





An interactive version of the main content
of this Sustainability Report can be found here:
<https://report.melitta-group.com/sustainability-report-2020>

Today's global corporation
should no longer be asking:
“What's good for us?” ...



... but rather:
“What's good for us all?”



Selected stakeholder statements

In 2020 and 2021, we received numerous suggestions and valuable feedback on our sustainability activities from our global dialogue with stakeholders on this topic. This selection of statements made during these discussions provides an important impetus for shaping our commitment going forward.

“To become truly sustainable, you need a long-term strategic foundation and the courage to address uncomfortable issues head-on. And it requires courageous decisions, such as in the product range and in the supply chain – because taking environmental and social aspects into account is often also associated with larger investments.”



JOHANNES HIELSCHER
LL.M., Managing Director of the
German Coffee Association

“Sustainability is first and foremost a state of mind, a conviction. This is why at EDEKA WEZ our customers, our employees, our environment, our society, and our company are all equally important development goals. Our appreciation, our efforts, and our care are extended to them all equally.”



KARL-STEFAN PREUSS
CEO of EDEKA WEZ

“For me, the focal point in the coffee value creation chain is the coffee farm. If they make a higher profit, many environmental, economic and social challenges are reduced. From my point of view, it is therefore important that the coffee chain actors maintain a direct relationship with the coffee-growing farms as much as possible.”

MARCELO PEDROZA
Commercial Director
Volcafe

“As important as global sustainability projects are, regional initiatives often have a more immediate and rapid impact – and inspire others to get involved as well. We should therefore never underestimate the power of regional networks to give sustainable development in Germany a boost.”

FARID RAHMANI
Project Manager and
Corporate Developer
at DSC Arminia Bielefeld

“Sustainability is a complex issue and progress can therefore only be made if it is focused and prioritized. Instead of trying to do everything at once, companies should rather define focus topics in each relevant area and set clear priorities within them. A high level of transparency about the approach taken in this process will enable other companies to find and adopt best practice solutions.”

YVONNE ZWICK
Chairwoman of the Board of the
German Environmental Management
Association (B.A.U.M.)

“Every company needs to be aware of how it deals with its product range: can we turn our single-use products into reusable products? Can we create new, more sustainable consumption through innovative ideas? Do we maybe need to rethink our business model?”

DERYA VÖLLINGS
Sustainability Manager at
Ingka Procurement (IKEA Group)

“To stop climate change, everyone really needs to make sure they take enough action. It is clear that this cannot be done for free, because these measures and their monitoring of success are expensive. The government has to help with this, but prices need also to be adjusted to ensure that this huge undertaking succeeds.”

LEÔNIDAS CARRIJO AZEVEDO MELO
UFLA/Federal University of Lavras -
Department of Soil Science

“Sustainability communication has several effects: it is inspiring for other companies, but also exerts pressure in the company itself as well as in other companies to increase their sustainability efforts. Larger companies in particular should be aware of what they can achieve with compelling reporting.”

DEBBIE ERALY
Program Facilitator & Local
Representative at BOS+

DR. NORBERT SCHMITZ
Managing Director,
4C Services

“As important as the climate change debate is, it is causing the major challenges we face in the area of biodiversity to fade somewhat into the background at the moment. The effects of reduced biodiversity will occupy us intensively in the coming years – because they will be dramatic.”

“All of us – including of course the coffee-producing companies – should be concerned in view of the growing migration, especially of young people, from rural areas. As work on coffee farms is not very attractive, young people are migrating from the countryside to the cities, and more than a few coffee farmers are leaving their traditional areas due to climate change. This is where environmental, economic, and social challenges reinforce each other.”

MICHAEL OPITZ
Managing Director,
Hanns R. Neumann
Stiftung

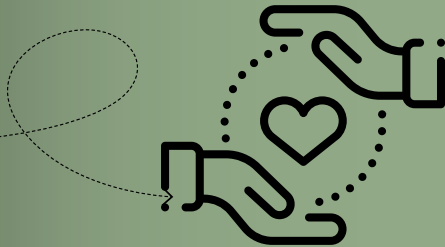
WHAT WE ACHIEVED IN 2020: HIGHLIGHTS

1/35

Integration of sustainability strategy by the operating division Cofresco: achieving a circular economy with “Honest 100”

Cofresco mainly produces plastic-based household products, marketed for example under the Toppits® and Swirl® brands. In 2019, the operating division implemented its “Honest 100” strategy with the aim of integrating key sustainability requirements into its product ranges. “Honest 100” has set itself the target of implementing the principles of the circular economy throughout the entire product range by 2025 and taking customers along on the journey by providing transparent and authentic communication. At the heart of this strategy is the “ReDesign – ReCycle – ReUse – ReDuce” approach. This means that all products are systematically checked to see how their proportion of recyclate and/or renewable raw materials can be increased and whether the products themselves can be better recycled or even reused.

→ Report page 45



2/35

Target group-oriented communication —

Sustainability concerns us all. It is therefore all the more important to prepare sustainability-related topics in a way that speaks to each particular target group. In addition to formal sustainability reporting and the answering of customer inquiries and questionnaires, we also want to regularly inform consumers and our own employees about our sustainability activities. In the past year, our brochure “Think long-term. Act sustainably.” provided all our employees with an overview of our most important goals and concepts.

In 2020, we also developed the “Strategic Sustainability Communication” guideline and launched it via the newly established Sustainability Communication Network. The guideline forms the foundation for the further development of sustainability communication and marketing in all operating divisions and is the basis and framework for the further integration of sustainability in communication and marketing.

→ Report page 54

3
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Higher yields for coffee farms in Colombia

In June 2020, Melitta Europe – Coffee Division launched a project together with 4C Services to improve the working and living conditions of people involved in coffee farming in Colombia.

The project, co-financed by the German Investment Corporation (“Deutsche Investitions- und Entwicklungsgesellschaft” – DEG), aims to help up to 1,000 people on small coffee farms achieve higher yields from sustainably grown coffee by introducing improved agricultural practices and enabling better market access – thus helping to improve their living conditions.

→ Report page 60 – 63

5
/35

Expansion of sustain- able coffee products

In 2020, Melitta once again added certified sustainable and responsibly grown coffees to its range. For example, the BellaCrema® portfolio was expanded to include a coffee made from 100 percent certified organic beans. The special editions “Coffee of the Year” and “Selection of the Year” feature Rainforest Alliance certification of at least 30% of the beans.

→ Report page 60 – 63

6
/35

Amalie – coffee by and for women

Melitta South America’s “Amalie” product range honors the company’s founder Melitta Bentz and all female coffee farmers. The range includes three coffee blends with unique flavors which contain exclusively coffee beans grown by women. The participation of women, who often do most of the work in coffee cultivation, in the proceeds is an important prerequisite for a sustainable coffee sector.

→ Report page 60 – 63

4
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Bella Crema® “Selection of the Year“

The “Selection of the Year“ not only offers a varied and special taste experience each year, but also guarantees that the coffee beans used come from certified sustainable cultivation. In each region of origin for the “Selection of the Year“, Melitta implements a community project for a period of five years. Over the past ten years, this has resulted in a wide range of programs aimed at improving the lives of children, adolescents, and adults around the world.

Community projects in connection with the “Selection of the Year“ coffee are currently taking place in the following countries:

Honduras
Support for the hospital “Clínica Materno Infantil”

Zambia
Provision of learning materials for schoolchildren and activities to improve access to water and the health of residents near the Kateshi coffee plantation

India
Provision of learning materials and activities to improve medical care in the coffee-growing region of Chikkamagaluru

We are currently initiating further projects for the Selection of the Year of the coming years:

Guatemala
Support for 12 kindergartens and camps as well as a health program (healthy nutrition and lifestyle) for families in the Ayarza region

→ Report page 60 – 63

7
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Sustainable enjoyment in the office

The Coffee at Work (since 2021: Fresh at Work) business model is strictly aligned with sustainability principles: both the coffee machines provided and the table water devices are regularly maintained and repaired so that they can be used on a long-term basis. The table water devices in particular, which are made of stainless steel, have a long service life and are also fully recyclable. Moreover, converting tap water into table water makes PET and glass bottles unnecessary – as well as the transport of water.

→ Report page 60 – 63

8/35 Organic and fair

With the Fairtrade Mondo Blu range, Melitta® Cioccolata Bio Fair Chocolate, and a new Cilia® tea range, Melitta Professional Coffee Solutions continued to add sustainable products to its range last year. In addition, phosphate-free multi-TF tabs were developed: these gently clean the milk and brewing systems of fully automatic coffee machines in an environmentally friendly way, while also ensuring the hygiene safety and durability of the machines.

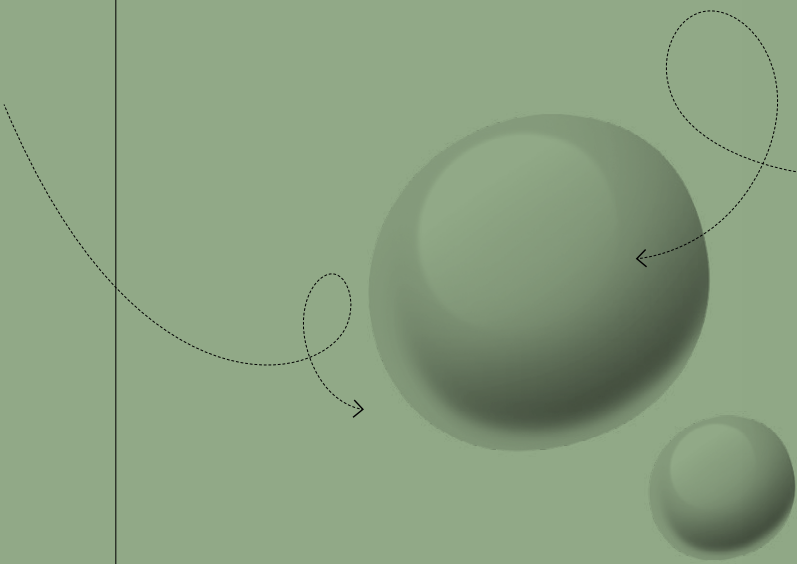
→ Bericht Seite 60 – 63

9/35 A new approach to single servings

Avoury® is revolutionizing tea enjoyment: the tea machine brews 40 teas and infusions in organic quality to perfection. The capsule bodies can either be sent for recycling conventionally via the “yellow bin” or mailed directly back to Melitta. With the aid of a molecular recycling process, the capsules are then turned into capsules again.

→ Report page 60 – 63

14



A circular system for coffee waste in Brazil 10/35

Together with the Hanns R. Neumann Foundation, the Melitta Group gave the go-ahead for the “Back to the Roots” project in summer 2020. The three-year project aims to convert the organic waste produced during coffee production into a valuable raw material first of all and then return it to a productive recovery cycle. The operating division Melitta South America is particularly involved in the implementation of the project in Brazil.

The cultivation, processing, and preparation of coffee generates considerable quantities of especially organic waste. This waste, e.g. from the pulp of coffee cherries, is often not considered a valuable resource that can be returned to the nutrient cycle of farms, for example as compost. Instead, it is often disposed of incorrectly and in a way that pollutes the environment. Together with the Hanns R. Neumann Foundation (HRNS), the Melitta Group is working on a project co-financed by the German Investment Corporation (DEG) – with funds from the developPPP.de program of the German Federal Ministry for Economic Cooperation and Development (BMZ) – to identify and implement opportunities for reusing organic waste along the coffee supply chain.

This project is based in the state of Minas Gerais in Brazil, where all the relevant stakeholders – from coffee farms, farm organizations, and a Melitta roasting plant, to civil society and the agricultural university – are currently joining forces for the project. The common goals: reduce the environmental impact, increase the efficiency and thus also the profitability of coffee cultivation and processing, and strengthen the local economy with innovative business ideas.

As an international coffee company, the Melitta Group believes that it can help improve and solve the challenges in the coffee sector with this project. It is hoped that this approach to waste management will play a role in establishing the concept of a circular economy throughout the entire coffee supply chain. The aim is to find holistic solutions to the many and varied environmental and economic challenges in the sector.

In the first phase, a comprehensive analysis of the status quo was carried out and all relevant stakeholders in the project region and the coffee supply chain were identified and made aware of the project idea. In addition, a collaborative learning platform was created in which all stakeholders learn from each other, exchange experiences and develop measures on the topic of recycling and reusing resources. With the aid of various digital tools, this phase was successfully carried out despite the coronavirus pandemic.

The next steps now include identifying various options for improved waste management in collaboration with scientists and experts. The research results will then be put into practice. Local small farms and farmer organizations, the Melitta roasting plant team, and other stakeholders along the coffee supply chain will then work together to test, drive forward, and further develop the findings in real-life situations. The foundation of start-up companies will also be supported.

The project takes a holistic and systemic approach which aims to benefit the entire coffee sector. This means that the research results will also be made available to other stakeholders in Brazil and around the world.

15

11_{/35} —

Made from recycled material and renewable raw materials

The proportion of Melitta Group plastic products made from recycled materials or renewable raw materials is steadily growing: Swirl® eco bin liners, for example, are made from 95% recycled materials – without losing any of their tear strength or drip safety.

Toppits® recycled aluminum foil is also already made from 98% high-quality industrial recycled aluminum. Toppits® eco cling film and Toppits® eco freezer bags, on the other hand, use renewable raw materials: they both consist of 70% plant-based materials.

Further highlights are presented from page 113 onwards

Content

Foreword by the Chief Corporate Management	18
Sustainability – our attitude	20

1 The Melitta Group

Business fields and brands	28
Locations and markets	29
Organizational structure	30
Corporate governance	31

2 Sustainability – our attitude, our goals

Sustainability – obligation and opportunity	34
Our Sustainability House	36
Guided by international standards	40
Our targets	43
Embedding sustainability	46
Our sustainability organization	48
Dialogue with stakeholders	50
Conduct in compliance with laws and directives	52
Sustainability reporting and communication	54

3 Product and supply chain responsibility

Coffee and coffee cultivation	60
Plastics and plastic products	64
Paper and pulp	68
Electrical appliances	72

4 Environmental responsibility

Energy consumption and emissions	78
Water consumption	82
Waste	84

5 Social responsibility

Human rights	90
Product safety and quality	92
Product transparency / consumer awareness and empowerment	94
Corporate citizenship	96

6 Responsibility for employees

Employer attractiveness – strengthening our employer brand	100
Employer attractiveness – staff development	102
Employer attractiveness – diversity and equal opportunities	104
Occupational health and safety	106

Outlook	108
About this report	110
Contact	111



Foreword by the Chief Corporate Management

Dear readers,

We firmly believe that sustainability is an essential key to our future, as a society and also as a company. We all want to live in a world that is intact and in equilibrium, with a healthy natural environment and a prosperous future for the economy and society.

If we all want this, then we should also do everything we can to achieve this goal. As a family business, we have the freedom to align our activities as we see fit – and we plan to take this opportunity. We have therefore decided for ourselves: we either do it sustainably or we don't do it at all.

In recent years, we have given a great deal of thought to how we can align our business model with this conviction. We have come to the conclusion that our business fields have the potential to make a positive contribution – even if some areas still need to undergo the corresponding transformation process. In addition to the numerous initiatives and measures designed to increase the sustainability of our products, as well as our production and procurement processes, we have therefore decided to systematically integrate sustainability into our business strategies and processes and to take a holistic approach. At the same time, we have developed future concepts for our most important value creation cycles – coffee and coffee cultivation, paper

and pulp, plastics and plastic products, and electrical appliances – which we aim to implement by 2030. In addition, we are striving to be climate neutral by 2030 in those areas which we can directly influence and want to consistently implement the circular economy approach.

In our Sustainability Statement published in 2019, we described our medium-term targets and outlined the ways in which we want to achieve these targets in principle. In this Sustainability Report, we set out what we achieved in this regard in 2020 and what we are currently working on. The structure and content of the report are based on the German Sustainability Code (“Deutscher Nachhaltigkeitskodex” – DNK) and we have simultaneously issued a DNK Declaration of Conformity.

Although we believe that we have already achieved considerable progress in our transformation process, numerous far-reaching changes still lie ahead. We want to take this path together with all our stakeholders. After all, we regard transparency and mutual learning as key factors in making the 2030 Agenda and its guiding principle “Leave no one behind” a reality. Our objective is to achieve a joint impact: we want to work together to make an even greater difference.

With best regards,



Jero Bentz



Volker Stühmeier



What is the attitude behind the Melitta Group's sustainability engagement? Which approach is the Group taking? And what has it achieved so far? Answers from Katharina Roehrig, Managing Director of Corporate Communication and Sustainability.



“We think sustainability in transformational terms.”

What does the Melitta Group understand by sustainability? What is Melitta’s motivation for promoting sustainable development?

Sustainability is an expression of our attitude: as a family business with over 110 years of tradition, we are convinced that a company only has a license to operate in the medium and long term if it helps to make people’s lives better. Our shareholders and Chief Corporate Management have taken a very clear stand: we either do it sustainably or we don’t do it at all.

What does that mean in concrete terms?

It means that we take a holistic approach and think sustainability in transformational terms: we want to align all our value creation processes so that they meet strict sustainability requirements and support a sustainable development. We have therefore developed future concepts for our most important value creation cycles – coffee and coffee cultivation, plastics and plastic products, paper and pulp, and electrical appliances. We want to have implemented these future concepts by 2030 and have launched numerous initiatives at all levels of the company to achieve this. We are therefore currently undergoing a comprehensive transformation process.

What exactly does this transformation process involve?

First and foremost, it was and is important to us to create awareness of sustainability-relevant issues – both within our Group and among our business partners. This is the only way to create new ways of thinking and new perspectives. And these in turn are important for the development of innovative solutions and concepts. In recent years, we have succeeded in generating this momentum. We now want to further accelerate and intensify this process so that everyone involved not only internalizes and lives sustainability, but also puts their heart and soul into making the processes and products for which they are responsible sustainable. Only when everyone is aware of and shares the objective of our sustainability targets and our fundamental attitude can we achieve true progress – and achieve it together in the sense of a joint impact. This is why we attach great importance to inviting our employees and partners to engage in dialogue and cooperation – or better still, to join us on this journey.

Why a “journey”?

I like the idea of a journey, because traveling has a lot to do with learning. We understand the transformation process as a process of mutual learning and enrichment. Even if we know the general direction, we don’t always know which is the best way to get there. And even the exact destination is not fixed, because sustainability is a continuous process. That is why we regard the future concepts and targets we have developed only as intermediate steps or milestones that – once achieved – will have to be updated again. We believe that we have already achieved – or at least initiated – a great deal, but we definitely see ourselves as seekers and learners in this process.

What progress has been made so far in implementing the sustainable development goals?

In the mid-2010s, we began to strategically align our various sustainability activities and create the corresponding organizational structures and processes. This was the starting point for a wide range of activities: since then, for example, we have gradually increased the proportion of coffee and pulp from sustainable sources as well as the proportion of recycled materials in our plastic products. In addition, we have analyzed our production processes in order to reduce the amount of resources required – for example, the amount of water needed in paper production or the reuse or avoidance of production waste. At the same time, we began to systematically collect sustainability-relevant key figures and to set clear sustainability requirements for our partners in the supply chain. These activities eventually led to a holistic approach and a medium-term vision of what we want to achieve by 2030. We have published this commitment in the form of the future concepts outlined in our Sustainability Statement.

What is the Melitta Group aiming to achieve with its first Sustainability Report?

The Sustainability Report has several objectives: it aims to explain our vision and commitment, based on our Sustainability Statement. It also explains our philosophy and the approach we are taking. And, of course, it outlines the current status of our targets and describes our activities. But the Sustainability Report also serves to accelerate the transformation process within the Melitta Group and among our partners, i.e. to both educate and give meaning, and thus to strengthen the momentum already generated.

What is the current status of the Melitta Group's sustainability management system? Which milestones were achieved in the reporting year?

Following the publication of our Sustainability Statement, we further specified our goals and adapted our key performance indicator (KPI) system to these revised targets. This is also the reason why we use the base year 2020 for many of our main areas of action. We have aligned our structures and processes even more effectively, detailed responsibilities, revised several guidelines, and significantly intensified our dialogue at Group level and with numerous stakeholders. We have established a uniform Group-wide understanding of our targeted future concepts and launched significant flagship measures, such as the "Fair Recycled Plastic" business in India and the "Back to the Roots" project in Brazil. At the same time, we initiated and implemented a large number of activities to revamp our product ranges, our value creation cycles, our resource management, and much more in order to bring them into line with our sustainable development objectives.

Where do we go from here? What are the next major steps?

The main focus is on the continuous development of our product range and the further integration of sustainability standards in our supply chains, which we are developing into value creation cycles within the meaning of a circular economy: we want to increase the proportion of resources from more sustainable sources and improve the environmental compatibility of our products, for example by making them more recyclable and thus promoting the circular economy approach. With regard to coffee cultivation, the main focus will be on finding and pursuing paths toward a regenerative agricultural economy. And in the field of climate protection, we are preparing for the Science Based Target initiative (SBTi) for net zero emissions. To this end, we want to link sustainability more closely with innovation – and to embed this in our culture of cooperation.

“We either do it sustainably or we don’t do it at all.”

Business fields and brands	28
Locations and markets	29
Organizational Structure	30
Corporate governance	31

1

The Melitta Group

The Melitta Group is an internationally active, family-owned group of companies. The companies belonging to the Melitta Group are leading suppliers of various branded products in the B2C and B2B segments. In the fiscal year 2020, a total of 5,915 employees (headcount at year-end) generated sales of € 1.7 billion. The Group is headquartered in Minden, Germany.

Our Group owes its existence to a simple but very effective idea: using a sheet of blotting paper and a brass pot punctured with holes, Melitta Bentz developed the world’s first coffee filter in 1908 – and thus revolutionized coffee enjoyment around the world. Since this time, our products have repeatedly provided groundbreaking ideas for coffee enjoyment and the use of household products: for example, we were the first to launch vacuum-packed ground coffee in Germany, as well as the first filter coffeemaker, and we established greaseproof paper and aluminum foil as versatile food wrappings.

Business fields and brands

28

WE DIVIDE OUR OFFERINGS
INTO THREE BUSINESS FIELDS —

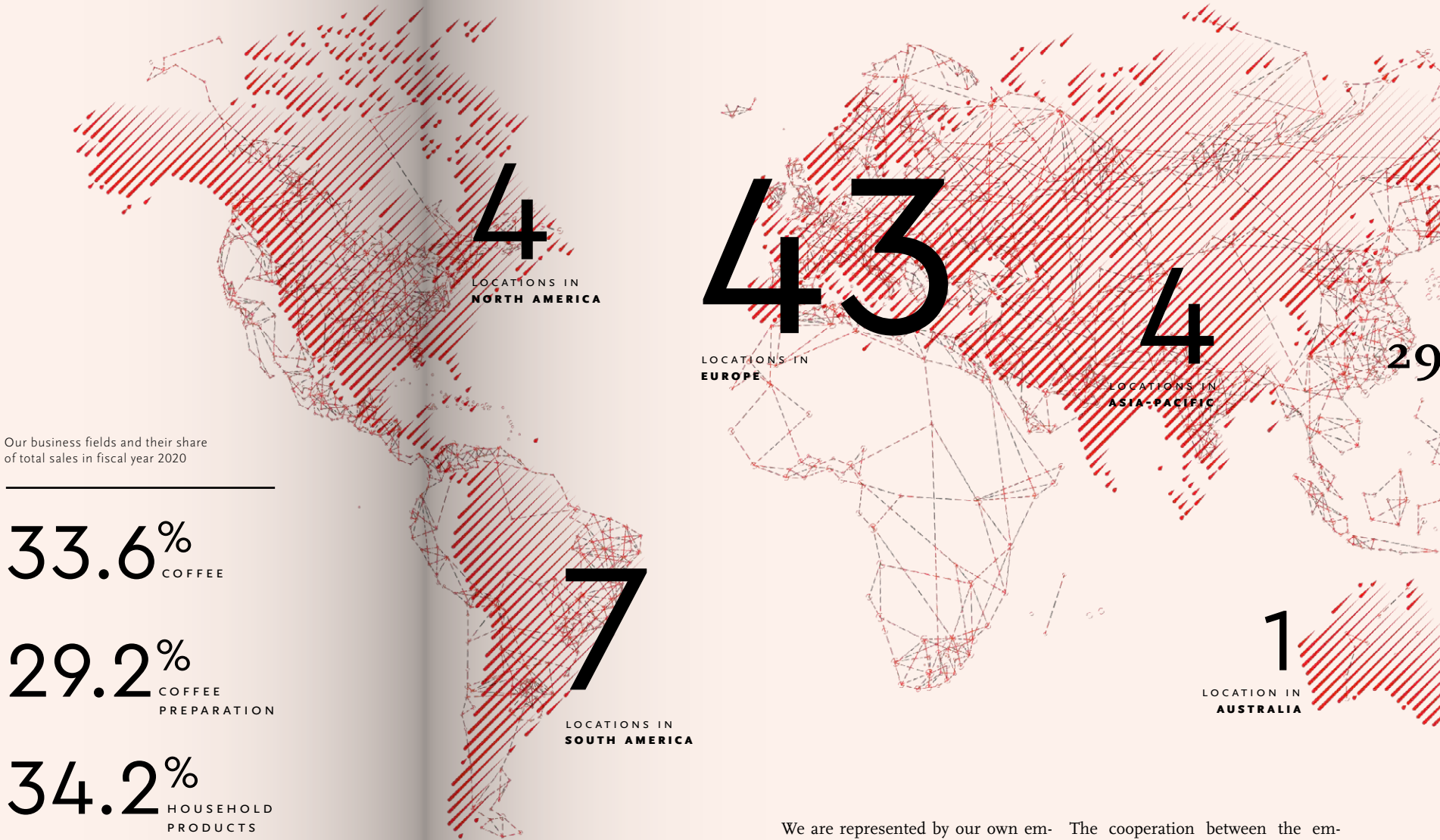
The Coffee business field comprises our range of coffee varieties and products: ground filter coffee, whole beans for fully automatic coffee machines, specialty coffees, instant coffee, coffee capsules and pad ranges for single-cup preparation. Our best-known brands in this business field are Melitta®, Café Bom Jesus®, and Café Barão®.

The Coffee Preparation business field includes all our products which are useful when preparing coffee or tea at home or in the food service sector. These include coffee filters, filter coffeemakers, fully automatic coffee machines, pour-over machines, electric kettles, milk frothers, and many more. Most of the products in this business field bear the Melitta® brand.

The Household Products business field consists of paper and film products for the preparation and storage of food in domestic and food-service settings. This business field also comprises various solutions for waste disposal, vacuum cleaning, descaling appliances, cleaning spectacles, and home ventilation. The business field's best-known brands are Toppits®, Cuki®, Swirl®, Albal®, handy bag®, BacoFoil®, and Wrapmaster®.

For the B2C segment, we also produce special papers for the wallpaper industry, industrial films for food packaging, and nonwoven materials for the production of protective masks.

Locations and markets



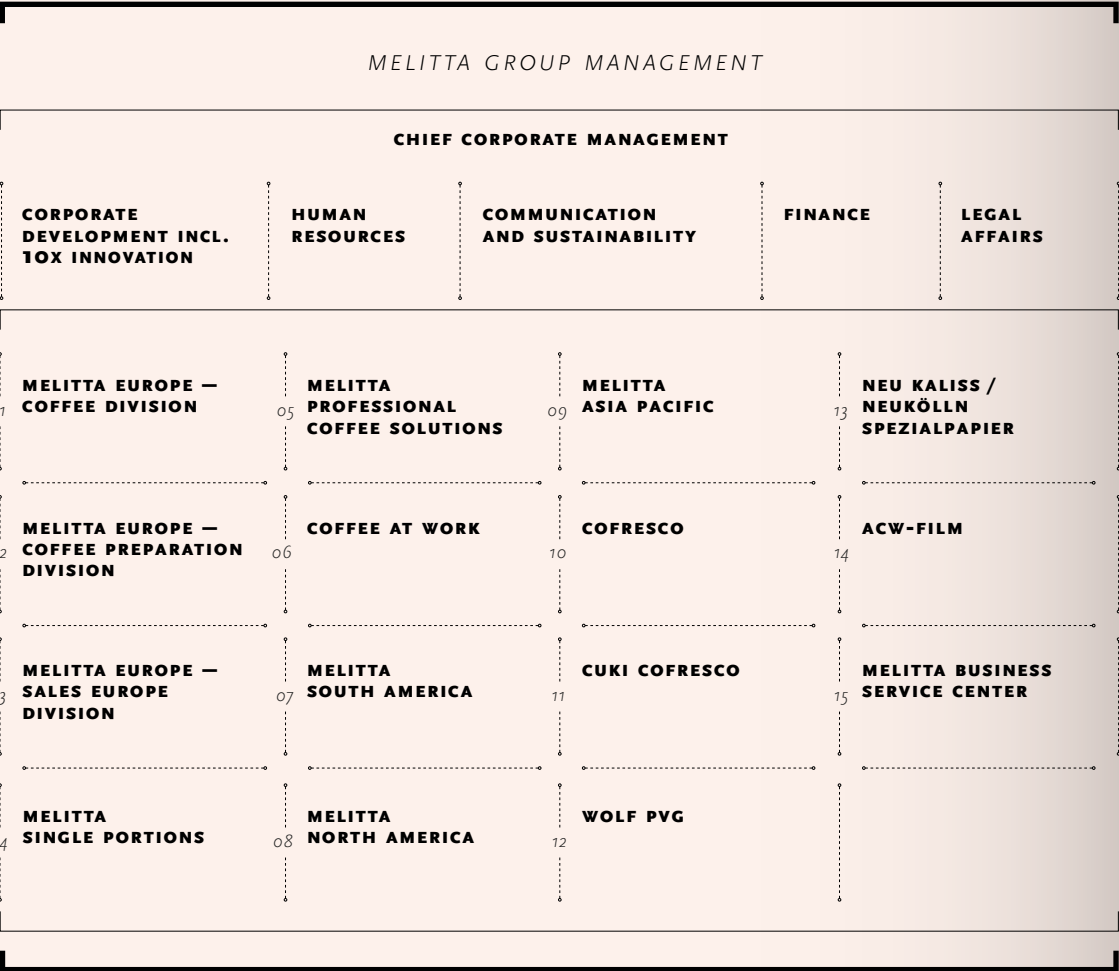
We are represented by our own employees in a total of 59 locations and on five continents. Our products are available in 86 countries around the world. In many of these countries, we are among the quality and market leaders with our products and services.

The cooperation between the employees of different national subsidiaries and the associated intercultural exchange is a constant source of inspiration for new ways of seeing and doing things.

Organizational structure

In organizational terms, the Melitta Group consists of a central management holding company (Melitta Group Management) and 15 operating divisions attached to it. Chief Corporate Management defines the Group's strategy and manages its business portfolio with the support

of the corporate divisions, which are pooled in Melitta Group Management. The corporate divisions provide strategic and operational services in the fields of Corporate Development, Human Resources, Communication and Sustainability, Finance, and Legal Affairs.



Status: 31.12.2020. A detailed description of our operating and corporate divisions and their economic development can be found in our Annual Report 2020.

Corporate governance

The Melitta Group is headed by Chief Corporate Management. Its members are Jero Bentz, a fourth-generation member of the owning family, and Volker Stühmeier. Chief Corporate Management defines the Group's strategy and acts in line with the principle of collective representation as per the Articles of Association and its rules of procedure.

The members of Chief Corporate Management are appointed by the general partners following a vote by the Advisory Council and base their management activities on the guidelines defined in the Partners' Charter. The Advisory Council has seven members, four external and three family members, and is governed by its own rules of procedure.

Sustainability – obligation and opportunity	34
Our Sustainability House	36
Guided by international standards	40
Our targets	43
Embedding sustainability	46
Our sustainability organization	48
Dialogue with stakeholders	50
Conduct in compliance with laws and directives	52
Sustainability reporting and communication	54

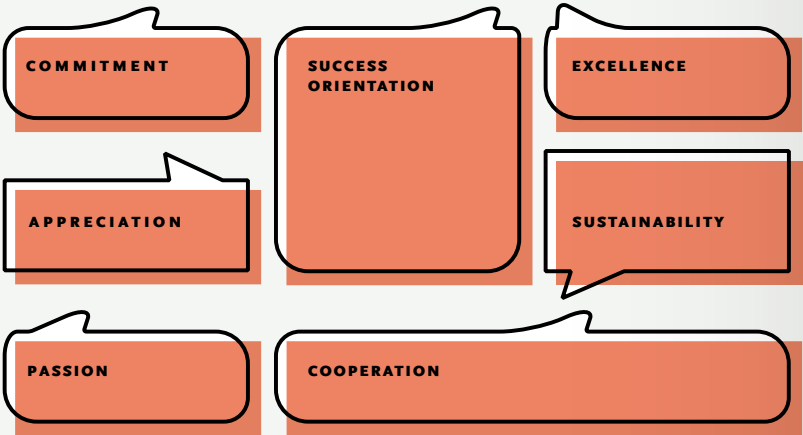
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Sustainability – our attitude, our goals

All the scientific findings and the United Nations’ Agenda 2030 drawn up on the basis of these findings make one thing clear: as a global society, we must fundamentally change the way we generate our prosperity. This is a prerequisite for safeguarding our livelihoods in the long term and therefore also the business of the Melitta Group.

As a family business, all the decisions we take are guided by the long-term development of our Group. Our independence gives us the freedom to do what we believe: that it is the task of companies to make people’s lives better – the lives of our customers, our employees, and those working in our supply chains.

Sustainability — obligation and opportunity



Our values form the basis of our actions. Growth, change, and tradition are all closely intertwined in our Group. After all, over 110 years of successful corporate history owe much to our proven ability to identify market trends at an early stage and to develop forward-looking products which make life more enjoyable, more pleasant, and more convenient.

In view of the global environmental, social, economic, and societal challenges we all face, a holistic integration of the sustainability way of thinking – and specifically the principles and goals of the Agenda 2030 – is essential for us. The promotion of sustainable development is part of our corporate mission. We acknowledge our responsibility for the protection of people and the environment. We therefore attach great importance to making sustainability an integral part of our thoughts and actions and ensuring it is suitably reflected in our Group's strategic alignment.

Our goal is to systematically integrate sustainability into our Group-wide corporate strategy so that a sustainable corporate strategy emerges. This is done both at the level of the individual operating divisions and for our strategies at Group level. To ensure the success of these efforts, we take a holistic approach and always link sustainability with innovation and a culture of cooperation. In this way, we create the conditions for the most future-oriented and efficient promotion of sustainable development within and outside the company.

Sustainability is an expression of our attitude as a company. We are also convinced that the global challenges facing our economic, environmental, and societal systems require a far-reaching transformation process. We are actively shaping this process – in our business and also beyond it. In terms of strategic implementation, the integration of sustainability into our core business means on the one hand avoiding or reducing entrepreneurial risks, and on the other hand the opportunity to generate or exploit new market potential.

We have identified the following key challenges and opportunities with regard to sustainability-related issues in our value creation chains:

1. CLIMATE CRISIS —

We recognize climate change and the associated environmental developments, such as the reduction of biodiversity, as a potential threat to both our own business model and those of our business partners. The consequences of a significant rise in global temperatures would include weather conditions and extreme events which could make it much harder to procure the raw materials we need, such as green coffee or pulp. With this in mind, our goal is to gradually reduce the environmental and, above all, climate footprint of our own business activities and those of our suppliers, with the long-term aim of a net-zero business model in line with the requirements of the Science Based Target initiative. At the same time, we see opportunities for us to contribute to a sustainable development and strengthen our product ranges with climate-friendly products.

2. CIRCULAR ECONOMY —

Polluting the environment with industrially manufactured products which are neither recycled nor recovered jeopardizes our environmental systems as well as the preservation of our natural and technical resources. We see significant areas of action in all three business fields: we are a major producer of plastic films, and a significant portion of our electrical appliances and much of our packaging is made of plastic. Moreover, our electrical appliances contain several valuable technical components and metals. And along the entire coffee value creation chain, a considerable amount of biogenic and other waste is produced which is often not recycled as a reusable material. Against this backdrop, we therefore believe it is our duty to develop or expand solutions which prevent environmental pollution in the first place and exploit the potential of reusable materials. We therefore pursue the “ReCycle – ReUse – Reduce – ReDesign” approach in all our value creation areas and advocate the consistent implementation of the circular economy principle in all business fields.

3. HUMAN RIGHTS, LABOR AND TRADE PRINCIPLES, AND GLOBAL STANDARDS —

Unethical working practices, human rights violations, and breaches of legal regulations and international standards are in complete contravention of our values and convictions. We are therefore committed to implementing the Global Principles on Business and Human Rights in our value creation processes, including our supply chains. Moreover, we believe it is important to support disadvantaged or vulnerable people. For this reason, we develop a wide range of projects and activities every year in our value creation chains. In addition, these measures play a significant role in promoting long-term, trusting, and thus effective partnerships in our supply chains.

4. PRODUCT RESPONSIBILITY AND TRANSPARENCY —

We want our products to make people's lives more enjoyable, more pleasant, and more convenient. It is therefore important for us to offer our customers the highest level of safety at all times when handling our products and to provide them with the quality they expect. Moreover, we want to meet the need of more and more consumers to be able to obtain comprehensive information about the properties of our products and the materials used in their production. In this way, we also enable customers to actively participate in the measures we are taking in our supply chains, thereby raising their awareness for more conscious consumption. Our goal: enjoyment with a good feeling.

5. EMPLOYEES —

We attach great importance to not only being an attractive, but also an understanding and consistently fair employer for our staff. We promote diversity and equal opportunities and ensure the highest levels of occupational health and safety for our employees. We offer them numerous training and development opportunities tailored to their particular needs in order to ensure their continuous development. This is the only way we can successfully meet our challenges. Our managers play a special role in these efforts, as they help to embed our principles in the organization by setting an example and actively encouraging their team members.

Our Sustainability House

36

To identify the central areas of action within our sustainability engagement, we analyzed the Group's most important value creation chains, conducted competition analyses, and defined sustainability focal points for each of our operating divisions. We are continuously developing our materiality matrix; the next revision will be implemented in 2021.

The central areas of action for our sustainability management system are based on our attitude and values, as well as on our concept of responsible corporate governance. They are allocated to the following four categories:

Product and supply chain responsibility

Environmental responsibility

Social responsibility

Responsibility for employees

This categorization formed the basis for the Melitta Sustainability House, which visualizes the most important elements of our strategic sustainability engagement. We have defined targets for all our central areas of action which we aim to achieve by 2025 or 2030. Taken together, they represent the holistic transformation of our company over the coming decade.



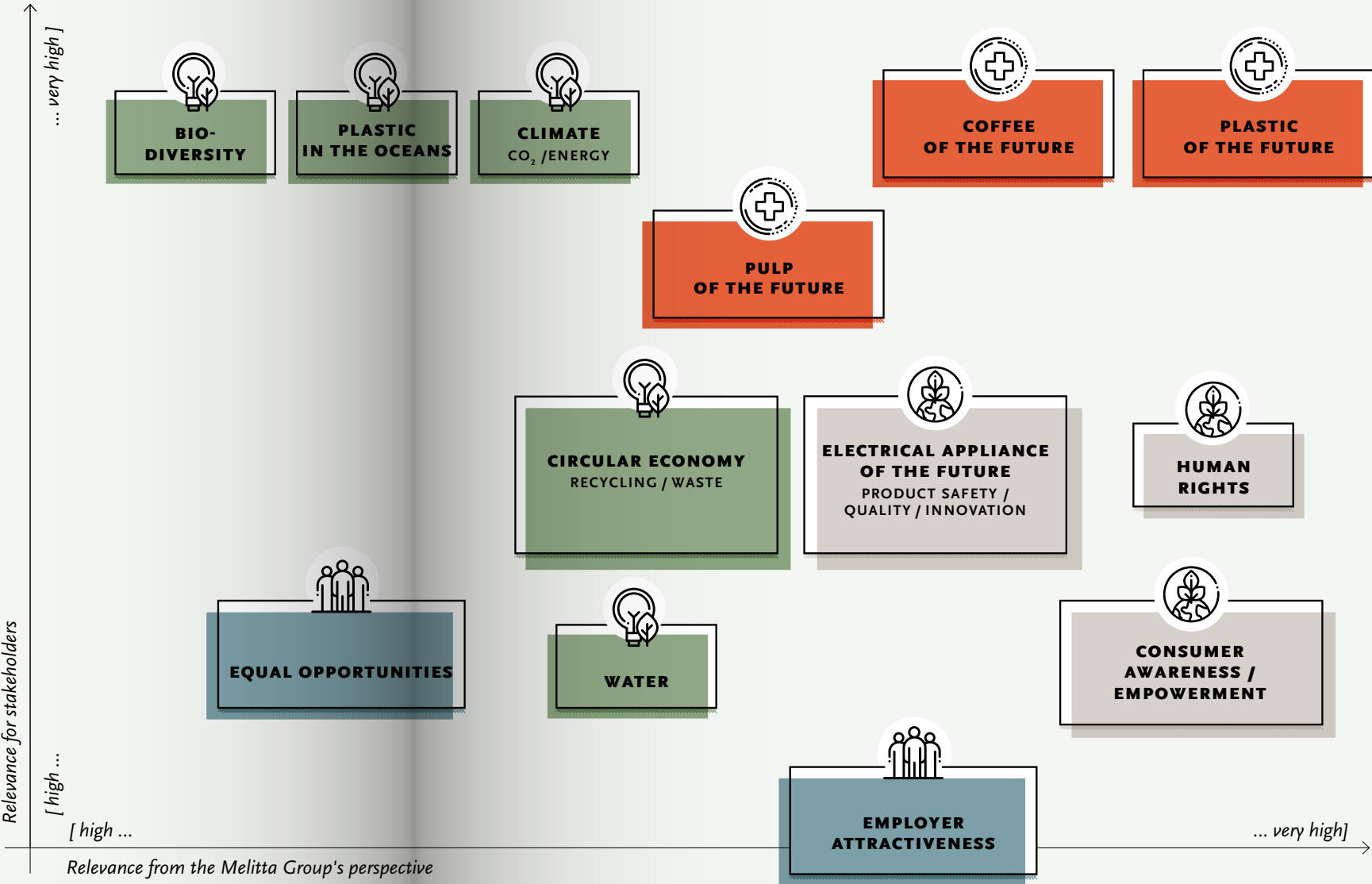
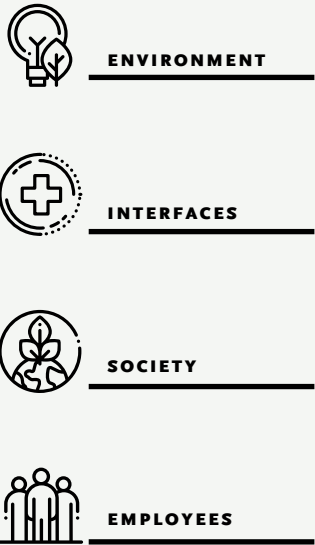
Based on a comprehensive materiality analysis, we have defined a total of 13 topics as central areas of action for our sustainability engagement. Both in terms of the success of our company and from the perspective of our stakeholders, these are in particular the topics “Coffee of the Future”, “Human Rights”, “Pulp of the Future”, “Plastic of the Future”, “Electrical Appliance of the Future” and “Consumer Awareness/Empowerment”.

In 2021, we will conduct a stakeholder survey, as well as in-depth stakeholder interviews on topics of outstanding strategic significance. Based on the results of these surveys and interviews, we will further develop our materiality matrix and, if necessary, the Sustainability House in 2021.

**OUR
MATERIALITY MATRIX**

Relevance of sustainability topics for stakeholders and the Melitta Group

38



39

In order to prioritize the material topics, only the upper right quadrant of our materiality matrix is presented here. This quadrant contains those topics which we and our stakeholders deem to be of “high” to “very high” relevance and which we will therefore address as a matter of priority. All other topics will be actively monitored.

Guided by international standards

In structuring our sustainability engagement, we are guided by sustainability-relevant standards and agreements at a global and national level. These include in particular:

- THE PRINCIPLES OF THE UN GLOBAL COMPACT
- THE UN UNIVERSAL DECLARATION OF HUMAN RIGHTS
- THE CORE LABOR STANDARDS OF THE ILO
- THE UN GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS
- THE RIO DECLARATION ON DEVELOPMENT AND ENVIRONMENT, 1992
- THE UN RESOLUTION “AGENDA 2030” OF 2015 AND THE ASSOCIATED SUSTAINABLE DEVELOPMENT GOALS
- THE PARIS AGREEMENT (2015) TO AVOID DANGEROUS CLIMATE CHANGE
- THE RIO CONVENTION ON BIODIVERSITY, 1992

In our various areas of activity and business fields, we are also guided by industry-specific standards and initiatives (such as the Greenhouse Gas Protocol and its standards, the Global Coffee Platform, and the Coffee Sustainability Reference Code, or the Global New Plastics Economy Global Commitment of the Ellen MacArthur Foundation). For the development and implementation of our sustainability measures, our processes are based in particular on the OECD Due Diligence Guidance for Responsible Business Conduct and the National Action Plan for Business and Human Rights.

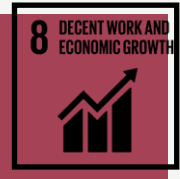
Our sustainability reporting is conducted in line with the requirements of the German Sustainability Code (“Deutscher Nachhaltigkeitskodex” – DNK) and in some parts we use the extended key figures and requirements of the Global Reporting Initiative (GRI), as well as the requirements of the EU Directive on CSR Reporting (“CSR Directive”, 2014), and the German CSR Directive Implementation Act of 2017 (“CSR-Richtlinien Umsetzungsgesetz”).

The integration of internationally recognized principles and standards provides orientation and helps us continuously develop our management and reporting systems. At the same time, they enable both us and our stakeholders to compare our Group’s performance with that of other companies and organizations. This not only spurs us on, but also makes it easier to select potential discussion and cooperation partners.

In addition, such easily comparable non-financial indicators are becoming increasingly important for financial institutions as a means to financially assess companies, also against the background of the European Union’s Sustainable Finance Initiative.

“Agenda 2030“ and Sustainable Development Goals

We are committed to the “Agenda 2030“ and the corresponding Sustainable Development Goals (SDGs) of the United Nations, and have aligned our sustainability engagement with these goals. We consider the following seven SDGs to be particularly relevant for us:



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

In our Group and in our value creation chains, we are committed to the protection of human rights, fair working conditions, and occupational health and safety. By means of our international procurement and marketing activities, we support economic growth in numerous regions of the world. We therefore contribute to the sub-goals 8.1, 8.2, 8.4, 8.5, 8.6, 8.7, and 8.8.

- Chapter 03. “Product and supply chain responsibility”
- Chapter 05. “Social responsibility”
- Chapter 06. “Responsibility for employees”



Ensure sustainable consumption and production patterns

Our goal is to make our procurement and production activities even more sustainable in the future, to reduce the environmental impact of our products as well as of our manufacturing processes, and to implement the circular economy principle in all relevant areas. In the coming years, we want to significantly increase the share of products that meet ambitious sustainability requirements and thus promote sustainable consumption. Moreover, we are expanding our consumer information on sustainable product characteristics as well as our reporting on sustainability activities in the supply chains. We are therefore contributing to the sub-goals 12.2, 12.3, 12.4, 12.5, 12.6, and 12.8.

- Chapter 03. “Product and supply chain responsibility”
- Chapter 04. “Environmental responsibility”



Take urgent action to combat climate change and its impacts

Climate change has significant adverse impacts for our suppliers and for us. In our own business activities, as well as those of our suppliers, we therefore ensure that resources are used efficiently and harmful emissions are minimized. These measures and our activities to achieve our specific climate neutrality targets contribute to the achievement of sub-goals 13.1, 13.2, and 13.3.

- Chapter 03. “Product and supply chain responsibility”
- Chapter 04. “Environmental responsibility”



Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

The most important raw materials we source include coffee and pulp. Our sourcing processes enable us to support sustainable cultivation of these raw materials and to help protect ecosystems. Our goal is to exert this influence even more strongly in the coming years in order to enforce the responsible use of cultivation areas and forests. We therefore contribute in particular to the achievement of sub-goals 15.1, 15.2, 15.4, and 15.5.

→ Chapter 03. "Product and supply chain responsibility"
→ Chapter 04. "Environmental responsibility"



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

The education of both our own employees and the people who work in our value creation chains is a high priority for us. We therefore attach great importance to extensive training, regular continuing education and qualifications, and effective knowledge management. As part of our corporate citizenship activities, we support various educational projects, especially in less developed countries. In this way, we aim to contribute to the sub-goals 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, and 4.7.

→ Chapter 03. "Product and supply chain responsibility"
→ Chapter 05. "Social responsibility"
→ Chapter 06. "Responsibility for employees"



Conserve and sustainably use the oceans, seas and marine resources for sustainable development

Our plastic products and packaging can also contribute to marine pollution if they are not disposed of in the correct way. Our medium-term goal is therefore to use only renewable, recyclable or possibly degradable raw materials, to increase the share of reusable products, and to support the expansion of collection and recycling structures. In this way, we contribute to achieving the sub-goal 14.1.

→ Chapter 03. "Product and supply chain responsibility"
→ Chapter 04. "Environmental responsibility"



Strengthen the means of implementation and revitalize the global partnership for sustainable development

The scope and complexity of sustainability requirements make it necessary to address them in equal partnerships. With our culture of cooperation, we make targeted use of partnerships in our value creation chains and the sectors in which we operate. Our objective: joint impact. We not only regard partnerships as an opportunity to achieve a greater impact, but also to achieve sustainable innovations through the interaction of different perspectives and expertise. Our cooperation principle is relevant in all areas of action; the related activities and results, which we report on in more detail in this document, can be found in the chapters below:

→ Chapter 03. "Product and supply chain responsibility"
→ Chapter 05. "Social responsibility"

Our targets

In our Sustainability Statement, we defined future concepts and medium- to long-term targets for all our value creation cycles. On this basis, we have derived the following targets at Group level. Our operating divisions have set themselves targets based on these for their respective activities that will contribute to the achievement of the Group-wide targets.

We see the greatest leverage for contributing to sustainable development in our product and supply chain responsibility. It is generally agreed, and has also been confirmed by external consultants, that the majority of environmental and social impacts of consumer goods manufacturers are attributable to the complex value creation chains. Together with the creation of internal structures for the successful integration of sustainability into our business, the targets pertaining to this category therefore have the highest priority.

We have defined specific topic managers for the implementation of our goals. They are supported by staff from Corporate Communication and Sustainability – particularly with regard to project management, defining sub-targets, and setting suitable KPIs. The achievement of these targets is monitored by Chief Corporate Management, supported by a reporting system implemented and managed by the Corporate Sustainability Team.

AREA	TARGETS	TO BE ACHIEVED BY	PAGE
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PRODUCT AND SUPPLY CHAIN
RESPONSIBILITY

COFFEE AND COFFEE CULTIVATION	→ Implementation of the “Coffee of the Future” concept	2030	60
PLASTICS AND PLASTIC PRODUCTS	→ Integrate the principles of the New Plastics Economy Global Commitment of the Ellen MacArthur Foundation: increase the proportion of high-quality recycled materials in our products → Raise the share of recyclable products and packaging → Develop plastics which decompose within an eco-friendly length of time → Expand our range of reusable products and packaging → Make proactive contributions to developing and implementing a high-performance circular economy system for plastics	2025	64
PAPER AND PULP	→ Switch to using recycled paper and pulp wherever possible → In cases where this is not possible for legal or other reasons: only use forestry resources from certified, sustainably managed forests	2025	68
ELECTRICAL APPLIANCES	→ Achieve best-in-class status – in terms of energy consumption, durability, use of sustainable materials, and repair and service offerings – for all our electrical appliances in their respective markets	2030	72

ENVIRONMENTAL
RESPONSIBILITY

ENERGY CONSUMPTION AND EMISSIONS	→ Climate neutrality for all emissions we cause (scope 1) and for all energy we purchase (scope 2) → Climate neutrality for all transport and mobility we commission → Climate neutrality for all emissions in our supply chain (scope 3)	2025 2030 2045	78
WATER CONSUMPTION	→ Reduce water consumption at our paper production sites by 25%	2025	82
WASTE	→ Implement a management system for reusable materials within the Melitta Group in line with the circular economy principle	2025	84

AREA	TARGETS	TO BE ACHIEVED BY	PAGE
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SOCIAL
RESPONSIBILITY

HUMAN RIGHTS	→ Publish a statement of principles on human rights / sustainable development policy → Introduce additional complaints mechanisms and update our Codes of Conduct in line with current requirements → Conduct (further) gap and risk assessments and derive suitable measures → Implement requirements pursuant to the German Supply Chain Due Diligence Act (“Lieferkettensorgfaltspflichtengesetz”) and, where necessary, our own requirements beyond this → Develop and start the implementation of a pilot supplier training program to optimize working conditions in the “Fair Recycled Plastic” supply chain (Cofresco / Vishuddh Pvt. Ltd. / India) → Define suitable KPIs for the topic area “Human Rights”	2022*	90
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* Target horizon shifted from 2020 to 2022 due to current developments of the Supply Chain Due Diligence Act in Germany.

RESPONSIBILITY
FOR EMPLOYEES

EMPLOYER ATTRACTIVENESS – STRENGTHENING OUR EMPLOYER BRAND	→ Strengthen our employer brand by means of impressive sustainability engagement and a harmonized Group-wide corporate volunteering program	2022*	100
EMPLOYER ATTRACTIVENESS – STAFF DEVELOPMENT	→ Integrate and adapt sustainability-relevant issues and aspects into our continuing education offerings	2022*	102
EMPLOYER ATTRACTIVENESS – DIVERSITY AND EQUAL OPPORTUNITIES	→ Increase the proportion of women in managerial positions to at least 30%	2025	104
OCCUPATIONAL HEALTH AND SAFETY	→ Harmonize our Group-wide system for occupational safety and corporate health management	2023	106

* Target horizon postponed by two years due to the impact of the coronavirus pandemic.

Embedding sustainability

An attitude is only credible if it is also expressed in concrete action. This requires prioritization, goals, structures, strategies, and measures. We have therefore firmly embedded our sustainability engagement in our business processes and structures in recent years by means of various measures such as voluntary commitments, guidelines, and memberships:

_____ In our Group-wide Code of Conduct, we define clear rules for all our staff, especially with regard to human rights, to corruption prevention, and our day-to-day dealings with one another as well as with our business partners and other stakeholders.

_____ We make clear demands of our suppliers via our Supplier Code of Conduct, which is an integral part of our agreements with suppliers. It requires them to observe the ILO's core labor standards and other human rights and environmental conventions.

_____ Sustainability is one of our seven core values. We have also integrated sustainability aspects into our policies and guidelines. These include, in particular, the Business Initiatives Guideline, in which sustainability criteria have been systematically integrated into the development of business initiatives, i.e. all significant, strategic measures and projects that lead to changes in the procurement, manufacture, or marketing of our products and services.

_____ In our Sustainability Statement 2019, we committed ourselves to concrete, ambitious targets for our main business activities over the next five to ten years. We regularly report on the progress made in achieving these targets, also with a formalized Sustainability Report as of the reporting year 2020.

_____ We have implemented sustainability software throughout the Group, which keeps us informed about the status of key non-financial performance indicators at our operating divisions and at Group level in the form of regular data campaigns for which employees have been appointed in each operating and corporate division.

_____ We are involved in various associations and initiatives which deal with sustainability issues. For example, we are a member of the Sustainability Committee of the German Brands Association ("Markenverband"), the Administrative Council of the German Central Packaging Registry ("Stiftung Zentrale Stelle Verpackungsregister"), the German Environmental Management Association ("B.A.U.M."), the Consumer Education Alliance ("Bündnis für Verbraucherbildung"), the German Coffee Association ("Deutscher Kaffeeverband e.V."), and the Global Coffee Platform (GCP).

We are thus continuing to systematically integrate sustainability into our core business.

Group-wide strategic sustainability projects

In our Sustainability Statement, we set ourselves ambitious targets for the coming years. The integration of permanent structures and processes into our core business plays a key role. To this end, we set up a total of 23 strategic projects in 2020 from "Group Strategy" to "Mobility & Transport". The numbering and sequence do not express any prioritization – all projects are relevant to the Melitta Group's long-term credible engagement and are being worked on and implemented either at the moment or in the next few years. Most projects have already been set up and launched across the Group in recent months, some of them for specific departments. The decision as to the particular implementation method was based on an analysis which took into account, among other things, the number of departments involved, the status quo of business integration, and the economic and business environment. More detailed information on the approach taken for individual projects can be found in the respective chapters of this report.

WHAT WE ACHIEVED IN 2020 —

Our goal is to systematically integrate sustainability into our Group strategy. To this end, we took the following steps in 2020:

- ⊕ Started or continued the implementation of 23 Group-wide projects headed by the Corporate Communication and Sustainability division for the holistic integration of sustainability into our processes and value creation chains
- ⊕ Prepared strategic roadmaps for the operating and corporate divisions aimed at integrating sustainability into divisional strategies
- ⊕ Implemented and further developed a Group-wide governance structure for sustainability
- ⊕ Developed a process to integrate sustainability into corporate strategy
- ⊕ Integrated sustainability aspects into the budget formats and guidelines of the operating and corporate divisions

→ see also highlight project 1/35 on page 11.

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Further implementation of the 23 Group-wide projects for the holistic integration of sustainability into our processes and value creation chains
- ⊕ Development, coordination, and roll-out of the implementation and realization of the roadmaps in the operating and corporate divisions

Our sustainability organization

The Melitta Group's sustainability engagement is part of the remit of Chief Corporate Management. It is supported by the Advisory Council, which advises and assists Chief Corporate Management with the further development of the Melitta Group's attitudes and fundamental alignment. The commitment of our shareholders is also an important basis for our actions.

The Sustainability Strategy Board, which is composed of Chief Corporate Management and the Managing Directors of the operating and corporate divisions, decides on the strategic development of the Group's sustainability engagement. For the focus topics of coffee and plastics, corresponding boards have been established whose members include the Managing Directors of the respective operating and corporate divisions.

The remit of the Sustainability Team within the Corporate Communication and Sustainability division is to work together with the Corporate Development division – and of course also with the other corporate divisions according to the topic, and with the operating divisions – in order to further develop the Group's sustainability engagement, to ensure its integration into the corresponding business strategies, and to define the sustainability targets and KPIs in cooperation with the operating divisions. In addition, the Corporate Sustainability Team is responsible for Group-wide sustainability communication and stakeholder dialogue.

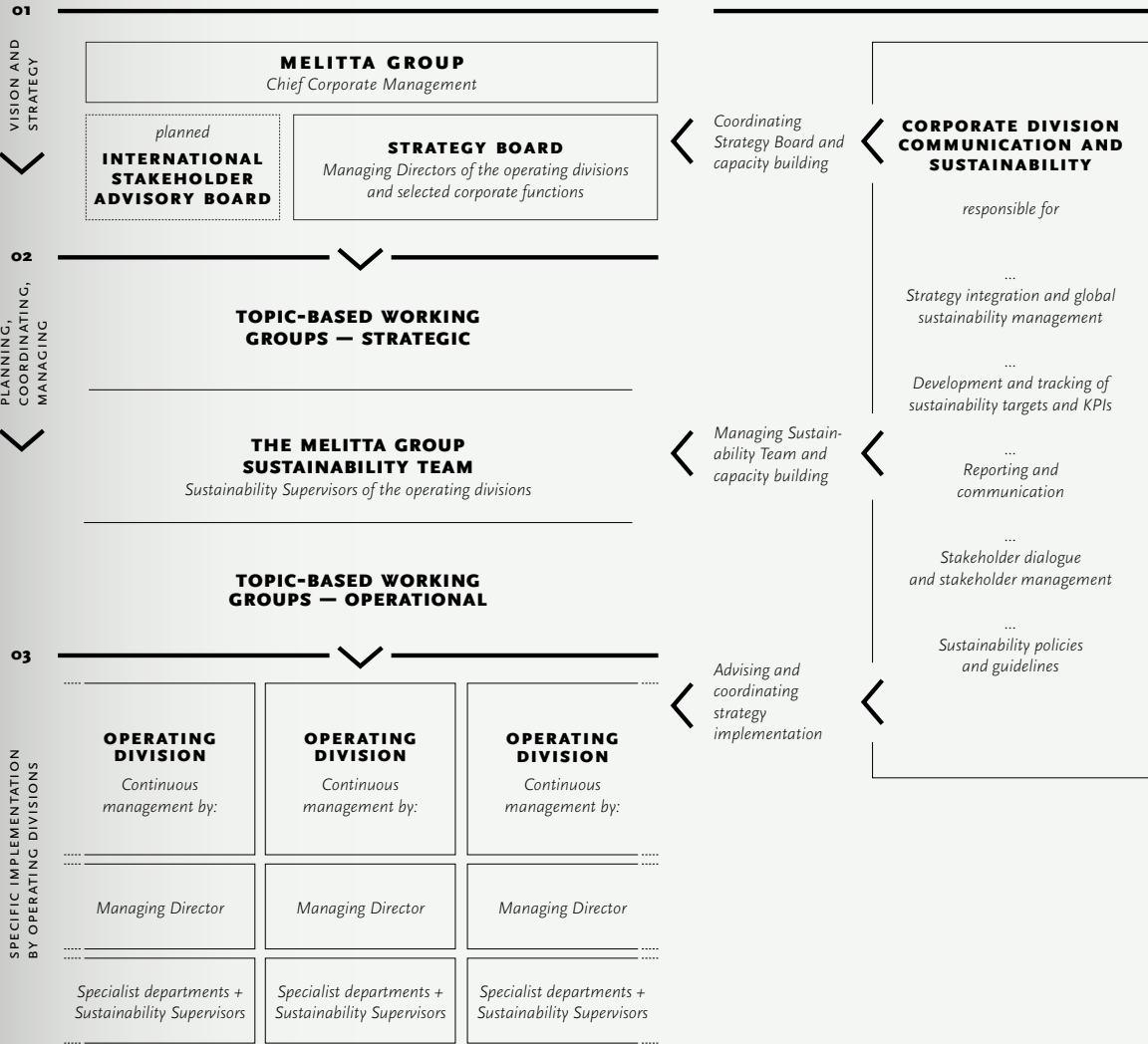
A Sustainability Supervisor has been appointed for each operating and corporate division, who reports to the respective Management Board and – if necessary, together with other designated sustainability managers in the respective specialist departments – coordinates and ensures strategy integration and the implementation of the measures.

WHAT WE ACHIEVED IN 2020 —

- + Initiated Coffee Strategy Board and Plastics Strategy Board
- + Appointed Sustainability Supervisors in all operating divisions

WHAT WE ARE CURRENTLY WORKING ON —

- + Establishment of the Coffee Strategy Board and Plastics Strategy Board
- + Set-up of the Paper and Pulp Strategy Board and Electrical Appliances Strategy Board
- + Set-up of an international Stakeholder Board Sustainability



Dialogue with stakeholders

We believe that ongoing dialogue with our stakeholders is essential. Regular information sharing is the only way to fully understand their expectations and needs and make our standpoint clear. This information and dialogue forms the basis of our license to operate and paves the way for the further successful development of our Group.

A number of different stakeholder groups are interested in our activities. At the same time, we are active in many business fields and sectors in which sustainability issues are being discussed in detail at a national or global level by stakeholders from a wide range of groups in society, or in which we address sustainability-relevant topics. We have identified and prioritized these stakeholders on the basis of internal analyses and discussions within the Corporate Sustainability Team and in consultation with the operating and corporate divisions.

Our stakeholders include our business customers, consumers, our employees, our suppliers, and our investors. They also include representatives of the media and other multipliers, science and research, consumer organizations, trade unions, politics, and relevant non-governmental organizations.

We communicate regularly with our stakeholders using a range of channels, such as face-to-face meetings, surveys, events, gatherings, and trade fairs. We offer opportunities for dialogue via our website, our intranet, our social media offerings, newsletters, magazines, and other types of public relations work. We also engage in dialogue with our stakeholders via numerous initiatives, collaborations, and associations in which we participate. In 2021, we are conducting a stakeholder survey, supplemented by in-depth interviews with interested stakeholders.

Depending on the type and intensity of the relationship, we address sustainability-related issues with our business partners on a regular or ad hoc basis, either bilaterally or within the framework of collaborations and initiatives. Our Supplier Code of Conduct, which defines minimum requirements for working conditions and environmental standards, is a binding component of agreements with our business partners. If our business partners violate this Code (or our employees violate our own Code of Conduct), this can ultimately lead to the termination of the cooperation and possibly result in legal consequences. We cooperate with our market partners on pre-competitive issues affecting the entire industry via national and international associations and multi-stakeholder organizations.

WHAT WE ACHIEVED IN 2020 —

- Continued to develop our stakeholder network and established a regular dialogue with selected stakeholders
- Prepared a stakeholder survey
- Cooperated in various committees, associations, and working groups, e.g. the German Brands Association ("Markenverband"), the IHK Environmental Committee, the German Electrical and Electronic Manufacturers' Association ("ZVEI – Zentralverband Elektrotechnik- und Elektronikindustrie"), the German Central Packaging Registry ("Zentrale Stelle Verpackungsregister")
- Joined other committees, associations and working groups, and started or expanded cooperation, e.g. with FSC® – Forest Stewardship Council International, German Working Group on Packaging and the Environment ("ACVU – Arbeitsgemeinschaft Verpackung und Umwelt"), CSR Club Ostwestfalen-Lippe

WHAT WE ARE CURRENTLY WORKING ON —

- Implementation and evaluation of the stakeholder survey
- Preparation, implementation, and evaluation of in-depth stakeholder interviews on key strategic topics
- Updating of the materiality matrix based on the results of the stakeholder survey and stakeholder interviews

Conduct in compliance with laws and directives

Our overriding goal is to behave in a compliant manner at all times and to prevent violations of legal and internal requirements – both in our business units and in our supply chain. In particular, this includes combating corruption and bribery. We have established various processes and measures to combat unlawful conduct. The compliance elements are currently being optimized, expanded, and pooled in a Group-wide compliance management system headed by Corporate Legal Affairs.

The Code of Conduct is a central component of our compliance measures: it is binding for all our employees and forms the basis of our day-to-day business activities. Its content is based on key international conventions and principles for compliance with laws and directives, sustainable development, and respect for human rights. Our Code of Conduct is communicated throughout the Group and its principles and compliance are exchanged within teams via the respective managers. Our Supplier Code of Conduct requires that our suppliers and business partners act with integrity. It defines minimum requirements for working conditions and environmental standards, which are also based on the relevant international conventions.

Our compliance guidelines are also an important component of the compliance management system. These place particular emphasis on anti-corruption and anti-competitive behavior. Any violation of these compliance guidelines will be prosecuted under labor law.

Our Internal Audit team performs random checks of all our organizational structures and processes, as well as business transactions, in order to review the control system. These audits include the integrated sustainability system. In-depth audits are performed in the event of anomalies relating to corruption and compliance requirements. No cases of corruption were identified in 2020 – neither by members of the Melitta Group nor by its suppliers. No legal proceedings were therefore initiated.

Moreover, Corporate Legal Affairs collaborates with all business units, their Management Boards, and the relevant mandated employees to ensure compliance with statutory and internally defined requirements. In 2020, no significant fines or non-monetary sanctions were issued or initiated against the Melitta Group.

The introduction and roll-out of a Group-wide and comprehensive whistleblower system is planned for 2021. Furthermore, the establishment of a comprehensive compliance management system is planned, which will be coordinated by a Compliance Office for the entire Group.

Corporate Legal Affairs is responsible for central coordination and control. It defines the Group-wide compliance requirements. Corporate Legal Affairs helps the operating divisions establish and implement the corresponding structures and processes, also with regard to clarifying the respective national legal situation in the respective country. The Managing Director of Corporate Legal Affairs reports directly to Chief Corporate Management, both via regular reporting formats and on an ad hoc basis.

With regard to our risk management, we have further integrated sustainability risks into the risk portfolio and the related management system. Among other things, we are currently working on quantifying these risks more precisely and focusing more closely on the inside-out perspective (which risks does our business possibly represent for our environment).

WHAT WE ACHIEVED IN 2020 —

- Developed an initial concept for a Group-wide internal and external whistleblower system
- Further integrated sustainability risks into the Melitta Group's risk management system and developed and implemented a process for detecting and assessing these risks
- Integrated potential sustainability-related crisis scenarios into the Melitta Group's crisis management system

WHAT WE ARE CURRENTLY WORKING ON —

- Implementation of the whistleblower system and further development of the Group-wide compliance management system
- Further development of the Melitta Group's risk management system with regard to sustainability risks
- Further development of the Melitta Group's crisis management system with regard to potential sustainability-related crises

Sustainability reporting and communication

We stand for a high level of transparency and aim to report regularly on our sustainability performance and the activities developed for this purpose. External standards for both internal and external reporting are important to us, both for data collection and for its communication. These enable transparent and comparable measurement and communication of our progress. In this context, the German Sustainability Code (DNK) and the requirements of the Global Reporting Initiative (GRI) are relevant for us. For this first Sustainability Report, we have prepared a Declaration of Conformity in accordance with the requirements of the DNK and, based on this, supplemented key figures from the GRI in accordance with the European CSR Directive. With regard to the reporting of greenhouse gas emissions, we employ the standards and emission factors of the Greenhouse Gas Protocol.

In addition to reporting, the communication of our commitment to all relevant internal and external stakeholders is an essential prerequisite for success. We can only achieve our goals if our customers, suppliers, business partners, and employees join us on this path and help shape it. We therefore aim to create a Group-wide strategic roadmap for our sustainability communication, which will provide the basis for informing all relevant stakeholder groups. It is also important to us that internal communication is given the same priority as external communication.

WHAT WE ACHIEVED IN 2020 —

- ⊕ Published an update to our Sustainability Statement 2019
- ⊕ Published an employee brochure on the topic of "Sustainability"
- ⊕ Published various sustainability-related articles in employee media
- ⊕ Set up a Group-wide structure for strategic sustainability communication

→ see also highlight project 2/35 on page 11.

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Revision and relaunch of the sustainability section on our website
- ⊕ Expansion of strategic sustainability communication in internal and external media



Coffee and coffee cultivation	60
Plastics and plastic products	64
Paper and pulp	68
Electrical appliances	72

3

Product and supply chain responsibility

Our products and supply chains can be broken down into the following main areas of value creation: Coffee and coffee cultivation, Plastics and plastic products, Paper and pulp, Electrical appliances. The environments of these main areas differ significantly and are shaped by different ecological, socio-economic, and political characteristics. As a result, we have also developed different approaches and focal points for these four areas of value creation in order to achieve our respective goals. Nevertheless, all sectors share a number of common challenges:

CLIMATE PROTECTION —

Initial rough calculations we are currently working on already indicate that the majority of greenhouse gas emissions caused by our business activities are attributable to processes in the upstream and downstream sections of our value creation chains (scope 3). Reducing these emissions will only be possible by cooperating with our direct and indirect business partners and in the respective sectors as a whole.

BIODIVERSITY —

Experts believe that the decline in biodiversity and the genetic diversity of many species, largely due to climate change, but also to environmental pollution and changes in land use, is at least as great a risk as climate change, if not greater. One example is the coffee plant: it requires an intact ecosystem for good harvests. Meanwhile, intensive research is currently being conducted into traditional varieties which have a higher resilience to adverse environmental and climatic conditions than the subspecies which are mainly used at present. We are currently addressing the topic of biodiversity by cooperating in particular with standards for sustainable cultivation such as 4C Services, or FSC® in the field of forestry.

HUMAN RIGHTS AND LABOR STANDARDS —

Compliance with internationally recognized human rights and labor standards remains a challenge in many regions due to ethnic conflicts, social inequality, and a lack of structures and processes. In the future, we want to make an even greater contribution in this area together with our business partners.

SOCIAL STABILITY —

Agricultural supply chains with a high proportion of small farms are particularly at risk in view of the lack of economic and social prospects, especially for young people and women. These conditions often lead to an exodus from rural areas and consequently to instability in the respective communities. By taking holistic measures on site in the cultivation areas, we want to create new opportunities together with our cooperation partners, especially for the disadvantaged in the region.

Coffee and coffee cultivation

THE ENVIRONMENT —

In our Coffee business field, we are particularly reliant on procuring raw coffee, which we process at our own roasting facilities in Europe, North America, and South America. We purchase goods from almost all coffee-growing regions in the world in order to source the quality and quantity we need. We source our green coffee from farmers, cooperatives, exporters, importers, and international green coffee traders.

In particular, the cultivation, harvesting, and processing of coffee beans is associated with sustainability-related challenges. Many of the countries in which coffee is grown, harvested, and processed are severely affected by climate change and its consequences. In addition, challenges also arise in the following stages of the value creation chain, for example in transport, roasting, and packaging.

Supply chain of our value creation area
"Coffee and coffee cultivation"



1—3
Upstream
value creation processes
= indirect responsibility
within the supply chain

4—5
Melitta Group
value creation processes
= direct responsibility
within the supply chain

6—8
Downstream
value creation processes
= indirect responsibility
within the supply chain

The “Coffee of the Future”



- ... is grown in a way which enables all people involved locally to live comfortably long-term and which preserves or regenerates the local ecological systems,
- ... is processed, transported, and roasted in a climate-friendly way which also uses water sustainably,
- ... has packaging which is recyclable and – whenever possible – reusable or made from recycled materials,
- ... is prepared in an energy-saving fashion and
- ... insofar as corresponding structures exist, the coffee grounds are recovered in the most environmentally compatible way (materials recovery, composting) in line with the principle of a circular economy.

OUR TARGETS AND KPIS —

Our overarching objective is that by 2030 at the latest, all of the raw coffee we source and all of the roasted coffee we sell is what we call the “Coffee of the Future”. To achieve this goal, we rely on a mix of measures along the entire value creation chain:

- Production, packaging, and transport: In addition to climate-friendly transportation and coffee roasting, we attach particular importance to enhancing the environmental compatibility of our coffee packaging (see chapters “Climate” and “Plastics”).
- Product and product range marketing: We aim to further raise awareness of sustainable consumption with appropriate marketing and communication measures for our sustainability grown coffees and our engagement in coffee-growing regions. (see chapter “Communication”).
- Use phase: We are working on concepts to further optimize the environmental compatibility of our coffee machines. (see chapter “Electrical Appliance of the future”).
- Circular economy/post-use phase: In addition to our flagship project “Back to the Roots”, in which we are developing measures for the recycling of biogenic materials for the entire coffee value creation cycle, we are analyzing and optimizing material flows at all our roasting plants.

This chapter focuses on our engagement in the coffee-growing regions and thus on steps 1–3 of the value creation chain.

Coffee is largely grown on small farms in the so-called coffee belt along the equator. Producers and communities in many regions are confronted with various challenges:

- Environmental challenges: climate change, loss of biodiversity, soil degradation, water scarcity, pesticide effects
- Social challenges: risk that human rights, labor and equal opportunities standards may be violated
- Economic challenges: risks from fluctuating market prices, uncertain harvests, poor market access
- Social challenges: exodus from rural areas, especially of young people and women in general

Meeting these challenges requires joint action that targets improvements on several levels at once. As one of the world’s ten largest roasters, the Melitta Group feels it has a responsibility to make a relevant contribution to these efforts. We are therefore currently developing a Group-wide Theory of Change, in which we prioritize the areas for action and the results we are aiming for, and derive our measures from this. At the same time, we are continuing the activities that we already defined as essential components of our engagement. These include in particular:

- Continuous increase in the share of certified sustainable qualities as well as other forms of more sustainable cultivation
- Collaborative training projects in farming communities
- Collaborative innovation projects to promote sustainable development in the growing regions
- Expansion of dialogue and cooperation with standards organizations (e.g. 4C Services) and associations (e.g. German Coffee Association).
- Expansion of our engagement in global associations, including active participation e.g. in the roaster and retailer reporting process of the Global Coffee Platform

Quantity of raw coffee purchased (in 1,000 t)

2018	184
2019	195
2020	201

Proportion of raw coffee sourced with sustainability certifications

2018	15 %
2019	19 %
2020	25 %

WHAT WE ACHIEVED IN 2020 —

- ⊕ Enhanced our group-wide coffee strategy and developed a Theory of Change
- ⊕ Expanded our engagement with the Global Coffee Platform, e.g. active participation in events, roaster and retailer reporting, and social well-being initiative in Brazil
- ⊕ Launched the “Back to the Roots” circular economy project in Brazil
- ⊕ Launched a project to improve the working and living conditions of small farmers in Colombia
- ⊕ Implemented various community projects as part of our annual “Selection of the Year” coffee campaigns

→ with regard to our coffee engagement, see also our highlight projects 3-10/35 on pages 12-15

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Further development and implementation of the “Coffee of the Future” strategy
- ⊕ Development of operating division-specific roadmaps
- ⊕ Continuation of projects started in 2020
- ⊕ Expansion of our specialty coffee range with sustainability certification

Plastics and plastic products

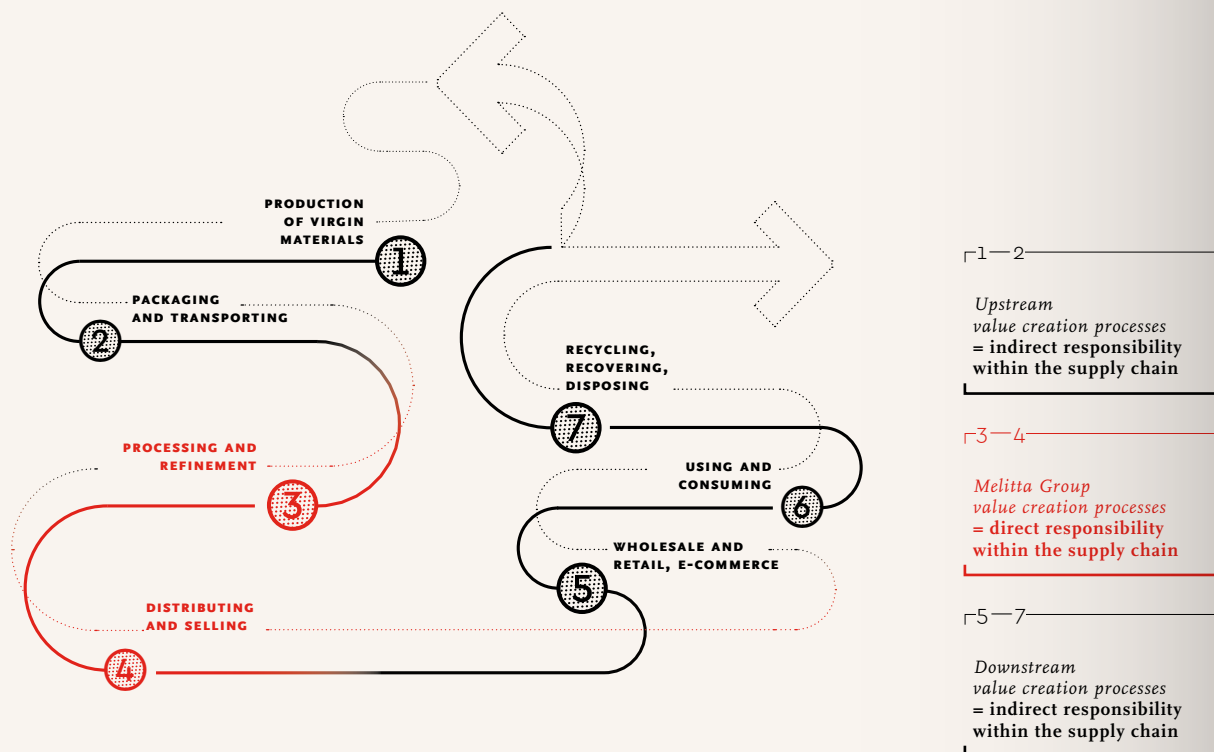
THE ENVIRONMENT —

In our “Household Products” business field, we produce a large number of different household and food packaging films, as well as garbage bags and vacuum cleaner bags, for domestic and commercial use. Our operating division ACW-Film also develops, produces, and supplies various composite films for the storage and transportation of food for the consumer goods industry. In addition, we also use plastics for the packaging of some of our product ranges.

In our value creation area “Plastics and plastic products”, the ecological impact of plastics in our environment that do not decompose, or only slowly, presents numerous sustainability-relevant challenges: if plastics do not enter the materials or energy recovery system, they can pollute soils and bodies of water for decades. Studies show that no effective collection, sorting, and recycling systems are used in many countries, meaning that the lion’s share of plastics produced worldwide are not adequately recycled or recovered.

64

Supply chain of our value creation area
“Plastics and plastic products”



The “Plastic of the Future”



The “Plastic of the Future” is made from recycled and/or sustainable, renewable raw materials in a climate- and resource-friendly manner and can be used multiple times in suitable product ranges. In addition, it undergoes materials recycling at the end of its useful life or, if no disposal structures are available, it biodegrades fully in the natural world.

OUR TARGETS AND KPIS —

We have set ourselves the goal of consistently implementing the principle of the circular economy and closing material cycles in our plastics ranges and beyond. In addition to cooperating with our business partners in the value creation chains, this will also require participating in and jointly enhancing collection and recycling systems, including the development of corresponding markets, for example for recycled materials ("recyclates"). As a flagship project in the field of plastics, we are involved with "Fair Recycled Plastic" in Bangalore/India and are preparing to use the recycled materials obtained there in our garbage bags in Europe.

- By 2025 we want to
- further increase the proportion of high-quality recyclates in our products,
 - raise the share of recyclable products and packaging,
 - develop plastics which decompose within an eco-friendly length of time,
 - expand our range of reusable products and packaging, and
 - make proactive contributions to developing and implementing a high-performance circular economy system for plastics.

In order to operationalize these medium-term Group-wide objectives more strongly, we are currently developing detailed targets for each of our operating divisions. We are guided by the New Plastics Economy Global Commitment of the Ellen MacArthur Foundation and are pursuing the "ReDesign – ReCycle – ReUse – ReDuce" approach. In the long term, we want to manufacture, offer, and use plastics and plastic products which correspond to our concept of the "Plastic of the Future".

We firmly believe that consistently and comprehensively implementing the circular economy principle can reduce the environmental impact of plastics. After all, from a holistic viewpoint, plastics have a better eco-balance in many applications than many other materials. We therefore advocate a reorganization of plastics production and recycling in line with the approach "ReDesign – ReCycle – ReUse – ReDuce". To this end, we actively seek a dialogue with other market participants, initiatives, and scientific institutions, for example via the annual forum of experts hosted by our operating division Cofresco.

Over the past ten years, we have already revamped many of our plastic products with a view to greater environmental compatibility. This includes, in particular, a higher proportion of recyclates and renewable raw materials in the films and vacuum cleaner bags we manufacture. We plan to expand our activities in this field, as well as the associated reporting system, over the coming years.

In order to achieve the above mentioned targets, we want to take an even more systematic approach in future and coordinate our activities more strongly across the Group. In 2020, we therefore launched the "Plastics at Melitta Group" project. Representatives of all our operating divisions are involved in the project, whose aim is to establish a common understanding of our objectives and approaches, to define the collaboration processes, to provide an overview of our various plastics products and packaging and the associated challenges, and to identify possible solutions. The "Plastics at Melitta Group" project also serves to prepare for our planned signing of the Ellen MacArthur Foundation's New Plastics Economy Global Commitment.

KEY FIGURES

	DEC. 31, 2020
Total volume of plastics	53,539 t
Use of post-consumer or post-industrial recyclates	7,528 t (= 14 % of total volume)

WHAT WE ACHIEVED IN 2020 —

- ⊕ Launched activities to determine the CO₂ footprint of important plastic products
- ⊕ Launched the "Fair Recycled Plastic" flagship project
- ⊕ Rolled out various products with a high recycled content or made from renewable raw materials, e.g. bin liners, aluminum foil, cling film, and freezer bags
- ⊕ Established our own recycling system for our new single-serve tea preparation system Avoury® / cooperated with the Plastic Bank to offset the plastic footprint of the primary materials used
- ⊕ Collaborated closely with machine manufacturers and film suppliers to develop sustainable solutions for our packaging

→ with regard to our plastics engagement, see also our highlight projects 12-16/35 on pages 16, 113-116

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Further development of the recording and KPI system, analysis of the supply chains, evaluation of risks, and derivation of improvement potential
- ⊕ Continuation of the "Plastics at Melitta Group" project for Group-wide integration of our sustainability requirements into the plastic products and packaging ranges
- ⊕ Preparations for the signing of the New Plastics Economy Global Commitments of the Ellen MacArthur Foundation
- ⊕ Further integration of sustainable materials into our Household Products ranges

Paper and pulp

THE ENVIRONMENT —

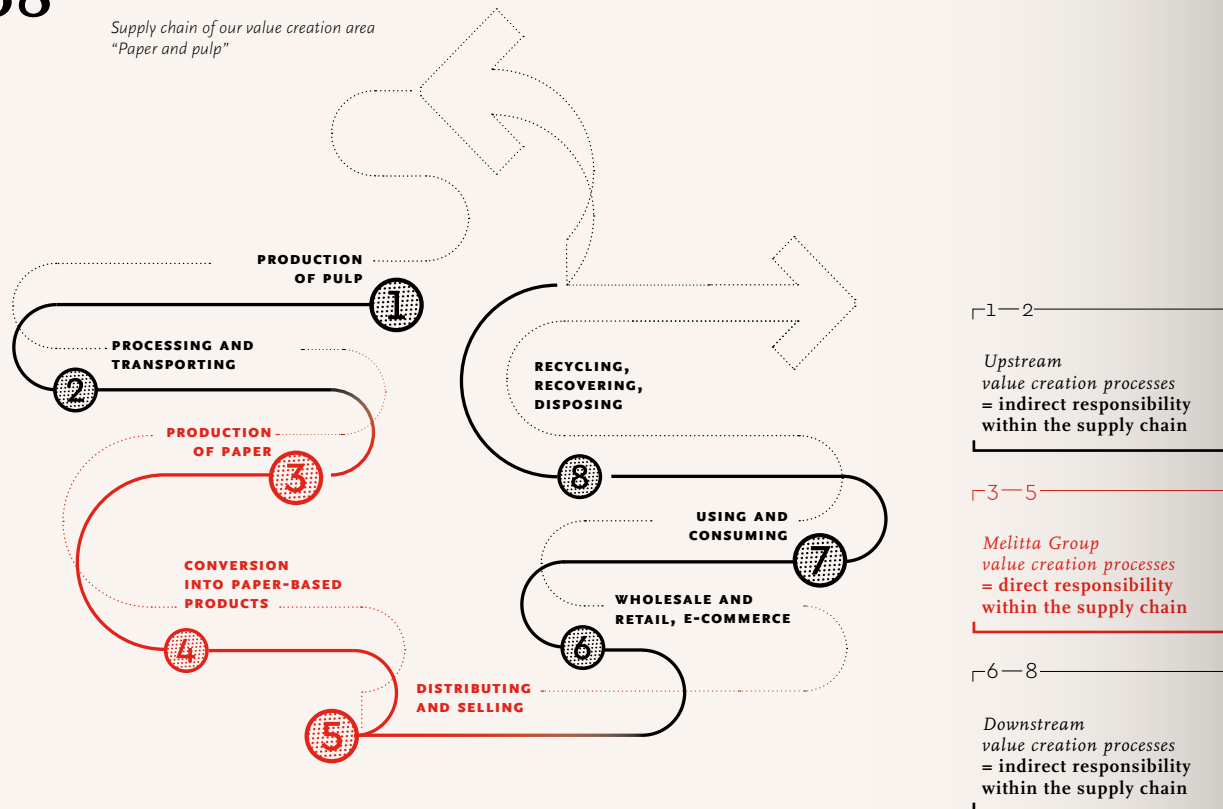
We require pulp in particular for the production of coffee filter papers (Melitta Europe – Coffee Preparation Division), vacuum cleaner bags (Wolf PVG), and special papers, as well as for nonwovens (Neu Kaliss/Neukölln Spezialpapier). In addition, much of our packaging is made of paper or cardboard.

In our value creation area “Paper and pulp”, the production process in particular is associated with sustainability-relevant challenges: as pulp is usually made from wood fibers, virgin wood or waste paper is needed for the production of primary material. Large

quantities of water and chemicals and a great deal of energy are used to produce new paper from these wood fibers. This in turn results in various types of pollution and high CO₂ emissions. In addition, many countries lack structures to implement sustainable forestry. The consequences are uncontrolled logging, a reduction in the stock of trees, and a monoculture of fast-growing tree species that influences the ecosystem. In addition to these environmental impacts, pulp production can give rise to humanitarian and social challenges.

68

Supply chain of our value creation area
“Paper and pulp”



The “Pulp of the Future”



- ... comes from recycled or sustainably managed sources,
- ... is processed in a climate-friendly way which uses water sustainably,
- ... undergoes material recycling at the end of its useful life and
- ... biodegrades fully in the natural world.

OUR TARGETS AND KPIS —

This area of action is primarily concerned with ensuring sustainable and forestry-compatible pulp production, as well as closing material cycles. It is also important for us to participate in international and global initiatives in order to be able to achieve a corresponding joint impact through community action.

By 2025, we want to switch to using recycled paper and pulp. In cases where this is not possible for legal or other reasons, we want to only use forestry resources from certified, sustainably managed forests. In doing so, we are guided by the concept of the “Pulp of the Future”.

At 99.3 percent, we already procure a high proportion of certified pulp. These certifications are from the Forest Stewardship Council (FSC®) and the Programme for the Endorsement of Forest Certification Schemes (PEFC™). We have been a member of FSC® International since 2020: we support the organization's activities and advocate its objectives. As the FSC® is a supply chain certification, this commitment also has an impact on shaping the sustainability of supply chains. We are aware of the fact that the continuous development process demanded by the FSC® for national and regional forestry standards is an important prerequisite for improving the protection of biodiversity and greenhouse gas storage in forests.

Our operating divisions Melitta Europe – Coffee Preparation (Minden site) and Melitta South America (Celupa site) have their own FSC® certifications for paper production and are audited annually regarding their compliance with the certificate's requirements. In 2021, we aim to obtain FSC® certification for the paper conversion facilities of our operating divisions Melitta North America and Melitta Single Portions.

Our current focus is on manufacturing our paper-based products as sustainably as possible. In addition to the procurement of certified pulp, this also includes the efficient, resource-conserving production of our paper products (see chapter “Environmental responsibility”). In a second step, we want to optimize the sustainability of our (paper) packaging.

Amount of pulp procured (in 1,000 t)

2018	54
2019	50
2020	51

Proportion of procured wood pulp with FSC® and/or PEFC™ certification

2018	81.1%
2019	99.4%
2020	99.3 %

WHAT WE ACHIEVED IN 2020 —

- ⊕ Became a member of the Forest Stewardship Council® International
 - ⊕ Prepared for the planned FSC® certifications of the paper conversion facilities of our operating divisions Melitta North America and Melitta Single Portions
 - ⊕ Further developed and expanded the KPIs collected throughout the Group
- with regard to our pulp engagement, see also our highlight project 17/35 on page 117

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Analysis of pulp-related supply chains, assessment of risks and derivation of improvement potential
- ⊕ Determination of the need for action, examination of strategic options, as well as preparation of roadmaps for the relevant operating divisions
- ⊕ FSC® certification of the paper-producing sites of our operating divisions Melitta North America and Melitta Single Portions

Electrical appliances

THE ENVIRONMENT —

We offer various electrical appliances in our Coffee Preparation business field. These include filter coffeemakers, fully automatic coffee machines, electric kettles and milk frothers, as well as single-serve systems. In addition to this, our operating divisions Melitta Professional Coffee Solutions and Fresh at Work produce high-performance, fully automatic coffee machines for companies, hotels, and the food service industry, or rent them out as part of a comprehensive service offering.

The main sustainability-relevant challenges in our value creation area “Electrical appliances” relate to their production, their use, and their recycling. This is because electrical appliances not only consume energy, but also contribute to the emission of greenhouse gases during their manufacture. Furthermore, the useful life of the appliance and the possibility to repair it, as well as the recyclability of the materials used, have an effect on the intensity of its environmental impact. Often, electrical appliances also contain harmful substances which can be detrimental to health and the environment if they are not disposed of correctly.

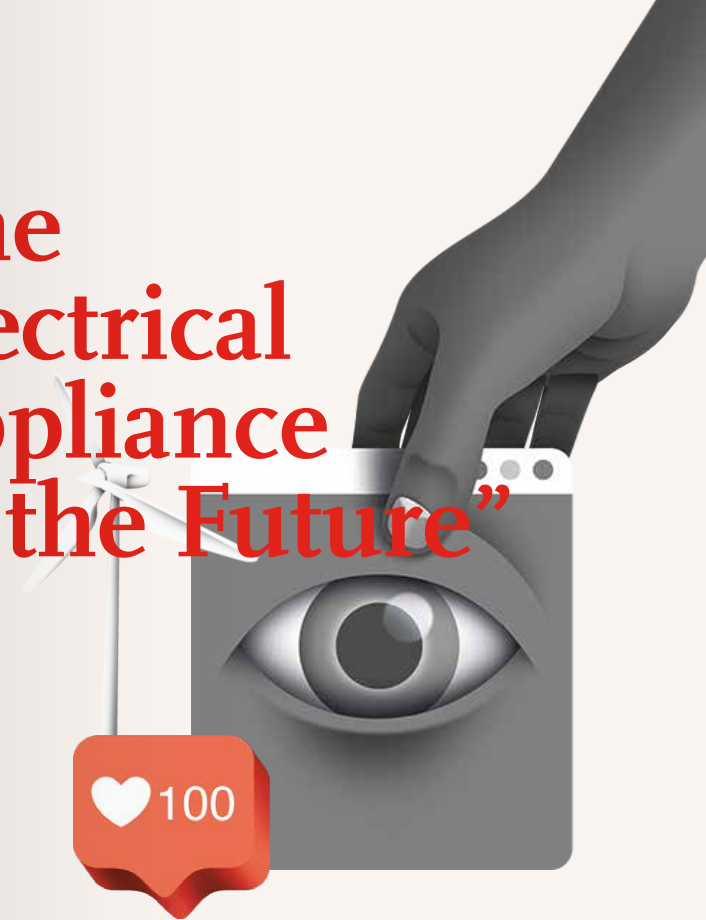
OUR TARGETS AND KPIS —

In addition to the circular economy and climate protection, our actions in this field also involve ensuring that key human rights and environmental standards in our supply chains are not violated. Due to the diversity and complexity of electrical appliances, we apply our own design and grading system MISSION eco & care, which we systematically keep up-to-date in close cooperation with our internal and external experts. This ensures continuous sustainability innovation through cooperation between all relevant areas.

Our target is that by 2030 all electrical appliances we distribute will be best-in-class in their respective markets in terms of energy consumption, durability, their use of sustainable materials, and repair and service offerings. Our work here is guided by the concept of the “Electrical Appliance of the Future”.

Our activities initially focused on the products manufactured by the operating division Melitta Europe – Coffee Preparation Division. These include, in particular, filter coffeemakers, fully automatic coffee machines, electric kettles, and milk frothers for domestic use. We have been measuring the sustainability of these appliances since 2013 with our MISSION eco & care grading and labeling system. Last year, we began enhancing MISSION eco & care in order to take adequate account of current and emerging future developments. Moreover, we systematically integrated sustainability requirements into the development process for new products. In a second step, together with all relevant operating divisions, we intend to use this as the basis for working on the Melitta Group's electrical appliances of the future. The focus here will be on our range of coffeemakers and fully automatic coffee machines.

The “Electrical Appliance of the Future”



- ... consists of recovered and/or responsibly sourced raw materials and components,
- ... is produced in compliance with globally recognized human rights and labor standards,
- ... meets the highest standards in terms of quality, including useful life and product transparency,
- ... can be used in a way which conserves energy and resources,
- ... can be repaired using spare parts, and
- ... is reused or recovered at the end of its useful life (provided the corresponding structures are in place).

WHAT WE ACHIEVED IN 2020 —

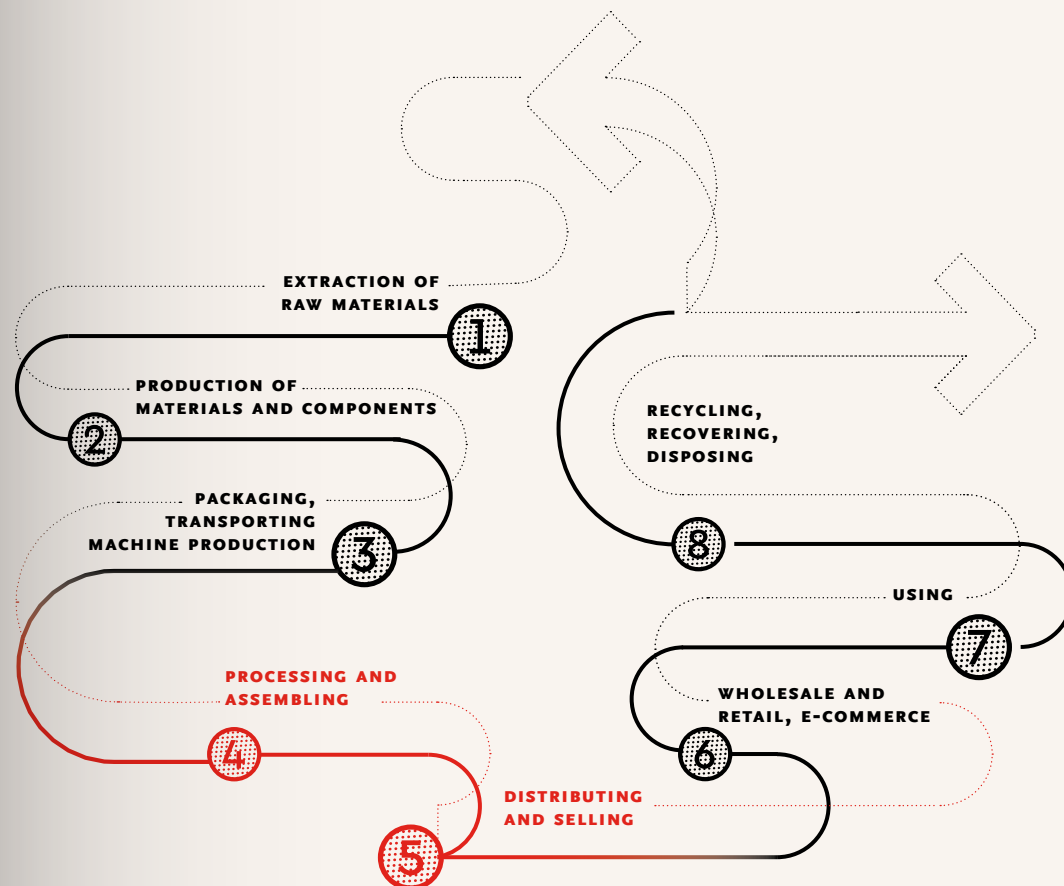
- ⊕ Drove the integration of sustainability requirements into the product development process at Melitta Europe – Coffee Preparation Division
- ⊕ Started work on enhancing the MISSION eco & care grading system and its underlying balanced scorecard
- ⊕ Began analyzing the use of plastic recyclates in electrical appliances
- ⊕ Began analyzing how easy it is to repair filter coffeemakers and fully automatic coffee machines sold by the Melitta Group

→ with regard to our electrical appliance engagement, see also our highlight projects 18-20/35 on page 117

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Enhancement of the MISSION eco & care grading system and its underlying balanced scorecard
- ⊕ Preparations to extend the MISSION eco & care grading system to other Melitta Group products
- ⊕ Review of the use of recycled plastic for coffee machines
- ⊕ Development of a Group-wide approach to the “Melitta Coffee Machine of the Future”

Supply chain of our value creation area
“Electrical appliances”



1-3

Upstream
value creation processes
= indirect responsibility
within the supply chain

4-5

Melitta Group
value creation processes
= direct responsibility
within the supply chain

6-8

Downstream
value creation processes
= indirect responsibility
within the supply chain

Energy consumption and emissions	78
Water consumption	82
Waste	84

4

Environmental responsibility

As our business model requires the procurement and processing of many natural resources, often in energy-intensive processes, an intact environment is crucial for us. Moreover, environmental protection is also in line with our values and our long-term approach to business: it is important to us to leave the next generations with ecological systems at least in the same state as when we took custody of them. For our business partners and value creation chains, but also for the sectors in which we operate, we also want to be an example and driver for environmentally friendly production processes.

For these reasons, we have long taken the environmental consequences of our business activities into account during decisionmaking. This can be seen, for example, in the regular certification of our environmental and energy management systems, our capital expenditure on energy-efficient systems and machines, or our internal information campaigns and training courses on the efficient use of the resources we require.

For the future, we will continue to focus on the action areas of climate protection/energy consumption and emissions, the circular economy, and water protection on the basis of the solid foundations already laid. In this way, we also aim to contribute toward the protection of local biodiversity.

Energy consumption and emissions

THE ENVIRONMENT —

In 2020, our production facilities and administrative sites consumed a total of 431 million kilowatt-hours (kWh) of energy. CO₂ emissions directly caused by our activities total 114,145 tCO₂e, of which 47,481 tCO₂e are scope 1 and 66,664 tCO₂e are scope 2 emissions.

As we have redefined or significantly revised our key figures in the field of energy consumption and emissions, we are using 2020 as the base year. In the past fiscal year, we initiated the systematic recording and accounting of scope 3 emissions in cooperation with a consulting firm. The corresponding reporting is planned for the future. In order to secure third-party validation of our detailed targets and measures, we are currently preparing to become a member of the Science Based Target initiative. As the climate crisis continues to rapidly escalate, we have adjusted our existing targets and plan to proceed in accordance with the initiative's net-zero target, which will be published at the end of 2021.

OUR TARGETS AND KPIS —

We are pursuing an "Energy Concept of the Future" for our sites. Due to the rapidly escalating climate crisis, we have already adjusted our targets compared to the Sustainability Statement 2019 and will continue to develop our processes in line with the net-zero approach of the Science Based Target initiative. On the basis of our current objective, we are striving for climate neutrality at the relevant sites and beyond:

- By 2025, we will achieve climate neutrality for all emissions caused by the Melitta Group itself, e.g. by burning fossil fuels (scope 1); and for all emissions caused by the energy purchased by the Melitta Group, e.g. electricity (scope 2).
- By 2030, we will achieve climate neutrality for all emissions resulting from transport directly caused by us or directly commissioned by us, as well as for mobility in scope 3.
- By 2045, we will achieve climate neutrality for all emissions caused by preliminary work and third-party services which we purchase (scope 3).

We intend to achieve these targets primarily by means of measures to generate our own power, by procuring renewables, by constantly reducing our energy consumption, and by investing in modern systems and machines. In 2020, we drew up a list of Group-wide measures for scopes 1 and (in part) 2. We are currently gradually implementing these measures.

At the moment, we are working on further analyses and measures for scope 2 and initial mapping for scope 3. Based on the results of these analyses, we will prepare our targets for the Science Based Target initiative and the derivation of further measures.

For those emissions which cannot be avoided at present, we plan to achieve calculated climate neutrality with the aid of certified offsetting measures during a transitional phase. In each case, we will follow the hierarchy of "avoid – reduce – offset". In this particular case, we regard offsetting as a sensible and temporary addition to the net-zero approach of the Science Based Target initiative. Over the course of the next few years, we will define exactly how this path can be implemented. We will provide regular reports on the further course of action as part of our sustainability reporting.

KEY FIGURES ENERGY CONSUMPTION

	DEC. 31, 2020
Total fuel consumption within the organization from non-renewable sources (natural gas, heating oil, LPG, petrol, diesel)	208,445,460 kWh
Total fuel consumption within the organization from renewable sources (biofuels)	454,543 kWh
Total electricity consumption (self-generated + third-party)	158,274,255 kWh
Total heating energy consumption together with cooling energy (district heating)	2,309,300 kWh
Total cooling energy consumption (no separate cooling energy purchase)	0 kWh
Total steam consumption	66,312,708 kWh
Total electricity sold	3,749,805 kWh
Total heating energy sold	1,381,700 kWh
Total cooling energy sold*	0 kWh
Total steam sold	0 kWh
Total energy consumption within the organization	407,750,780 kWh

KEY FIGURES EMISSIONS**

	DEC. 31, 2020
Gross volume of direct GHG emissions (scope 1)	48,703 tCO ₂ e
Gross volume of indirect energy-related GHG emissions (scope 2, location-based)	76,440 tCO ₂ e
TOTAL	125,143 tCO₂e

* For technical reasons, cooling energy is included in heating energy.

** Gases included in the calculation: CO₂, CH₄ and N₂o, source of emission factors and values used: Sustainable AG (VDA data, UK DBEIS).

WHAT WE ACHIEVED IN 2020 —

- ⊕ Revised and redefined our energy- and emission-related KPIs at Group level
 - ⊕ Developed a Group-wide list of measures to achieve the defined climate neutrality targets for scopes 1 and 2
 - ⊕ Implemented first defined measures in the operating divisions
 - ⊕ Prepared the development of a strategy to increase the use of green electricity
 - ⊕ Prepared the calculation of scope 3 emissions
- see also our highlight projects 21-25/35 on pages 118-120

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Successive implementation of the Group-wide list of measures to achieve the defined climate neutrality targets for scopes 1 and 2
- ⊕ Creation of a roadmap for the increased use of green electricity, including self-produced power
- ⊕ Creation of a Group-wide offsetting guideline
- ⊕ Initiation of a series of workshops for energy and technology experts at the various locations to share information
- ⊕ Preparations to join the Science Based Target initiative
- ⊕ Preparations for the systematic recording and accounting of scope 3 emissions

Water consumption

THE ENVIRONMENT —

We need water at our paper-producing sites in particular. Our activities with regard to water consumption therefore focus on our German sites in Minden (production of filter paper) and Neu Kaliss (production of specialty papers), as well as on Celupa in Brazil (production of filter paper).

In 2020, total water withdrawal at our paper-producing sites was 976,631 m³. All of the water we use at our paper-producing sites is fresh water. We do not withdraw water from water stress areas. As we have redefined or significantly revised our key figures for water consumption, 2020 is used as the base year.

OUR TARGETS AND KPIS —

Over the past years, we have significantly reduced our water consumption – particularly at our largest paper-producing facility in Minden. Whereas the average German paper plant requires 10 m³ of water per tonne and produces 9 m³ of waste water according to the German Paper Technology Foundation (“Papiertechnische Stiftung”), our site in Minden consumes only 3 m³ of water per tonne and produces 1.3 m³ of waste water. This significantly below-average consumption level was made possible in particular by consistently recirculating process water, by using water treatment plants and filters, as well as by investing heavily in modern machines and systems.

Our target is to reduce water consumption at our paper production sites by a further 25 percent by 2025. We see potential for this in particular at our sites in Celupa and, if necessary, in Neu Kaliss. A package of measures to achieve this goal is currently being developed.

KEY FIGURES WATER CONSUMPTION

	DEC. 31, 2020
Total water withdrawal at our paper-producing sites	976,631 m³
· thereof surface water	358,773 m³
· thereof groundwater	505,698 m³
· thereof seawater	0 m³
· thereof produced water	0 m³
· thereof water from third parties (municipal water)	112,160 m³

WHAT WE ACHIEVED IN 2020 —

- ⊕ Defined water consumption KPIs at Group level
- ⊕ Prepared on-site analyses at the paper-producing sites

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ On-site analyses at the paper-producing sites
- ⊕ Initiation of technical discussions between production managers focusing on water-saving measures
- ⊕ Reduction of water consumption at the paper-producing site in Celupa/Brazil

Waste

THE ENVIRONMENT —

A total of 17,336.29 tonnes of waste was generated at the Melitta Group in 2020. This includes, in particular, wood, metals, electrical appliances, glass, construction waste, chemicals, paper/cardboard/card, organic waste, and residual waste. 0.7 percent of the total waste volume was hazardous waste, which was either disposed of externally or recovered externally.

The choice of disposal method and the handling of waste are set out in our environmental management systems. Since we have redefined or significantly revised our key figures in the area of waste and the number of sites to be taken into account has also increased, we are using 2020 as the base year.

OUR TARGETS AND KPIS —

Against the backdrop of increasing resource scarcity, we are introducing the circular economy principle at our production sites. We already made an exemplary start at some of our sites a few years ago as part of a pilot project, with the additional benefit of cost savings through lower purchasing volumes. We are now extending this approach to all relevant sites world-wide. This requires a willingness to rethink existing processes in innovative ways in several areas.

We are supporting these efforts by setting up cross-departmental innovation teams. At the same time, we are integrating the circular approach into our flagship projects “Fair Recycled Plastic” and “Back to the Roots”.

Our target is to have developed a management system for reusable materials and integrated it fully into the Group in line with the circular economy principle by 2025. We have therefore analyzed our materials cycles in recent years and are currently identifying data and solutions to improve these cycles. We believe that the following areas are particularly important levers for achieving our goal:

- Realignment of disposal structures and, in the long term, resource management in our supply chains
- Increased reuse of waste within our own production processes
- Change to reusable systems
- More extensive waste separation and recovery

KEY FIGURES WASTE

	DEC. 31, 2020
Total weight of waste	17,336.29 t
Total weight of non-hazardous waste	17,223.91 t
· thereof disposed of externally	7,333.02 t
· thereof recovered externally	9,890.89 t
Total weight of hazardous waste	112.38 t
· thereof disposed of externally	85.91 t
· thereof recovered externally	26.47 t

WHAT WE ACHIEVED IN 2020 —

- + Revised and redefined the relevant waste clusters
 - + Defined waste-relevant KPIs at Group level
 - + Prepared on-site analyses
 - + Prioritized operating divisions according to reusable materials
 - + Launched the “Back to the Roots” circular economy project for coffee waste in Brazil in cooperation with Hanns R. Neumann Foundation
 - + Launched the social business “Fair Recycled Plastic” for the collection and recovery of plastic waste in India
- see also our highlight projects 26–27/35 on page 121

WHAT WE ARE CURRENTLY WORKING ON —

- + Implementation of the planned on-site analyses
- + Further development of the waste recording and reporting system
- + Implementation of the “Fair Recycled Plastics” and “Back to the Roots” flagship projects launched in 2020



Human rights	90
Product safety and quality	92
Product transparency / consumer awareness and empowerment	94
Corporate citizenship	96

5

Social responsibility

We firmly believe that it is the task of companies to make people’s lives better. When making business decisions, we therefore take into account the interests of various stakeholder groups and work together with other individuals and organizations for the benefit of society. Of particular importance to us are the topics “Human Rights”, “Product Safety and Quality”, “Product Transparency/Consumer Awareness and Empowerment”, and “Corporate Citizenship”.

Human rights

THE ENVIRONMENT —

Studies by human rights organizations regularly come to the conclusion that violations of human rights and/or international labor standards can occur in globalized supply chains for a variety of reasons. This is one of the reasons that the United Nations drew up its Global Principles on Business and Human Rights. All member states are called upon to integrate these into their respective political and social frameworks via National Action Plans, which may also include legal regulations. As we operate globally in almost all our business fields, we review the potential risk of human rights violations for the entire Group and continuously develop our prevention measures.

OUR TARGETS AND KPIS —

Our overarching objective is to ensure the protection of human rights in all our supply and value creation chains at all times and to meet in full obligations in this regard. We are guided here by the OECD Due Diligence Guidance for Responsible Business, the National Action Plan on Business and Human Rights, and the Supply Chain Due Diligence Act. We are committed to the United Nations Universal Declaration of Human Rights and the ILO Core Labor Standards.

We have set ourselves the following targets for the near future:

- By the end of 2021: Publish a statement of principles on human rights / sustainable development policy*
- By the end of 2021: Introduce additional complaints mechanisms and update our Codes of Conduct in line with current requirements
- By the end of 2021: Carry out (further) gap and risk assessments and derive suitable measures
- By the end of 2021: Develop and start the implementation of a pilot supplier training program to optimize working conditions in the “Fair Recycled Plastic” supply chain (Cofresco / Vishuddh Pvt. Ltd. / India)
- By the end of 2022: Implement requirements pursuant to the Supply Chain Due Diligence Act and, where necessary, our own requirements beyond this
- By the end of 2022: Define appropriate KPIs for the topic area “Human Rights”

The highest probability of human rights violations is in our supply chains. Our strategies and measures to protect human rights are therefore focused on our purchasing and management processes in the value creation chain. Our Supplier Code of Conduct, in which we set clear requirements for our suppliers and business partners with regard to compliance with human rights, is of central importance here. Violations of our Supplier Code of Conduct can ultimately lead to the termination of our cooperation.

In our Global Procurement unit and in some of our operating divisions, we audit our suppliers using the IntegrityNext and Riskmethods tools. In the coming years, we will expand our activities in this field and harmonize them across the Group.

WHAT WE ACHIEVED IN 2020 —

- + Intensified our dialogue with all operating divisions of the Group regarding new requirements in risk and supply chain management
 - + Prepared the drafting of a statement of principles on human rights
 - + Prepared the introduction of a whistleblower system
 - + Conducted gap and risk analyses in selected operating divisions and derived measures, e.g. updated the guidelines and documents relevant to human rights
 - + Conducted audits for all suppliers of the new social business activity “Fair Recycled Plastic” in Bangalore (India).
- see also our highlight project 28/35 on page 122

WHAT WE ARE CURRENTLY WORKING ON —

- + Publication of the elaborated statement of principles on human rights
- + Finalization and implementation of the developed whistleblower system
- + Further development of our Codes of Conduct
- + Continuation of the gap and risk analyses already started and derivation of measures
- + Development of a management system for supplier evaluation, auditing, and further development, which at least complies with the requirements of the Supply Chain Due Diligence Act

* Due to the current developments in Germany regarding the Supply Chain Due Diligence Act, we have postponed the schedule for finalizing and publishing the statement.

Product safety and quality

THE ENVIRONMENT —

Melitta is synonymous with high quality. We are the quality leader in many of our markets and stand out from the competition with exceptional durability, great reliability, and consistent product properties. High levels of product safety and quality are therefore closely linked to our reputation and economic success in all our business fields.

OUR TARGETS AND KPIS —

Our overriding objective is to deliver the quality our customers expect and to give them pleasure and security at all times when using our products. We want to expand our quality leadership in many markets.

We therefore consistently demand high quality standards during the development of our products and draw on impressive innovations, new methods, and scientific findings to assist us in this. We maintain an intensive dialogue with our customers and regularly conduct customer surveys and product testing. In our B2B business, we also enter into collaborations with our business customers to develop new products or enhance existing ones.

We also demand high standards of our suppliers because the quality of our products is largely dependent on the ingredients and materials which we procure. As a result, we have defined clear quality criteria with our suppliers. Incoming goods and raw materials are systematically checked to ensure they comply with the agreed standards.

We also set great store by monitoring the quality of our production processes. Effective control mechanisms and safeguards have been in use at all our operating divisions for many years to ensure end-to-end quality throughout the production chain. All products are tested during manufacturing to ensure they are safe, legally marketable and meet the defined quality standards.

As the products manufactured within the Melitta Group differ greatly, responsibility for the quality management systems lies with the operating units. Quality management systems certified to ISO 9001 are in place at all operating divisions where this is expedient and appropriate. Furthermore, in addition to the legal requirements, our quality management

system includes various voluntary commitments and involvement in national and international quality initiatives and certificates. These include, for example, IFS Food, IFS HPC, BRC Consumer Products, FSSC 22000, QAI Organic, and HACCP.

We attach particular importance to the topic of “Product safety and quality” in our value creation area of “Electrical appliances”. After all, these products potentially pose the greatest risks during use. We comply with standards and have our appliances tested by independent third parties. Our objective is to further develop our electrical appliances with regard to product safety and quality in accordance with the notion of “Electrical Appliance of the Future”. These meet the highest standards with regard to:

- Quality of use and useful life
- Availability of spare parts and repairs
- Ability to recycle and reuse the product and packaging
- Holistic approach to structuring supply chains responsibly
- Energy and resource consumption

WHAT WE ACHIEVED IN 2020 —

- + Integrated additional sustainability aspects into the product development process at Melitta Europe – Coffee Preparation Division based on the MISSION eco & care grading system
- + Initiated revision of MISSION eco & care grading system and balanced scorecard for the evaluation of electrical appliances
- + Launched initial projects to increase the use of recycled plastics in electrical appliances
- + Analyzed possibilities to make fully automatic coffee machines and filter coffeemakers easier to repair

→ see also our highlight project 32/35 on page 124

WHAT WE ARE CURRENTLY WORKING ON —

- + Launch of a Group-wide project for the “Electrical Appliance of the Future”
- + Examination/test of new types of consumer offerings (e.g. renting instead of owning)
- + Further development of our consumer communication on the sustainable use, care, and maintenance of our products

Product transparency / consumer awareness and empowerment

THE ENVIRONMENT —

More and more consumers want to know which raw materials were used to manufacture the products they buy, what kind of procurement and manufacturing processes are involved, and what impact the use and disposal of the product will have on the environment and society. Consumers also expect to be informed about how best to use the product and how they can contact the manufacturer. This applies in particular to more complex products, such as our electrical appliances.

OUR TARGETS AND KPIS —

Increased transparency in the value creation process is also an opportunity for us to give even greater expression to our quality standards: by intensifying cooperation in the supply chains, by creating clearer and more efficient paths between those involved, and by providing our customers with even better information possibilities.

Our objective is therefore to provide our customers with comprehensive information – regarding the origin and use of our products, as well as their sustainability performance. To this end, we are currently working on the following projects:

- Provision of additional online information on our products and their value creation to supplement the usual packaging information and to answer more detailed questions from our customers
- Implementation of a communication and marketing campaign to raise awareness among our customers regarding the sustainable and safe use and disposal of our products
- Initiation of a cooperation project aimed at promoting sustainable and conscious consumption among young consumers

In recent years, we have already significantly increased the amount of information provided about our products' components and their manufacturing. As well as the details required by law, this includes additional voluntary disclosures, such as the MISSION eco & care label. This label offers consumers a quick insight into how sustainable our electrical appliances are. The high market acceptance of this label has prompted a decision to gradually transfer it to other products over the coming years.

We offer our customers a large number of communication options and channels. For instance, as well as customer service addresses, our website contains FAQs, videos, instructions for use, and information on recipes. Customers can submit suggestions and criticism to us via all the usual channels and these are logged and responded to by our customer service teams. We regularly measure customer satisfaction, primarily by using consumer surveys and the net promoter score method.

In addition, as part of our corporate citizenship activities, we support the "Don't Throw Me Away!" initiative, which is dedicated to promoting conscious consumption and combating food waste (see "Corporate Citizenship" section).

WHAT WE ACHIEVED IN 2020 —

- + Communication and information about increasing the proportion of renewable raw materials in Toppits® freshkeeping products
- + Communication and information about increasing the proportion of recycle to 95% in Swirl® garbage bags

WHAT WE ARE CURRENTLY WORKING ON —

- + Examination of tools to increase supply chain transparency, including the possible involvement of our customers
- + Continuous enhancement of our product information on the sustainable handling of our products during and after use

Corporate citizenship

THE ENVIRONMENT —

Companies are part of society and thus bear a responsibility that extends beyond their core business. With our international alignment and broad product range, we operate in a large variety of markets and countries. Due to our long company history, we have enduring relationships with our customers, partners, associations, and employees around the world – in some cases over many decades. We have a particularly strong bond with the town of Minden and the surrounding region of East Westphalia, as our Group has been based here since 1929 and a large proportion of our product range is manufactured here.

OUR TARGETS AND KPIS —

We believe we have a duty to contribute to the solution of social issues and make a positive difference. To target and coordinate our corporate citizenship activities in the most effective way possible, we pursue a Group-wide social responsibility strategy. The principles behind this strategy include prioritizing areas where our business activities have a direct impact and where we can observe the projects' urgency and success ourselves. We have defined quantitative or qualitative targets for each of our sponsored projects. Our engagement is primarily in the following areas:

- Social projects (e.g. German Child Protection League, Day of Caring, various projects to support socially disadvantaged people)
- Educational projects (e.g. cooperation with the German Consumer Protection Foundation, “Don't Throw Me Away!” initiative, various school and training projects)
- Cultural projects (e.g. German Hygiene Museum Dresden, LWL Prussia Museum Minden, various cultural events)
- Sports (e.g. GWD Minden, Bessel Rowing Club, various soccer clubs such as Manchester United, Borussia Dortmund, and Arminia Bielefeld)

Our sports partnerships enable us to reach millions of people together with the sports clubs themselves – at a regional, national, and also global level. In close cooperation with the clubs, we jointly develop new forms of communication and targeting, both at the stadium and via various electronic media. At the same time, we are also working hard to provide people with sustainable enjoyment on match days, e.g. via coffee from sustainable cultivation. In addition, we support the clubs' efforts to promote social objectives in their respective regions. We intend to expand these partnerships over the coming years, also with regard to promoting conscious consumption.

From 2022 onward, based on a Group-wide strategy which goes beyond our activities in our core line of business, we will make a substantial contribution to society as a good citizen and thereby increase our positive impact as part of society. We will place a particular focus on partnerships which offer project participants inclusive business opportunities. Due to the prevailing conditions since 2020, the process has been delayed by several months.

The Melitta Group is politically neutral and does not engage in political lobbying. We do not make donations to political parties or any other contributions to state organizations.

WHAT WE ACHIEVED IN 2020 —

- ⊕ Continued our various existing partnerships, e.g. with the “Don't Throw Me Away!” initiative, with the German Child Protection League, with the German Hygiene Museum in Dresden, and with the German Diabetes Aid
- ⊕ Continued our various site-related partnerships with cultural and social institutions at almost all our operating divisions

→ see also our highlight projects 29-31/35 on pages 122 - 124

WHAT WE ARE CURRENTLY WORKING ON —

- ⊕ Further development of our activities at the individual sites
- ⊕ Development of a concept to harmonize our sustainability-related engagement
- ⊕ Preparation of a cooperation project to increase knowledge on conscious consumption, focusing on young people

Employer attractiveness – strengthening our employer brand	100
Employer attractiveness – staff development	102
Employer attractiveness – diversity and equal opportunities	104
Occupational health and safety	106

6

Responsibility for employees

We are proud to be a family business with a strong appreciation for our employees and want to offer them an attractive work environment with a wide range of opportunities. We therefore attach great importance to our attractiveness as an employer, which comprises in particular the topics employer brand, staff development, and diversity and equal opportunities, as well as all issues relating to occupational health and safety.

Employer attractiveness – strengthening our employer brand

THE ENVIRONMENT —

Surveys and analyses conducted among students, workers, and our own staff prove that our well-known brands and our presence in Germany and abroad make us a popular and attractive employer. A survey of our employees conducted in 2020, for example, found that almost every one of our employees would recommend Melitta as an employer. And we also receive extremely positive feedback on the employer-rating platform kununu, as well as during job interviews.

Nevertheless, we want to strengthen our appeal for our current and future employees. One area we are focusing on in particular is the recruitment of employees from the generations Y and Z.

Melitta benefits

As a family business, it is important to us that our employees feel at home in the Melitta Group. In addition to their salary, we therefore offer a wide range of benefits to support them in all aspects of their lives: Finance & Pension, Health & Wellness, Working & Living, and Well-Being & Community.

We attach great importance to continuously developing these benefits. In 2020, for example, we began offering our employees allowances for special life situations, expanded our accident insurance offering to additional groups of people, and increased our employer contribution for the company pension plan and occupational disability insurance.

OUR TARGETS AND KPIS —

Our objective is to further strengthen our employer brand in the coming years and to further boost our attractiveness for our current and future employees. We want to retain good employees and recruit dedicated applicants with special personal attributes and skills. We define employer branding as the identity-based, internally and externally directed positioning of a company as a credible and attractive employer.

To achieve this goal, we have developed a comprehensive raft of measures: we attend various college fairs, offer internships, part-time jobs for students, and thesis placements, and take part in the teaching, research, and product development activities of selected higher-education institutions. In addition to this, we present the company at vocational guidance evenings, inform school pupils about the vocational traineeships offered by Melitta, and give them a first taste of work experience.

In 2020, we developed a new employer branding strategy with the involvement of our employees and expanded our social media activities – especially on LinkedIn, Facebook and Instagram. In addition, we organized our own digital vocational training fair.

KEY FIGURES EMPLOYER ATTRACTIVENESS – EMPLOYER BRAND*

	DEC. 31, 2020
Total number of employees	6,541
Number of temporary staff	627
Number of white-collar staff	3,201
Number of blue-collar staff	2,713
Number of managerial staff	444

* As we have redefined or significantly revised our key figures for HR, we are using 2020 as the base year.

We cooperate with partners from the sports sector at a regional, national, and global level. This collaboration also serves to raise awareness and strengthen the profile of the Melitta® brand – also as an employer brand – in conjunction with the expansion of our CSR activities.

By 2022, we also want to demonstrably strengthen our employer brand by means of impressive sustainability engagement and a harmonized Group-wide corporate volunteering program. Our aim is that job applicants will favor Melitta as an employer on the grounds of its engagement and the attractive overall package it offers.

WHAT WE ACHIEVED IN 2020 —

- Revised our KPIs for HR at Group level
- Developed initial ideas for expanding our corporate volunteering program
- Enhanced and communicated our employee benefits
- International webinar series “Leadership in Times of Crisis”: ad-hoc initiative to provide support, confidence, and cohesion for managers during the pandemic. Joint approach to sustainable leadership during the pandemic
- National initiative “We care for each other”: support for employees in times of crisis in order to promote motivation and provide appreciation

WHAT WE ARE CURRENTLY WORKING ON —

- Piloting of a corporate volunteering concept
- Development of the employer branding strategy
Refinement of employer brand at international level. Increasing commitment, identification, and thus loyalty to Melitta.

Employer attractiveness – staff development

THE ENVIRONMENT —

We attach great importance to continuous and challenging vocational training and professional development. In addition to our general internal and external training programs, we therefore developed various individual programs in recent years. These include, for example, our trainee program or special offers as part of our talent management program.

OUR TARGETS AND KPIS —

In addition to continuous and needs-based training and continuing education, our target is to systematically integrate sustainability-relevant issues and aspects, adapted as appropriate, into our professional development activities by 2022. To achieve this, we want to offer both information events and workshops. In addition, we want to train sustainability experts in the specialist departments and integrate sustainability aspects into the vocational training and professional development of our managers.

KEY FIGURES EMPLOYER ATTRACTIVENESS –
STAFF DEVELOPMENT*

	DEC. 31, 2020
Average number of hours for training and continuing education per employee	11,21
Average number of hours of training and continuing education per employee – white-collar staff	7,89
Average number of hours for training and continuing education per employee – blue-collar staff	15,11

* As we have redefined or significantly revised our key figures for HR, we are using 2020 as the base year.



WHAT WE ACHIEVED IN 2020 —

- + Revised our KPIs for HR at Group level
- + Launched "Career Paths" project
- + Introduced Marketing Academy, Expert Academy, and Learning Hub
- + Prepared integration of sustainability topics into continuing education courses for managers and initial pilot runs
- + Prepared training on the revised Codes of Conduct

WHAT WE ARE CURRENTLY WORKING ON —

- + Continuous development of existing KPIs and concepts
- see also our highlight project 33/35 on page 125

Employer attractiveness – diversity and equal opportunities

THE ENVIRONMENT —

We need staff with different skills and experiences because our wide-ranging portfolio, international presence, and the disparate market structures in our business fields call for a variety of talents and personalities. With this in mind, we believe that our employees' diversity is a great strength – and that incorporates their age, gender, origins, cultural background, level of education, world view, and much more.

OUR TARGETS AND KPIS —

It goes without saying that we offer staff the same opportunities for professional development. This includes ensuring gender equality. Our goal is to increase the proportion of women in managerial positions in our Group to at least 30 percent by 2025. We are currently developing a corresponding portfolio of measures, especially with regard to senior management positions.

During the coronavirus pandemic, we gave all employees – whose work allowed it – the opportunity to work remotely, thus also taking account of their domestic situation (home schooling etc.).

Discrimination of all kinds is, of course, unacceptable to us. There was no confirmed case of discrimination in 2020.

We survey the satisfaction of our staff – also with regard to their work-life balance – with the aid of an external agency and using a proven methodology. We systematically evaluate the results, discuss them in workshops with our employees, and use them to derive effective measures.

KEY FIGURES EMPLOYER ATTRACTIVENESS –
DIVERSITY AND EQUAL OPPORTUNITIES*

	DEC. 31, 2020
Number of members of the Melitta Group's Advisory Council	7
· thereof female	28,6 %
· thereof male	71,4 %
Total number of employees	5.914
· thereof female	33,5 %
· thereof male	66,5 %
Total number of managers	444
· thereof female	26,1 %
· thereof male	73,9 %
Number of white-collar staff	3.194
· thereof female	38,3 %
· thereof male	61,7 %
· thereof under 30	13,4 %
· thereof 30-50	54,1 %
· thereof over 50	32,5 %
Number of blue-collar staff	2.720
· thereof female	27,8 %
· thereof male	72,2 %
· thereof under 30	19,9 %
· thereof 30-50	51,6 %
· thereof over 50	28,5 %

* As we have redefined or significantly revised our key figures for HR, we are using 2020 as the base year.

WHAT WE ACHIEVED IN 2020 —

⊕ Adapted and enhanced our working methods, including the expansion of digital collaboration formats and associated remote working concepts to ensure a good work-life balance even under pandemic conditions

⊕ Enhanced our key data and recording system for HR-relevant issues

→ see also our highlight project 34/35 on page 127

WHAT WE ARE CURRENTLY WORKING ON —

⊕ Further development of modern collaboration formats

⊕ Developing options for activities to improve diversity and equal opportunities

Occupational health and safety

THE ENVIRONMENT —

Employee health and safety is the basis and prerequisite for our business activities. Nevertheless, occupational accidents and work-related illnesses still occur throughout our Group. We have therefore developed management systems for all our operating and corporate divisions, and introduced measures to ensure the highest possible level of occupational safety and to maintain and promote the health of our employees.

In 2020, we took numerous measures in response to the COVID-19 pandemic to provide our employees with safe mobile workplaces – wherever possible and as quickly as possible. We also provided employees at our production sites with the best possible health protection with an innovative adaptation of our processes. At the same time, we helped make work and family obligations more compatible, for example by offering flexible working hours for those employees with children being taught at home. Our measures have enabled us to keep the infection rate very low overall within the Melitta Group. At the same time, the commitment of all managers and their teams enabled us to maintain or, in some cases, even increase the cohesion between team members in this crisis situation, despite the need to collaborate remotely.

OUR TARGETS AND KPIS —

In order to make our measures and activities as effective as possible, we aim to harmonize our Group-wide system for occupational safety and corporate health management by 2023. To this end, we are reviewing various measures (e.g. uniform specifications, occupational safety support, and training tools) for their transferability to other divisions and are preparing the development of a Group-wide strategic alignment for our occupational safety and health management activities.

In 2020, we developed uniform Group-wide performance indicators and coordinated the collection and recording of data with the individual operating divisions. Training courses and one-on-one user consultations were held to help staff use our Group-wide sustainability software. The key performance indicators which we defined in 2020 and which serve as orientation with regard to occupational health and safety include the number of work-related injuries. A more precise breakdown is provided in the table on the right.

As accident risks vary from one operating division to another, the responsibility for ensuring high standards of occupational safety lies with the individual operating units. Most of our companies have developed their own occupational safety management systems with a focus on preventive safety measures. Almost all Melitta Group sites have implemented technical occupational safety measures, even beyond the statutory requirements. Our efforts are now focused on preventing behavior-related accidents through a combination of technical, organizational, and personal protection measures.

Furthermore, steering committees or occupational safety committees have been set up at all sites. Our corporate head office supports the operating divisions with a host of Group-wide occupational safety measures.

We offer our staff numerous health-promoting measures to maintain and improve their health. These include sports programs and health awareness days, as well as ergonomic assistance and preventive check-ups. The operating divisions are also responsible for the specific design of the offerings.

KEY FIGURES
OCCUPATIONAL HEALTH AND SAFETY

	DEC. 31, 2020
Number of deaths due to work-related injuries	1*
Number of work-related injuries (= with absence from work beyond the day of the accident)	98
Rate of work-related injuries (= with absence from work beyond the day of the accident)**.	1.97
Most common work-related injuries	Crushing, hitting, cutting, as well as twisting, tripping, and slipping.

* This death was an accident on the way to work (tragic staircase fall outside our premises)
** Calculation: number of accidents at work with absence from work beyond the day of the accident x 200,000 / hours worked in real terms

WHAT WE ACHIEVED IN 2020 —

- Defined Group-wide KPIs in the field of occupational safety
- Established a Corona Task Force and a Corona Vaccination Center
- Defined and implemented infection control measures, set up testing and vaccination facilities
- Established an external employee counselling service for professional, private, and health concerns
- Enhanced/adapted our health management offerings
- Expanded our online training program for the instruction of occupational safety requirements to further operating divisions in Germany

→ see also our highlight project 35/35 on page 127

WHAT WE ARE CURRENTLY WORKING ON —

- Establishment of a regular exchange of information between our occupational safety specialists in Germany
- Preparation of an international exchange of information between our occupational health and safety experts
- Harmonization of our Group-wide system for occupational safety and corporate health management (current focus: definition of common standards)



Outlook

We firmly believe that since the publication of our Sustainability Statement 2019, we have created a solid foundation for the timely implementation of the targets defined in this statement. Despite the pandemic-related challenges, we have succeeded in laying the cornerstones for our planned integration of sustainability into our business strategies.

We have planned the following key steps for the near future:

- Expand our stakeholder dialogue and – on this basis – update our materiality matrix
- Specify the details of our strategic targets in the main areas of action
- Refine our strategies and roadmaps at Group and divisional level for the systematic integration of sustainability
- Expand our sustainability communication and marketing on the basis of the product range successes achieved
- Enhance our supply chain management system in line with our own social and legal requirements

About this report

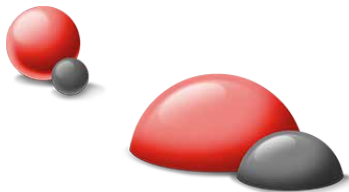
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In 2015, the Melitta Group began to strategically align the sustainability activities of its operating divisions across the Group. In the years that followed, a sustainability management system was established to systematically take account of sustainability requirements in our business processes. The Sustainability Statement published in 2019 set out the most important medium- and long-term targets ("Future Concepts") of the Melitta Group's sustainability management system. This statement forms the basis for the Melitta Group's sustainability reporting in the coming years.

This is the Melitta Group's first Sustainability Report. It covers the fiscal year 2020. Unless otherwise stated, all the figures it presents relate to the reporting date of December 31, 2020. The editorial deadline was September 30, 2021.

The content of this report is based on the criteria of the German Sustainability Code ("Deutscher Nachhaltigkeitskodex" – DNK). A DNK Declaration of Conformity was published at the same time as the publication of this Sustainability Report and can be viewed on the DNK website. It incorporates the key figures and information from all the operating and corporate divisions described in the chapter "The Melitta Group".

The reporting principles of this report are based on those defined by the GRI standards:



1) We observed the following principles on reporting content: Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness

2) We observed the following principles on reporting quality: Accuracy, Balance, Clarity, Comparability, Reliability, Timeliness

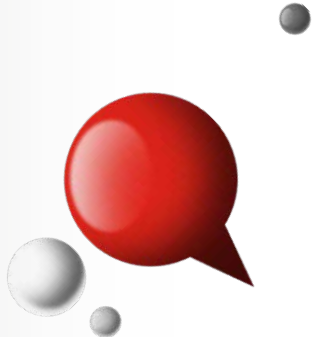
The Melitta Group has been collecting sustainability-relevant KPIs at Group level since 2015. As many sustainability targets were readjusted and specified in the Sustainability Statement, it was also necessary to redefine or adjust the associated KPIs. For this reason, the year 2020 is used as the base year for many central areas of action. KPIs from previous years are therefore often not presented due to their lack of comparability. The presentation of multi-year periods is planned for the next report.

We report annually on the progress made toward achieving our sustainability goals in the form of facts and figures. An editorial revision of our Sustainability Report is carried out every two years. A PDF version of our Sustainability Report can be downloaded from our website and an online report can be accessed via the following link: <https://report.melitta-group.com/sustainability-report-2020>

We plan to gradually move our sustainability reporting to the Internet and link it increasingly with our annual reporting.

This first report has not been audited by external auditors. We will evaluate the auditing of future reports in due course.

III



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112



12_{/35}

Freshkeeping with the power of nature

In 2020, the Toppits® range was expanded to include beeswax food wraps. These are made from organic beeswax, organic cotton, and traditionally harvested pine resin. The antibacterial raw materials and the easily shapeable wraps ensure that food stays fresh longer in a natural way. The wraps are also particularly environmentally friendly, as they can be reused up to 500 times.

→ Report page 64 – 67

113

13_{/35}

Tear Resistant & Leakproof: high recycling content

For heavy waste, Cofresco offers bin liners with a reinforced film under the Swirl® “Tear Resistant & Leakproof” brand. They are not only antibacterial, but also consist of 80% recycled plastic. At least half of the recycled plastic comes from post-consumer recyclates.

→ Report page 64 – 67

14_{/35}

“Fair Recycled Plastic”: collection and recycling of plastic waste in India —

The social business “Fair Recycled Plastic” was launched in 2020 in Bangalore, India. Cofresco and the organization Yunus Social Business set up the related company Vishuddh Recycle Pvt. Ltd. with the aim of cleaning and recycling plastic waste and then returning it to a production process.

Vishuddh Recycle obtains plastic waste from selected companies whose aim is to establish a better waste management infrastructure in Bangalore and, in the process, to integrate so-called waste pickers with better working conditions into the value creation chain. The collected waste is processed into recyclate, which ideally then flows into the production of bin liners under the Swirl® and handy bag® brands.

The environmental and social impact of the activities undertaken by the social business “Fair Recycled Plastic” are varied:

- Less plastic in soils, rivers, and oceans
- More recyclate from used materials (“post-consumer recyclate”) for a circular economy with plastics
- “Fair Recycled Plastic” creates the framework to improve the working and living conditions of waste collectors
- New jobs with high social standards at the recycling plant

— Fulfilling the core characteristic of a social business: the company’s profits are reinvested or used to fund health and education projects for the families of the waste collectors.

It is part of the Melitta Group’s identity to make positive contributions to sustainable development. A significant proportion of the Melitta Group’s product portfolio consists of plastic. We therefore see it as our duty to make a contribution to combating plastic pollution of the oceans and soil. “Fair Recycled Plastic” addresses concrete environmental and social problems on the ground in Bangalore. It also aims to be an innovative example of sustainable plastic production and recycling, and to inspire other companies and stakeholders to also explore new avenues. After all, plastic is a valuable material which enables hygiene and transport, protects products, and helps to extend the shelf life of food. It is essential that this valuable raw material remains in the life cycle as long as possible through recycling and does not harm the environment as waste.

Following the successful establishment of “Fair Recycled Plastic” in Bangalore, the Melitta Group will work with other stakeholders to further develop and expand similar local structures.

15_{/35}

GARBAGE BAGS MADE FROM RECYCLED PLASTIC

ALL DOMOPAK SPAZZY (CUKI COFRESKO) PRODUCTS ARE MADE FROM RECYCLED POLYETHYLENE. THIS SAVES 50% OF CO₂ EMISSIONS COMPARED TO VIRGIN MATERIAL. IN ORDER TO BE EVEN MORE ECO-FRIENDLY, DOMOPAK SPAZZY MODIFIED ITS “SACCO VERDE” BIN LINERS IN THE PAST YEAR: THEY ARE NOW MADE FROM 100% POST-CONSUMER RECYCLATE.

CLOSING 'THE LOOP

16_{/35}

A CIRCULAR ECONOMY CAN ONLY BE CREATED TOGETHER

In 2020, ACW-Film once again made huge progress in the recyclability of its packaging films: it developed single-material composites capable of replacing composite films consisting of mixed raw materials. These single-material composites have the same product properties as composite films, but can be recycled.

In order to launch this product and other innovative packaging films for the food industry, ACW-Film is holding talks with numerous partners along the value creation chain. After all, one thing is clear: the development and production of recyclable or environmentally safe packaging alone is not enough to achieve greater sustainability. This can only be achieved by integrating all processes for the production, use, and recycling of packaging into a comprehensive circular economy and coordinating every aspect of such a system.

This includes the processes of the packaging material manufacturers as well as those of their partners in the supply chain and those of the manufacturers of plant and machinery for packaging materials. The purchasers of this packaging material, the actual product manufacturers, must also make the corresponding adjustments – as must the waste management and recycling industries. And policymakers and consumers also need to play their part: for example, by setting the framework conditions and by correctly sorting innovative packaging solutions after their use.

A circular economy can therefore only be created if numerous players are pulling in the same direction and developing solutions together. Several years ago, ACW-Film initiated a dialogue with its partners in the supply chain, such as machine manufacturers and its customers, which is playing an important role in these efforts.

→ Report page 64 – 67

17_{/35} Membership of FSC® International

In 2020, the Melitta Group became a member of the Forest Stewardship Council® (FSC) International and is committed to supporting the goals and principles of sustainable forest management. The multi-stakeholder organization FSC®, in which all relevant stakeholder groups are represented, created the first system for certifying sustainable forestry and continues to enhance it.

→ Report page 68 – 71

18_{/35} MISSION eco & care

In 2013, we developed MISSION eco & care, a grading system for our electrical appliances which takes into account a wide range of sustainability criteria – from the production of the appliance to its use and recycling. The evaluation criteria include the environmental compatibility of the materials used, the energy required during manufacture, the packaging, the energy efficiency of the appliance, its useful life, and the possibilities for recycling after use. We publish the summarized result of this evaluation in the form of stars so that consumers can quickly and easily inform themselves about the appliance's sustainability. We will continue to develop MISSION eco & care in the coming years – both in terms of the criteria for product design and with regard to improving our communication with consumers.

→ Report page 72 – 75

19_{/35}

EXTENDED REPAIR OPTIONS

The Melitta® EPOS® filter coffee-maker is designed in such a way that – should the worst happen – more extensive repairs are both possible and economical. A corresponding repair service was set up when the machine was launched. The Melitta® EPOS® is the first electric pour-over system with an integrated grinder.

→ Report page 72 – 75

20_{/35}

Repair service test winner

From May to September 2020, the German consumer organization “Stiftung Warentest” examined several repair services for fully automatic coffee machines in a series of undercover tests. With scores of 0.7 (very good) for repair and 1.8 (good) for service, the Melitta® repair service for fully automatic coffee machines received an overall score of 1.0 and was ranked first.

→ Report page 72 – 75

21_{/35}

REDUCING CO₂ BY COMBINING
TRANSPORT METHODS

We prefer to work with logistics partners who can optimally combine different modes of transport – such as truck, rail, and ship – and thus convey goods in a particularly climate-friendly manner. In 2019, for example, we worked together with the Austrian forwarding company LKW Walter to ship more than 130 truckloads in combined transport by rail and water, thereby reducing CO₂ emissions by around 132 tonnes.

→ Report page 78 – 81



22_{/35}

CONVERSION TO BIODIESEL

One of Melitta's key logistics partners – the Danish logistics company Frode Laursen – is increasingly converting its fleet to vehicles which run on non-fossil fuels. HVO (Hydrotreated Vegetable Oil) – a biodiesel produced from vegetable fats and oils that uses hydrogen as a catalyst instead of methanol – now accounts for the largest share. This fuel is a particularly environmentally friendly alternative to conventional diesel.

→ Report page 78 – 81

23_{/35}

OPTIMIZED
PRODUCTION PROCESSES

Thanks to various process improvements in production, Neu Kaliss Spezialpapier has managed to reduce its energy consumption. On the one hand, the running time of the so-called pulper (where the pulp required for paper production is dissolved in water) has been shortened. Secondly, the pre-dryer fan now operates at lower speeds than before. These changes save almost 80,000 euros in energy costs annually – without any loss of quality or performance.

→ Report page 78 – 81

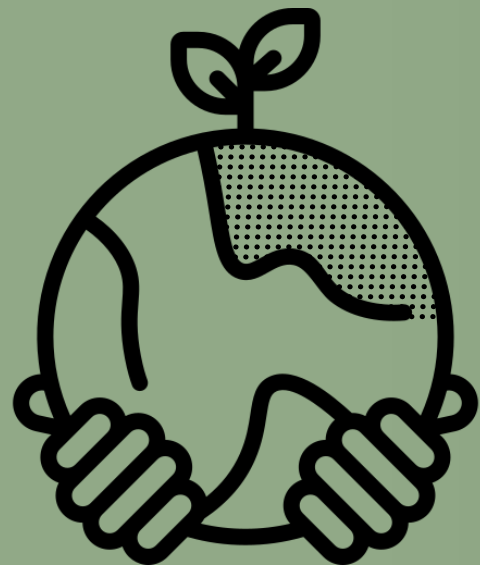
24_{/35}

REDUCED ENERGY NEEDS

Wolf PVG replaced key components of its production systems in 2020 in order to reduce energy consumption. Among other things, a modern cooling system for injection molding was installed, including a free cooler to utilize the ambient temperature. In addition, the facility received new air compressors which will feed the resulting waste heat into the building's heating system in future. The total expected energy saving is around 830,000 kilowatt hours per year.

→ Report page 78 – 81

25_{/35}



Calculation of product-related climate impacts

In 2020, Wolf PVG started calculating its product carbon footprint for the vacuum cleaner bags manufactured by the company. This method is used to calculate the impact that a product has on the climate.

The aim is to obtain information for the further development of the product and to reduce emissions in all relevant value creation processes as far as possible.

→ Report page 78 – 81

26_{/35}

Paper flow packs for cleaning tabs

In October 2020, ACW-Film was commissioned by the drugstore chain DM to develop fully recyclable tubular bags for cleaning tabs. The new packaging does not contain any plastic components and is made of 100 percent paper. This means that the flow packs can be recycled and reprocessed after use without any problems.

→ Report page 84 – 85

27_{/35}

Substitution of polystyrene

Since polystyrene is extremely light and protects very well, it is often used as a packaging material. However, polystyrene is not reusable and is therefore sorted out in recycling plants. With this in mind, Melitta Europe – Coffee Preparation Division has initiated a project to substitute polystyrene. The initial focus is on the packaging of fully automatic coffee machines.

→ Report page 84 – 85

28_{/35}

Potential for improvement
identified

Together with an agency specializing in human rights issues, a gap analysis of the activities developed by Melitta to protect human rights was conducted in 2020. In the course of this analysis, the relevant corporate functions were first identified and the requirements for a revised due diligence process were defined. Following this, interviews were conducted to collect data, the existing regulations and processes were examined, and recommendations to improve the status quo were elaborated. The recommendations are currently being implemented.

→ Report page 90 – 91

29_{/35}

Long-standing
commitment
to the German
Child Protection
League —

The Melitta Group has been cooperating with the German Child Protection League (“Deutscher Kinderschutzbund Minden – Bad Oeynhausen e.V.”) for almost 20 years now. The aim is to help strengthen the rights of children and adolescents to grow up without violence and to help them realize their potential. In addition to financial support, many employees of the Melitta Group volunteer by contributing ideas and activities.

→ Report page 96 – 97



“Don’t Throw Me
Away!” — the
initiative against
food waste 30_{/35}

The operating division Cofresco has been supporting the “Don’t Throw Me Away!” initiative of the Hollen Environmental Centre since 2015. The initiative aims to reduce food waste and educate primary school pupils in particular about the value and proper handling of food. Every year, around 50 primary schools are visited to provide on-site education with table and floor games and other materials suitable for children. In a cooperation between the children’s magazine “GEolino” and Toppits®, a “Don’t Throw Me Away!” competition is also held every year. In 2018, the initiative received a national award from the German government for its “Commitment to Tackling Food Waste”.

As school visits were no longer possible due to the coronavirus pandemic in 2020, new digital possibilities were found to raise awareness about food waste. These included online seminars, digital school materials, increased social media presence, and podcasts. The commitment and creativity displayed by the initiative during the coronavirus pandemic has been recognized by UNESCO. “Don’t Throw Me Away!” was selected as a best-practice example of digitalization on the topic of sustainable development. A video was produced about the initiative, which was screened at the UNESCO World Conference on Education for Sustainable Development (ESD) in May 2021.

31_{/35}

Donations to various organizations and projects

Every year, the Melitta Group's operating divisions support numerous projects. Examples of Melitta Europe – Coffee Division located in Bremen include support for hospitals, the home-less project "Frieda", the Soup Angels of Bremen, and an AWO social department store.

→ Report page 96 – 97

32_{/35}

Focus on — longer useful life

In 2020, we worked on several projects to extend the useful life of our filter coffeemakers and fully automatic machines. To this end, we introduced tests for a minimum ten-year useful life and developed concepts to expand our own and third-party repair services. We are also examining how spare parts can be made not only available but also easier to replace, as is already the case with jugs and drip trays, for example. We also want to further increase the recyclability of our packaging for filter coffeemakers and fully automatic machines – even though it is already 95% recyclable.

→ Report page 92 – 93

33_{/35}

LEADERSHIP IN THE CRISIS

THE CORONAVIRUS PANDEMIC PRESENTED OUR MANAGERS WITH A NUMBER OF CHALLENGES: FOR EXAMPLE, THEY HAD TO DEAL WITH EMPLOYEE UNCERTAINTY, REORGANIZE PRODUCTION PROCESSES, AND INTRODUCE NEW WORK-FROM-HOME RULES WITHIN A VERY SHORT SPACE OF TIME. TO SUPPORT THEM DURING THIS PERIOD, CORPORATE HR LAUNCHED THE "LEADERSHIP IN TIMES OF CRISIS" WEBINAR SERIES. THE GOAL: A COLLABORATIVE APPROACH TO SUSTAINABLE LEADERSHIP DURING THE PANDEMIC.

→ Report page 102 – 103

MILITARY EMPLOYER BRANDING ING

34_{/35}

Work-life balance

As a family business, the work-life balance of staff is particularly important to Melitta. In the past year, Melitta Europe – Coffee Division received two awards for its work-life balance measures: the “berufundfamilie” certificate and the regional quality seal “Family-Friendly Employer”. Among other things, these awards recognize the company’s offerings for families, for example in the areas of childcare, corporate health management, and variable working time models.

→ Report page 104 – 105

35_{/35}

Rapid action during the coronavirus crisis

To protect the health of staff and safeguard our operational business, the Melitta Group’s head office set up a Corona Task Force in spring 2020. This enabled us to pool all decision-relevant information in one place and to quickly and effectively develop the necessary measures. Within two weeks, around a third of all employees were able to continue working from their homes without any major technical restrictions.

→ Report page 106– 107

Climate-neutral and
resource-conserving production

We produced our Sustainability Report in collaboration with an environmental printing company. Based on a quality management system certified according to ISO 9001:2015, the print shop practices sustainability in word and deed – from production to logistics. For example, processless plates are used and the company’s own photovoltaic system supplies it with green energy.

A completely new generation of ecological inks, based on natural substances, produces exceptional printing results with little odor and excellent deinkability. It can also be produced without harming people or the environment and can even be used directly with foodstuffs. With the exception of the color pigments, the input materials and binders are developed on the basis of renewable raw materials.

Naturally, this report is printed primarily on recycled paper, which is either FSC®-certified or has been awarded the EU Eco-Label or the “Blue Angel” eco label, depending on the grade. Unavoidable CO₂ emissions are offset via a recognized reforestation project, thus making a contribution to climate protection. You can find more information about the project under this climate seal:



Imprint

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