



BERENTZEN-GRUPPE

Thirst for life

Sustainability Report

# 2019



People

Planet

Products

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BERENTZEN-GRUPPE  
Thirst for life

## Foreword from the Executive Board

*Ladies and gentlemen,  
dear readers,*

The term “sustainability” has long since become part of the collective awareness of our time. Issues such as climate protection, eco-friendliness and conservation of resources are becoming increasingly important in modern society. This was demonstrated in an impressive manner over the past year in the form of the Fridays for Future movement, as just one example. The extent to which this topic also impacts global economic activities has become apparent to everyone – if only after this year’s Davos World Economic Forum, which was dominated by climate change.

As a corporate group with roots going back more than 250 years, a sustainable mindset and approach to business have long been important components of our culture. With such a long history, acting with the appropriate foresight for future generations is a matter of course for us. Consequently, we would like to make a perceptible contribution to permanently safeguarding the natural foundations of life. Specifically, because we operate mineral springs and deal in products like unprocessed high-quality juice oranges, the protection of natural resources is particularly close to our heart. Indeed, the special importance of many of our company divisions in their respective regions, and not least the needs and expectations of our employees, are reason enough to take seriously our social responsibility as part of society and as an employer.

In light of this, our activities in the field of sustainability have increased significantly, beginning in earnest several years ago. With a view to not only documenting our own progress but also identifying potential for improvement on an ongoing basis, we prepared a voluntary Sustainability Report for the first time in the 2017 financial year. This is now the third Sustainability Report that we are publishing, which reflects the continuity and high importance we give to sustainability issues in our business activities.



Executive Board f. l. t. r.:

**Ralf Brühöfner**

**Oliver Schwegmann**

Over the past year we conducted a new materiality analysis for our corporate group under the overall control of our internal Corporate Social Responsibility function, which is also responsible for the Sustainability Report. Based on it we have defined three areas of activity in which we will pool our sustainability activities by topic: People, Planet and Products. This year we sent out a clearly visible signal of our commitment in the Products area, by making Emsland Quelle and Märkisch Kristall, both in our Non-alcoholic Beverages segment, and our Mio Mio branded products completely climate neutral. This project and many other measures are presented in detail in this Sustainability Report.

The triad of business success, ecological awareness and social responsibility is of particular importance to us as a corporate group. This includes an intensive dialogue with our stakeholders. In this respect, we cordially invite you to get in touch with us. You can contact us directly at [csr@berentzen.de](mailto:csr@berentzen.de) with regard to all aspects of sustainability. We look forward to a productive exchange of ideas and suggestions, and hope you enjoy reading this report.

Yours sincerely,

Two handwritten signatures in black ink. The signature on the left is more cursive and appears to be 'J. Schlegel'. The signature on the right is also cursive and appears to be 'S. Schlegel'.

## (1) Company portrait

The Berentzen Group is a broad-based beverages group that offers drinks for virtually every time of day, virtually every occasion and for virtually every taste. The range of products extends from spirits through to non-alcoholic beverages and fresh juice systems for freshly squeezed orange juice.

With a company history going back over 250 years, we are one of the oldest producers of spirits in Germany. Berentzen-Gruppe Aktiengesellschaft, with its head office in Haselünne, Germany, is the highest-level company of the Berentzen Group, which consists of various national and international subsidiaries in addition to the parent company. In the 2019 financial year, the Group generated revenues of EUR 167.4 million (2018: EUR 162.2 million), employing a headcount of 498 (2018: 487) at seven locations in three countries as at the December 31, 2019 reporting date.

Our business activities essentially comprise the production and distribution of spirits and non-alcoholic beverages and the development and distribution of fresh juice systems. Accordingly, the business activities are divided into the following segments: Spirits, Non-alcoholic Beverages and Fresh Juice Systems.

We currently produce our spirits and non-alcoholic beverages at four locations in Germany: spirits are manufactured in Minden and at the Berentzen Hof distillery in Haselünne, while non-alcoholic beverages are produced in Haselünne and Grüneberg. The Group also has a logistics centre for the sales of spirits in Stadthagen, run by an external service provider. The operating business in the Fresh Juice Systems segment is run and managed from the location in Linz (Austria). Another internationally operating company, the spirits distribution company Berentzen Alkollü İçkiler Ticaret Limited Şirketi, is located in Turkey (Istanbul).



### *Brands and products*

With traditional yet highly current branded spirits and attractive private-label products, we are a competent partner for trade and gastronomy. Our brand portfolio of spirits includes not only internationally renowned brands such as Berentzen and Puschkin, but also traditional German spirits such as Strothmann, Doornkaat and Bommerlunder. New brands, usually serving to meet demand for special trends, have also been introduced onto the market. One example of this is the premium rum Tres Países, which was launched in 2019.

With our Group company Vivaris Getränke GmbH & Co. KG (hereinafter referred to as Vivaris), we have been operating on the German soft drinks market for a number of decades, predominantly in regional sales areas. Our beverages marketed under the Mio Mio brand, on the other hand, are distributed nationally. Building on the success of the Mio Mio product range, we expanded the product portfolio of the Non-alcoholic Beverages segment to include the new Kräuterbraut brand in May 2019.

At the regional level, proprietary brands such as Emsland Quelle und Märkisch Kristall with products in the mineral waters, lemonades and fruit juices segments play an important role. In the Non-alcoholic Beverages segment, we also boast over 50 years of experience in the franchise business, currently as a licensee for the Sinalco brand.

With our subsidiary Citrocasa GmbH (formerly T M P Technic-Marketing-Products GMBH), with its head office in Linz, Austria, the Berentzen Group is active in the business involving fruit juice systems. In addition to orange presses, Citrocasa offers particularly juicy oranges left untreated after harvesting under the frutas naturales brand and bottles specially designed for the bottling of freshly squeezed orange juice. The key skills in the Fresh Juice Systems segment lie in the ongoing development and improvement of systems, the technical service offered and the delivery of fruits and bottles.

Thanks to this wide range of brands and products in the Spirits, Non-alcoholic Beverages and Fresh Juice Systems segments, we offer drinks at different price segments and for virtually every taste.



## (2) Strategic approach and sustainability management

### (2.1) Our understanding of sustainability

As a broad-based beverages group with a company history going back over 250 years, we have firmly embedded long-term thinking into our corporate culture. We consider ourselves, both now and in the future, to be a responsible employer and an integral part of society. As a manufacturing corporate group, we bear responsibility for our products and their consumers and are therefore increasingly focused on ensuring that our value added chain is sustainable and our range of products are enjoyed responsibly and/or are especially natural and healthy. At a time when environmental protection has become a key global challenge, we believe that safeguarding the natural foundations of life for future generations is part and parcel of our responsibility as a company.

It is these convictions that underline our understanding of sustainability: achieving commercial success in the long term whilst taking responsibility for society and the environment.

### (2.2) Material topics and areas of activity

Materiality analyses formed the basis for determining and identifying our areas of activity as part of our sustainability activities. 2019 saw us carry out our second materiality analysis. As the starting point for this analysis, we used a comprehensive catalogue of around 100 relevant aspects from the 2018 Sustainability Report, industry, the peer group and various reporting standards (ISO 26000, Global Reporting Initiative and German Sustainability Code).

These numerous aspects were narrowed down to avoid overlaps in content and condensed and divided into a total of 23 potential material topics. An internal assessment was then performed by eight department executives across the corporate group by means of a structured written survey. This survey has allowed us to ascertain the topics necessary both for understanding business performance, operating results and the situation and for understanding the impact of our activities on the non-financial aspects of the German Act Implementing the CSR Directive.

Both the internal assessment from the corporate group's perspective and assumptions regarding the relevance for external stakeholder groups of the Berentzen Group were used to assess the impacts on the sustainability aspects mentioned.

The results were then evaluated in a workshop attended by the Executive Board and the relevant department executives and checked for completeness. As a result, the topics of employer attractiveness and responsibility, compliance and transparency, water, use of resources,

sustainable products and packaging as well as responsible sourcing were identified as material for Berentzen-Gruppe Aktiengesellschaft. This outcome was then confirmed by the entire Executive Board.

The following image shows the results of the materiality analysis in the form of a materiality matrix. The X-axis shows the stakeholder relevance and the Y-axis presents the Berentzen Group's impact on the environment and society.

#### Materiality matrix of the Berentzen Group



To provide an overarching framework for the material topics, three areas of activity were defined: PEOPLE – PLANET – PRODUCTS. They reflect our understanding of sustainability and focus our sustainability activities on three key areas. The material topic of compliance and transparency is central to every corporate activity. As such, it has not been assigned to an individual area of activity. Instead, we see it as an indispensable foundation for all of our sustainability activities.

The memorable new areas of activity are to be embedded into all sustainability communications and, as such, are structurally echoed in this Sustainability Report, in the Annual Report and on the corporate website of the Berentzen Group.



**Sustainable Development Goals**

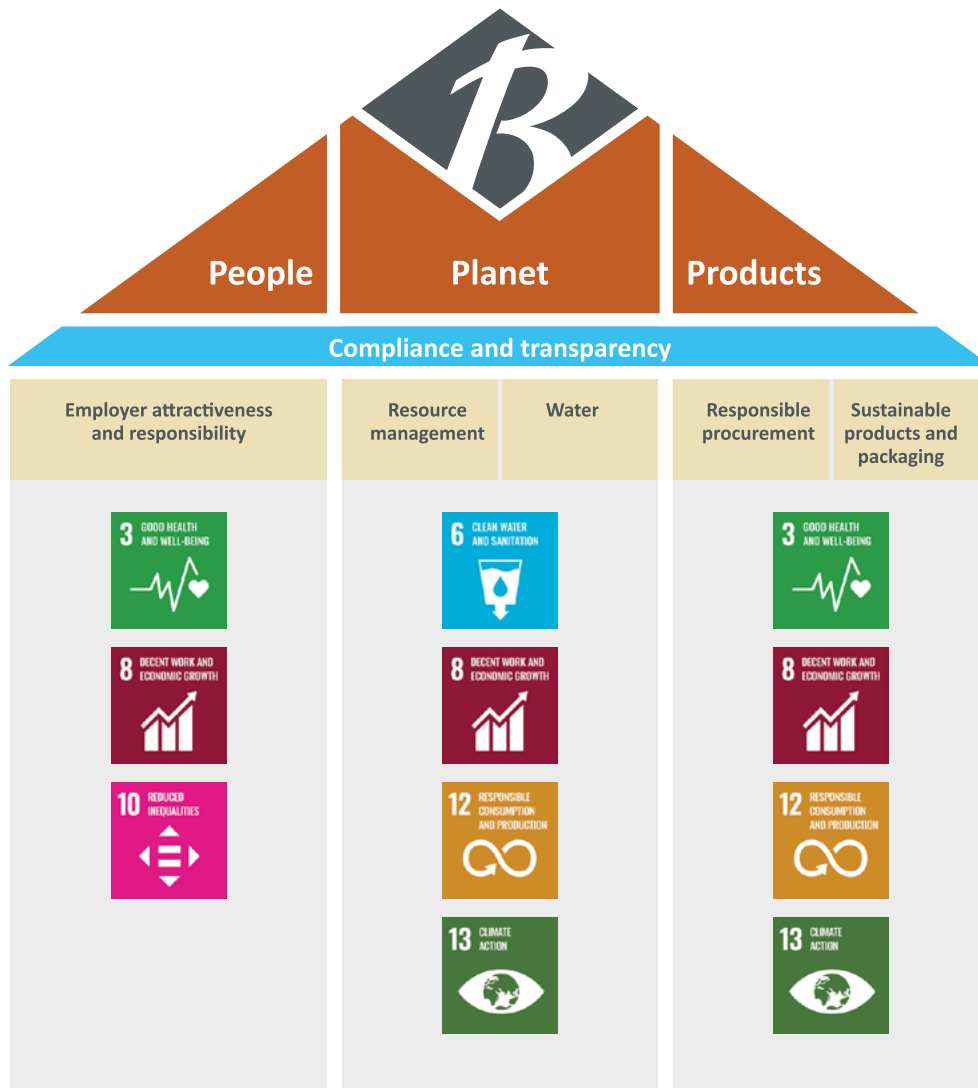
As part of the materiality analysis process, we also paid very close attention to the Sustainable Development Goals (SDGs). The 17 goals were developed and adopted by the United Nations as part of the 2030 Agenda for Sustainable Development. The aim of the SDGs is to ensure sustainable development at the economic, social and ecological level. For companies, they therefore provide a sound basis for gearing their business activities towards sustainable development.

of an internal workshop. To take into consideration the relevance of the SDGs at the national level, we also looked at the German government’s sustainability strategy, in which the government reports on its understanding of the SDGs and its commitment to sustainable development. Six SDGs relevant to the Group were identified as part of this systematic process. These were then assigned to the material topics.

To identify the SDGs which are most relevant to us, we looked at the individual SDGs and their sub-goals as part

We have reported on our commitment to the Group-relevant SDGs in the following chapters of this Sustainability Report.

**Our areas of activity, material topics and Sustainable Development Goals relevant to the Group**



### **Sustainability targets**

For the areas of activity and the topics allocated to them, principal targets are formulated on an ongoing basis and measures elaborated with a view to achieving these targets. Wherever possible, national and international standards and frameworks, such as the DNK (Germany Sustainability Code), the ETI (Ethical Trading Initiative) Base Code or ISO 50001, are used as a guide.

All areas of activity are in turn quantified by means of indicators that were in some cases collated at an earlier date and in other cases collated as part of the preparation of our first Sustainability Report on the basis of the DNK. Over the coming years, these indicators will be tested in practice and, depending on whether they are deemed applicable or material, will be put to continued use, adjusted or replaced. For these indicators, specific targets will be set with corresponding measures derived with a view to achieving them. More information can be found in the chapter “Our sustainability targets 2018-2020” starting on page 51.

In 2020, we are striving to develop a new sustainability strategy. The newly defined areas of activity and material topics, as well as the Group-relevant SDGs, will serve as a starting point.

### **(2.3) Sustainability management**

Our Berentzen Codes serve as a guide for integrating our understanding of sustainability into everyday business. They are based on applicable laws and other established standards and describe the corporate group expectations of its employees, suppliers, marketing and communication partners as well as third parties involved in the corporate group’s value added chain.

Our Code of Conduct provides all employees throughout the Group with guidelines setting out appropriate behaviour in the interests of responsible management, whilst ensuring the careful use of resources. In the light of our social responsibility, the Marketing Code of Conduct contains specific guidelines for product-related communications and for the responsible consumption of our products. The Supplier Code of Conduct serves to forge a common understanding of appropriate living and working conditions for employees and forms the basis for sustainable business relationships.

Furthermore, we comply with the framework of rules laid down in the German Corporate Governance Code and its guiding principles. Consequently, we attach importance to ensuring close collaboration between the Executive Board and the Supervisory Board and taking into account the interests of our shareholders, employees and other groups affiliated with the Company (stakeholders). We value open communication, responsible risk management and due and proper accounting and auditing.



The most important sustainability management tasks include anchoring our understanding of sustainability and sustainability strategy in the minds of employees and external stakeholders as well as in our everyday operating processes.

As the central function, the Corporate Social Responsibility portfolio coordinates and drives forward the sustainability activities throughout the Group. At the same time, as a staff unit, it reports directly to the Chief Financial Officer and acts as a driving force. Relevant sustainability topics within and outside of the corporate group are discussed with the Executive Board and the respective portfolios and priorities set. The ultimate responsibility for strategic decision-making relating to sustainability and the monitoring of the objectives within the Group lies with the Executive Board. Implementation at an operating level is the responsibility of executives within the portfolios of the Berentzen Group and their affiliated subsidiaries.

**(2.4) Our stakeholder engagement**

Exchanging information and ideas with our stakeholders is very important to us. We believe that only those who are prepared to listen and take suggestions and requirements seriously can operate successfully in the long term.

We communicate with our stakeholders openly and transparently, attaching great importance to different forms of dialogue in order to involve as many stakeholders in the conversation as possible. Suggestions and concerns voiced by stakeholder groups are recorded by Berentzen Group representatives and, through the different departments, are incorporated into our business operations and sustainability strategy.

As part of the new materiality analysis, checks were made to ensure the stakeholder universe was up to date.

**Our stakeholder universe**





### *Employees*

Each and every employee is an ambassador of the Berentzen Group who carries the principles and values out into the world. The social intranet provides them with a wide range of internal information and daily updates on the development of the Company and can exchange ideas and information on various topics across locations. Once a month, a press review is sent out to employees informing them of the reporting on the Berentzen Group. Members of the works council and management also provide information on current topics at the works meetings. Other forms of dialogue include company notices, team meetings and employee appraisals, as well as the annual, quarterly and sustainability reports.

### *Trade partners and cooperation partners*

We are in constant contact with trade partners and cooperation partners as part of our business relationships. Here, we attach particular importance to personal contact. Members of staff meet up with them as part of regular annual talks and at various trade fairs and industry events and exchange ideas and information about current topics and trends or present new products. Other forms of dialogue include specialised media and trade journals.

### *Consumers*

Interaction with consumers takes place through a large number of channels: by post or e-mail through the customer service just as much as through social networks or at events. The vast majority of customer issues, such as general enquiries on matters such as ingredients, former products, sponsoring possibilities, sourcing, etc., are dealt with by Corporate Communications. The Berentzen Group's quality management function is responsible for processing incoming complaints. All consumers placing an enquiry receive a personal and individual reply. Other forms of dialogue include the brand and product websites and online and print media.

### *Suppliers*

We maintain long-term business relationships with our suppliers based on mutual trust. Suppliers have the greatest influence on sustainability issues in the value added chain. There are supply and quality assurance agreements in place with important suppliers, also with regard to sustainability aspects. All of them are specifically requested to comply with the Supplier Code of Conduct. The adoption of this Code kicked off the process of intensifying the dialogue with suppliers on sustainability issues. Furthermore, we attach importance to personal contact and reciprocal on-site visits in our dialogue with suppliers.

### *Shareholders and debt providers*

The annual general meeting is the most important platform for interaction with shareholders. As a German stock corporation listed on the Regulated Market (General Standard) of the Frankfurt Stock Exchange, Berentzen-Gruppe Aktiengesellschaft is obliged to publish an annual financial report and a half-yearly financial report. The annual financial report for Berentzen-Gruppe Aktiengesellschaft is prepared in the form of an annual report. Furthermore, ad hoc announcements, managers' transactions and voting rights notifications have to be

published. In order to create the highest possible degree of transparency towards shareholders, we have further made the decision to keep the capital markets informed on a voluntary basis within the framework of a Q1 and Q3 interim report. In addition, all relevant company news is published not only as a press release but also released in a targeted manner as corporate news for the capital market. Interested investors can make use of capital market conferences and roadshows in which the members of the Executive Board of Berentzen-Gruppe Aktiengesellschaft take part in person to directly obtain information on the corporate group, its economic development and the future strategic direction.

#### **Membership in federations and associations**

Membership in federations and associations facilitates the exchange of information and ideas with various groups of experts and supports the Berentzen Group in a large number of areas of work.

In the reporting year, we were members of the following organisations, federations and associations, among others:

- Arbeitgeberverband der Ernährungsindustrie Nordrhein-Westfalen (AEN)
- Gesellschaft der Freunde und Förderer der deutschen Mineralbrunnenindustrie e. V. (GFF)
- Haselünner Sportverein (HSV) Förderverein
- Historischer Korn- und Hansemarkt Haselünne e. V.
- Schutzverband der Spirituosen-Industrie e. V.
- Science to Business GmbH
- Verband der Ernährungswirtschaft e. V. (VdEW)
- Verband Deutscher Mineralbrunnen e. V. (VDM)
- Versuchs- und Lehranstalt für Brauerei in Berlin e. V. (VLB Berlin)
- Wachstumsregion Ems-Achse e. V.
- Wirtschaftsrat der CDU e.V.

#### **(2.5) Compliance and transparency**

We are convinced that reliable and responsible management forms the basis for long-term financial success. For us, this means that compliance is about more than complying with statutory provisions. It also means acting in line with ethical principles, our own values and internal company guidelines.

Guidelines and guiding principles are required that demonstrate to employees what is ethical and legally correct conduct in all areas of the Company to enable them to act in accordance with the law and the principles of the corporate group. This fundamental principle ensures that, at work, employees act within the law and base their interactions on mutual respect and appreciation. For this purpose, the Berentzen Codes were established.

The three Codes (the Code of Conduct, the Marketing Code of Conduct and the Supplier Code of Conduct) constitute the underlying compliance guidelines of the Berentzen Group and contain binding requirements on the prevention of corruption. They also provide information on the rights to which our employees and the employees





of suppliers are entitled, on how to advertise the products of the corporate group in a responsible manner and which environmental standards have to be met. Management systems and audits provide assistance with compliance with environmental, quality and social standards, which are reviewed on a regular basis by internal or external authorities. Social and cultural engagement, especially in the local environment, makes a contribution to the development of the regions of the locations and provides a boost to the attractiveness of the company in that region.

In addition to the Codes, other guidelines, instructions and preventive measures are in place to ensure compliance within the Berentzen Group. These rules cover both intercompany and intra-Group organisation – in particular as part of the rules of procedure, competence guidelines, authorisation concepts and the internal control system – as well as material contents, which are set out in handbooks, for example.

#### **Responsible risk management**

As a corporate group operating in the national and international food industry, we are subject to a number of legal regulations, which exposes us to legal and regulatory risks. These include, in particular, contractual and liability risks in connection with the respective national or

international provisions governing express warranties and product liability, food laws, consumer protection laws, competition and antitrust laws, trademark and patent laws, environmental, construction and planning laws, labour laws and occupational health and safety laws, foreign trade and customs laws, tax laws as well as provisions related to purchasing activities and procurement.

As potential compliance-related risks may occur in all operating and administrative areas of the corporate group, the objective of the compliance guidelines and the guidelines, instructions and other preventive measures going beyond the same is to ensure compliance with national and international law and, at the same time, prevent breaches of the law, specifically corruption on the part of the Berentzen Group and its employees. This objective was achieved once again in the 2019 financial year as no cases of corruption or other serious breaches of the law were recorded.

#### **Compliance organisation**

Within the Berentzen Group, taking responsibility for the topic of compliance has, at an organisational level, in principle been centralised at Berentzen-Gruppe Aktiengesellschaft for the entire Berentzen Group. The Executive Board, as part of its overall responsibility for the management of the Company and the corporate group, is the body legally responsible for the topic of compliance at Berentzen-Gruppe Aktiengesellschaft, and therefore also within the Berentzen Group as a whole. Alongside the Executive Board, the Supervisory Board of Berentzen-Gruppe Aktiengesellschaft is, within the scope of its supervisory function, responsible for the topic of compliance at Berentzen-Gruppe Aktiengesellschaft and therefore also within the Berentzen Group as a whole. The supervisory function of the Supervisory Board not only extends to the direct actions of the Executive Board but in particular also to whether the Executive Board fulfils the requirement to set up compliance systems or whether it ensures compliance in another way.

Beneath the organisational level of the Executive Board, responsibility for the topic of compliance has been transferred to the Compliance Committee set up centrally at Berentzen-Gruppe Aktiengesellschaft; it is headed by the Chief Compliance Officer.

Another important component is the centralised external notification office (“Whistle Blower Hotline”), which employees, business partners and other external stakeholders can use to anonymously report possible breaches of the law or of our Codes. The tasks of the notification centre are carried out by an external, impartial lawyer, who can be notified of any information in German, English or French.

#### *Increasing employee and executive awareness*

Within the corporate organisation, executives are subject to special duties with regard to the topic of compliance as part of their management duties. This includes ensuring that the Codes are observed in their respective area of responsibility, informing employees of the content of the Codes and increasing their awareness of the same, and making every effort to assist them in acting in the correct way. As part of their supervisory duties, executives are also responsible for making sure that no breaches of the law happen in their area of responsibility.

The employees of the Berentzen Group usually receive instruction on compliance-related topics in classroom training courses that serve to raise awareness for compliance with all relevant legal requirements. If they have questions about lawful conduct or questions related to the understanding or interpretation of the Codes of the Berentzen Group, employees can turn to their supervising manager, the Compliance Committee, or the Corporate Legal Department of Berentzen-Gruppe Aktiengesellschaft.

The Codes of the Berentzen Group, including the contact data of the external notification centre, are posted on the corporate website at [www.berentzen-gruppe.de](http://www.berentzen-gruppe.de) and are also available to employees on the company’s social intranet, among other places.

#### *Transparency*

We view transparency as an important component of our corporate responsibility. Our key transparency instruments are Berentzen-Gruppe Aktiengesellschaft’s annual reports, half-yearly financial reports and annual financial statements, as well as the quarterly reports, which are published voluntarily. These instruments, in addition to other reports and information, are made publicly available on our corporate website.

Furthermore, we transparently report on ecological and social issues in this Sustainability Report. This serves not only as a record of our sustainability activities, but also as a benchmark by which we can measure our success, as transparency in sustainability reporting also means openly communicating any targets we have not met.

To increase the comparability of our sustainability achievements, our reporting is based on the criteria set out in the German Sustainability Code (DNK). The DNK is a cross-sector transparency standard for reporting corporate sustainability achievements and can be used by companies and organisations of different sizes and legal forms. The standard was developed on behalf of the federal government by the German Council for Sustainable Development together with business representatives.



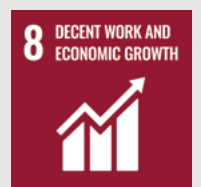
### (3) People

A competent, capable and committed workforce forms the basis of our business success and the further development of our Group. As an employer in what tends to be rural areas, demographic change can sometimes be challenging for us. To continue to position ourselves as an attractive employer, we regularly scrutinise our products and respond to current labour market requirements.

To address challenges, we have established a personnel strategy derived from the Company's central strategy as well as its corporate values and skills.

The personnel strategy is shaped, put into practice and driven forward by the Human Resources and Organization portfolio. This area has been centralised at Berentzen-Gruppe Aktiengesellschaft for the entire Berentzen Group. The head of the centralised area reports directly to and maintains close contact with the Chief Financial Officer.

Our contribution to achieving SDG 8 “Decent work and economic growth”: we offer our employees secure jobs, good working conditions and consistent praise.



In addition to our current and potential employees, the “People” area of activity also covers society. Contributing to society is an intrinsic part of our corporate culture and shared values. As such, we want to do our part to help achieve sustainable societal development. Further information can be found in the sub-chapter “Our commitment” on page 26 of this report.



**Employer attractiveness and responsibility**

We continuously work on developing and improving our working conditions, as we want to proactively offer our employees an attractive working environment.

We view ourselves as an attractive and responsible employer, which makes it particularly important for us to take care of our employees’ varying concerns and interests. We offer interesting work environments and attach importance to a good work/life balance, competitive remuneration and equal pay for equal work irrespective of gender as well as a good company atmosphere.

To ensure mutual success and a shared drive to succeed, we train our employees and promote their continuous development. This includes high-quality training for entry-level workers and actively supporting further training and skills development for our employees.

These efforts are intended to put us in a position to recruit the best people for the job in sufficient numbers, and keep them.

**Headcount in the Berentzen Group**

	2019	2018	2017
Average headcount	497	487	490
Headcount	498	487	484

**Areas of focus of personnel work in the 2019 reporting year**

The introduction of new web-based software for the handling of personnel processes marked another step towards increased digitalisation. The aim of the application is to render personnel processes more transparent and efficient thanks to increased automation and greater employee involvement and additionally lower

general process costs. It also reduces the amount of paper work involved in various processes across locations. In particular, the new self-service management approach offers employees numerous advantages, such as quicker and transparent approval processes.

The area of applicant management was another focus of personnel work in 2019. Here, too, the introduction of new software helped to improve our processes and make them more efficient. Communication with applicants as well as with the specialist departments involved in the process is rendered more structured and understandable. In addition, we reworked our presence on Xing with a view to strengthening our ability to recruit via this channel. Having direct contact with potential applicants will play an increasingly important role in the future.

The “employer branding” project was also launched in the reporting year, one of the aims of which is to create stronger ties between current employees and the corporate group. Intensifying employee identification with corporate values is of key importance here. It results in employees feeling more emotionally connected to the corporate group, thus increasing their level of satisfaction, improving their commitment and boosting motivation.



We also wish to enhance our position as an attractive employer on the labour market in order to get new professional talent excited about the Company and ultimately recruit them.

Underlying this process was an employee survey carried out throughout the Group. The results of this survey were fed directly into the development of our new employer branding strategy. This will be implemented further in 2020.

### *Tackling risks responsibly*

Potential risks in the “People” area of activity include a potential shortage of specialists, a high sickness rate and a high level of fluctuation. With our personnel strategy and the associated measures, we are able to counteract and minimise these risks.

### *Distribution of headcount within the corporate group*

Company	Salaried employees	thereof female	Waged employees	thereof female	Trainees	thereof female	Total number of employees
<b>Berentzen-Gruppe Aktiengesellschaft</b>	<b>133</b>	<b>65</b>	<b>73</b>	<b>16</b>	<b>18</b>	<b>10</b>	<b>224</b>
thereof in Haselünne	91	49	5	0	11	6	107
thereof in Minden	37	13	68	16	7	4	112
thereof in Stadthagen	5	3	0	0	0	0	5
<b>Der Berentzen Hof GmbH</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>17</b>
<b>Berentzen Alkollü Ickiler Ticaret Limited Sirketi</b>	<b>19</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>
<b>Vivaris Getränke GmbH &amp; Co. KG</b>	<b>65</b>	<b>26</b>	<b>127</b>	<b>26</b>	<b>10</b>	<b>4</b>	<b>202</b>
there of in Haselünne	38	17	63	6	5	2	106
thereof in Grüneberg	27	9	64	20	5	2	96
<b>Citrocasa GmbH</b>	<b>36</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>36</b>
<b>Group</b>	<b>261</b>	<b>118</b>	<b>208</b>	<b>47</b>	<b>29</b>	<b>14</b>	<b>498</b>

### (3.1) Employee retention and satisfaction

Employees who have strong emotional ties to a company and are satisfied with the working conditions are less likely to give notice, are less frequently absent and are happy to recommend the company to others. This presupposes that the employees feel comfortable at their place of work and have appropriate opportunities for development, that they can balance work with their private lives, that they feel appreciated and are actively involved in decision-making processes and are kept informed of developments.

#### Average term of employment and fluctuation

	2019	2018	2017
Average term of employment [years]	13.8	13.5	13.8
Turnover rate [%]	12.1	13.9	13.0
Number of exits	57	64	60
Newly hired employees and trainees	62	72	69

In the reporting year, the turnover rate decreased slightly from 13.9% in 2018 to 12.1% in 2019. We are still striving to significantly reduce the turnover rate further, however. The long average term of employment of 13.8 years in the 2019 financial year shows the fundamentally high degree to which employees identify with the corporate group.

Following the establishment of the “Querdenker” employee suggestion scheme at German Berentzen Group locations over the past few years, this system was introduced at Citrocasa in the reporting year. Employees can actively contribute suggestions for improvement and thus help to optimise the Company. A management team evaluates the suggestions made on a regular basis. Reasonable and feasible suggestions will be presented to all employees at a town hall meeting at the location and the team will then take care of the further implementation steps.



#### Work-life balance

For our employees, having a work-life balance is essential. We would like to make every effort to support our employees in achieving this. Provided this is compatible with the employee's activities, we allow various working time modes and family-friendly part-time modes. In the reporting year, the part-time ratio increased from 14.8% to 15.9%. To develop contemporary, reasonable working time modes, we regularly identify the needs of our employees. In particular, we intend to expand our remote working options in 2020.

#### Part-time ratios and ratio of women

	2019	2018	2017
Headcount	498	487	484
Number of part-time employees	79	72	74
Part-time ratio [%]	15.9	14.8	15.3
Number of women	179	171	178
Ratio of women [%]	35.9	35.1	36.8

We are particularly proud of having received two awards for being a family-friendly employer in the reporting year. Our Minden location received an award from the Kompetenzzentrum Frau und Beruf Ostwestfalen-Lippe (Ostwestfalen-Lippe centre of excellent for women and employment) for being a family-friendly company in the Minden-Lübbecke region, while our Haselünne location was certified as a family-friendly employer by the Emsländische Stiftung Beruf und Familie (Emsland foundation for employment and family). Both of these awards underline the numerous efforts we have made and our commitment to our employees. We do not see this as an excuse to rest on our laurels, however; rather, it incentivises us to spur on future development.



After protracted periods of incapacity for work, employees have the possibility of discussing their situation as part of the workplace integration management (betriebliches Eingliederungsmanagement, BEM). The aim is to restore the individual's employability within the Group, thus reducing absences.

There is a range of benefits in place to ensure that employees feel comfortable at their place of work. They have access to a range of free drinks during working hours, for example. Various works agreements govern voluntary employee benefits on company anniversaries, a monthly payment in kind and special payments in kind at Christmas and for birthdays. To celebrate 25 years of service to the Company, employees further have the possibility of putting on a party for colleagues free of charge.

As a sign of appreciation, all employees celebrating their 40th anniversary with the Company are invited to join the Executive Board for lunch to commemorate their decades of employment and collaboration with the Company.

Since 2017, we have offered our employees the possibility of leasing company bicycles within the scope of a salary conversion scheme. 65 bicycles are currently being leased by 44 employees. In this respect, some employees are making use of the option offered of also leasing a bicycle for their partner.

#### *Equal opportunities and anti-discrimination*

We value the diversity and individuality of our employees. Having a diverse workforce shapes our corporate culture and plays a key role in achieving our corporate goals.

For us, diversity is not just about cultural diversity and internationality, but also concerns age groups, professional competence and an adequate gender balance. In the reporting year, the ratio of women was 35.9% (2018 financial year: 35.1%).

**Age groups and average age in the corporate group**

	2019	2018	2017
< 30 years [%]	17.5	17.9	18.8
≥ 30 - ≤ 50 years [%]	46.2	46.6	46.3
> 50 years [%]	36.3	35.5	34.9
<b>Average age [years]</b>	<b>43.6</b>	<b>43.7</b>	<b>43.5</b>

Our contribution to achieving SDG 10 “Reduced inequalities”: our focus is on achieving equal opportunities, which we are working towards by ensuring our recruitment procedures are free from discrimination, offering equal opportunities for promotion and paying our employees equally for the same work.



We do not tolerate discrimination of any kind and pursue interactions that are based on mutual respect, appreciation, tolerance and trust. These principles are part of our Code of Conduct, which is applicable to the whole Group and therefore must be complied with by all employees. Employees who infringe these principles will be subject to disciplinary action under labour law, including warnings or even termination of contract. Those affected can get in touch with the Human Resources and Organization department, the Compliance Committee or the anonymous Whistle Blower Hotline.

**Codetermination**

To promote appreciation and good collaboration between employees and Company management, we support the principle of codetermination. All employees are regularly informed about current developments. The interests of employees are represented through works councils, their individual committees and employee representatives in the Supervisory Board of Berentzen-Gruppe

Aktiengesellschaft. At the management level of the corporate group, the Executive Board and the Supervisory Board work closely together as the highest-level decision-making bodies.

Our social intranet has become an information and communication platform across our locations and has noticeably improved the flow of information. In addition, employees are actively involved in decision-making processes by taking part in various surveys and votes.

The right to information is comprehensively implemented within the Berentzen Group. All new employees are given a welcome folder with detailed information about the corporate group. Furthermore, there is an ongoing communication with the works councils and the economic committee on all relevant topics. The exchange takes place at regular works council meetings and meetings of the general works council.

**Remuneration**

Remuneration within the Berentzen Group in Germany is based on the respective collective bargaining agreements in place for the various operations within the spirits industry (Berentzen-Gruppe Aktiengesellschaft, Der Berentzen Hof GmbH) and the soft drinks industry (Vivaris Getränke GmbH & Co. KG). The collective agreements govern, among other things, payments such as holiday pay, a special annual bonus and additional time off for older employees. A non-collective salary or payments in excess of the collective agreement in addition to the collectively agreed terms is paid for specific positions and executives within the Company. Citrocasa GmbH in Linz is generally subject to the Austrian collective agreement for retail employees. This collective agreement governs issues such as working time, remuneration for overtime, etc. and allocation to employment groups. These employment groups and the length of service are used to define the minimum wage. Here again, voluntary allowances are paid over and above the minimum wages.

Within the Berentzen Group there is a target agreement system in place for specialist and executive staff in order to provide an incentive for achieving the corporate objectives. The target agreements are considered to be a variable component of the annual salary and are agreed in writing between supervisors and staff at the beginning of the year and assessed after the end of the financial year. The assessment is made on the basis of quantifiable commercial ratios as well as the extent staff have achieved their personal and individual targets. The target agreements consist of Group and departmental targets as well as individual targets. Alongside the group and departmental targets that can be used to measure long-term value creation, sustainability targets can be taken into consideration in the target agreement, especially with regard to individual targets.

As part of its company pension plans, the Berentzen Group works together with the Hamburger Pensionskasse pension fund. The option of obtaining tax benefits on deferred compensation has already been exercised by a large number of employees, in some cases according to the terms of the collective bargaining agreements.



**(3.2) Training and development**

Our training opportunities equip the specialists and executives of tomorrow with the skills they need and ideally create ties between them and the Company directly. In addition, further development of employee skills is an important prerequisite to achieving joint success within the corporate group and an investment in the future. Alongside specialist knowledge itself, interdisciplinary skills make a contribution to success.

**Training**

We are proud of our high training and hiring rates. In the reporting year, our training ratio increased from 4.7% (2018) to 5.8%. The hiring rate was 80% in the reporting year.

At the beginning of training in August 2019, trainees started out in the following training occupations:

- Industrial clerk
- IT specialist for system integration
- Mechatronics technician
- Distiller
- Machinery and equipment operator
- Food technology specialist

As at the end of the reporting period, there were a total of 29 trainees within the corporate group. Ten trainees started and six successfully completed their training during the reporting year.

**Training ratios**

	2019	2018	2017
Number of trainees	29	23	25
Trainee ratio [%]	5.8	4.7	5.2
Hiring rate [%]	80.0	72.7	50.0

To give trainees the best possible start for this new stage in their lives, we organise a comprehensive induction week every year bringing together the trainees from all of our German locations. In addition to thoroughly presenting the corporate group and our products, we familiarise the trainees with the Berentzen Codes and show them around different Company locations. We place particular emphasis on getting to know each other. Icebreaker games, group lunchbreaks and a cosy BBQ are planned to encourage trainees to forge contacts and develop a feeling of belonging. In addition, trainees can make use of a fitness check-up for trainees and peruse the do's and don'ts manual for trainees.

If desired, trainees also have the opportunity to take part in an internship abroad to gather international experience. Other offerings include examination preparation training, telephone training and the chance to participate in playbizz, a business simulation game competition. This gives trainees the chance to learn about business matters by assuming responsibility and managing their own company. We also organise a parent's day every year, giving parents the opportunity to get to know where their children are working.

We are committed to the training opportunities provided in the region and participate in the "AusbildungPlus" training programme, in which commercial training is linked to advanced training as a certified business administrator. This ensures, among other things, a targeted and practice-oriented qualification over and above the minimum requirements of training. In 2019, one of our employees started on the "AusbildungPlus" programme. Practical modules take place as part of this programme in which trainees are given input about current projects by partner companies, thus ensuring a great degree of practical relevance.



#### *Promoting young people*

With a view to providing young people with support during their professional orientation phase, fourteen pupils and five students were given an opportunity over the 2019 financial year to take part in an internship to get to know the corporate group and to gain their first experiences of a commercial or industrial profession. Several interns extended their internship after the mandatory time in order to gain even more practical experience.

Furthermore, a Future Day ("Zukunftstag", a day of action throughout Germany to promote professional orientation) was held and practical days for orientation within a profession involving a local school class were on offer over the course of a week. Both measures provided the school students with an overview of the training possibilities and insights into day-to-day professional life.

Since 2018, we have played host to the Management Information Game (MIG), which is held in cooperation with Bildungswerk der Niedersächsischen Wirtschaft and VME-Stiftung Osnabrück – Emsland. This computer-based business simulation allows a school class to take on the role of corporate leaders and build up and enhance their knowledge of micro- and macroeconomic matters under practical conditions.

During the reporting year, our Austrian subsidiary Citrocasa worked together with technical colleges to introduce the Company to students early on.

**Development**

For us, the principle of a learning organisation is key to staying successful in a changing environment. Targeted measures aimed at further developing employee skills play an essential role here. We train our employees, promote their development and strengthen their skills, regardless of length of service and hierarchical level.

The Human Resources and Organization department is responsible for employee development and further training. It supports departments in training employees in line with targets and needs in close cooperation with the respective supervising managers.

Each supervising manager is required to hold an appraisal with their employees once a year. In addition to a backward-looking review, assessment and forward-looking review, this appraisal helps to recognise possibilities for development, give feedback and set goals. The evaluation sheet is standardised across the Group to ensure the use of consistent criteria during appraisals. During appraisals, supervising managers can identify personal or professional needs for development and decide on further development opportunities together with the employee.

**(3.3) Health and safety in the workplace**

As a responsible employer, we want to create a working environment for our employees that is free from accidents, injuries and illnesses. At the same time, we want to promote a healthy lifestyle among our employees.

Our contribution to achieving SDG 3 “Good health and well-being”: our aim is not only to avoid accidents at work, but also to promote a healthy lifestyle among our employees.



**Employee illness ratios**

	2019	2018	2017
Reportable occupational accidents (also commuting accidents)	15	18	10
Days of illness	8,361	7,145	6,857
Illness ratio [%]	4.3	4.4	3.9
Number of work-related deaths	0	0	0

**Occupational health management**

We launched a new occupational health management concept during the reporting year. In cooperation with health insurance fund Barmer, we developed a two-year programme designed to promote the health of our employees. The programme targets nutrition, exercise and relaxation, which have been proven to have a positive influence on health.

Employees receive regular health tips on the social intranet, such as tips on healthy sleeping habits and caffeine consumption and an introduction to the latest exercise trends.



To avoid back problems, employees at all of our German locations were able to apply for a spine analysis during the reporting year. A radiation-free measuring device was used to obtain a precise measurement of the spine in order to determine shape, mobility and posture. These measurements were then used to provide helpful recommendations and exercises aimed at improving or maintaining these values, thus improving or preventing back problems.

Building on the first measurement, an ergonomics assessment was also carried out at the workplace during the reporting year. Imbalanced or incorrect movements are often repeated during the day, which can eventually lead to health problems. There are usually many ways, especially at the workplace, to counteract this. During the ergonomics assessment, employees discussed ergonomic-related issues at their own work station with an expert, who recommended types of physical activity and exercises for avoiding back problems. Such offerings are available both to employees working in production activities and to those working in commercial and industrial activities.

To promote the mental well-being of our employees, we started collaborating with Caritas during the reporting year to provide social counselling. Employees who need support in overcoming problems can use the telephone advice service anonymously and free of charge.

At the end of the reporting year, we conducted a survey to assess the new occupational health management concept. Employees were asked to rate the measures already taken and make suggestions for improvement. The results of this survey will be taken into account in the measures planned for 2020.

### *Company fitness*

Since 2013, the corporate group has been a member of the qualitrain company fitness network. In this way, it offers its employees the possibility of using a large number of fitness studios and physiotherapy studios with training expertise in return for a subsidised monthly contribution. The advantage of this company fitness network is the availability of fitness studios throughout Germany and the fact that not only the employees at the Haselünne, Minden and Grüneberg locations can benefit from this model but also the field staff.

Even after work, some employees meet up to keep fit. As an example, there is an in-house football team that occasionally plays against other companies in the region and a running group.



### *Occupational safety*

Avoiding accidents and injuries in the workplace is our top priority. Here, we do not distinguish between our own employees, employees from external companies and visitors. It goes without saying that we comply with all locally applicable statutory requirements.

The occupational safety committee (Arbeitssicherheitsausschuss, ASA) meets at regular intervals to monitor the areas of occupational health and safety with the objective of preventing occupational accidents.

The committee meetings discuss in detail the topics of how to prevent occupational accidents, safeguarding the safety of third parties and humanising the work environment and work together to develop solutions. The topic of humanising the working environment was one of the focal points of the occupational safety committee in the 2019 financial year; this topic covers a large number of different physical and mental factors such as intensity of work, the social environment at the workplace, the duration, location and distribution of working hours as well as environmental factors such as noise, lighting and climatic conditions.

The works managers play a key role in occupational health and safety. They are responsible for compliance with applicable laws and regulations on occupational health and safety, for documenting and assessing health hazards and for putting in place appropriate protection for employees.

The Group underwent a voluntary external audit in 2020, as part of the Group-wide SMETA audit, to verify compliance with locally applicable occupational safety laws. SMETA, which stands for Sedex Members Ethical Trade Audit, had already been successfully carried out at all locations in 2017.

### **(3.4) Our commitment**

We view social commitment as an intrinsic part of our corporate culture and shared values. As such, we want to do our part to help achieve sustainable societal development.

#### *Berentzen bees*

In May 2019, we intensified our commitment to the environment by installing three beehives with over 70,000 bees on the edge of our premises in Haselünne, with the help of Kreisimkerverband Emsland e.V. Our premises border a large forest area, making it an ideal habitat for the bees. The well-being of the world's bee populations is under increasing threat from monocultures, pesticides and climate change, despite bees and other pollinatory insects playing a vital role in our ecosystem. We also rely on bees and other pollinator insects for the raw materials for our products, such as the oranges in our Fresh Juice Systems segment and the fruit juices for our liqueurs in the Spirits segment.



Of course, our “Berentzen bees” cannot solve this global issue on their own, but the three busy beehives make an industrious contribution to pollinating the surrounding ecosystem and serve as an internal tool we can use to inform our employees. The beehives are checked regularly by Kreisimkerverband Emsland e.V. to make sure the bees continue to have the perfect conditions for this important task.

Employees were given the chance to purchase the first batch of Berentzen honey, at a price of their choosing. The profits generated were doubled by the Berentzen Group and donated to the project “Water for Life ... denn Wasser ist Leben!” by Humanity First Deutschland e.V.

### Donations

As part of involving staff more closely in the corporate group’s sustainability management, a vote was held, for the second time, at the end of the reporting year in which the employees were able to decide who would receive our Christmas donation. The vote, which had a very high turnout, was held on the social intranet. The winner of this vote was Verein Herzenswünsche e.V., which makes wishes come true for seriously ill children and young people, giving them new strength and a new zest for life.

We are particularly proud of our employees, who not only undertook sporting challenges as part of a regional charity regatta “Rudern gegen Krebs” (“Rowing against cancer”), but also contributed to the work of the Stiftung Leben mit Krebs foundation, Bonifatius Hospital Lingen and Verein Krebskranke Lingen e.V. through their participation, which was funded by the Berentzen Group.

We also support Haselünne’s “Easter Wells” initiative with an annual donation. This initiative involves groups, associations, school classes and other citizens of Haselünne decorating the town’s wells and pumps with thousands of Easter eggs, colourful ribbons and garlands during Holy Week.

In addition, Vivaris sponsors local sports clubs and events. In Austria, Citrocasa shows its commitment in the form of annual donations, the 2019 financial year being no exception with support going to the “Herzkinder Österreich” association, Médecins sans Frontières, KEF Kids and the Austrian Disabled Sports Association.

### Alliance for Sustainability – Count us in

We are delighted to have received another “Wir sind dabei” (which translates as “count us in”) award from the Lower Saxony Alliance for Sustainability during the reporting year. The Lower Saxony Alliance for Sustainability is a cooperative arrangement between the state government, trade associations, trade unions and chambers. With practical offerings, the Alliance would like to win over businesses in Lower Saxony to the implementation of sustainable development. The objective is to reconcile social, economic and ecological interests and to safeguard sustainability over the long term.

This award recognised our continuous commitment and achievements in the three dimensions of sustainability: the economy, ecology and social affairs. At the same time, the award is proof that our measures and projects are putting us on the right track and is also an incentive to intensify the activities in this field even further.



**Niedersachsen**  
Allianz für Nachhaltigkeit

*Wir sind dabei.*

2019 – 2024



#### (4) Planet

Safeguarding the natural foundations of life for future generations is one of our top priorities. We contribute to sustainable development by continuously improving and learning. We bear responsibility for ensuring that our production processes throughout the Group are environmentally friendly. It therefore makes sense for us to work on keeping the impact of our business activities on the environment and people as minimal as possible.

Material ecological impacts arise from the use of material, raw materials, water, electricity, heat and other components. Alongside costs, use of the same is, as a rule, associated with emissions and other environmental impacts where the cause can directly or indirectly be allocated to our value added chain. A particular role is played in this respect by the combustion of fossil fuels. The activities along the value added chain cause waste that is likewise associated with environmental impact depending on the form of disposal involved and possibility for reuse or recycling. The reduction in our environmental impacts through the economical and efficient use of all resources,

through the avoidance of waste and the use of renewable energies and materials is important to us and one of our declared objectives.

At the same time, we are committed to keeping our processes as energy efficient, environmentally friendly and resource efficient as possible. The focus is not only on absolute consumption, but above all also on relative consumption – in relation to the production volume in question. This information provides a more reliable assessment of the efficiency of individual processes than would be obtained by only using the absolute values.

The material provisions with regard to production are laid down in official authorisations, with national policies on water, waste, emissions and incidents, for example, forming the basis. Furthermore, we place emphasis on the requirements set out in the International Featured Standard Food (IFS Food) quality standard and the Sedex Members Ethical Trade Audit (SMETA).

More information on IFS Food and SMETA can be found in the chapters “Product safety and quality” on page 46 and “Responsible procurement” on page 48 of this report.

The main potential risks relating to this area of activity consist of one of our own wells becoming contaminated or drying up and of the direct or indirect consequences of climate change. These also include economic consequences in the form of rising energy prices and further price increases as well as costs necessitated by adjusting to the consequences of climate change.

**(4.1) Our value added chain**

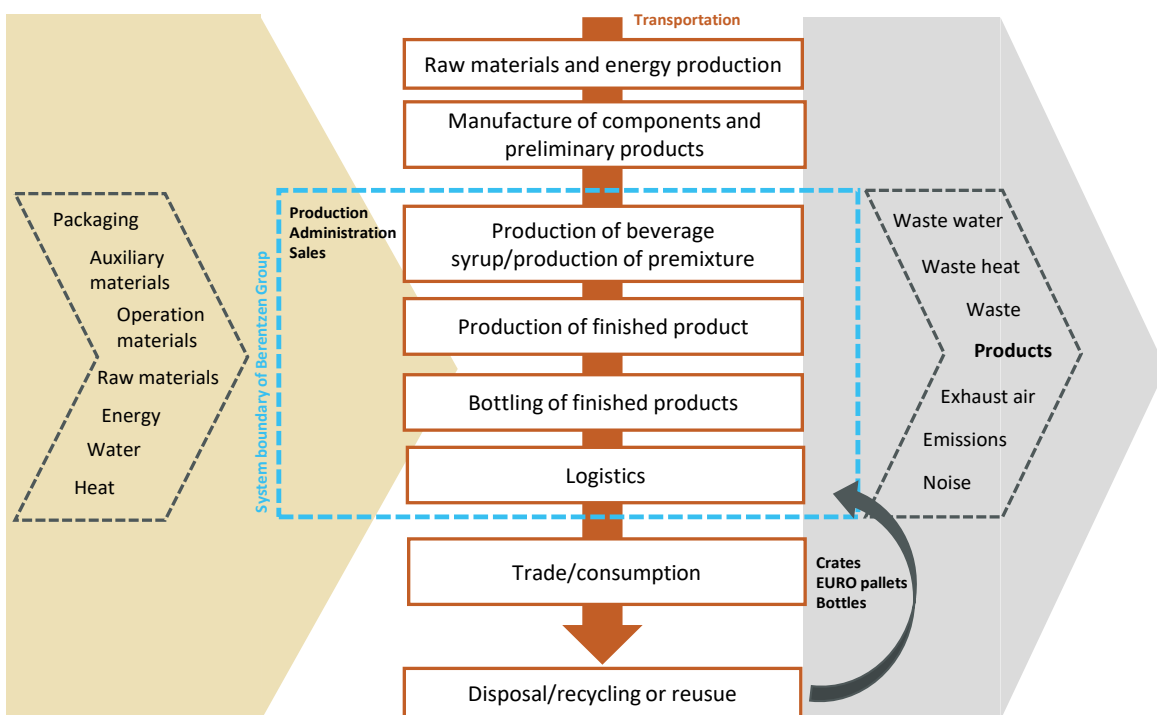
Our business activities comprise the production and distribution of spirits and non-alcoholic beverages as well as the development and distribution of fresh juice systems. The system boundary for the purpose of sustainability reporting is the boundary of the plant at the respective production location. The distribution entities and the logistics location in Stadthagen are likewise included.

Individual stages of the value added chain of the products in the Spirits and Non-alcoholic Beverages segments are performed at suppliers in upstream value added stages. The necessary components and preliminary products as well as auxiliary materials and packaging materials are produced here. A large portion of energy creation similarly takes place outside of the Group.

During the manufacture of finished products within the system boundary, and also in upstream stages, various types of waste and emissions are produced. These are either recycled, disposed of or released into the environment in the form of waste water, waste heat or exhaust air. Water forms the basis for the production of spirits and NAB. Heat and energy are mainly needed to power equipment and to transform the raw, auxiliary and operating materials into finished products.

Glass bottles to be filled with NAB and crates and pallets are generally part of a system of return and reuse. They are used in the circulation system and returned to circulation after use. The following image shows our value added chain.

**Our Spirits and NAB value added chain**



### Input-output statement

The input-output statement documents the raw materials, auxiliary materials and packaging materials used in production and packaging the spirits and NAB. The goods received in the 2019 financial year as recorded in SAP are used as a basis. Changes in inventories over the course of the year are not taken into consideration.

The consequence of this approach is that the trend in individual categories can only be assessed over protected periods of time as, in addition to the production mix, warehousing also has an influence on the development of the input categories.

As there is not always a direct relationship between incoming goods and output, no conclusions on the development of the range from a sustainability perspective could be drawn using the current determination method or only over a very long observation period.

For the long-term reporting, we are working on a concept and a means of presentation that gives more weight to sustainability aspects in relation to the input-output statement and the product range development.

### Input-output statement

Input	Quantity	Unit
<b>Raw materials</b>		
Herbs/spices	12	Metric tons
Oils	72	Litres
Aromas/concentrates/primary products	2,837	Metric tons
Sugar/sugar syrup	10,717	Metric tons
Distillates	21,578,361	Litres
Semi-finished products	999,266	Litres
Various raw materials	99	Metric tons
<b>Auxiliary materials</b>		
Nitrogen	67,480	Cubic metres
Carbon dioxide	2,013	Metric tons
Colourings	5	Metric tons
<b>Packaging materials</b>		
Paper labels	457,463	thousand units
Cardboard packaging	23,700	thousand units
Box stickers	8,235	thousand units
Film labels	198,193	thousand units
PET bottles	1,389	Metric tons
Shrink covers	1,007	thousand units
Stretch foil, unprinted	43	Metric tons
Stretch foil, printed	5,051	thousand metres
Other plastic packaging material	5,555	thousand units
Tin cans	0	
Plastic caps	107,600	thousand units
Metal caps	235,035	thousand units
Glass bottles	37,986	Metric tons

Output	Quantity	Unit
<b>Litres of finished product</b>	<b>223,543,839</b>	<b>Litres</b>
<b>Fillings</b>	<b>338,758,274</b>	<b>units</b>
Average quantity filled	0.66	litre/unit

As, in the case of fresh juice systems, the production of machines is not part of the Company's business activities and Citrocasia is a sales entity, the details only refer to the production of spirits and NAB. The output value of finished product in litres contains both the quantity of spirits produced as well as that of the NAB produced.

Basically, many measures to reduce material input have already been implemented in past years. For example, transitioning card qualities from solid board to corrugated board to achieve lower surface weights brought about a significant reduction in material input.

### Production volume

	2019	2018	2017	2015
<b>NAB</b>				
Litres of finished product [l]	166,781,070	171,212,156	168,913,517	148,754,399
Fillings [units]	192,810,792	195,165,083	188,149,403	163,049,443
Average quantity filled [l/unit]	0.86	0.88	0.90	0.91
<b>Spirits</b>				
Litres of finished product [l]	56,762,769	57,465,826	58,867,049	54,701,144
Fillings [units]	145,947,482	152,233,477	164,472,200	156,715,803
Average quantity filled [l/unit]	0.39	0.38	0.36	0.35
<b>Total litres of finished product [l]</b>	<b>223,543,839</b>	<b>228,677,982</b>	<b>227,780,566</b>	<b>203,455,543</b>
<b>Average quantity filled [l/unit]</b>	<b>0.66</b>	<b>0.66</b>	<b>0.65</b>	<b>0.64</b>

The average quantity filled with regard to NAB has fallen slightly again in comparison to the previous year. At 0.86 litres per filling, it is lower than the figure for 2018 (0.88 litres per filling). The quantity filled in the area of spirits rose in the 2019 financial year from 0.38 litres per filling (2018) to 0.39 litres per filling (2019). The average quantity filled for both segments is the same as in the previous year and amounts to 0.66 litres per filling.

Compared with the previous year, the 2019 financial year saw a slight decrease in the production volume in litres of finished product.





Our contribution to achieving SDG 6 “Clean water and sanitation” and SDG 12 “Responsible consumption and production” under the “Planet” area of activity: we make sure to use resources carefully and sparingly and have put in place sustainable water management measures, which also ensure the preservation of natural water resources in the future.



#### (4.2) Water

As an operator of mineral springs, we know how precious the resource of water is. We therefore attach great importance to the sustainable use of water. It is essential for our business operations and therefore a material topic for us. While there is no lack of water at the production locations, careful treatment of the springs and other sources of water owned by the Group minimises the impact on the environment and secures the basis for the production of beverages in the long term.

We are committed to the careful use of the precious resource of water. To protect and preserve our proprietary mineral springs, we perform extensive measurements and calculations. For example, we monitor the overall spring water level and the water level of the mineral springs themselves.

The process by which natural mineral water is created is long and time-consuming. A raindrop needs to penetrate numerous different layers of earth and rock over decades. During this process, the raindrop is naturally filtered on a continuous basis and enriched with minerals. Furthermore, our springs in Haselünne are fed by underground water courses from the North Sea. This is how, after many decades, salt water is naturally transformed into mineral water.

In our Non-alcoholic Beverages segment, we use environmentally friendly reusable containers for the most part. Ecological benefits aside, however, this does result in a higher level of water consumption, as all bottles have to be intensively cleaned before being refilled.

#### *Absolute water consumption and production of waste water*

	2019	2018	2017	2015
Well water [m <sup>3</sup> ]	277,275	291,427	294,903	276,825
Municipal water [m <sup>3</sup> ]	207,843	224,236	236,148	207,109
<b>Total quantity of water withdrawn [m<sup>3</sup>]</b>	<b>485,118</b>	<b>515,663</b>	<b>531,050</b>	<b>483,934</b>
<b>Waste water [m<sup>3</sup>]</b>	<b>233,479</b>	<b>245,912</b>	<b>263,695</b>	<b>224,340</b>



Water and waste water meters are used to measure water consumption and the quantity of waste water produced at all locations. More than 99 percent of the water consumption and waste water produced throughout the Group is incurred directly in production. In the 2019 financial year, water consumption fell to 485,118 m<sup>3</sup> (2018: 515,663 m<sup>3</sup>). The amount of waste water also fell from 245,912 m<sup>3</sup> in the 2018 financial year to 233,479 m<sup>3</sup> (2019).

The specific water consumption in litres per litre of finished product has further decreased in comparison to the previous year from 2.25 to 2.17 litres. The specific amount of waste water produced has similarly fallen: in the 2018 financial year, this figure still stood at 1.08 litres and fell in the 2019 financial year to 1.04 litres per litre of finished product.



**Specific water consumption and production of waste water**

	2019	2018	2017	2015
<b>Water consumption per litre of finished product [l/l]</b>	<b>2.17</b>	<b>2.25</b>	<b>2.33</b>	<b>2.38</b>
<b>Waste water produced per litre of finished product [l/l]</b>	<b>1.04</b>	<b>1.08</b>	<b>1.16</b>	<b>1.10</b>
Average quantity filled [l/unit]	0.66	0.66	0.65	0.64

**(4.3) Resource management**

Acting sustainably is a global challenge we are facing today in order to ensure a tomorrow that’s worth having. We accept this responsibility by striving to continuously improve.

One significant ecological impact from our business activities is the emission of climate-damaging greenhouse gases through the use of energy. For this purpose, the primary energy sources of heating oil, natural gas and electricity are used to generate the forms of energy needed in each case, such as steam, heat and compressed air. We have introduced an energy management system pursuant to ISO 50001 with a view to optimising energy consumption within the corporate group and reducing the occurrence of greenhouse gases.

Our contribution to achieving SDG 8 “Decent work and economic growth” and SDG 12 “Responsible consumption and production” under the “Planet” area of activity: we are striving to decouple economic growth from increasing environmental pollution by using resources efficiently and constantly scrutinising our own production conditions and procedures.

**8** DECENT WORK AND ECONOMIC GROWTH

**12** RESPONSIBLE CONSUMPTION AND PRODUCTION

In addition to the evaluations carried out as part of energy management, we have been determining the CO<sub>2</sub> footprint of the entire corporate group, the “corporate carbon footprint”, since the 2017 financial year. Further information can be found in the chapter “Corporate carbon footprint” on page 39 of this report.

Furthermore, we calculated the CO<sub>2</sub> footprint of different brands in the reporting year. In particular, we are pleased that, as of 2020, it will be possible to fully offset the CO<sub>2</sub> emissions from our water brands Emsland Quelle and Märkisch Kristall as well as all Mio Mio products by supporting climate protection projects. Our support for climate protection projects has saved/avoided over 10,000 t CO<sub>2</sub>.

Our contribution to achieving SDG 13 “Climate action”: we avoid emissions by using 100% green electricity in our production processes and offset any currently unavoidable emissions for water brands Emsland Quelle and Märkisch Kristall, and the Mio Mio brand in Germany.



Further information can be found in the chapter “Climate-neutral products” on page 44 of this report.

#### ***Energy management pursuant to ISO 50001***

In 2013, we successfully introduced an energy management system pursuant to ISO 50001:2011 at the Grüneberg and Haselünne production locations, which was rolled out to all of the corporate group’s German locations in 2016.

Systematic energy management makes it possible to record all energy flows within the corporate group on the basis of measurements and other data and to assess the consumption levels of the most important equipment and processes. The transparency provided in this way regarding energy consumption levels gives us the possibility to identify potential for optimisation and to gradually implement the same. This can be used as a basis to derive technical as well as strategic and organisational measures with a view to continually improving energy-related performance and at the same time making energy use systematically and permanently more efficient.

The energy management system already lays the foundation stone for implementation of a continual process of improvement. The existing management approach is to be expanded over time to include an environmental management system.



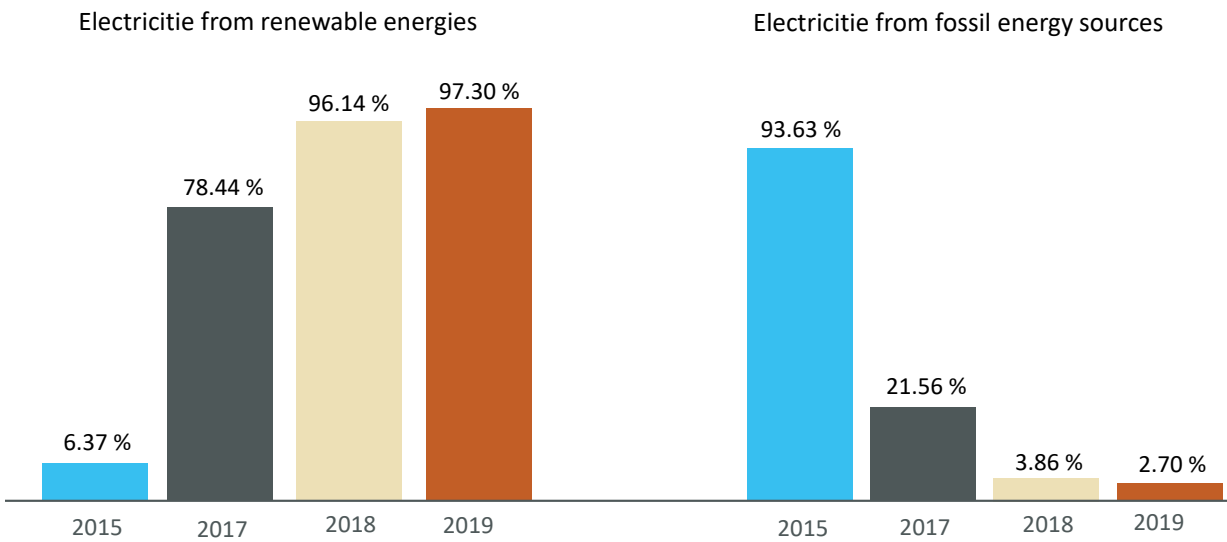
This is intended to assist in better reflecting the treatment of social and ecological matters in the future. The introduction of the environmental management system also requires further formal structures to be defined and fixed responsibilities to be allocated at the respective locations.

**Renewable energy**

We are committed to using renewable energy and therefore started to switch to electricity from renewable energy sources within the corporate group a few years ago. In the reporting year, we increased our share of renewable energy in our total electricity consumption to 97.30 percent. We already use 100% renewable energy in our production processes.

Electricity from fossil energy sources is now only being used for supplies to the administrative building and in the context of fuelling our own electricity production with a natural gas-fired combined heat and power (CHP) unit. The latter was installed at the Ritterstrasse facilities as long ago as in 2013. Since then, part of the heating needs and part of the electricity requirements at the Ritterstrasse location has been met using the CHP. This efficient CHP demonstrates a higher total utilisation rate in comparison to the previous combination of local heating and electricity supplies from the central power plant system. This greater efficiency stems from the fact that most of the waste heat from the electricity generation can be used locally. Alongside cost-savings, this also avoids emissions on a long-term basis.

**Year-on-year comparison of origin of electricity**





### Fuel

In the reporting year, we successfully decreased fuel consumption both in absolute and in specific terms. Our specific consumption in fuel declined from 90.58 kilowatt hours per cubic metre of finished product in 2018 to 82.57 kilowatt hours per cubic metre of finished product in 2019. Compared with the 2015 base year, this is a fall of 3.52 percent.

#### Absolute and specific fuel consumption

	2019	2018	2017	2015
<b>Fuel</b>				
Natural gas [kWh]	16,118,939	18,000,149	16,383,521	15,186,172
Heating oil [kWh]	2,340,000	2,713,660	1,941,540	2,226,590
<b>Specific fuel consumption [kWh/m<sup>3</sup>]</b>	<b>82.57</b>	<b>90.58</b>	<b>80.45</b>	<b>85.59</b>
<b>Comparison to base year 2015 [%]</b>	<b>-3.52%</b>	<b>5.84%</b>	<b>-6.00%</b>	<b>Base year</b>

### Electricity

Electricity consumption in absolute terms fell slightly in the 2019 financial year. The main reason for this is the lower production volume of single-use PET items. The blow moulding machine needed for production, which shapes the corresponding bottles by means of compressed air, is one of the main electricity consumers in the area of production.

Further savings were achieved by continuously replacing fluorescent lights with LED illumination, which caused the specific electricity consumption of 43.30 kilowatt hours per cubic metre of finished product (2018) to fall only slightly to 43.07 kilowatt hours per cubic metre of finished product (2019). In the 2019 financial year, 5.65 percent less electricity was used per cubic metre of finished product than in the base year.

#### Absolute and specific electricity consumption at Group level

	2019	2018	2017	2015
Electricity from fossil energy sources [kWh]	259,674	380,614	2,169,482	8,695,980
Electricity from renewable energies [kWh]	9,368,943	9,483,256	7,891,633	591,991
<b>Total electricity consumption [kWh]</b>	<b>9,628,617</b>	<b>9,863,870</b>	<b>10,061,115</b>	<b>9,287,972</b>
<b>Specific electricity consumption [kWh/m<sup>3</sup>]</b>	<b>43.07</b>	<b>43.30</b>	<b>44.17</b>	<b>45.65</b>
<b>Comparison to base year 2015 [%]</b>	<b>-5.65%</b>	<b>-5.14%</b>	<b>-3.24%</b>	<b>Base year</b>

### Total energy consumption

Our total energy consumption at all locations stood at 30,896,023 kilowatt hours in the 2019 financial year. This means that absolute and specific energy consumption has decreased in comparison to the previous year. The specific energy consumption decreased from 145.80 kilowatt hours per cubic metre of finished product (2018) to 138.21 kilowatt hours per cubic metre of finished product (2019).



### Absolute energy consumption at Group level

	2019	2018	2017	2015
Natural gas [kWh]	16,118,939	18,000,149	16,383,521	15,186,172
Heating oil [kWh]	2,340,000	2,713,660	1,941,540	2,226,590
Diesel [kWh]	2,562,420	2,543,220	2,850,347	3,216,146
Petrol [kWh]	122,047	131,762	42,936	72,496
Electricity [kWh]	9,628,617	9,863,870	10,061,115	9,287,972
District heating [kWh]	124,000	88,000	50,000	48,000
<b>Total energy consumption [kWh]</b>	<b>30,896,023</b>	<b>33,340,661</b>	<b>31,329,459</b>	<b>30,037,376</b>
<b>Specific energy consumption [kWh/m<sup>3</sup>]</b>	<b>138.21</b>	<b>145.80</b>	<b>137.54</b>	<b>147.64</b>
<b>Comparison to base year 2015 [%]</b>	<b>-6.38%</b>	<b>-1.25%</b>	<b>-6.84%</b>	<b>Base year</b>

### Waste

Our total amount of waste incurred increased from 3,357 metric tons in 2018 to 3,725.3 metric tons in the reporting year. The specific amount of waste incurred also increased during the reporting year, from 14.68 grams per litre of finished product (2018) to 16.66 grams per litre of finished product (2019).

glass bottles. In this context, a portion of the bottles are rejected according to quality criteria and a corresponding portion of new bottles are put into circulation. In addition, there was an extraordinary disposal in the single-use PET area at the Haselünne location, which explains the increase in plastic waste.

In terms of quantity, there were larger changes in the total amount of glass waste. This can be explained mainly by the modernisation of the equipment for reusable glass bottles used in production at the Grüneberg location and the associated improvement in the control technology with a more refined sorting system and a higher outfeed during the start-up phase. The quantity of glass waste is likewise influenced by another rise in the production quantity in the Non-alcoholic Beverages segment in the area of reusable

*Total amount of waste incurred*

	2019	2018	2017	2015
Glass waste [t]	1,953.0	1,690.5	1,483.3	1,250.7
Paper & card [t]	513.5	520.0	521.1	560.0
Plastic [t]	684.0	593.4	677.7	603.3
Metal [t]	126.3	141.8	125.7	139.2
Waste wood [t]	27.7	24.0	36.5	36.5
Compostable waste [t]	37.9	29.3	40.7	44.9
Hazardous waste [t]	10.2	6.4	6.4	3.4
Mixed residential waste and other waste [t]	372.7	351.6	398.6	308.0
<b>Total quantity of waste [t]</b>	<b>3,725.3</b>	<b>3,357.0</b>	<b>3,290.0</b>	<b>2,946.0</b>
<b>Waste produced per litre of finished product [g/l]</b>	<b>16.66</b>	<b>14.68</b>	<b>14.44</b>	<b>14.48</b>
Average quantity filled [l/unit]	0.66	0.65	0.65	0.64

The increase in the total amount of waste incurred also led to an increase in the absolute amount of waste incurred by disposal type. The proportion of reusable/recyclable waste also increased, amounting to 96.59 percent (2018: 94.94 percent) during the reporting year.

*Absolute amount of waste incurred by disposal type at Group level*

	2019	Portion	2018	Portion
Reusable/ recyclable waste [t]	3,598.3	96.59%	3,187.1	94.94%
Waste incineration [t]	116.9	3.14%	163.5	4.87%
Hazardous waste [t]	10.2	0.27%	6.4	0.19%
<b>Total quantity of waste [t]</b>	<b>3,725.3</b>	<b>100.00%</b>	<b>3,357.0</b>	<b>100.00%</b>



#### (4.4) Corporate carbon footprint

Since the 2017 financial year, we have been determining the corporate carbon footprint of the entire corporate group on the basis of the approved Greenhouse Gas Protocol (GHG). This calculation tells us the quantity of CO<sub>2</sub> emissions incurred by the Berentzen Group and where they come from. This information helps us to reduce our CO<sub>2</sub> emissions in the long term.

Both the organisational and operational system boundaries were clearly specified to determine the corporate carbon footprint.

The organisational system boundaries describe the organisational units included and the period to which the corporate carbon footprint relates. We have included all active production, sales and administrative locations for the 2019 financial year.

The operational system boundaries show the sources of emissions that are taken into consideration within the organisational boundaries. The Greenhouse Gas Protocol (GHG) distinguishes between three categories, known as scopes, to differentiate various sources of emissions:

##### Scope 1

Scope 1 discloses all CO<sub>2</sub> emissions that can be directly controlled by the reporting company (direct CO<sub>2</sub> emissions). These include the combustion of fossil fuels (for mobile or stationary uses), CO<sub>2</sub> emissions from chemical and physical processes as well as coolant leakages from air-conditioning systems.

##### Scope 2

Scope 2 discloses all indirect CO<sub>2</sub> emissions caused by the combustion of fossil fuels during the generation of

electricity, heat, cooling and steam at external energy suppliers. Disclosure in a separate category prevents double counting when comparing the CO<sub>2</sub> emissions of different companies.

##### Scope 3

All other CO<sub>2</sub> emissions that are not subject to direct entrepreneurial control are disclosed in Scope 3 (other indirect CO<sub>2</sub> emissions). These include, for example, CO<sub>2</sub> emissions associated with products and services utilised or processed by the reporting company. Then there are CO<sub>2</sub> emissions associated with the use of products and services sold when direct CO<sub>2</sub> emissions are caused by doing so.

In line with the requirements of the GHG protocol, disclosure of CO<sub>2</sub> emissions in Scope 1 and Scope 2 is mandatory while disclosure of those in Scope 3 is voluntary.

We determined the CO<sub>2</sub> emissions in Scope 1 and Scope 2, and emissions falling under Scope 3 from the upstream chain of electricity, heat and transport, for the 2019 financial year in the same way as for the previous year.



**Emissions in 2019**

In 2019, the corporate carbon footprint of the Berentzen Group for Scope 1 and Scope 2 (including upstream chain Scope 3) stood at 5,972 metric tons of CO<sub>2</sub> equivalents (2018: 7,166) due to the consumption of energy and cooling throughout the Group. Accordingly, we reduced

our absolute emissions by 16.70 percent and our specific emissions by 14.75 percent year on year. During the reporting year, the specific emissions stood at 26.72 kilograms of CO<sub>2</sub> equivalents per cubic metre of finished product compared with 31.34 CO<sub>2</sub> equivalents per cubic metre of finished product in the previous year.

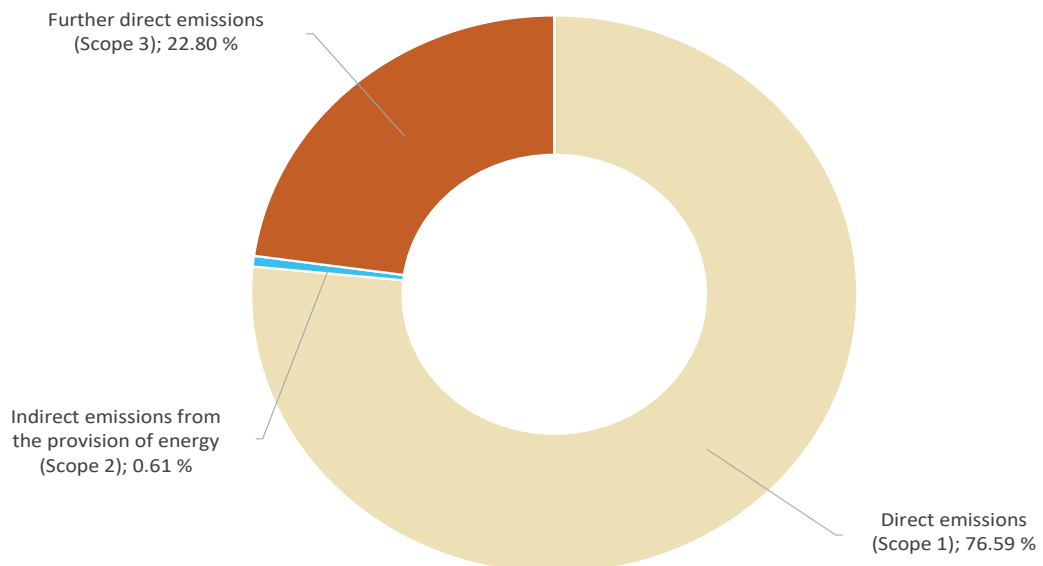
**Corporate carbon footprint**

	2019	2018	2017
Emissions from heating including upstream chain Scope 3 [t CO <sub>2</sub> e]	4,719	5,286	4,271
Emissions from electricity including upstream chain Scope 3 [t CO <sub>2</sub> e]	437	503	1,416
Emissions from transportation including upstream chain Scope 3 [t CO <sub>2</sub> e]	816	1,093	900
Coolant [t CO <sub>2</sub> e]	0	284	
<b>Total emissions [t CO<sub>2</sub>e]</b>	<b>5,972</b>	<b>7,166</b>	<b>6,587</b>
<b>Specific emissions [kg CO<sub>2</sub>e/m<sup>3</sup>]</b>	<b>26.72</b>	<b>31.34</b>	<b>28.92</b>
<b>Comparison to previous year [%]</b>	<b>-14.75%</b>	<b>-8.36%</b>	

During the 2019 financial year, we considerably minimised emissions from heat, electricity and transport. As no coolants had to be refilled in the reporting year, no related CO<sub>2</sub> emissions were incurred.

In terms of percentage, Scope 1 emissions decreased from 79.55 percent in the previous year to 76.59 percent. The proportion of Scope 2 emissions decreased from 1.14 percent to 0.61 percent. Scope 3 emissions increased from 19.33 percent in the previous year to 22.80 percent in the reporting year.

**Distribution of CO<sub>2</sub> equivalents**





### *Data collection and calculation*

The present corporate carbon footprint discloses all emissions as CO<sub>2</sub> equivalents. Accordingly, the calculations also take into consideration the six other greenhouse gases covered by the Kyoto Protocol in addition to CO<sub>2</sub>: methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), sulphur hexafluoride (SF<sub>6</sub>), hydrofluorocarbons (PFC and HFC) and nitrogen trifluoride (NF<sub>3</sub>). These are normalised to the greenhouse potential of CO<sub>2</sub> and disclosed as CO<sub>2</sub> equivalents (CO<sub>2</sub>e).

The calculation of the CO<sub>2</sub> emissions was made with the help of consumption data and emission factors for conversion into CO<sub>2</sub> equivalents.

Both primary and secondary data from scientific databases (e.g. ecoinvent or GEMIS) were used for converting the consumption data into CO<sub>2</sub> equivalents. Primary data

are data collected directly in relation to a subject under investigation. Secondary data designates data captured during the processing and modelling of primary data.

The upstream chain of the purchased green electricity, and thus the Scope 3 emissions, were not included in the reporting in the 2017 financial year and were first counted for the 2018 financial year. Volatile greenhouse gas emissions from leaks and from the filling of air-conditioning systems were also taken into consideration for the first time in the 2018 financial year.





## (5) Products

As a manufacturing corporate group, we bear responsibility for our products and their consumers and are therefore increasingly focused on ensuring that our value added chain is sustainable and our range of products are enjoyed responsibly and/or are especially natural and healthy. Here, we believe in establishing a long-term bond between economic success and ecological progress.

Our contribution to meeting SDG 12 “Responsible consumption and production” under the “Products” area of activity: we are committed to transparency and responsible marketing with a view to promoting sustainable consumer behaviour.



Our contribution to achieving SDG 13 “Climate action” under the “Products” area of activity: we make a meaningful contribution to climate protection through our climate-neutral products. In addition, all of our products are produced using 100% green electricity.



### (5.1) Sustainable products and packaging

The new material topic “sustainable products and packaging” has increasingly gained in importance over the past few years for a variety of reasons. The idea of sustainability has taken hold in consumer society and, as such, has manifested itself in our stakeholders’ minds, as shown by the increasing stakeholder relevance. Furthermore, we are aware that our products may have positive or negative impacts on the environment and society. We want to actively influence this by avoiding negative impacts and promoting positive ones.

Further information can be found below in the chapter “Climate-neutral products” on page 44.

Packaging has also become an increasingly important topic over the last few years. In the Spirits segment, the environmentally friendly glass bottle has been our most-used packaging for many decades. However, owing to use restrictions for glass containers – e.g. at public events – we also need to offer a comparatively low proportion of our product portfolio in cans or fully recyclable miniature PET bottles. If disposed of correctly, they can be introduced into the recovered substance cycle.

Owing to very heterogeneous customer and consumer wishes, we offer our products in the Non-alcoholic Beverages segment in a variety of packaging types. Over half of our non-alcoholic products are packaged in environmentally friendly glass bottles and around a quarter in reusable PET bottles. Furthermore, we use a variety of single-use and reusable containers as packaging, e.g. PET CYCLE bottles, which consist of over 50% recycled materials.

In the Fresh Juice Systems segment, sustainability means developing long-lasting, efficient machines, continuing to implement the already-extensive responsible concept for oranges used in the frutas naturales brand and establishing the range of new rPET bottles – made of 100% recycled materials – on the market.

A key feature of our sustainability concept in connection with our range of juice oranges is the decision only to harvest fruits when they are fully ripe. Allowing our oranges to ripen fully on the trees means we can fully process their valuable vital substances. In addition, all oranges are left untreated after harvesting. By avoiding waxes and fungicides designed to prolong shelf life, we do not introduce these substances into the environment and avoid their consumption.

### **Responsible marketing**

We are proud of our products, which are enjoyed by our consumers and create a certain joie de vivre. Excessive consumption of alcoholic and sugary drinks in particular can also have negative effects on consumer health, however. For this reason, we believe it is our social obligation to advertise and market our products in a responsible manner. Here, transparency is of the utmost importance to us.

In order to fulfil this obligation towards consumers, we have set out guidelines for product-related communications in our Marketing Code of Conduct. For example, our advertising does not associate alcohol with the operation of vehicles, sports activities or the workplace. In addition, the nature and alcoholic content of beverages must be declared in a clear and unambiguous manner pursuant to our Code.

The Marketing Code of Conduct is part of the Berentzen Codes. It must comply with the law in each country in which it operates and generally follow the rules of conduct issued by the German Advertising Council in their current version. These rules of conduct are supplemented by the Marketing Code of Conduct and the industry's voluntary commitments currently in place.



The Marketing Code of Conduct applies to the entire Berentzen Group and its employees, all marketing and communications partners as well as all activities and measures in the area of marketing.

### **Certified sustainability**

Customers and consumers expect from businesses to take on ever more responsibility for the consequences of business activity. In order to visualise such responsibility, the products in the non-alcoholic beverages segment will bear the “Gesicherte Nachhaltigkeit” label in future. The label acts as a visible sign for consumers that sustainability criteria are applied during manufacture and the company assumes responsibility in all areas of sustainability.

A sustainability audit was performed by Deutsches Institut für Nachhaltigkeit & Ökonomie GmbH & Co. KG, Münster, for the areas of ecology, economics and social matters before the label was awarded. The audit covers, among other things, the quality of products, services and advice, the commercial focus of the company going forward and the assumption of ecological and social responsibility.

### **(5.2) Climate-neutral products**

In mid-2019, we launched a new climate protection pilot project in the Non-alcoholic Beverages segment. Guided by the question “How many CO<sub>2</sub> emissions do our products cause?”, we calculated the CO<sub>2</sub> footprint of our mineral water brands Emsland Quelle and Märkisch Kristall as well as the Mio Mio brand, applying the cradle-to-customer approach. Consequently, we included all emissions caused by our products through the use of raw materials, production processes and lastly transport to retail shops.

While the production process for mineral water does not generate any emissions, unavoidable emissions are caused by filling, packaging and transporting this water, for example. To make mineral water climate-neutral again, we have been offsetting all of the CO<sub>2</sub> emissions incurred by our mineral waters Emsland Quelle and Märkisch Kristall since the beginning of 2020. We do this through two certified climate protection projects. For example, we support a project in Uganda entitled “Clean drinking water”.

To do something positive for the environment, we have also decided to make our Mio Mio products available in Germany climate neutral by offsetting all unavoidable emissions incurred by products under this brand from the beginning of 2020. Consumers can therefore purchase Mio Mio products as a fully climate-neutral beverage. We offset CO<sub>2</sub> emissions through the certified climate protection project “Forest conservation in Portel, Brazil”.

With the “climate-neutral” label from ClimatePartner, we want to make climate neutrality visible to consumers, and offer complete transparency thanks to a visible ID number allocated to the label.

Consumers can enter the ID number on a website to see how much CO<sub>2</sub> has been offset and which climate change project was supported. The following links can be used to track the ID numbers for Emsland Quelle and Märkisch Kristall [www.climatepartner.com/13574-1909-1001](http://www.climatepartner.com/13574-1909-1001) as well as the Mio Mio brand [www.climatepartner.com/13574-1912-1002](http://www.climatepartner.com/13574-1912-1002).



### *How does climate protection work when it comes to drinking water?*

Two billion people around the globe do not have access to drinking water. Many families have to boil microbiologically unwholesome water over an open fire using very basic equipment before being able to consume it safely. This results in CO<sub>2</sub> emissions and, depending on the region, increasingly large areas are being deforested to obtain fuel. These CO<sub>2</sub> emissions can be avoided by preparing water chemically (for example with chlorine) or mechanically (using water filters) or by making groundwater available from wells.

The “Clean drinking water, Uganda” project we support is part of the “Improved Kitchen Regime” programme and implements projects throughout the country. Emissions are saved by constructing and maintaining boreholes, for example. This gives people access to clean drinking water without having to boil it first, thus avoiding the CO<sub>2</sub> emissions that would have been created through the boiling process. At other project locations, this is achieved by using efficient cooking stoves that consume less firewood and thus incur much fewer CO<sub>2</sub> emissions than conventional cooking methods.

### *How does climate protection work when it comes to forest conservation?*

Forest store CO<sub>2</sub>, with tropical forests storing particularly large quantities. Recognised climate protection projects use three methods for creating or conserving forests as CO<sub>2</sub> storers. 1. Forestation and reforestation; 2. Sustainable forestry: only harvesting quantities of wood that can be grown again; and 3. Creating financial incentives for forest protection (REDD+).

The Amazon region in Brazil is optimally suited to soy plantations: it is flat and easily accessible, there are several ports nearby and the earth is fertile. Under Brazilian land law, unused land can be appropriated, logged and cultivated. Nature conservation projects are also deemed

as unused land. This is increasingly threatening the rainforests and natural habitat of endangered species, such as capuchin monkeys and black bearded sakis.

The climate protection project we support, “Forest conservation in Portel, Brazil” is committed to conserving the rainforest in the region. The idea behind this project is to secure official land rights for the Ribeirinhos – inhabitants in the Amazon region. This would mean that the area would no longer be classified as unused, making it illegal for agricultural companies to farm on the land. At the same time, it would secure the income of the inhabitants, who are among the poorest people in Brazil.





### (5.3) Product security and quality

The topics of product security and quality are naturally areas of focus for our business activities. We are constantly working to maintain and further develop our high quality standards in our production processes. For this reason, we apply the International Featured Standard Food (IFS Food) quality standard in all segments of the corporate group.

The objectives of the annual certifications by recognised independent audit bodies is to achieve a continuous improvement in production processes with a view to ensuring highest product safety as well as increasing the quality of the value added throughout the entire process chain.

By doing so, we not only create transparency and ensure controlled safety but also comply, alongside the requirements of our direct customers, with consumer demands for demonstrably safe, audited and high quality foodstuffs and luxury foods.

The annual IFS audit was performed at our Minden plant, the central location for the production of spirits, in July 2019 at a higher IFS standard level.

For the Non-alcoholic Beverages segment, the audits for IFS certification over the course of the year for the facilities in Haselünne and Grüneberg were completed in October and December 2019, respectively. Furthermore, the Non-alcoholic Beverages segment meets the customer requirements of the American Institute of Baking (AIB) for bottling services demanded by a US purchaser at the Grüneberg location.

Certification of the Fresh Juice Systems segment according to the IFS Broker Version 2 Standard was performed at a higher level in October 2019.

#### *ISO 9001*

The Fresh Juice Systems segment is certified not only according to IFS Food but also to quality management standard ISO 9001:2015. This standard sets minimum requirements for companies' quality management systems that must be implemented to meet requirements relating to product and service quality. In this way, it helps to increase the transparency of operational processes and customer satisfaction and to lower the error rate and the associated costs.

ISO 9001 is a quality management system with a process approach that scrutinises all operational processes and uncovers potential for optimisation. As is the case with ISO 50001, the quality management standard involves the implementation of a continuous improvement process. In June 2019, the supervisory audit for ISO 9001:2015 was successfully completed.

### **Research and development**

To keep the range of products attractive for consumers and exploit consumer potential, the Group's Research and Development department continued to work continuously on improving the quality and taste of existing spirit products and developing innovative new products in 2019. In the 2019 financial year, 421 (2018: 406) recipes for spirits were developed and examined in the area of brands and private-label brands.

In the Non-alcoholic Beverages segment, two additional flavours were introduced for the product line under the proprietary Mio Mio brand in the reporting year. Furthermore, a new product line for soft drinks on a herbal basis was introduced under the Kräuterbraut brand.

The research and development activities in the Fresh Juice Systems segment focused on introducing new machine technology including accessories in the 2019 financial year. In addition to the development of new fruit press product lines, continuous improvements to the current series played a key role.

The direct expenses for research and development and quality assurance amounted to EUR 1.8 million in the 2019 financial year (EUR 1.7 million in the previous year).

### **Product awards**

The reporting year also saw us take part again in the DLG (German Agricultural Society) international quality test for spirits as well as fruit beverages and soft drinks. Within the scope of the DLG's 2019 spirits test, Pabst & Richarz Vertriebs GmbH received a total of 22 gold, 12 silver and 5 bronze awards. In the Non-alcoholic Beverages segment, we won two gold awards and one silver award in DLG's 2019 fruit beverages and soft drinks test. The awards highlight the outstanding quality of our products.

In addition, our Group company Pabst & Richarz, which operates in the Spirits segment, received four gold awards as part of the International Spirits Award (ISW) quality test for spirits and four grand gold awards and one gold award as part of the Frankfurt International Spirits Trophy.

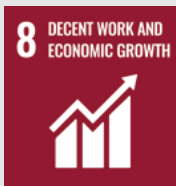
We are also particularly proud that our new Kräuterbraut mint and nettle beverage was awarded innovation of the year in 2019 in the category of non-alcoholic beverages. As part of the large-scale annual trade survey, Getränke Zeitung presents an award to the innovation of the year with the help of a high-calibre expert jury representing over 2,000 beverage shops.



#### (5.4) Responsible procurement

Our suppliers have the greatest influence on sustainability issues in the value added chain. With the material topic “responsible procurement”, we wish to focus on responsible sourcing and look beyond the usual aspects of costs, quality and delivery deadlines. For this reason, we are continuously working on intensifying the consideration of ethical, labour-related, social and ecological topics in our supply chain in the long term.

Our contribution to achieving SDG 3 “Good health and well-being” and SDG 8 “Decent work and economic growth” under the “Products” area of activity: we are actively focused on health and well-being as well as on decent working conditions in our supply chain and want to ensure transparency and security together with our suppliers.



We maintain long-term business relationships with our suppliers based on mutual trust. Furthermore, there are supply and quality assurance agreements in place with key suppliers, including with regard to sustainability aspects. In addition, we attach great importance to the careful selection of suppliers in Germany and abroad. To ensure we are not too dependent on any one supplier, we acquire our raw materials from a variety of suppliers. Each material product group has to be acquired from at least two suppliers.

Our Supplier Code of Conduct is another instrument for ensuring responsible sourcing. All suppliers are required to acknowledge and comply with the Supplier Code of Conduct. If a supplier has its own Code of Conduct with the same standards, we will also accept other codes. Suppliers must demonstrably implement suitable measures to ensure compliance with the minimum standards defined in the Supplier Code of Conduct and review the same on a regular basis.

The aim of our Supplier Code of Conduct is to create a common understanding of decent living and working conditions for employees (including temporary staff and day labourers) among all of our suppliers and our own employees.

The Supplier Code of Conduct comprises eleven principles. The minimum requirements for the living and working conditions of employees have been set down in these principles. In this respect, the Supplier Code of Conduct follows the ETI Base Code, the principles of the ILO (International Labour Organisation) and the ten principles of the UN Global Compact.





The ETI Base Code is the fundamental code of the Ethical Trading Initiative, an association of businesses, NGOs and trade unions with the objective of imposing social standards to improve working conditions in trade. The ILO is a special United Nations organisation responsible for formulating and implementing international labour and social standards. The UN Global Compact is an initiative focused on responsible management practices with the vision of helping to shape an inclusive, sustainable global economy on the basis of its ten universal principles.

#### ***Sedex Members Ethical Trade Audit***

The Sedex Members Ethical Trade Audit (SMETA) is an audit standard that builds on the principles of the ETI Base Code and was developed by the members of the supplier platform SEDEX.

SEDEX itself is an online platform active worldwide of which the Berentzen Group is a member. The SMETA audit forms the basis for our accession to SEDEX. In order to be able to demand evidence of compliance with human rights from suppliers, the Berentzen Group should be able to provide such evidence itself in order to set a good example and underline its credibility in this respect.

The platform offers its members the possibility of sharing information relating to ethical and social responsibility with customers and business partners. By joining the SEDEX supplier platform, we have taken another key step towards continuously increasing transparency and security in our supplier chain.

In the 2017 and 2018 financial years, all Berentzen Group locations in Germany and Austria underwent a SMETA audit with regard to observance of human rights. The audits centred around working conditions, occupational health and safety, pay and working hours, business practices and environmental management.



The measures agreed in the audits to eliminate any deviations have been implemented and confirmed by the auditors. For recertification, SMETA stipulates a period of three years, which means that the next social audit is scheduled for 2020.

#### ***Human rights in the supply chain***

After written confirmation of compliance with the Supplier Code of Conduct had initially been requested by the key suppliers of raw materials and packing material in the 2018 financial year, confirmation by all other suppliers/presentation of an equivalent code by suppliers followed by the end of the 2019 financial year.

**Human rights in the supply chain: Three-stage plan**

	Objective	Implementation by	Status
1	Coming into effect of the new Berentzen Codes	October 15, 2017	implemented
	Shipping to and confirmation in writing of the Supplier Code of Conduct from the key suppliers of raw materials and packaging	May 2018	implemented
2	Shipping to and confirmation in writing of the Supplier Code of Conduct from key suppliers in all categories	December 2019	currently being implemented
	SEDEX supplier platform joined	March 2019	implemented
	Publication of the SMETA reports of the Berentzen Group and commencement of networking with suppliers and customers that are likewise registered with SEDEX	March 2019	ongoing
	Creation of a risk profile and prioritisation of suppliers on the basis of this profile and the available documents (SEDEX membership, confirmation of supplier Code of Conduct, own codes, etc.)	2020	pending
	Development of a more extensive audit concept for suppliers	2020	pending
3	Commencement of implementation of the audit concept developed in (2) and follow-up measures	2020	pending

Now that we have joined the SEDEX supplier platform, our certificates and audit results, such as SMETA and ISO 50001, have been shared on the platform through vertical networking with customers (e.g. retail chains) and suppliers. By creating transparency in the value added chain, we are not only fulfilling one of the requirements from the National Action Plan for Business and Human Rights and the German Act Implementing the CSR Directive but also setting a visible signal for customers and suppliers that the Berentzen Group observes the principles of ethical and social sustainability.

Alongside networking, the platform provides, among other things, standardised questionnaires and a tool for risk assessment. Using these supporting resources and feedback from the shipping of the Supplier Code of Conduct in stage one, a risk profile is defined for all material suppliers with regard to the risk of infringement of human rights. This risk profile can include details of the country in which the supplier is based, such as the legal situation, audits performed and many other factors.

With the help of the risk profile, suppliers are prioritised and an audit concept is drafted on the basis of which suppliers with the highest risk assessment rating are subjected to an in-depth review.

This in-depth review takes place in the third stage. It is intended to detect effects relating to human rights, whether of an actual or potential nature, and how to rectify the same.

In this way, social and ecological issues that are as yet unknown are to be identified at all levels of the value added chain. Solutions for these issues should be developed together with the supplier in question. In principle, it should be of mutual benefit to establish these measures. In the event that we become aware of specific infringements of the Code of Conduct, we reserve the right to terminate the business relationship or to have a targeted social audit of the supplier performed by a third party.

## (6) Our sustainability targets 2018-2020

To meet our objective of significantly developing the corporate group's corporate social responsibility, we have set and implemented a number of organisational and operational measures.

To be able to meet the requirements of the German Act Implementing the CSR Directive as needed, we performed a new materiality analysis in the reporting year and updated the materiality matrix. Following the publication of this Sustainability Report, the new DNK Declaration will be reviewed to verify its compliance with the DNK and the German Act Implementing the CSR Directive.

To further increase awareness of sustainability issues within the corporate group, a new CSR body is furthermore

intended to be created. The CSR body is to be responsible for monitoring sustainable goals and thus contribute to achieving them.

For our areas of activity and the topics allocated to them, principal targets are formulated on an ongoing basis and measures elaborated. The following goal table shows our sustainability targets for 2018-2020. In 2020, we are striving to develop a new sustainability strategy. The newly defined areas of activity and material topics, as well as the Group-relevant SDGs, will serve as a starting point.

### Target table 2018-2020

implemented ✓ in implementation ●

Action fields	Goals	Measures 2018 to 2020	Status
People	Maintenance and enhancement of the motivation and satisfaction of our employees	Continuation and enhancement of company health promotion	✓
		Implementation of structured performance reviews in all departments	✓
	Enhancement of the attractiveness of the Berentzen Group as an employer in the regions in which we have business locations	Introduction of a social intranet as a platform for communication and discussion within the group	✓
		Development and implementation of an employer branding strategy	●
		Institution of a regular employee survey	✓
	Continuing education of employees and young talents	Certification as a family-friendly employer	✓
		Promotion of training and continuing education in all areas and the systematic identification and evaluation of measures	●
	Strengthening of social and cultural engagement	Increased engagement in the regions in which we have business locations by supporting further projects, initiatives or events	✓

Action fields	Goals	Measures 2018 to 2020	Status
Planet	Compliance with environmental standards	Prepare and begin to introduce the environmental management system	
	Reduction of emissions	Further continuous increase in the share of energy from renewable sources	✓
		Continued conversion to LED lightbulbs	●
	Reduced consumption of raw materials, energy and water, and reduced volume of waste and wastewater	Increased engagement in the regions in which we have business locations by supporting further projects, initiatives or events	
Products	Development and implementation of a pilot project on sustainable products	Neutralisation of CO <sub>2</sub> emissions from mainly alcohol-free products by offsetting	✓
	Assurance of compliance and availability of up-to-date guidelines and mission statements for all corporate divisions	Confirmation of the Berentzen Supplier Code by all major suppliers	✓
	Fulfilment of quality and social standards	Execution of a follow-up audit at the Linz location	✓
		Joining of the supplier platform SEDEX and interconnectedness with customers and suppliers	✓
		Preparation of a risk profile and development of a further-going audit concept for suppliers	

## About this report

This Sustainability Report concerning Berentzen-Gruppe Aktiengesellschaft and its affiliated subsidiaries is our third report on our sustainability activities. The German Sustainability Code (Deutscher Nachhaltigkeitskodex, DNK) with the set of indicators for the GRI standards was used as a framework for reporting. Indicators that are specified for reporting according to the DNK but are classified by the Berentzen Group as not being material have not been determined for this Sustainability Report and will also not be reported on in the future. The report refers to the 2019 financial year.

At the same time as this Sustainability Report, we are publishing the 2019 Annual Report, which contains the Management Report, consolidated annual statements and the Corporate Governance Report. The Annual Report contains all financial indicators of importance for economic development, while the Sustainability Report mainly covers economic and social matters. For this reason, the ratios and information contained in the Annual Report will only be repeated in this Sustainability Report where absolutely necessary for understanding the matter at hand. In order to avoid an excessive number of double entries, a reference is generally made to the relevant page of the Annual Report where further information on the issue can be found. The Annual Report further contains a summary of the content of this Sustainability Report.



The contents of this report were based on the new areas of activity and material topics defined as part of the materiality analysis in the 2019 financial year. The contents of this report were not subject to a voluntary review by external third parties.

The Sustainability Report is prepared at yearly intervals and published together with the Annual Report of Berentzen-Gruppe Aktiengesellschaft.

The report contains forward-looking statements based on current assumptions and expectations. However, a variety of factors, risks and uncertainties could result in the actual outcome deviating from the assessments presented here.

### *Data collection*

The reporting period is the 2019 financial year. The reporting is performed at Group level; this means that it covers all active production, sales and administrative locations. Location-specific data are aggregated for the whole corporate group for presentation. The consideration behind this is that presentation of personnel-related data as part of a location-specific presentation might permit conclusions to be drawn on individuals or groups of individuals. Unless otherwise specified, this information refers to the corporate group as a whole.

The information on employee ratios refers to the headcount and, unless otherwise specified, refers to the reporting date as at December 31, 2019.

The underlying data generally stem from 2019. To be able to reveal the development of important ratios (e.g. consumption of electricity and natural gas), the presentation of selected indicators also includes the previous 2017 and 2018 financial years and the base year 2015. For the employee ratios, only the previous two years were taken as a basis of comparison.

A large portion of the data for this Sustainability Report was taken from the SAP ERP system. In this context, changes in inventories were generally not taken into consideration as an unreasonable amount of work would be required to obtain this information.

In the case of energy consumption, the quantities were established using metering records and invoices from the energy suppliers. In a few cases, the data was not yet available at the time of publication of this report, for example the consumption figures for rented office space where settlement is not made until mid-year. In these cases, estimates were made on the basis of consumption figures for the previous year. Significant changes to the figures disclosed in this report are not expected.

Over the coming years, a review will be performed as to whether the indicators stated are suitable for group-wide reporting on a permanent basis or whether individual indicators will be adjusted and whether further, material indicators will be included. As part of refining the reporting, it is possible that the method of data collection will change in places to improve the quality of the data. Wherever necessary, this will be reported at the corresponding place.

For the purpose of comparability, the values for the base year included in this Sustainability Report are adjusted for the respective share of the Norden location that was closed down in the 2015 financial year.

### Comparability

To improve the comparability and assessment of quantities consumed in the “Planet” area of activity, we specify both absolute and specific consumption in relation to the production volume in question. This information provides a more reliable assessment of the efficiency of individual processes than would be obtained by only using the absolute values.

A total of 223,543,839 litres of finished product was produced in the 2019 financial year (2018: 228,677,982 of finished product). In terms of fillings, 338,758,274 bottles (2018: 347,398,560) were filled with an average quantity of 0.66 litres (2018: 0.66 litres). Due to the large number of products filled into different packaging units ranging from 0.02 litre for spirits through to kegs (reusable barrels) with 20 litres in the case of non-alcoholic beverages, the reference value used for sustainability reporting is the quantity of finished product produced in litres.

The consumption data and the quantity of waste and waste water produced was determined taking into account the sales and administrative locations. While there is no direct link between the activities at these locations and the manufacture of the finished product in litres, the quantities consumed should not be left out of the calculation as no separate parameters are established for these activities. In principle, the proportion of the sales and administrative locations in the consumption data and the quantity of waste and waste water produced is not significant, however. For example, the production of waste water by our distribution company in Turkey only accounts for 0.04 percent of the total waste water produced.

For the calculation of specific consumption (e.g. specific electricity consumption), the respective consumption is presented as a ratio of the total production volume expressed in litres or cubic metres. The average quantity filled must also be taken into consideration, as statements on efficiency, if at all, can only be made taking into account both values. For example, efficiency can deteriorate while the production volume remains constant, if the average quantity filled falls. This is due to the higher energy consumption needed for the manufacture and processing of the packaging units and the larger number of filling processes. In addition, a fall in the quantity filled while production volume remains constant is generally associated with a higher level of material input for packaging and a higher level of waste produced.

The product mix has a further impact on the specific consumption data. For example, the filling of returnable bottles requires more heat than the filling of disposable bottles on account of the additional cleaning processes.

The presentation of specific consumption data at group level is only of limited informative value due to the aforementioned particularities. Nevertheless, they do provide an impression of general developments throughout the corporate group as a whole.

## DNK-Index

DNK criterion/ GRI indicator	Description	Page/ comments
<b>General information</b>	Company name, logo, reporting year, set of performance indicators used, third-party audit, reporting obligation yes/no, contact Describe your business model (incl. business purpose, products/services)	Company portrait (page 5 f.) About this report (page 53 ff.)
<b>1. Strategic analysis and measures</b>	The company declares whether or not it pursues a sustainability strategy. It explains what concrete measures it is undertaking to operate in compliance with key recognised sector-specific, national and international standards.	Material topics and areas of activity (page 7 ff.)
<b>2. Materiality</b>	The company discloses the aspects of its business operations that have a significant impact on sustainability issues and what material impact sustainability issues have on its operations. It analyses the positive and negative effects and provides information as to how these insights are integrated into the company's processes.	Strategic approach and sustainability management (page 7 ff.) Further information on the individual material topics and their impacts can be found in the individual chapters on the material topics.
<b>3. Objectives</b>	The company discloses what qualitative and/or quantitative as well as temporally defined sustainability goals have been set and operationalised and how their level of achievement is monitored.	Sustainability management (page 10 f.) Material topics and areas of activity (page 7 ff.) Our sustainability targets 2018-2020 (page 51 f.)
<b>4. Depth of the value added chain</b>	The company states what significance aspects of sustainability have for added value and how deep in the value chain the sustainability criteria are verified.	Our value added chain (page 29 ff.)
<b>5. Responsibility</b>	Accountability within the company's management with regard to sustainability is disclosed.	Sustainability management (page 10 f.)
<b>6. Rules and processes</b>	The company discloses how the sustainability strategy is implemented in the operational business by way of rules and processes.	Sustainability management (page 10 f.) Detailed statements on implementation can be found in the chapters on the individual topics.
<b>7. Control</b>	The company states how and what performance indicators related to sustainability are used in its regular internal planning and control processes. It discloses how suitable processes ensure reliability, comparability and consistency of the data used for internal management and external communication.	About this report (page 53 ff.) The ratios shown in this Sustainability Report are largely also used for internal monitoring purposes.
<b>GRI 102-16</b>	Values, principles, standards, and norms of behavior.	Our understanding of sustainability (page 7) Sustainability management (page 10 f.)
<b>8. Incentive schemes</b>	The company discloses how target agreements and remuneration schemes for executives and employees are also geared towards the achievement of sustainability goals and how they are aligned with long-term value creation. It discloses the extent to which the achievement of these goals forms part of the evaluation of the top managerial level (board/managing directors) conducted by the monitoring body (supervisory board/advisory board).	Employee retention and satisfaction (page 19 ff.)
<b>GRI 102-35a</b>	Remuneration policies.	Employee retention and satisfaction (page 19 ff.) 2019 Annual Report (page 89 ff.)



DNK criterion/ GRI indicator	Description	Page/ comments
GRI 102-38	Annual total compensation ratio.	The ratio of annual remuneration is not calculated by the Berentzen Group as this ratio is not a material performance indicator.
9. Stakeholder engagement	The company discloses how the socially and economically relevant stakeholders are identified and integrated into the sustainability process. It states whether and how an ongoing dialogue takes place with them and how the results are integrated into the sustainability process.	Our stakeholder engagement (page 11 ff.)
GRI 102-44	Key topics and concerns raised.	Material topics and areas of activity (page 7 ff.) Our stakeholder engagement (page 11 ff.)
10. Innovation and product management	The company discloses how innovations in products and services are enhanced through suitable processes which improve sustainability with respect to the company's utilisation of resources and with regard to users. Likewise, a further statement is made with regard to if and how the current and future impact of the key products and services in the value chain and in the product life cycle are assessed.	Products (page 42 ff.) Climate-neutral products (page 44 f.)
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening.	This indicator is not reported as it is not material for the Berentzen Group.
11. Usage of natural resources	The company discloses the extent to which natural resources are used for the company's business activities. Possible options here are materials, the input and output of water, soil, waste, energy, land and biodiversity as well as emissions for the life cycles of products and services.	Our value added chain (page 29 ff.)
12. Resource management	The company discloses what qualitative and quantitative goals it has set itself with regard to its resource efficiency, in particular its use of renewables, the increase in raw material productivity and the reduction in the usage of ecosystem services, which measures and strategies it is pursuing to this end, how these are or will be achieved, and where it sees there to be risks.	Planet (page 28 ff.) Our sustainability targets 2018-2020 (page 51 f.)
GRI 301-1	Materials used by weight or volume.	Our value added chain (page 29 ff.)
GRI 302-1	Energy consumption within the organisation.	Resource management (page 33 ff.)
GRI 302-4	Reduction of energy consumption.	Resource management (page 33 ff.)
GRI 303-1	Water withdrawal by source.	Water (page 32)
GRI 306-2	Waste by type and disposal method.	Resource management (page 33 ff.)

DNK criterion/ GRI indicator	Description	Page/ comments
<b>13. Climate-relevant emissions</b>	The company discloses the GHG emissions in accordance with the Greenhouse Gas (GHG) Protocol or standards based on it and states the goals it has set itself to reduce emissions, as well as its results thus far.	Corporate carbon footprint (page 39 ff.)
<b>GRI 305-1</b>	Direct (Scope 1) GHG emissions	Corporate carbon footprint (page 39 ff.)
<b>GRI 305-2</b>	Energy indirect (Scope 2) GHG emissions	Corporate carbon footprint (page 39 ff.)
<b>GRI 305-3</b>	Other indirect (Scope 3) GHG emissions	Corporate carbon footprint (page 39 ff.)
<b>GRI 305-5</b>	Reduction of GHG emissions	Corporate carbon footprint (page 39 ff.)
<b>14. Employee rights</b>	The company reports on how it complies with nationally and internationally recognised standards relating to employee rights as well as on how it fosters staff involvement in the company and in sustainability management, what goals it has set itself in this regard, what results it has achieved thus far and where it sees risks.	Employee retention and satisfaction (page 19 ff.) Responsible procurement (page 48 ff.)
<b>15. Equal opportunities</b>	The company discloses in what way it has implemented national and international processes and what goals it has for the promotion of equal opportunities and diversity, occupational health and safety, participation rights, the integration of migrants and people with disabilities, fair pay as well as a work-life balance and how it will achieve these.	Employee retention and satisfaction (page 19 ff.) Health and safety in the workplace (page 24 ff.) Responsible procurement (page 48 ff.)
<b>16. Qualifications</b>	The company discloses what goals it has set and what measures it has taken to promote the employability of all employees, i.e. the ability of all employees to participate in the working and professional world, and in view of adapting to demographic change, and where risks are seen.	Employee retention and satisfaction (page 19 ff.) Training and development (page 22 ff.)
<b>GRI 403-2</b>	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities.	Health and safety in the workplace (page 24 ff.)
<b>GRI 403-4</b>	Health and safety topics covered in formal agreements with trade unions.	There are no formal agreements on health and safety topics.
<b>GRI 404-1</b>	Average hours of training per year per employee.	A ratio of the average number of hours for training and further development has not been calculated to date.
<b>GRI 405-1</b>	Diversity of governance bodies and employees.	People (page 16 ff.) Employee retention and satisfaction (page 19 ff.) 2019 Annual Report (page 39 ff.)
<b>GRI 406-1</b>	Incidents of discrimination and corrective actions taken.	In the 2019 financial year, no cases of discrimination were identified or reported within the corporate group.
<b>17. Human rights</b>	The company discloses what measures it takes, strategies it pursues and targets it sets for itself and for the supply chain for ensuring that human rights are respected globally and that forced and child labour as well as all forms of exploitation are prevented. Information should also be provided on the results of the measures and on any relevant risks.	Responsible procurement (page 48 ff.)

DNK criterion/ GRI indicator	Description	Page/ comments
GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	No investment agreements or contracts that were relevant in terms of their size or strategic importance and through which the Berentzen Group either purchased shares in another organisation or initiated an important investment project that was material for the balance sheet were concluded in the 2019 financial year.
GRI 412-1	Operations that have been subject to human rights reviews or impact assessments.	Responsible procurement (page 48 ff.) Four of the five business locations were subject to a review.
GRI 414-1	New suppliers that were screened using social criteria.	Responsible procurement (page 48 ff.)
GRI 414-2	Negative social impacts in the supply chain and actions taken.	In the 2019 financial year, no negative effects relating to human rights were identified within the corporate group.
<b>18. Corporate citizenship</b>	The company discloses how it contributes to corporate citizenship in the regions in which it conducts its core business activities.	Our commitment (page 26 f.)
GRI 201-1	Direct economic value generated and distributed.	2019 Annual Report (page 140)
<b>19. Political influence</b>	All significant input relating to legislative procedures, all entries in lobby lists, all significant payments of membership fees, all contributions to governments as well as all donations to political parties and politicians should be disclosed by country in a differentiated way.	No input relating to legislative processes or political donations were made in the 2019 financial year.
GRI 415-1	Political contributions.	No input relating to legislative processes or political donations were made in the 2019 financial year.
<b>20. Conduct that complies with the law and policy</b>	The company discloses which measures, standards, systems and processes are in place to prevent unlawful conduct and, in particular, corruption, how they are verified, which results have been achieved to date and where it sees there to be risks. The company depicts how corruption and other contra	Sustainability management (page 10 f.) Compliance and transparency (page 13 ff.)
GRI 205-1	Operations assessed for risks related to corruption.	To date, no business location has been inspected in terms of corruption risks as part of a formal test in line with relevant external or internal standards.
GRI 205-3	Confirmed incidents of corruption and actions taken.	In the 2019 financial year, no incidents of corruption were reported within the corporate group.
GRI 419-1	Non-compliance with laws and regulations in the social and economic area.	2019 Annual Report (page 92 ff.)

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## Disclaimer

This report contains forward-looking statements relating in particular to the sustainability strategy and targets of Berentzen-Gruppe Aktiengesellschaft and the Berentzen Group as well as future circumstances or developments concerning Berentzen-Gruppe Aktiengesellschaft and the Berentzen Group. These are based on the management's assumptions, assessments and expectations of future company-related developments at the time of publication of this report. They are therefore associated with risks and uncertainties, which are mentioned and explained in particular – but not exclusively – in the report on risks and opportunities and in the forecast report as part of the separate management report of the Berentzen Group (Group) and Berentzen-Gruppe Aktiengesellschaft. To this extent, events and results which actually occur may deviate substantially from the forward-looking statements, be it positively or negatively. Many uncertainties and the resulting risks are due to circumstances that are outside the control or influence of Berentzen-Gruppe Aktiengesellschaft and cannot be assessed with certainty. These include changing market conditions and their economic development and impact, changes in the financial markets and in exchange rates, the behaviour of other market participants and competitors as well as statutory changes or political decisions taken by administrative or government authorities. Berentzen-Gruppe Aktiengesellschaft is not obliged, unless otherwise stipulated by law, to make any corrections or adjustments to the forward-looking statements owing to circumstances that occurred after the date of publication of this report. Berentzen-Gruppe Aktiengesellschaft shall not make any guarantee or accept any liability, either express or implied, for the currentness, accuracy or completeness of the forward-looking statements.

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For information purposes, this report is also available in English. In the event of deviations, the German version shall be the sole definitive version and take precedence over the English version.

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