



# GRI CONTENT INDEX 2019 UELZENA GROUP

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IN ACCORDANCE WITH THE GRI STANDARDS CORE OPTION

# GRI CONTENT INDEX



## UELZENA GROUP 2019

### LEGEND OMISSIONS & NOTES AND REFERENCES

- (1) Standard Disclosure, part of a Standard Disclosure, or an Indicator is not applicable.
- (2) The information is subject to specific confidentiality constraints.
- (3) There are specific legal prohibitions.
- (4) The information is currently unavailable.
- Remarks

*\*The year defines the year of publication of the GRI standard. This means that adjustments can be allocated more clearly in future.*

GRI Standard	Disclosure	Reference and comments
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## GRI 100: GENERAL DISCLOSURES

### Organizational profile and strategy

#### GRI 102: General Disclosures 2016\*

102-1 NAME OF THE ORGANIZATION	<b>Company profile</b> → Uelzena Group
102-2 ACTIVITIES, BRANDS, PRODUCTS, AND SERVICES	<b>Business divisions</b> <b>Products</b>
102-3 LOCATION OF HEADQUARTERS	<b>Legal information</b> → Uelzen, Deutschland
102-4 LOCATION OF OPERATIONS	<b>Company profile</b> <b>Sites</b> → All sites of the Uelzena Group are located in Germany → Sales and procurement Non-dairy worldwide with focus on Europe; milk raw materials predominately sourced regionally from producers close to plant sites
102-5 OWNERSHIP AND LEGAL FORM	<b>Company profile</b> <b>Cooperative</b> → Registered cooperative with eight members
102-6 MARKETS SERVED	<b>Company profile</b>
102-7 SCALE OF THE ORGANIZATION	<b>Company profile</b> <b>Business divisions</b> <b>Sites</b> <b>Key performance figures company</b> → 4 production sites (without MTW)
102-8 INFORMATION ON EMPLOYEES AND OTHER WORKERS	<b>Key performance figures employees</b> → Annual figures as head count, determined from the internal system: data gathered via SAP (1) Sites are located within Germany, therefore no breakdown by region or gender. (1) "Permanent freelance" employees or employees of contract partners have no/only minor significance. Therefore, there is no large fluctuation in number of employees.
102-9 SUPPLY CHAIN	<b>The Uelzena supply chain</b>
102-10 SIGNIFICANT CHANGES TO THE ORGANIZATION AND ITS SUPPLY CHAIN	→ Cheese marketing and sales transferred from Altmark Käserei Uelzena GmbH to Uelzena Group.
102-11 PRECAUTIONARY PRINCIPLE OF APPROACH	<b>Code of Conduct of Uelzena Group</b> The Code of Conduct takes the precautionary approach into account. Uelzena is committed to the precautionary principle based on internationally recognized definitions. Processes and regulations ensure that negative ecological effects are avoided or reduced. → Supporting research and development in business fields aimed at reducing negative impacts further.

102-12 EXTERNAL INITIATIVES	<p>→ Voluntary initiatives:  Ethical Trading Initiative (2015);  SEDEX membership (2015);  Dairy Declaration of Rotterdam (2016)  Participation in the project "Sustainability Module Milk" of QM Milk (2016)  Sourcing according to internationally recognized standards including VLOG, Fairtrade, UTZ, Rain Forest Alliance and Organic possible</p>
102-13 MEMBERSHIP OF ASSOCIATIONS	<p>→ Federation of Cooperatives, German Raiffeisen Association, German Dairy Association, Dairy Association of Lower Saxony, Employers' Association Lueneburg</p>
102-14 STATEMENT FROM SENIOR DECISION-MAKER	<b>Message from the CEO</b>

## Ethics and integrity

### GRI 102: General Disclosures 2016\*

102-16 VALUES, PRINCIPLES, STANDARDS, AND NORMS OF BEHAVIOR	<b>Code of conduct of the Uelzena Group</b>
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## Company management

### GRI 102: General Disclosures 2016\*

102-18 GOVERNANCE STRUCTURE	<b>Company management Sustainability management</b>
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## Engagement of stakeholders

### GRI 102: General Disclosures 2016\*

102-40 LIST OF STAKEHOLDER GROUPS	<b>Stakeholder dialogue</b>
102-41 COLLECTIVE BARGAINING AGREEMENTS	(2) Based on a decision of the Board, this information is confidential due to competition reasons.
102-42 IDENTIFYING AND SELECTING STAKEHOLDERS	<b>Stakeholder dialogue</b>
102-43 APPROACH TO STAKEHOLDER ENGAGEMENT	<b>Stakeholder dialogue</b>
102-44 KEY TOPICS AND CONCERNS RAISED	<b>Stakeholder dialogue</b>

## Reporting procedure

### GRI 102: General Disclosures 2016\*

	Annual Report 2019 of the Uelzena Group (Send inquiry to: <a href="mailto:nachhaltigkeit@uelzena.de">nachhaltigkeit@uelzena.de</a> )
102-45 ENTITIES INCLUDED IN THE CONSOLIDATED FINANCIAL STATEMENTS	<p>→ Companies of the Uelzena Group: Uelzena eG, Altmark-Käserei Uelzena GmbH, Hoche Butter GmbH, H. Schoppe &amp; Schultz GmbH &amp; Co. KG, WS Warmsener Spezialitäten GmbH</p> <p>→ Shareholdings of 50 percent or less as well as non-operating entities are not listed.</p>
102-46 DEFINING REPORT CONTENT AND TOPIC BOUNDARIES	<b>Materiality analysis</b>
102-47 LIST OF MATERIAL TOPICS	<b>Materiality analysis</b>
102-48 RESTATEMENTS OF INFORMATION	→ Merger of Trilactis GmbH into Hoche Butter GmbH has no effect on the business activities.
102-49 CHANGES IN REPORTING	<p><b>Materiality analysis</b></p> <p>→ Revision of key topics in 2018, effective 2019</p> <p>→ Change of materiality matrix in 2018, effective 2019</p>

102-50 REPORTING PERIOD	<b>About this report</b> → 01.01.2019 to 31.12.2019
102-51 DATE OF MOST RECENT REPORT	→ 01.07.2018
102-52 REPORTING CYCLE	→ Annually
102-53 CONTACT POINT FOR QUESTIONS REGARDING THE REPORT	→ Contact: <a href="mailto:nachhaltigkeit@uelzena.de">nachhaltigkeit@uelzena.de</a>
102-54 CLAIMS OF REPORTING IN ACCORDANCE WITH THE GRI STANDARDS	<b>GRI Standards</b> → This report has been prepared in accordance with the GRI Standards: Core option
102-55 GRI CONTENT INDEX	<b>GRI content index</b>
102-56 EXTERNAL ASSURANCE	<b>About this report</b> → Internal review of the report, review of annual accounts by external auditors

GRI Standard	Disclosure	Reference and comments
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## GRI 200: ECONOMIC TOPICS

### Economic performance

#### GRI 103: Management approach 2016\*

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field company</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field company</b> (2) The information belongs to the action field company in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The respective divisions of the Group companies are responsible for the implementation of measures and the target achievements. → Quarterly reporting to the Supervisory Board → Annual discussion within the framework of the sustainability working group → Annual internal and external review of status, progress and target achievements

#### GRI 201: Economic performance 2016\*

201-1 DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED	<b>Action field company</b> <b>Key performance indicators company</b> (4) see financial reporting for breakdown for more details on economic performance
UG-MG MILK PRICE FOR UNPROCESSED MILK PAID TO THE MEMBER COMPANIES OF UELZENA GROUP (ANNUAL AVERAGE)	<b>Action field company</b> <b>Key performance indicators company</b> → This is an indicator unique to Uelzena.
UG-EK EQUITY RATIO	<b>Action field company</b> <b>Key performance indicators company</b> → This is an indicator unique to Uelzena.

### Procurement practices

#### GRI 103: Management approach 2016\*

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field products</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field products</b> (2) The information belongs to the action fields products and regional responsibility in which we combine several internal performance indicators in one achievement value. (4) The working group on sustainability has presented a draft for management approach and policy for sustainable sourcing. The Board will decide on that in 2020.

103-3 EVALUATION OF THE MANAGEMENT APPROACH	The departments central purchasing and milk management of the Uelzena Group are responsible for the implementation of measures and target achievement. → Discussion of topics in expert committees and the working group on sustainability → Internal audit of target achievements
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**GRI 204: Procurement practices 2016\***

204-1 PROPORTION OF SPENDING ON LOCAL SUPPLIERS	<b>Action field regional responsibility</b> <b>Key performance indicators regional performance</b> → Uelzena's production sites are among the largest companies in the respective regions → Apart from services, materials including packaging, dairy raw materials and non-dairy raw materials will be included.
UG-RBM PERCENTAGE OF QUANTITIES OF REGIONALLY SOURCED MILK RAW MATERIALS	<b>Action field regional responsibility</b> <b>Key performance indicators regional performance</b> → This is an indicator unique to Uelzena.

**Anti-corruption**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Company compliance</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Company compliance</b>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 205: Anti-corruption 2016\***

205-3 CONFIRMED INCIDENTS OF CORRUPTION AND ACTIONS TAKEN	<b>Code of Conduct of the Uelzena Group</b> → No incidents of corruption occurred during the reporting period and no suspected cases were reported.
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**Anti-competitive behavior**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Company compliance</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Company compliance</b>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 206: Anti-competitive behavior 2016\***

206-1 LEGAL ACTIONS FOR ANTI-COMPETITIVE BEHAVIOR, ANTI-TRUST, AND MONOPOLY PRACTICES	<b>Code of Conduct of the Uelzena Group</b> → Within the reporting period no cases or proceedings for anti-competitive behavior have been reported or discovered.
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GRI Standard	Disclosure	Reference and comments
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**GRI 300: ENVIRONMENTAL TOPICS**

**Materials**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field products</b>
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103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<p><b>Action field products</b></p> <p>(2) The information belongs to the action field products (sustainable sourcing) in which we combine several internal performance indicators in one achievement value.</p> <p>(4) The working group on sustainability has presented a draft for management approach and policy for sustainable sourcing. The Board will decide on that in 2020.</p>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 301: Materials 2016\***

301-1 MATERIALS USED BY WEIGHT OR VOLUME	<p><b>Action field products</b></p> <p><b>Key performance indicators products</b></p> <p>→ Information on the resources of natural gas and water are included in the Aspects energy and water.</p> <p>→ Raw materials for MTW products were only included if provided by Uelzena.</p> <p>→ No information is provided for adjuvant and process materials because the amounts sourced have been considered to be negligible.</p>
301-2 RECYCLED INPUT MATERIALS USED	<p><b>Action field products</b></p> <p><b>Key performance indicators products</b></p> <p>(1) The information "percentage of secondary raw materials used" does not make sense for agricultural raw materials and refers only to packaging materials.</p>
301-3 RECLAIMED PRODUCTS AND THEIR PACKAGING MATERIALS	<p><b>Action field products</b></p> <p>→ Food cannot be recycled, it is consumed</p> <p>→ There are statutory provisions for the recycling of packaging material</p> <p>(1) Small packaging: This is labelled with the Green Dot and accordingly sent for recycling by the disposer. The precise details cannot be collected as the end user is responsible for waste disposal.</p> <p>(4) Details on sales packaging, secondary and transport packaging will be provided in 2020</p>

**Energy**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field production</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<p><b>Action field production</b></p> <p>(2) The information belongs to the action field production in which we combine several internal performance indicators in one achievement value.</p>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 302: Energy 2016**

302-1 ENERGY CONSUMPTION WITHIN THE ORGANIZATION	<p><b>Action field production</b></p> <p><b>Key performance indicators production</b></p> <p>→ Voluntary implementation of energy management according to ISO 5001</p> <p>→ Instead of total energy consumption, the energy input is stated: purchased energy minus sold energy.</p> <p>(4) The following information is currently not available: consumption of energy for cooling, steam consumption as well as standards, methodologies, assumptions and sources of conversion factors used.</p> <p>(1) There is only minor consumption of energy for heating which is not disclosed here</p>
302-3 ENERGY INTENSITY	<p><b>Action field production</b></p> <p><b>Key performance indicators production</b></p>

**Water**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field production</b>
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103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field production</b> (2) The information belongs to the action field production in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 302: Water 2016\***

303-1 WATER WITHDRAWAL BY SOURCE	<b>Action field production</b> <b>Key performance indicators production</b> (4) Information on standards, methodologies and assumptions used will be provided upon request. Send inquiries to: <a href="mailto:nachhaltigkeit@uelzena.de">nachhaltigkeit@uelzena.de</a> .
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**Emissions**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field production</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field production</b> (2) The information belongs to the action field production in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 305: Emissions 2016\***

305-1 DIRECT (SCOPE 1) GHG EMISSIONS	<b>Action field production</b> <b>Key performance indicators production</b> (1) This information are available in the energy management documentation according to ISO 50001 (Send inquiries to: <a href="mailto:nachhaltigkeit@uelzena.de">nachhaltigkeit@uelzena.de</a> ) → For information on emissions in the base year 2012, please refer to the sustainability report 2014
305-2 ENERGY INDIRECT (SCOPE 2) GHG EMISSIONS	<b>Action field production</b> <b>Key performance indicators production</b> → Uelzena combines the direct and indirect GHG emissions.
305-4 GHG EMISSIONS INTENSITY	<b>Action field production</b> <b>Key performance indicators production</b> → Reference value: direct and indirect CO2 emissions in kg referred to the production quantity in kg
305-5 REDUCTION OF GHG EMISSIONS	<b>Action field production</b> <b>Key performance indicators production</b>

**Effluents and waste**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field production</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field production</b> (2) The information belongs to the action field production in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 306: Effluents and waste 2016\***

306-1 WATER DISCHARGE BY QUALITY AND DESTINATION	<b>Action field production</b> <b>Key performance indicators production</b> (2) The destination is confidential site-related information according to a decision by the Board. In principle, only Group information is disclosed. (4) Information on standards, methodologies and assumptions used will be provided upon request. Send inquiries to: <a href="mailto:nachhaltigkeit@uelzena.de">nachhaltigkeit@uelzena.de</a>
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306-2 WASTE BY TYPE AND DISPOSAL METHOD

**Action field production**

**Key performance indicators production**

(2) In principle, only Group information is disclosed.  
 (4) Information on standards, methodologies and assumptions used will be provided upon request. Send inquiries to: [nachhaltigkeit@uelzена.de](mailto:nachhaltigkeit@uelzена.de)

**Environmental compliance**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Company compliance</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Company compliance</b>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

**GRI 307: Environmental compliance 2016\***

307-1 NON-COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS	→ No fines, no sanctions for non-compliance with environmental laws and regulations within the reporting period
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GRI Standard	Disclosure	Reference and comments
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**GRI 400: SOCIAL TOPICS**

**Employment**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field employees</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field employees</b> (2) The information belongs to the action field employees in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation is performed by the management team after SMETA audits, in the annual management report and in the review of the target achievements.

**GRI 401: Employment 2016\***

401-1 NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER	<b>Action field employees</b> <b>Key performance figures employees</b> (1) All sites are within one region, therefore there is no breakdown of the total number of employees by region.
UG-BZ AVERAGE PERIOD OF EMPLOYMENT IN YEARS	<b>Action field employees</b> <b>Key performance figures employees</b> → This is an indicator unique to Uelzена.
UG-DA AVERAGE AGE OF THE STAFF IN YEARS	<b>Action field employees</b> <b>Key performance figures employees</b> → This is an indicator unique to Uelzена.

**Labor/Management relations**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Company compliance</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Company compliance</b>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.



**GRI 402: Labor/Management relations 2016\***

402-1 MINIMUM NOTICE PERIODS REGARDING OPERATIONAL CHANGES	→ Notice periods are regulated by law and in tariffs.
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**Training and education**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field employees</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field employees</b> (2) The information belongs to the action field employees in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation is performed by the management team after SMETA audits, in the annual management report and in the review of the target achievements.

**GRI 404: Training and education 2016\***

404-1 AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE	<b>Key performance figures employees</b> (1) It is not possible to break the information down by gender and staff category because of the type of data collection used. No change is intended because we do not expect to gain significant insights.
UG-AQ APPRENTICESHIP QUOTA	<b>Action field employees</b> → This is an indicator unique to Uelzena. → In 2019: 7 percent

**Non-discrimination**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field employees</b> <b>Company compliance</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field employees</b> (2) The information belongs to the action field employees in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation is performed by the management team after SMETA audits, in the annual management report and in the review of the target achievements.

**GRI 406: Non-discrimination 2016\***

406-1 INCIDENTS OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN	There were no reported incidents and no corrective actions were taken in 2019.
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**Local communities**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field regional responsibility</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field regional responsibility</b> (2) The information belongs to the action field regional responsibility in which we combine several internal performance indicators in one achievement value.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The ongoing evaluation is carried out by the departments and annually in conjunction with the sustainability working group within the scope of determination of target achievements.

**GRI 413: Local communities 2016\***

413-1 OPERATIONS WITH LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS	<p>Within the reporting period, local communities were included in the company's decisions and investment projects in accordance with legal requirements. There is frequent contact with local authorities and political bodies at all sites.</p> <p>The contact persons for complaint procedures for local communities are the managing directors of the respective companies of the Uelzena Group. Works committees and occupational health and safety committees are included in accordance with statutory and collective bargaining requirements.</p> <p>→ 100 percent of all sites implement sponsor programs.</p> <p>→ For stakeholder engagement at all sites, see GRI 102-43</p>
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**Supplier social assessment**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field products</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<p><b>Action field products</b></p> <p>(2) The information belongs to the action field products in which we combine several internal performance indicators in one achievement value.</p>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	<p>The departments central purchasing and milk management of the Uelzena Group are responsible for the implementation of measures and the achievement of targets.</p> <p>→ Discussion of topics in expert committees and the working group on sustainability</p> <p>→ The evaluation takes place within the scope of the annual management report</p> <p>→ Internal verification of target achievements</p>

**GRI 414: Supplier social assessment 2016\***

414-1 NEW SUPPLIERS THAT WERE SCREENED USING SOCIAL CRITERIA	<p>→ All suppliers of raw materials from critical growing countries according to the BSCI country list recognize, implement and support the ETI in their supply chain. This criterion is used for assessing suppliers.</p>
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**Customer health and safety**

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field products</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<p><b>Action field products</b></p> <p>(2) The information belongs to the action field products in which we combine several internal performance indicators in one achievement value.</p> <p>(4) Management approach see Quality Management Manual according to DIN ISO 9001:2015</p>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	<p>The evaluation takes place within the scope of the third-party audits, supplemental customer audits and in the annual management report.</p>

**GRI 416: Customer health and safety 2016\***

416-1 ASSESSMENT OF THE HEALTH AND SAFETY IMPACTS OF PRODUCT AND SERVICE CATEGORIES	<p><b>Quality assurance</b> <b>Quality management</b></p> <p>→ We reviewed 100 percent of our products for health and safety impacts.</p>
416-2 INCIDENTS OF NON-COMPLIANCE CONCERNING THE HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES	<p><b>Company compliance</b></p> <p>→ No violations in the reporting period</p>

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G4-FP5 CUSTOMER HEALTH AND SAFETY

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**Action field products**

→ All production sites work according to certified quality standards  
→ 100 percent of the production volume is produced in plants certified according to internationally acknowledged quality standards (IFS, BRC, ISO 9001).

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## Marketing and labeling

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Action field products</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Action field products</b> → Products are labelled according to legal requirements.
103-3 EVALUATION OF THE MANAGEMENT APPROACH	Internal control system with 4-eyes principle and state control bodies. The processes are reviewed within the scope of quality audits.

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**GRI 417: Marketing and labeling 2016\***

417-1 REQUIREMENTS FOR PRODUCT AND SERVICE INFORMATION AND LABELING	All products (100%) are provided with the necessary information and labelling. Products with special ecological or social effects are labelled with recognized labels such as Organic, UTZ, Fair Trade, VLOG, etc.
417-2 INCIDENTS OF NON-COMPLIANCE CONCERNING PRODUCT AND SERVICE INFORMATION AND LABELING	No violations related to product and service information and labeling in the reporting period.
417-3 INCIDENTS OF NON-COMPLIANCE CONCERNING MARKETING COMMUNICATIONS	No violations related to marketing and communication in the reporting period.

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## Customer Privacy

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Company Compliance</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Company Compliance</b>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	System check by external data protection officer. Adjustments to the new GDPR regulations have been made.

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**GRI 418: Customer Privacy 2016\***

418-1 SUBSTANTIATED COMPLAINTS CONCERNING BREACHES OF CUSTOMER PRIVACY AND LOSSES OF CUSTOMER DATA	No complaints on breaches of customer privacy during the reporting period.
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## Socioeconomic compliance

**GRI 103: Management approach 2016\***

103-1 EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY	<b>Company compliance</b>
103-2 THE MANAGEMENT APPROACH AND ITS COMPONENTS	<b>Company compliance</b>
103-3 EVALUATION OF THE MANAGEMENT APPROACH	The evaluation takes place within the scope of the annual management report.

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**GRI 419: Socioeconomic compliance 2016\***

419-1 NON-COMPLIANCE WITH LAWS AND REGULATIONS IN THE SOCIAL AND ECONOMIC AREA	→ No fines for non-compliance with laws and regulations. No violations.
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