girl groups, also acting as multipliers in their communities. 104 UNICEF-led child protection committees also worked to protect children from human trafficking and unsafe migration, while raising awareness about child marriage. The programme has been expanded considerably in 2018 to include adolescent boys. In light of the next generation to come, they can help bring about a change in gender norms. The

subjects of health, nutrition, and hygiene have also been covered more and more since then. Education is one of the focal points in the second project phase as well. UNICEF supports the school authorities in improving the quality of education on tea plantations. Thanks to Government support, conditions in existing schools are to be significantly improved and new secondary schools are to be built by the end of 2021. More than half of these are planned for the communities covered by the programme. The initiative aims to directly and indirectly improve the lives of around 250,000 women, girls, and boys, covering over a quarter of all tea plantations in Assam. It is the largest programme of its kind in the region.

Together with ETP and UNICEF, we started out by giving 35,000 girls the knowledge and skills to better protect themselves from violence, abuse, and exploitation.



Improving Lives:
ETP/Abbie Trayler-Smith/Panos

MALAWI AND RWANDA: HIGHER WAGES FOR WORKERS AND SMALLHOLDERS



Malawi Tea 2020: ETP/Andy Hall

The Malawi 2020 project, also implemented in partnership with ETP, aims at plantation workers and self-employed small farmers. It is to establish an income that secures their livelihood in order to develop a competitive tea industry. We at OTG pay a premium for the raw material to this end. 200 Farmer Field Schools have been set up to date and more than 6,000 small farmers have received training in order to provide people with the knowledge they need to grow tea and other crops successfully in the long term. Since 2016, we have drawn up savings plans with nearly 5,000 farmers, with more than three-quarters among them women. They have been able to improve not only their opportunities but also their self-confidence with the economic empowerment provided by the loans they have access to this way. People use the knowledge acquired in the scope

of this unique project successfully, as is proven by the **10% volume increase of Malawian tea** sold in 2020 by comparison to the previous year's figures. The gap between wages and the subsistence minimum has also continued to shrink. Work remains to be done in this area even though the new government has proposed to increase the minimum wage.

We have added 47 more Farmer Field Schools for a similar project in Rwanda in 2018 that has provided valuable knowledge to almost 1,500 farmers, a third of whom are women. The positive effects are impossible to miss: **92% of recent graduates note that their earnings have increased as compared to the previous year's.** We want to help another 4,500 individuals in improving their income by 2022.

200 Farmer Field Schools have been established to date, training more than 6,000 small farmers already.





Simbabwe: ©Martin Bauer Group

ZIMBABWE: NEW WELLS AND NEW PERSPECTIVES

We are also involved at the place of origin of herbal and fruit infusions. Together with a long-term partner, we launched a project in Zimbabwe in 2020. We want to ensure availability of sustainable raw materials while offering new perspectives to local small farmers. They have lived from cotton and tobacco cultivation for a long time. Now, we help them convert their production to robust hibiscus that needs little water and delivers stable yields. **On top of this, we provide 1.000 small farmers and their families, that's almost 5.000 people, with permanent access to safe drinking water,**

a vital resource in one of the country's driest areas. The wells are placed in close cooperation with the local communities. We also raise awareness for drinking water hygiene through training courses targeted in particular at the women, who are usually responsible for water. The villagers can maintain their wells independently.

We support further projects in Bulgaria, Paraguay, and Georgia, as well as in other locations.



OUR COMMITMENT TO RESPECTING HUMAN RIGHTS



Declaration of principles on respecting human rights

We want all of our raw and other materials to be cultivated or produced without violating any human rights. Knowing that our supply chains span many countries around the world, and quite a few where the grasp on human rights is still somewhat tentative, we are also aware that the protection of human rights at the place of origin of our teas is of special importance. We have **formulated a declaration of principle on observation of human rights this year** to support this, reflecting our values and outlining the framework for our actions. At the same time, we strive to inspect our value chain even more closely for human-rights-related risks in order to fully live up to our responsibility.

We require our partners for raw and packaging materials to accept our **Code of Conduct for suppliers** that is aligned, among other things, with the core labour standards of the International Labour Organisation (ILO). These not only lay out the rights to freedom of association and collective bargaining, but also demand the abolition of forced labour and child labour as well as prohibition of discrimination. All of these are things that we support without any reservations. We put great effort into our close cooperation with the ETP and our other partners to firmly anchor the corresponding standards on every level of the tea industry.



ENERGY AND ENVIRONMENT



PRESERVING RESOURCES AND HELPING DESIGN CHANGE

We contribute to achieving national and international climate targets. We have been periodically compiling a corporate **carbon footprint since 2010** in order to record consumption and emissions, measure our progress, and identify where we still can improve. We have derived **short and medium-term goals as well as the necessary steps to achieve them from it**. They include a constant increase of our energy efficiency, avoiding waste where possible, and using all other resources sparingly and consciously.

THE NEXT BIG STEP ON THE WAY TO CLIMATE NEUTRALITY

Many of our production processes are comparatively simple in spite of our complex supply chain. This is an asset for our energy demand, which is very low by comparison with many other manufacturing companies. However, we are not going to stop there. Every day, we work to the best of our efforts to preserve our success to date and to reduce our greenhouse gas emissions further by applying

specific measures. However, it is also true that, in spite of all this effort, we will not succeed in avoiding all emissions in the near future. As a result we decided to support international environmental projects by making compensation payments for our production-related CO₂ emissions.

We will support international environmental projects in the future.



SMALLER IS BETTER: CARBON FOOTPRINT

We have made great advances in the last few years and managed to cut our greenhouse gas emissions roughly in half from 2010 to 2019. The reduction even exceeds two thirds if only scopes I and II are considered.

We have been using green electricity exclusively at all our German sites since 2015.

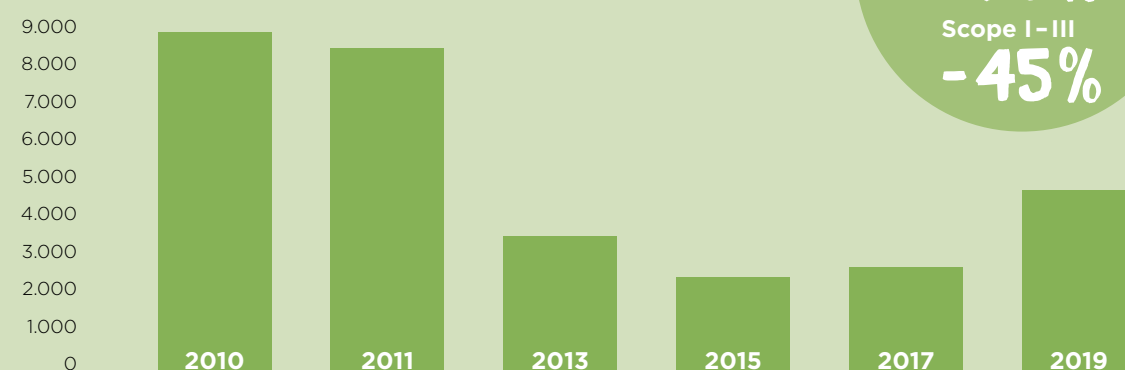
In 2019, we emitted approximately 4,618.89 tonnes of CO₂, which is significantly above the value from 2017. This resulted from recalculation of the scope-III emissions (indirect emissions) that we have recorded voluntarily. As a result of our various measures, **direct emissions (scope I) from sources such as heating oil or natural gas reduced by around 3.5%** in the same period. Our scope-II emissions from purchased energy have been at a consistently low level for many years, as we have been supplying all German sites with 100% green electricity since 2015 already.

Nevertheless, a small increase of 2.8% was recorded during the period under observation. In terms of scope III, i.e. emissions caused by our business activities but generated outside of our own company, the balance sheet shows a significant increase of around 1,900 t CO₂. This is essentially a one-off effect due to adjustment of the calculation basis since we have included all externally commissioned transports for the first time. This considerably improves the data basis, enabling us to also identify and address further savings potential here.

2010 vs. 2019
CO₂ savings

Scope I + II
-70%
Scope I - III
-45%

Development of emissions - 2010 - 2019 in tonnes



CLEANLY REGULATED: OUR WASTE MANAGEMENT

Handling of waste and disposal is another important field of activity for us. In the course of a system changeover in our warehouses in 2019, we destroyed significantly more old stock than in normal years. This has affected our scope-III emissions. Structural and procedural improvements will prevent this situation from recurring. Of course, we sort our waste - mostly cardboard and plastic films - precisely and dispose of them in accordance with the laws.



AN EFFICIENT SOLUTION: BECAUSE THE CLEANEST ENERGY IS THE ONE NOT CONSUMED

We keep working to improve our energy efficiency even further and have established an **energy management system in accordance with DIN EN ISO 50001** in all German production sites in 2014 (the OLF North and South warehouse sites were converted in 2018). We use it to record our consumption in detail, identify potential savings, and then leverage them in targeted action. This way, we can operate in an economically and ecologically sensible manner at the same time. Among other things, we were able to use the

new format of daily meetings for exchanging information on production processes to increase machine efficiency by 6%. We also received a five-figure grant from the German government in 2020 as part of the "Deutschland macht's effizient" programme. It is meant for replacing old compressors with modern technology and for using waste heat for heating, as well as for introducing new measurement, control and regulation technology to increase transparency of energy consumption.



**DEUTSCHLAND
MACHT'S
EFFIZIENT.**

EMPLOYEES



RESPONSIBLY GROWING TOGETHER

The people who work for and with us characterise OTG in all aspects. They actively practice our passion for tea, bring our expertise to the market every day, and share our attitude towards how a company should act in society. This is why it is particularly relevant to us to create a working environment in which people not only feel comfortable but can also develop based on their personal strengths. We want to offer them attractive prospects and continue on our path of responsible growth together.



FIT FOR THE FUTURE WITH STRONG ROOTS: OUR CORPORATE CULTURE

More than one
third of our
managers are
women.



36%

Share of women
in management at the
end of 2020

OTG has developed an environment characterised by mutual respect, cooperation, and equality. The latter is reflected, among other things, in a share of women among our managers that exceeds one third. We cultivate this valuable cultivate that decisively contributes to our attractiveness as an employer. Our principles define us as a company just as much as our know-how and the quality of our products do.

We invited all employees to help make our value foundation fit for the 21st century in a joint process by asking them very openly about what they wanted to preserve and what they preferred to leave behind. Their high level of participation reflects their identification with the company. Their feedback tells us that we are already doing many things well. We have collected the result together with the Leuphana University of Lüneburg and are now building a basis for development of our joint progress. Further dialogue is to follow. We continue to refine our

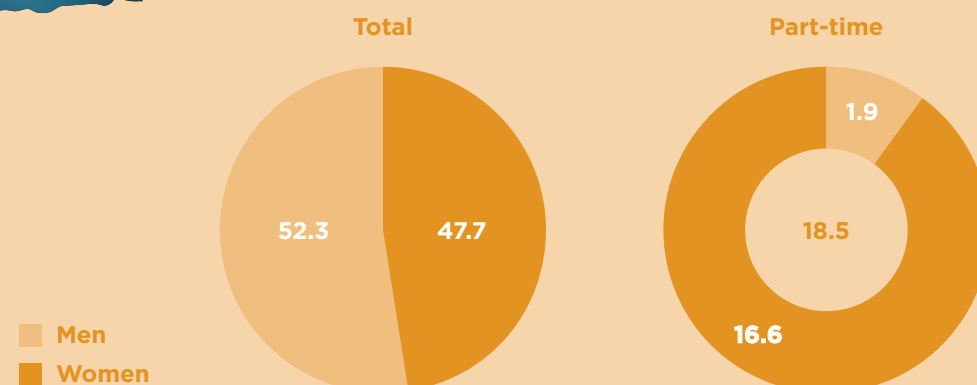
values together this way, ensuring that we are all pulling in the same direction in the end.

Next, we will derive a modern understanding of leadership from this basis. How can we strengthen cooperation between departments? How do we lead virtually, as well as humanely? How can we ensure that flexible working time models and remote work support our employees in their performance as well as in their work-life balance? We are tackling all of these questions.

Our goal is to increase everyone's satisfaction while attracting new talent. This is how we consolidate our position in the competition for qualified and passionate specialists and remain a company where people enjoy working.



Distribution of jobs in 2020
men/women in %



SHARING KNOWLEDGE, UNLEASHING POTENTIAL: TRAINING AND FURTHER

We want to give even more people the opportunity to complete an apprenticeship or dual course of studies with us in the years ahead. We are also positioning ourselves well to take advantage of the opportunities offered by digitalisation by placing greater emphasis on IT professions in the future. No matter the type of training, we are committed to the idea of keeping our talent close. About 90% of our trainees and dual students remain with the company after graduation.

In order to underline the importance of developing junior staff and management trainees in-house,

we are applying for the "TOP Ausbildung" quality seal for outstanding training quality from the IHK (Chamber of Industry and Commerce). We have already made some success, as the last years have seen us preparing several trainees for key positions. Many of them have subsequently successfully accepted challenging tasks. This renders us even more independent of the labour market while enabling us to offer young people the best prospects.



5%

Trainee ratio – 9 out of 10
trainees/dual students stay
with our company



WELL PROTECTED: FIGHTING TOGETHER AGAINST CORNOVIRUS

Our response to the coronavirus is and remains fast and flexible. Our crisis team has been assessing the situation and development since the very beginning, steering the measures and adjusting them where necessary. Being part of the food industry makes us an essential business that never stopped producing. As a result, all jobs at OTG were secure even during the crisis.

We are responsible for protecting in particular our employees in production, who continue to work on site to make them feel safe at work. Since we process foodstuffs, our hygiene standards

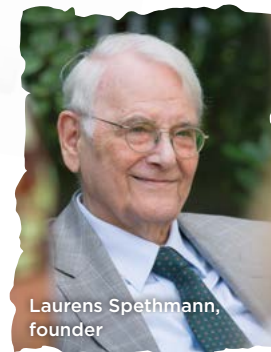
were already at the highest level. Now, an expanded hygiene concept with rapid tests, stations for fever measuring, the requirement of wearing face masks, internal documentation of contacts, as well as maintaining distances at workstations and in common areas, adds additional protection. We have created the technical prerequisites for everyone who can also perform their tasks remotely, e.g. from home. This is working out so well that we will be carrying the option of spatially flexible work into the post-pandemic period.

SOCIETY



WITH HEART AND HAND – OUR COMMITMENT TO OUR REGION

We are not only committed to responsible tea cultivation in the countries of origin, but also take action right on our own doorstep. **As a family-owned business with deep roots in the north of Germany, we are particularly committed to our home area, the metropolitan region of Hamburg.** We aim to be a good neighbour, helping people, protecting nature, and contributing to a strong society. We support selected initiatives and implement our own projects based on this conviction. Let us present some of our commitments below.



Laurens Spethmann,
founder



SPETHMANN STIFTUNG

FOCUSING ON THE INDIVIDUAL

“Changing the world in small steps” was one of the founding ideas of the Spethmann Foundation, established by our owner family in 2001. It is committed to helping children, adolescents, and the elderly in and around Hamburg. The LeA residential community in Neu Wulmstorf, aimed at enabling adolescents with mental disabilities to live as independently as possible, is a flagship project of the foundation’s work. The Laurens Spethmann Houses provide a home and community for 27 young people.

The foundation supports projects with more than 100,000 euros every year. We are particularly happy that our employees also regularly participate with donations in different amounts, proving that we are all joining in when it comes to helping people in our region.

www.spethmannstiftung.de

The foundation supports projects with more than 100,000 euros every year.





A JUMP START INTO INDEPENDENT LIVES: EDUCATION FOR THE FUTURE



**We have
provided training
for more than
200 young people.**

Our "OTG Zukunft durch Ausbildung" initiative paves the way to a professional future for young people who have a hard time on the first job market. Completing vocational training is the most important step towards a self-determined life. Since 2004, we have provided more than 200 young people with training, **taught them key skills, and guided them to successful completion of their training as warehouse specialists or warehouse logistics specialists.** Many of them have used their potential well and established themselves on the job market. Some even work for us as trainers today, passing on their knowledge and experience to the next generation.



GETTING THROUGH THE CORONAVIRUS PANDEMIC TOGETHER

People already in a precarious situation before the coronavirus pandemic are hit particularly hard by the effects of the pandemic. Since people in and around Hamburg also need help in getting through this difficult time, we're joining forces with 24 other companies from the region in the "Hamburg packt's zusammen!" initiative. Working together and

providing donations both in money and in kind, non-profit organisations are packing bags with supplies to cover basic needs and distribute them to families with children, senior citizens, the homeless, refugees, and students, among other people. The campaign is working. So far, more than 25,000 bags have gone to around 36,000 Hamburg residents.



A PIECE OF NATURE: HUMMING AND BUZZING AT ...



Striped in black and yellow and extremely busy – the first beehive of our own was moved onto the Onno Behrends premises in East Frisia in 2020. Our 60,000 new "employees" enjoy the abundant supply of wild herbs and flowers on the meadow behind the

plant. It has made us want more: We plan to set up an insect hotel and a meadow orchard next as our small contribution to securing an important habitat for the endangered bee and to livening up our making our immediate neighbourhood.



ABOUT THIS REPORT

Sustainable operation has always been an integral part of our business at Ostfriesische Tee Gesellschaft GmbH & Co. KG, a family-owned company. It refers to the corporate management as well as to its self-image. Only by thinking and acting for the long term can we remain successful and create value. Sustainability has been firmly anchored in our corporate strategy since 2010. We are providing our stakeholders – including customers, suppliers, employees, representatives of business, politics, environmental, and consumer-protection organisations, as well as the interested public – with an overview of our performance, successes, goals, as well as challenges for the third time with this progress report.

We use the reporting standard of the Global Reporting Initiative (GRI) as a guideline but do not comply with all of its requirements yet. Furthermore, we are committed to the Sustainable Development Goals (SDGs) of the United Nations and want to contribute to their achievement wherever we can exert any influence within the scope of our business activities.

Reporting limits and period

This report covers development in the three years from 01/01/2018 to 31/12/2020. Any deviating specific situations are marked accordingly.

All content refers to the German organisational units of the business unit Tea. Except where otherwise noted, these include: Ostfriesische Tee Gesellschaft GmbH & Co. KG, Milford Tea GmbH & Co. KG, KRÄUTERHAUS WILD GmbH & Co. KG, OnnO Behrends GmbH & Co. KG as well as OTG Lager- und Frachtkontor GmbH & Co. KG, OTG Ausbildung durch Zukunft GmbH.

FACTS AND FIGURES

We publish the most important facts and figures on our five fields of action here in order to present our sustainability performance in a transparent and comprehensible manner. Minor discrepancies in the totals are due to rounding. All employee figures refer to the status as of 31 December 2020.

CORPORATE MANAGEMENT

LSH - Laurens Spethmann Holding Aktiengesellschaft & Co. KG	Unit	2018	2019	2020
Composition of the supervisory board and the LSH advisory board	Total	5	5	5
	Number of women	1	1	1
	Number of men	4	4	4
	Number < 30	0	0	0
	Number 30–50	1	1	0
	Number > 50	4	4	5
Composition of the LSH board	Total	5	3	3
	Number of women	1	0	0
	Number > 50	1	0	0
	Number of men	4	3	3
	Number 30–50	0	1	1
	Number > 50	4	2	2

OTG - Ostfriesische Tee Gesellschaft GmbH & Co. KG	Unit	2018	2019	2020
Total revenues	Million euros	252	250	257

Composition of employees at the management level of OTG	Unit	2018	2019	2020
Management level	Percent women	34.25	42.86	37.5
	Percent men	65.75	57.14	62.5
Departmental management level	Percent women	23.08	21.43	23.53
	Percent men	76.92	78.57	76.47
Specialists	Percent women	28.57	42.86	37.5
	Percent men	71.43	57.14	62.5
Group management level	Percent women	42.86	35	43.48
	Percent men	57.14	65	56.52
Experts	Percent women	34.62	33.33	31.25
	Percent men	65.38	66.67	68.75
Management total	Percent women	34.25	32.89	34.09
	Percent men	65.75	67.11	65.91

Memberships of OTG
Arbeitgeberverband für den Regierungsbezirk Lüneburg e. V.
Bundesverband Materialwirtschaft, Einkauf und Logistik e. V. (BME), Frankfurt am Main
Deutsche Gesellschaft für Qualität e. V.
Deutscher Tee & Kräutertee Verband e. V., Hamburg
Ethical Tea Partnership, London
Markenverband e. V., Berlin
Pro Honore e. V.
Rainforest Alliance
THIE Tea & Herbal Infusions Europe, Hamburg
VEA Bundesverband der Energie-Abnehmer e. V., Hannover
Verband Sozialer Wettbewerb e. V.
Zentrale zur Bekämpfung unlauteren Wettbewerbs e. V.

CUSTOMERS AND PRODUCTS

Products	Unit	2018	2019	2020
Produced tea products	Billion tea bags	7.80	7.41	7.89
UTZ certified products at Meßmer	Share of certified raw materials in all Meßmer products	50	70	70
Product complaints	Percent	0.0005	0.0007	0.0006

Share of sustainable raw materials*	Unit	2018	2019	2020
Share of sustainable raw materials green tea/black tea ¹⁾	Percent	80	83	85
Share of sustainable raw materials herbal tea/fruit infusion ²⁾	Percent	50	70	70
Share of sustainable raw material rooibos tea ³⁾	Percent	100	100	100

¹⁾ Raw materials are certified by ETP, UTZ/Rainforest Alliance or Fairtrade. ²⁾ The raw materials are UEBT/UTZ certified. ³⁾ The raw materials are certified by UTZ/Rainforest Alliance or Fairtrade. * For our brands

Share of packaging material recycled	Unit	2018	2019	2020
Packaging*	Percent	95	95	95

* Outer case made from 95% recycled material, folding-box cardboard made from 60% recycled material or FSC/PEFC-certified where virgin fibre is used, except Meßmer COLD TEA.

ENERGY AND THE ENVIRONMENT

Energy	Unit	2018	2019	2020
Power	Unit	2018	2019	2020
Total electricity	kWh	8,074,345	7,922,089	8,045,673
Ostfriesische Tee Gesellschaft GmbH & Co. KG	kWh	637,085	604,010	452,441
OnnO Behrends GmbH & Co. KG	kWh	1,406,089	1,438,625	1,436,703
Milford Tea GmbH & Co. KG	kWh	2,735,634	2,737,019	2,864,167
Kräuterhaus Wild GmbH & Co. KG	kWh	2,841,736	2,728,036	2,923,867
OTG Lager- und Frachtkontor GmbH & Co. KG	kWh	314,218	277,183	261,654
Meßmer Momentum, Hamburg	kWh	139,583	137,216	106,841
Natural gas	Unit	2018	2019	2020
Total natural gas	kWh	4,014,245	3,927,046	4,143,711
Ostfriesische Tee Gesellschaft GmbH & Co. KG	kWh	461,550	415,560	408,046
OnnO Behrends GmbH & Co. KG	kWh	345,395	488,663	363,337
Milford Tea GmbH & Co. KG	kWh	563,854	578,492	570,818
Kräuterhaus Wild GmbH & Co. KG	kWh	1,088,735	1,028,969	1,125,667
OTG Lager- und Frachtkontor GmbH & Co. KG	kWh	1,554,711	1,415,362	1,675,843
District heating	Unit	2018	2019	2020
Meßmer Momentum, Hamburg	kWh	252,841	300,480	273,500*
Share of renewable energies	Unit	2018	2019	2020
Electricity generation	Percent	100	100	100
Natural gas production	Percent	0	0	0

* Mean value from 2015-2019, since settlement will only be available in Q-3, 2021

ENERGY AND THE ENVIRONMENT

CO ₂ balance	Unit	2015	2017	2019
CO ₂ emissions - Scope I	Unit	2015	2017	2019
Company cars	t	811.13	878.66	876.74
Heat generation	t	951.26	1,132.27	1,063.48
Total - Scope I	t	1,762.39	2,010.93	1,940.22
CO ₂ emissions - Scope II	Unit	2015	2017	2019
Electricity consumption (total - Scope II)	t	190.81	195.79	201.37
CO ₂ emissions - Scope III	Unit	2015	2017	2019
Transports (ext.)	t	121.54	123.76	1,989.42*
Rail travel	t	2.20	2.56	1.18
Air travel	t	88.11	137.71	75.05
Rental cars	t	—**	11.95	4.75
Waste	t	237.66	215.54	397.14
Water/sewage	t	6.20	4.91	9.76
Total - Scope III	t	455.70	438.48	2,477.30
CO ₂ emissions - Scope I - III	Unit	2015	2017	2019
Total CO ₂ emissions (Scope I, II & III)	t	2,408.91	2,645.20	4,618.89

* changed calculation of external transports from 2019
** Survey only from 2017

Water input	Unit	2015	2017	2019
Total water consumption	m ³	10,284	9,102	9,272
Sewage	m ³	9,551	8,507	9,120

Waste and recyclables	Unit	2015	2017	2019*
Residual waste/municipal waste	t	71.12	88.60	N/A
Mixed waste for recovery/recyclables	t	312.01	434.94	N/A
Organic waste	t	25.20	14.50	N/A
Mixed paper/cardboard/corrugated board/carton	t	744.42	802.21	N/A
Cardboard	t	9.58	see above	N/A
Used oil/oil-smeared substances	t	0.16	N/A	N/A
Film/plastic	t	65.10	64.31	N/A
Recyclables	t	118.10	see above	N/A
Pallets	Number	682.00	N/A	N/A
Pallet lid quantity	Number	291.00	N/A	N/A
Mixed construction waste/pellets	t	68.68	see below	N/A
Garden waste	m ³	28.50	N/A	N/A
Wood (untreated/treated)	t	N/A	31.72	N/A
Pellets (from tea production)	t	N/A	167.52	N/A
Scrap metal (iron, steel, aluminium, copper...)	t	N/A	4.18	N/A

* Development of a new system for better comparability from 2019 onwards.
Data are being processed at the time of report publication.

EMPLOYEES

Employees	Unit	2018	2019	2020
Total employees	Total	769	773	772
	Number of women	366	360	368
	Number of men	403	413	404
Employees by employment	Unit	2018	2019	2020
Full-time	Total	614	625	629
	Total	155	148	143
Part-time	Number of women	136	132	128
	Number of men	19	16	15
Employees by location	Unit	2018	2019	2020
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Total	308	307	323
	Number of women	176	174	189
	Number of men	132	133	134
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Total	133	141	145
	Number of women	77	76	77
	Number of men	56	65	68
Milford Tea GmbH & Co. KG, Lower Saxony	Total	137	137	125
	Number of women	59	59	55
	Number of men	78	78	70
OnnO Behrends GmbH & Co. KG, Lower Saxony	Total	94	99	93
	Number of women	29	31	28
	Number of men	65	68	65
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Total	97	89	86
	Number of women	25	20	19
	Number of men	72	69	67

EMPLOYEES

New employments	Unit	2018	2019	2020
Total new employments	Total	110	105	111
	Number of women	58	39	52
	Number of men	52	66	59
Up to 30 years	Unit	2018	2019	2020
Total new employments	Total	56	52	49
	Women	24	18	16
	Number of men	32	34	33
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	13	8	7
	Number of men	6	8	7
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	3	3	6
	Number of men	10	9	8
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	4	0	1
	Number of men	5	5	5
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	2	4	0
	Number of men	5	7	5
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	2	0	2
	Number of men	6	8	8
30 to 50 years	Unit	2018	2019	2020
Total new employments	Total	43	38	48
	Number of women	26	13	26
	Number of men	17	25	22
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	14	6	21
	Number of men	7	8	11
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	10	3	3
	Number of men	2	7	4
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	3	1
	Number of men	3	2	2
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	1	0	0
	Number of men	3	4	1
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	1	1	1
	Number of men	2	4	4
Older than 50 years	Unit	2018	2019	2020
Total new employments	Total	11	15	14
	Number of women	8	8	10
	Number of men	3	7	4
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	2	3	5
	Number of men	1	2	3
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	0	4	4
	Number of men	0	2	1
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	2	0	0
	Number of men	1	2	0
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	1	0
	Number of men	0	0	0
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	4	0	1
	Number of men	1	1	0

EMPLOYEES

Fluctuation	Unit	2018	2019	2020
Overall fluctuation	Total	39	24	27
	Number of women	20	11	8
	Number of men	19	13	19
Up to 30 years	Unit	2018	2019	2020
Overall fluctuation	Total	11	8	11
	Number of women	4	1	2
	Number of men	7	7	9
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	1	0	1
	Number of men	0	0	1
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	1	0	0
	Number of men	3	0	2
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	1	1
	Number of men	1	3	3
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	1	2	2
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	2	0	0
	Number of men	2	2	1
30 to 50 years	Unit	2018	2019	2020
Overall fluctuation	Total	22	8	12
	Number of women	10	5	4
	Number of men	12	3	8
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	7	4	4
	Number of men	8	1	2
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	1	0	0
	Number of men	0	0	1
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	3	2	2
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	0	0	0
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	2	1	0
	Number of men	1	0	3
Older than 50 years	Unit	2018	2019	2020
Overall fluctuation	Total	6	8	4
	Number of women	6	5	2
	Number of men	0	3	2
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	1	4	1
	Number of men	0	1	2
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	0	0	0
	Number of men	0	0	0
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	0	2	0
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	0	0	0
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	5	1	1
	Number of men	0	0	0

EMPLOYEES

Parental leave	Unit	2018	2019	2020
Employees entitled to parental leave	Unit	2018	2019	2020
Total employees	Total	66	74	84
	Number of women	31	35	42
	Number of men	35	39	43
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	28	28	34
	Number of men	13	17	19
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	3	4	6
	Number of men	1	2	4
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	8	5	5
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	2	2
	Number of men	11	13	12
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	0	1	0
	Number of men	2	2	3
Employees taking parental leave	Unit	2018	2019	2020
Total employees	Total	16	27	32
	Number of women	11	19	20
	Number of men	5	8	12
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	9	10	13
	Number of men	1	5	7
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	2	2	5
	Number of men	1	0	1
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	2	2	1
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	2	2
	Number of men	1	1	3
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	0	0	1
	Number of men	0	0	0
Employees returned to work after the end of parental leave	Unit	2018	2019	2020
Total employees	Total	3	15	14
	Number of women	0	8	4
	Number of men	3	7	10
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	0	8	2
	Number of men	1	5	5
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	0	0	2
	Number of men	1	0	1
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	0	2	1
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	1	0	3
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	0	0	0
	Number of men	0	0	0

EMPLOYEES

Parental leave	Unit	2018	2019	2020
Employees who returned to work after the end of parental leave and still employed 12 months after their return	Unit	2018	2019	2020
Total employees	Total	2	3	9
	Number of women	2	0	4
	Number of men	0	3	5
Ostfriesische Tee Gesellschaft GmbH & Co. KG, Lower Saxony	Number of women	2	0	4
	Number of men	0	1	3
Kräuterhaus Wild GmbH & Co. KG, Bavaria	Number of women	0	0	0
	Number of men	0	1	0
Milford Tea GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	0	0	2
OnnO Behrends GmbH & Co. KG, Lower Saxony	Number of women	0	0	0
	Number of men	0	1	0
OTG Lager- und Frachtkontor GmbH & Co. KG, Lower Saxony and Bavaria	Number of women	0	0	0
	Number of men	0	0	0

Employees	Unit	2018	2019	2020
Fluctuation rate	Percent	5,07	3,10	3,50
Major injuries and fatalities	Number	0	0	0
Employees subject to collective agreements	Percenz	46,10	47,10	46,65
Complaints concerning labour practices, eported to our ombudswoman or placed in our opinion box	Number	0	0	0
Discrimination incidents	Number	0	0	0

Offers for our employees	
Further training offers (examples)	<ul style="list-style-type: none">• Regular training on use of IT systems• Method, competence, and leadership seminars tailored to needs and requirements• Language courses• Training for employee interviews• Training on data protection, antitrust law, working techniques• Training for training managers
Transitional assistance programmes to facilitate continued incapacity and to deal with retirement	<ul style="list-style-type: none">• Provision of a social advisor for dealing with bureaucratic and medical procedures, as well for assistance in acquiring a pension for reduced earning capacity• Advice on impending retirement from employees in our human resources department

IMPRINT

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Future-oriented statements:
This Sustainability Report contains future-oriented statements. Such statements represent assumptions and estimates based on information currently available to Ostfriesische Tee Gesellschaft GmbH & Co. KG. Actual developments may differ from current estimates. Ostfriesische Tee Gesellschaft GmbH & Co. KG can accept no liability for these statements as a result.



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