



SUSTAINABILITY REPORT 2020



rathgeber
tyrol

Contents

PREFACE	3
COMPANY PORTRAIT	4
HISTORY	4
BUSINESS SEGMENTS / PRODUCTS	4
MOLD DESIGN AND CONSTRUCTION	4
EQUIPMENT CONSTRUCTION	5
AUTOMATION TECHNOLOGY	5
MISSION AND VALUES	7
MANAGEMENT SYSTEM	7
COMPANY INFORMATION	10
ENVIRONMENT	11
OUR PRINCIPLE	11
WASTE MANAGEMENT	12
CORE FIGURES	13
MEASURES	14
ENERGY	15
FUEL OIL	16
ELECTRICITY	17
MEASURES	18
WATER	19
GREEN IT	19
MEASURES	20
EMISSIONS	20
MEASURES	21
SUSTAINABLE PROCUREMENT	21
HUMAN RIGHTS	22
LABOR PRACTICES	23
OCCUPATIONAL SAFETY	23
MEASURES	24
TRAINING AND CONTINUING EDUCATION	25
WORKING TIME MODELS	26
SUGGESTIONS FOR IMPROVEMENT	26
HEALTH MANAGEMENT	26
FAIR OPERATING AND BUSINESS PRACTICES / CONSUMER CONCERNS	28
OUR CUSTOMERS	29
OUR SUPPLIERS	29

The current report presents the environmental and employee-related figures for the fiscal year 2019 on the basis of the core subjects of ISO 26000:2010. Editorial deadline is 20 August 2020.

PREFACE



Since 2009, Rathgeber GmbH has been part of the family-owned TARIOS HOLDING GMBH, which is also based in Innsbruck.

As a medium-sized company in Tyrol, we are aware of our responsibility to the state, the environment, our business partners, employees and customers. Social, ethical and ecological standards flow into all decisions and are subjected to a continuous development process.

For us, sustainability means that we want to operate in a long-term and responsible manner, and that our customers, suppliers and employees benefit from our growth. Challenges are immense, ranging from climate change, resource availability and demographic development, to profound social change, digitization and growing social inequality.

We rely on tradition, quality and active innovation in an open, value-oriented corporate culture. We are aware of our ecological, economic and social responsibility for the region and its people. Using environmentally friendly methods and procedures, we produce our tools and equipment industrially in a resource-friendly manner with employee-friendly, ergonomically designed workstations.

Through various projects and actions based on our mission and CSR guidelines, we create a culture of trust that also leads to each employee's assumption of responsibility for the various tasks.

The sustainability report informs everyone - our employees and the public - about our actions and the responsibility we have for the location, region and its people.

Dr. Kai Konstantin Stoffel
CEO

COMPANY PORTRAIT

HISTORY

The history of our family business goes back over three generations to the year 1939. We benefit from over 80 years of experience in complex metalworking and expand our application technology knowhow day by day. These decades of experience and the extensive expertise of our employees and our processes form the basis of our success.

1939 Johann Rathgeber founds his own business and becomes self-employed as a mechanical engineer. Previously, he was a technical employee at the University of Innsbruck.

1970 Rathgeber recognizes the triumph of plastic in the consumer goods industry and develops sophisticated technologies for injection molds.

1980s Founder Johann Rathgeber successively hands over the company to his son Peter.

2009 Kai Konstantin Stoffel takes over the company of his father-in-law. There is strong focus on the core competencies of the company.



BUSINESS SEGMENTS / PRODUCTS

In our business areas mold and equipment construction as well as automation technology we accompany our customers with professionalism and high operational readiness from the inquiry to the final delivery. First-class quality and punctuality are our top priority.

MOLD DESIGN AND CONSTRUCTION

Here we specialize in complex forms for special product groups in the automotive industry. Among our core competencies are forms for sophisticated loudspeaker grilles as well as complex fabric injection molding tools with peripherals or PMMA pillar covers. We strive for the lowest possible total lifetime costs (TCO) for our customers.

Our mold-making products are exceptionally efficient, allowing us to compete internationally in general and against our competitors in Asia in particular.

The efficiency of an injection molding tool is generally measured by how long it takes to produce a desired medium grade component. In this context, one generally speaks about the tool's cycle time.

The cycle time is mainly determined by the cooling measures in the tool (complex drilling through all relevant components of the tool so that cooling water can flow through it). This against the background that during the injection molding process liquid plastic is injected into the injection mold at high pressure and 90 °C temperature. Until the tool opens and the subsequent removal, usually done automatically by a robot, the component must be cured and cooled to such an extent that the removal can take place without deforming the still warm element. The duration for cooling the component is therefore determined largely by the cooling of the tool.

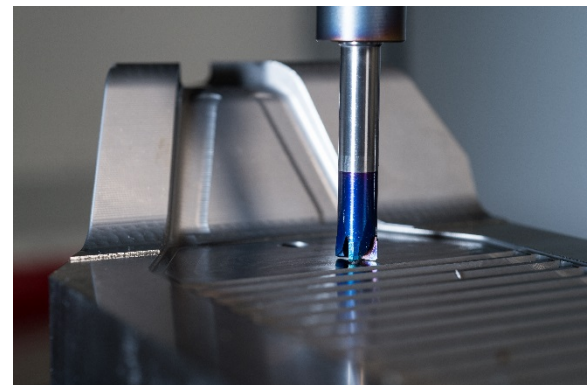
All of our tools and core competencies are characterized by the highest efforts for maximum cooling. Only through these measures can we guarantee a fast cycle and thus efficient production and, last but not least, demand a reasonable price.



The measures we have taken to efficiently cool our tools are a major competitive factor and, at the same time, a significant environmental consideration. The faster our customers can manufacture their components with our molds and equipment, the less burden on our environment.

EQUIPMENT CONSTRUCTION

In the equipment construction division, we regularly produce components and equipment at the request of our customers. The customer regularly bears the responsibility for component design. For this reason, internal measures for sustainable environmental compatibility can only relate to the manufacturing technology as well as the machines and equipment used in this regard. Without efficient production of the components to be delivered, market-compliant pricing is not possible. This means that efficient manufacturing processes are an absolute prerequisite for obtaining an order.



In our company, we only use machines and systems that comply with the latest state of the art. When exchanging systems, we explicitly pay attention to the connection values of the new systems in order to reduce consumption wherever possible.

Furthermore, we continuously optimize the consumption of processing tools (milling cutters, drills, inserts, etc.) by continuously monitoring the service life of our tools and benchmarking them in test series. This helps to conserve resources sustainably and at the same time increase competitiveness.

AUTOMATION TECHNOLOGY

In the field of automation technology, we offer our customers the development and production of machines and devices for the final machining of components (such as mounting clips, screws, etc., requests for completeness and/or attaching a signature, etc.).

In detail, these are automation systems and devices for the final processing of injection-molded parts, which are characterized by a significantly smaller space requirement, associated mobility and energy saving of around 95 percent. This compared to the existing technologies and equipment that are commonly used for these functionalities.

In summary, the differences between the new technology and existing technologies can be summarized as follows:

Criterion	Existing technology competition	Rathgeber new technologies
Footprint	~ 2x3 m	< 1x1m
Energy requirement (electrical)	Up to 16kWh	~ 1kWh
Start-up time	~ 30min	~ 10min
Possible start of constructing automation equipment	After successfully sampling the serial injection molding tool	In parallel with the injection mold (about 8-12 weeks earlier)

MISSION AND VALUES

VISION 2025

„We always offer our customers the best solution on the market in our core competencies! We are the market leaders in quality!“

„We will always be an economically strong and independent family-run business.“

OUR MISSION STATEMENT

We base all our actions on our mission statement.

OUR VALUES

We make technology sympathetic!

We are more focused than others!

We can also say NO!

We follow through with what we promise!

We are Tyroleans... that makes us unique!

Discretion is also a part – we don't talk about our customers!



MANAGEMENT SYSTEM

Quality and reliability are our highest priority. That's why all our processes are ISO 9001: 2015 certified. Our stated goal is to fully integrate the areas of environmental protection and occupational safety into our quality management system, even if no certification has been made here.

The documented structure and process organization in connection with our quality management is available to all our employees in our network. The system is assessed in audits by Quality Austria and our customers with regard to target achievement and processes. We strive for continuous improvement in terms of target achievement and process optimization, which extends across all divisions.



Through our installed performance indicator system, we have permanent information about the quality of our business processes, operations and goal achievement. The key figures lead to corrective measures, the effectiveness of which is documented and tracked using the performance indicator system. Key figures are regularly communicated to all employees by quality management in its employee information and notices, made available in detail to responsible persons and evaluated by the management.

All our forms, equipment and operations, which are measured by key figures, are accompanied by the methods of our management system. In the case of deviations from the standard, the respective division managers conduct an error cause analysis. Deviations are documented with measures and monitored by quality management and internal audits until the respective improvement occurs.

Our business model requires that we prove to our customers on site that the order is viable. This means that every order leaving our factory is fundamentally free from defects. Consequently, in addition to the customer enthusiasm described above, our quality policy is oriented towards the ongoing reduction of the effort that we have to carry out internally in order to process an order "in time" and "in quality."



All of our injection molds in the mold-making division have been CE-certified since 2015, as have our fixtures and equipment in the automation division. Through CE certification, we demonstrably document compliance with all relevant statutory provisions in connection with the EU Machinery Directive. This means additional and immediately recognizable evidence of our high-quality premium industrial products.

In addition, we have our reliability and performance confirmed annually by another quality seal from third parties. The creditworthiness certificate gives our customers and suppliers the opportunity to receive up-to-date and reliable economic information about our company at a glance.

In addition, we gladly cooperate on a partnership basis and are a founding and premium partner of the Aachen Tool Construction Academy (Aachener Werkzeugbau Akademie - WBA).

Our commitment in the area of corporate social responsibility (occupational safety, human rights, fair business practices, sustainable procurement, environment) is confirmed annually by the independent certification body EcoVadis based in Paris. In 2020, we received for the first time the Platinum Award and therefore in our industry we even rank among the top 1% of all evaluated suppliers by EcoVadis.



At the beginning of 2018, we also decided to expand our efforts in this area and, as part of the Global Compact Network Austria, to support the implementation of the 10 universal principles of the Global Compact and the 17 Sustainable Development Goals of the United Nations.

COMPANY INFORMATION

Legal form	GmbH
Shareholder	TARIOS HOLDING GMBH
CEO	Dr. Kai Konstantin Stoffel
Distribution	We are an internationally oriented company and currently sell our tools and equipment mainly in Europe, the USA and China.
Credit rating	06/2020 - 06/2021 / 153 (very good) Certified by Creditreform Austria

CORE FIGURES		2019	2018
Ø Employees as of 12/31	<i>FTE</i>	84.29	89.34
Employees as of 12/31	<i>Headcount</i>	83	92
Share of employees with flexible work time models	<i>in %</i>	81	83
Employee illness rate	<i>in %</i>	3.5	3.2
Share of Women	<i>in % based on headcount</i>	8.4	9.8
Rate of occupational accidents with absence time	<i>Number of occupational accidents x 1,000,000 / number of working hours performed</i>	13.74	6.33
Accident Severity	<i>Sick days caused by accidents x 1000 / number of working hours performed</i>	0.01	0
Total energy consumption	<i>in MWh</i>	1,643	1,667
Share of renewable energy sources	<i>in % of total energy consumption</i>	86	83
Heating oil consumption	<i>in l / m²</i>	5	7
Power consumption	<i>in kWh / € 1,000 turnover</i>	109	91
Water requirement	<i>in m³</i>	614	666

ENVIRONMENT

OUR PRINCIPLE

We attach great importance to an environmentally friendly and resource-saving production of our tools and equipment. Through our behavior we want to show that economy and ecology are not contradictory.

Compliance with legal regulations as a minimum requirement is ensured by regular internal and external monitoring measures. In addition, we strive to reduce the environmental impact of our production processes beyond the legal regulations to an economically justifiable minimum. In doing so, we want to be a good role model in the industry. Ecological findings are consistently taken into account in our development and optimization processes.



In recent years, in addition to complying with our CSR guidelines and the ethical approach based on our mission statement, we have also taken concrete steps to further our sustainability efforts.

We use green practices and continually improve them. We comply with environmental protection regulations and standards and use natural resources responsibly. Waste separation and recycling are self-evident minimum requirements, whereby we work exclusively with certified disposal companies so that waste separation in the everyday operation is ensured by the persons responsible for the respective waste type.

Climate-friendly action is an ongoing consequence of big and small decisions, for example, by inspiring our fellow human beings to make intelligent climate decisions, such as continuously reducing water and energy consumption.

In the area of energy consumption and the waste management system, we think that every individual in the company is called upon to make the most careful decision possible for our environment in our everyday lives. For this reason, we strongly support opportunities in everyday

working life to protect our environment. An important example for us is consistent waste separation, which has been practiced in our company for many years. Consistent waste separation facilitates recycling, which in principle makes fewer landfills necessary, because only waste separation enables clean disposal.

The waste concept is constantly questioned and optimized in manufacturing and administration. Repeated training of our employees, a clear management system for individual waste and the presentation of sorting results in a low rate of incorrect sorting. In addition, all waste is removed by certified waste collectors and the amount of waste is monitored by our in-house waste officer.

We also focus on reducing energy and fuel consumption, on the one hand through appropriate training and on the other hand, for example when we purchase new company vehicles always with the lowest possible emissions of ideally less than 130 g / km Co².

In detail, we monitor the consumption of the following energy resources, for whose continuous reduction we constantly strive, as follows:

Consumption type	Reference	Reduction target per year in %
Electricity	kWh / € 1,000 turnover	2
Heating oil	l / m ²	3
Fuel service vehicle	Co ² fleet average	2
Water	l / € 1,000 turnover	2

WASTE MANAGEMENT

In addition to the ongoing control of the energy resources we require, we also monitor our waste management continually. We also strive to reduce the amount of waste generated by our operations. We are well aware that in the course of machining production (milling, turning, drilling, grinding, etc.) incurred waste quantities are subject to strong production fluctuations and their serious and planned reduction of the accumulated amount of chips depends in detail on the geometry of the workpiece to be produced, the type of steel and the chosen tool. In this respect, there is a big difference to mass producers, who can do it more easily.

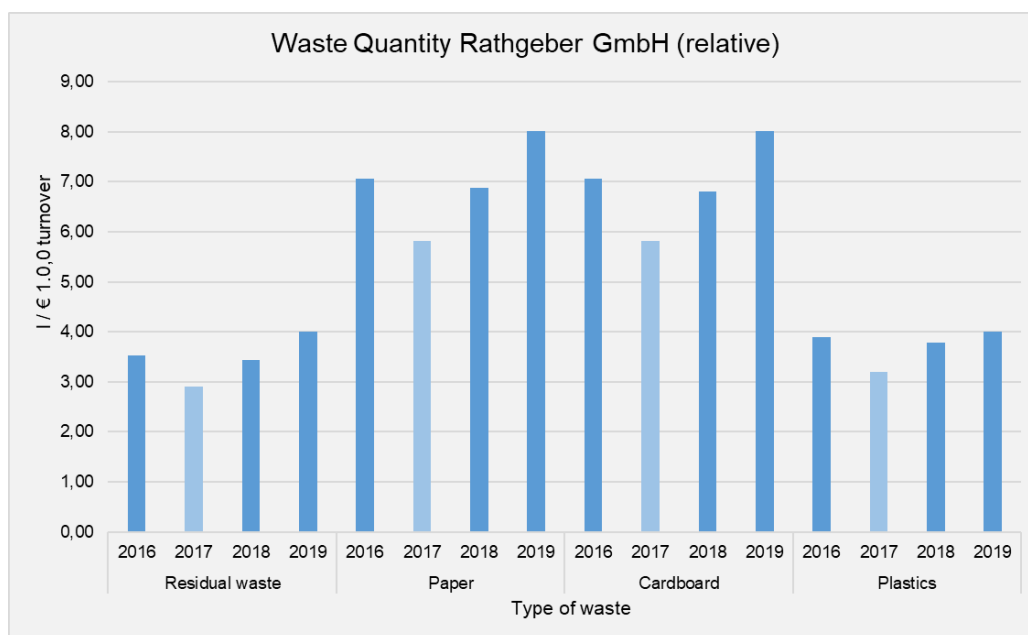
Nevertheless, we only use state-of-the-art machines in production, but as prototype manufacturers we can hardly influence what we have to process in the future by means of machining.

To be able to make a contribution to waste reduction despite this, we give all metal shavings produced by production, as well as eroding wire we can no longer use to a local EMAS certified partner for recycling. This was a total of nearly 59 tons in 2019.

In addition, we monitor the accumulation of the following amounts of waste, which are constantly generated in the company and whose reduction we permanently strive for as follows:

Type of waste	Reference	Reduction target / year in%
Residual waste	Pick-up quantity in l / € 1,000 turnover	2
Paper	Pick-up quantity in l / € 1,000 turnover	2
Cardboard	Pick-up quantity in l / € 1,000 turnover	3
Plastic:	Pick-up quantity in l / € 1,000 turnover	2

CORE FIGURES



As seen in the diagram, we were not able to achieve the self-imposed reduction target for individual waste types in 2019. The main triggers for this were the renovation and construction work which will continue until 2021 which have a significant effect on the waste balance.

Another key figure relevant to us with regard to our waste management is the share of recyclable waste, which we continually attempt to increase. This is currently between 80 and 85 %, but cannot be exactly calculated primarily based on the inexact weight indications on the part of our waste management partners.

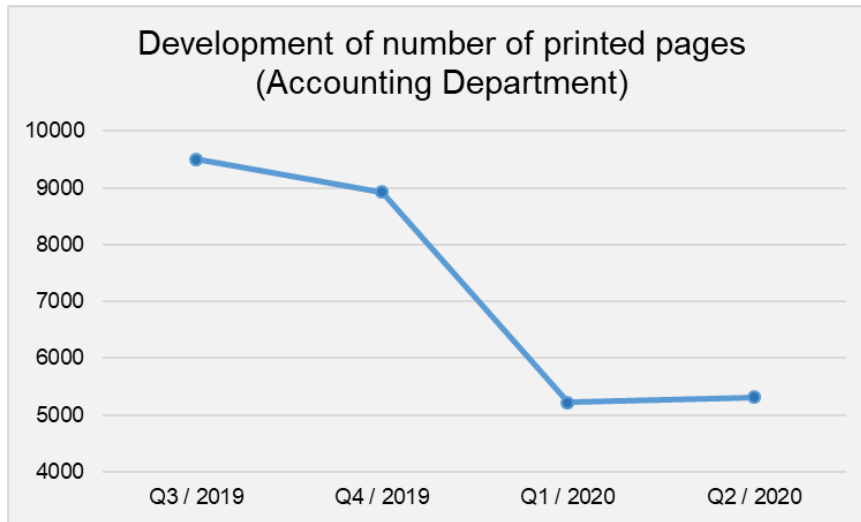
MEASURES

DIVISION	YEAR	MEASURE	STATUS
Waste management	2017	Enlarging garbage island (creating more space for storing materials for recycling)	Completed
Resource conservation	2018	Introducing chip usage during printing	Completed
		Evaluation Conversion of toilet paper rolls to single sheets to reduce paper consumption	Completed
	2019	Abolishment of the plotter and renunciation of printing out of charts	Completed
		Digitization of all checklists	Ongoing
		Conversion to receiving and sending of digital invoices	Completed
		Digitization of internal invoice release process	Completed
		Conversion to digital document processing and filing	Completed
	2020	Acquisition of reusable washable face masks instead of disposable face masks (due to the COVID-19 pandemic) for all employees	Completed

In the voluntary purchase of face masks (FM) in connection with the COVID-19 pandemic, we made sure that the employees receive free washable and therefore reusable cotton variations instead of disposable face masks, in order to reduce unnecessary increase in the amount of waste here too.

The conversion to "digital accounting" was made in 2019 as a measure to reduce paper consumption. In detail this means, that we have requested that our suppliers no longer send us paper invoices, but send them to us by e-mail. These are then further processed accordingly via a digital release process, so that all printouts in connection with accounting have become obsolete. At the same time, we are abstaining from sending paper invoices and are now transferring all outgoing invoices only digitally. In addition to the enormous paper savings, at the same time there is an enormous reduction in space requirements, because document filing is also done solely digitally.

The positive development of number of printed pages of the accounting department is presented as follows:



ENERGY

Bringing the conservation of energy into the minds of all our employees so that the entire workforce takes responsibility for the environment and resources. This topic is an integral part of our monthly employee information, which takes place in our academy. Likewise, this point is firmly anchored in our enrollment plans and is explained to each employee at the beginning in a private conversation.

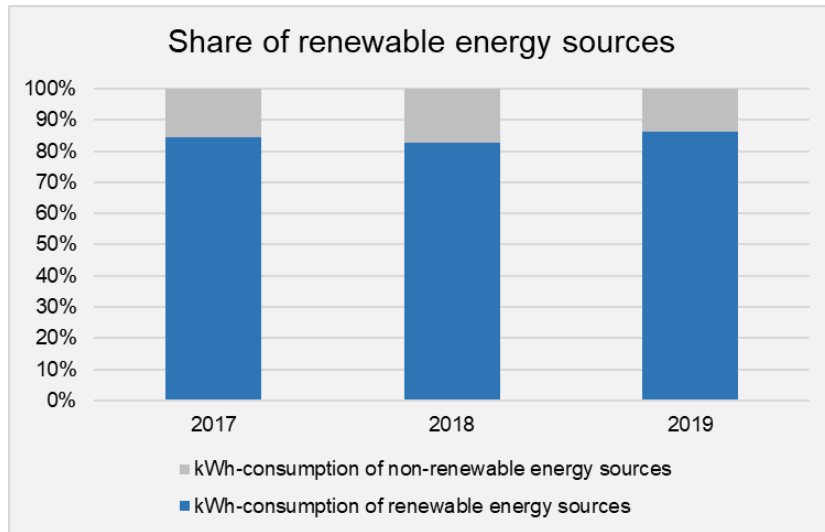
In the case of new acquisitions, investments are made in modern facilities, which enable energy-efficient and thus resource-saving production. However, our modern machinery not only results in considerable energy savings, but also has positive effects on our employees' occupational safety and health through its optimized and user-friendly design.

Along with optimizing our own production processes, we also support our customers in this regard. In the past, we have provided our customers with innovative technologies related to production with our tools in downstream processes which has resulted in enormous space savings and up to 95 percent energy saving.

Converting and expanding our company building also makes a contribution to energy saving. The customer center was renovated at the end of 2018 and the beginning of 2019, and we've started on the expansion of our company building. Planned completion of this is 2021.

In addition to the creation of energy transparency through calculation and representation of the costs and consumption in our company, we are also constantly investigating the use of the types of energy we use, such as electricity, oil, water and waste water in the processes and optimizing these with the aid of the entire team.

The development of the share of the renewable energy sources throughout our company's energy use can be represented as follows:

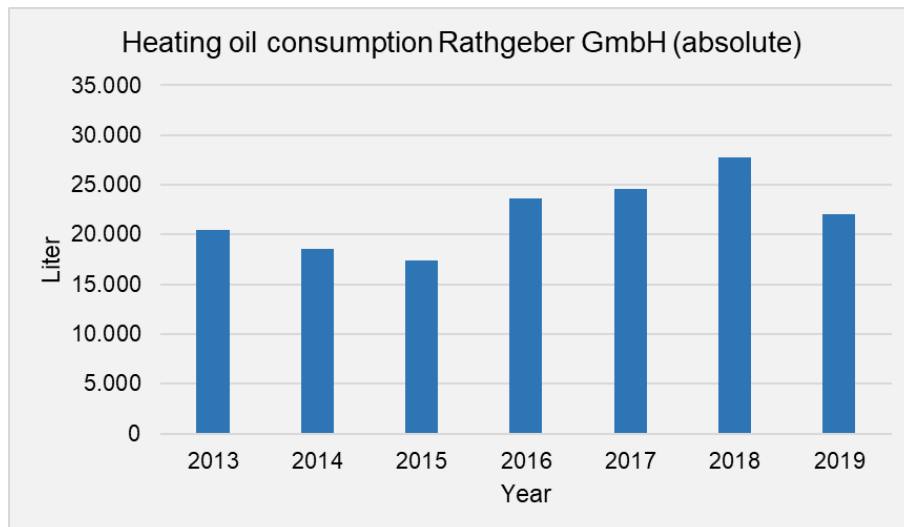


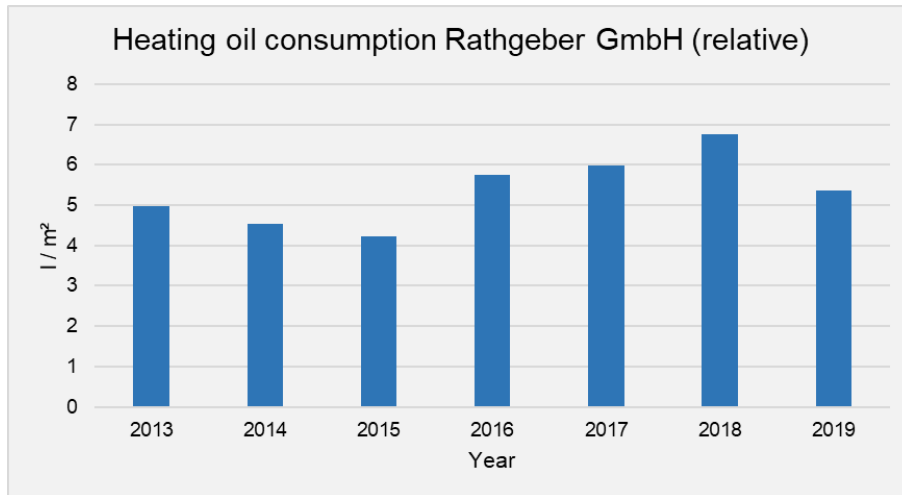
The share of renewable energy sources in our overall energy consumption was able to be increased from 83% to 86% from 2018 to 2019. This increase is above all due to the reduction in heating oil consumption.

FUEL OIL

Reducing night and weekend heating systems adapted to the production conditions and office hours. Switching off heating systems in the administration building during the summer months. Dispensing with hot water in our toilet facilities.

In detail, the absolute and relative consumption of fuel oil is as follows:



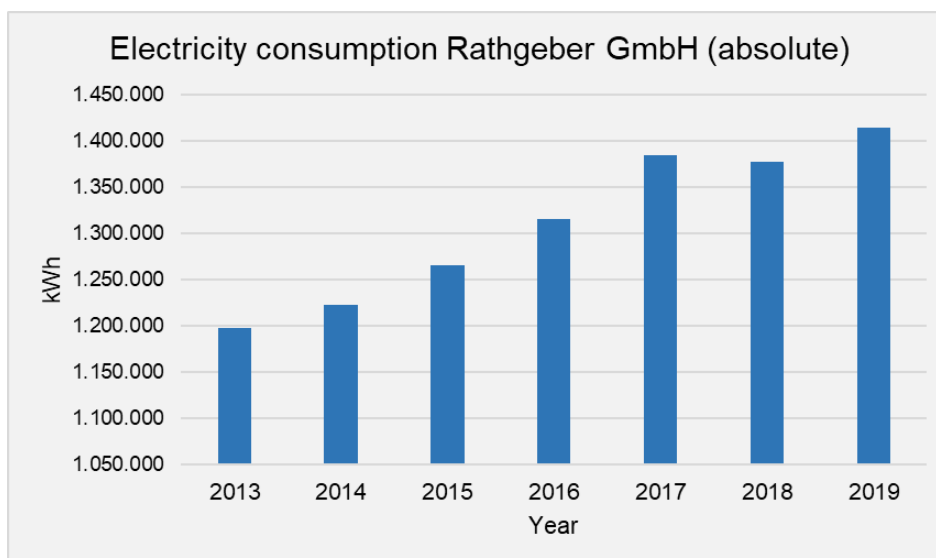


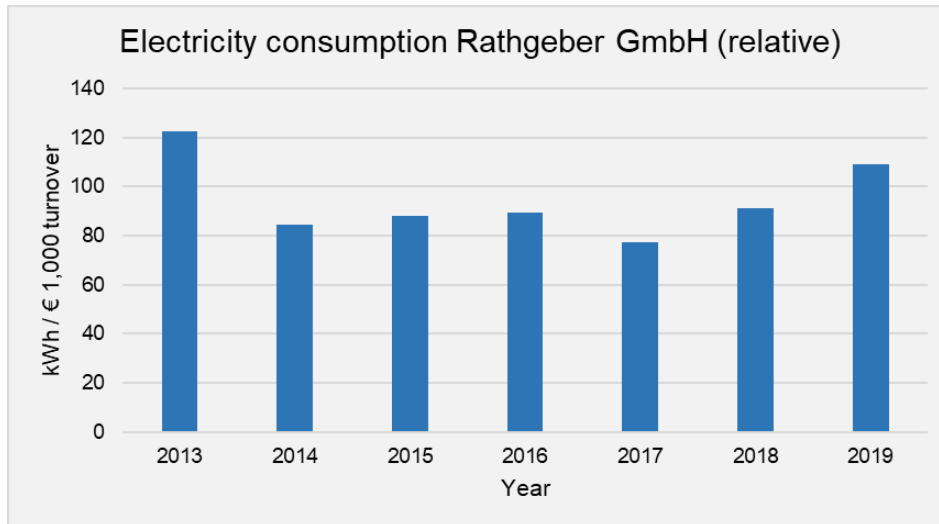
The fuel oil consumption was able to be significantly reduced again in the last year. This can be traced back to, among other things, a replacement or repair of our own heating units and the replacement of all windows during the renovation of the customer center and customer zone.

ELECTRICITY

We use up to 100% green electricity, which is free of CO₂ and is produced up to 85% through hydroelectric power.

Electricity consumption in absolute terms is on a consistently high level. In detail, the absolute and relative consumptions of recent years are as follows:





It can be seen that in the relative presentation of electricity consumption, the ongoing renewal of our machinery and equipment is reflected clearly and the value is lower than in 2013.

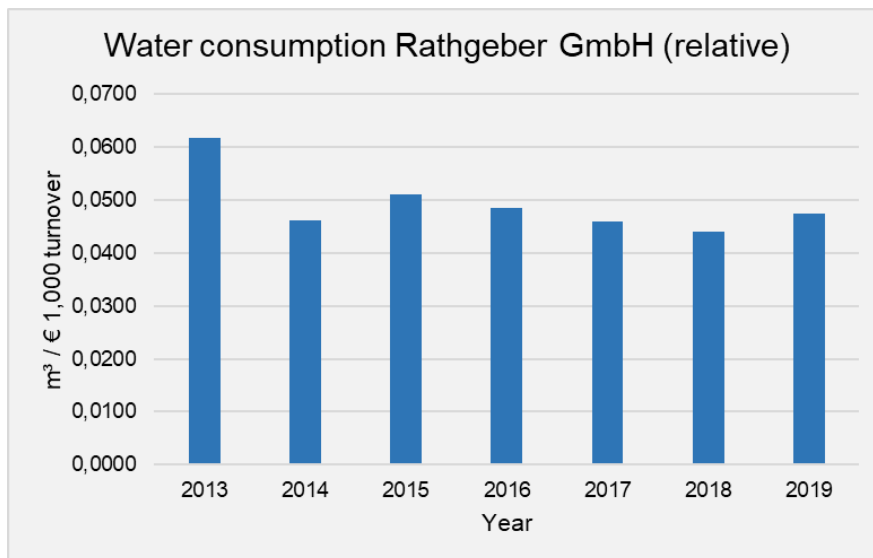
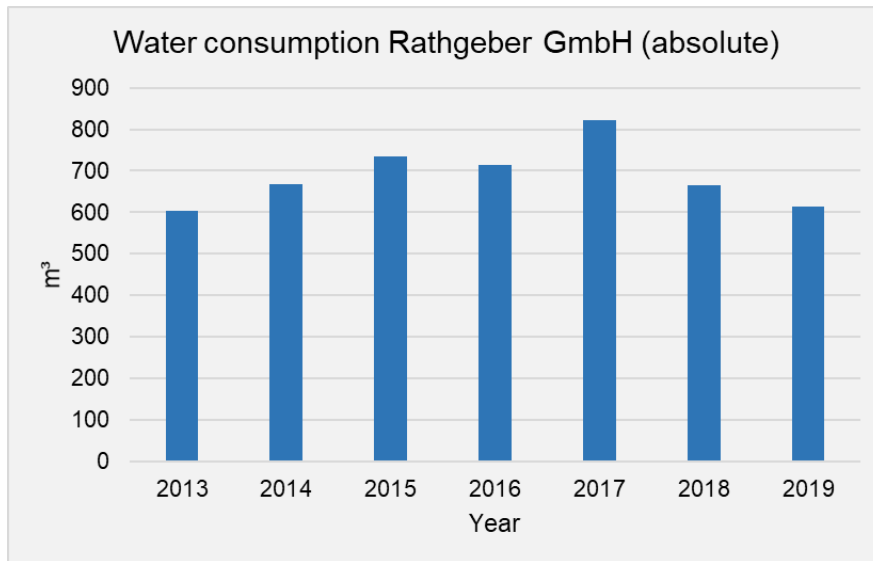
In 2019, the relative electricity consumption did rise slightly, however, we expect significant positive changes in connection with the reduction of electricity consumption after the renovations on the site are complete and further investments made in new machines and equipment. We think our intended reduction by 2% is therefore realistic.

MEASURES

DIVISION	YEAR	MEASURE	STATUS
Energy management	2017	Installing heat protection foils on all windows to reduce energy costs (air conditioners/heating costs)	Completed
	2018	Renovating window sales area	Completed
	2019	Replacement of all windows in the customer center with new synthetic windows (triple glazed) including lamination with heat and UV resistant film.	Completed
		Climate-friendly air conditioning of the customer center with speed-regulated air conditioning system.	Completed
		Replacement/repair of heating units for optimized temperature regulation.	Completed
2020	Replacement of all climate control units in the production areas for consistent room temperature with less energy consumption.	Ongoing	

WATER

In detail, the absolute and relative consumption of water is as follows:



Fortunately, considered in absolute numbers, water consumption was able to be reduced considerably. However, due to our ongoing construction work, we were not able to achieve our reduction goal in 2019 of 2% in connection with the relative use of water in 2019.

GREEN IT

In connection with energy management, we are constantly investing in digital infrastructure and technologies. In addition to the ongoing migration to virtual servers, our telephone system was also digitized in 2020.

MEASURES

DIVISION	YEAR	MEASURE	STATUS
Energy management	2017	Start project Green IT replacing physical servers with virtualized servers (currently 8 physical and 28 virtualized servers)	Ongoing
	2020	Migration from a physical to a digital telephone system	Completed

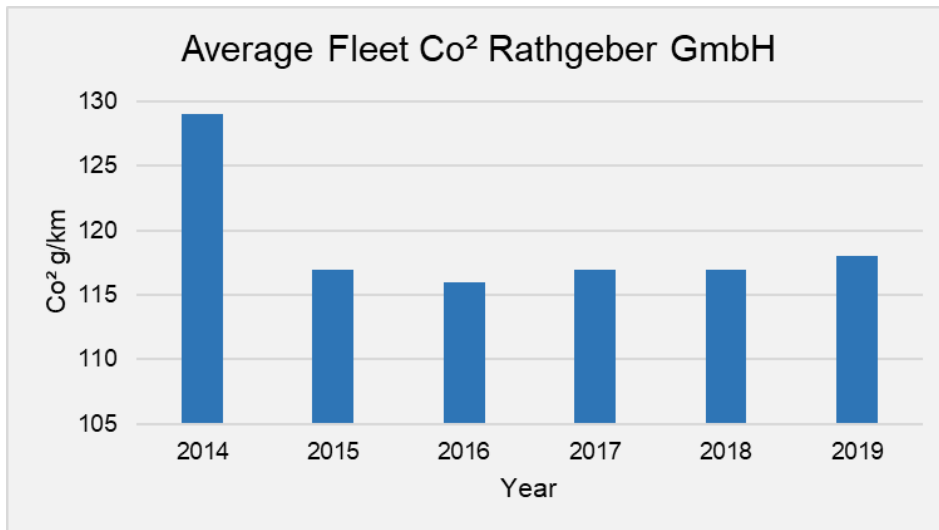
EMISSIONS

All unwanted emissions, such as dust and vapors, are captured, filtered and released at the source into the outside air as much as possible. In compliance with prescribed limits, the air is conditioned in almost all areas of the company. Continuous control of the extraction systems ensures optimal protection of the employees.

We see ourselves as having a special responsibility for handling resources in an environmentally conscious way. For this reason, the company car policy requires employees to select low-emission vehicles.

The result of this directive can be seen from annual fleet Co² emissions, which averaged 118 g/km (15 vehicles) in 2019 and compared to 2014, which was still at 129 g/km in 2014 (14 vehicles).

In detail, this comparison is as follows:



The targeted reduction of 2% per annum was thus significantly exceeded from 2014 to 2015. Because in the interim multiple vehicles are no longer being exchanged in the company fleet, the next reduction will probably only be seen with a newer comprehensive vehicle exchange, e.g. a transition that has yet to be evaluated to alternative engine technology and / or alternative fuels.

MEASURES

DIVISION	YEAR	MEASURE	STATUS
Resource conservation	2016	Further reducing fleet Co ² emissions	Ongoing
		Creation of mobility concept (bus / bicycle / cars - parking space requirements etc.)	Completed
	2017	Expanding the mobility concept for the Rossau area in preparation for implementing cross-company carpooling	Completed
	2020	Evaluation of possibilities for the reduction of business travel (replaced with digital meetings, etc.)	Ongoing

SUSTAINABLE PROCUREMENT

Supplier surveys and audits are a fundamental part of purchasing and quality management when selecting our suppliers. In doing so, environmentally relevant aspects are taken into account. If we receive equivalent offers, suppliers from the region are preferred.

In the standard packaging of our molds and systems, we attach great importance to using as little material on the whole as possible. The focus here again is on renewable resources, which is why all essential parts of the packaging are made of wood and can be reused.

In order to facilitate or ensure the recycling of wooden pallets and large-volume wood packaging for hot runners, for example, large containers of a certified disposal company are available directly at the site and are replaced regularly.

Most of the vehicles of the partner forwarders already fulfill the EURO 5 standard, some already the EURO 6 standard. Older vehicles will gradually be replaced in order to deliver consignments in low-emission zones.

HUMAN RIGHTS

Fair play, respect and integrity are fundamental to our business. Acting ethically also means protecting human rights and combating corruption. Not just to take responsibility for our colleagues, but to serve as a good example wherever we operate.

We do not tolerate any form of discrimination and promote equal opportunities and treatment, regardless of color, nationality, social background, disabilities, sexual orientation, political or religious beliefs, sex or age. The personal dignity, privacy and personal rights of each individual are respected and inviolable. Employees are selected, hired and promoted on the basis of their qualifications and abilities. Degrading treatment of labor, such as mental hardship, sexual harassment and the like, are not tolerated.

There is a legal quota for integrating people with disabilities, which is not a yardstick for us. Since we do not tolerate discrimination, we adapt the working conditions to the needs of the individual and integrate them completely into the daily work routine. The severely disabled rate in our company is currently 2.3 %.

We are also involved in this area outside the company We have been sponsoring basketball players of the Tyrol Wheelchair Sport Club for several years. RSCTU plays in the German Regionalliga Süd and regularly occupies top rankings both in the regional league as well as at international tournaments.



Since 2017 we have been supporting the association "Rettet das Kind Tirol" (Rescue the Tyrol Child) especially for children from socially disadvantaged families, for example, through long term mentorships and by fulfilling their Christmas wishes and helping their respective families. In this area, we also want to focus more in the coming years by supporting children in their school careers, so they are prepared as well as possible for entry into professional life and a secure, independent future.

LABOR PRACTICES

OCCUPATIONAL SAFETY

Occupational health and safety are integral parts of our holistic concept. Through regulated, documented risk assessments of the workplaces, weak points are identified and remedied. We expect our employees to take responsibility for the environment consciously and consistently. In addition to the corresponding training in the course of the first weeks, the necessary knowledge is also imparted through targeted training and further education measures.



We care about a safe and healthy work environment. This requires strict compliance with safety rules and practices. Systematic observation and responsible handling of dangerous situations raise the awareness of our employees for occupational safety and strengthen the preventive effect of measures to avoid accidents. We aim for an annual reduction in occupational accidents of at least 10 percent. The number of reportable accidents at work was 1 in 2018 and 2 in 2019.

Our safety officer, our fire prevention officer and the safety specialists and occupational medicine doctors regularly review the working conditions at the relevant workplaces regularly within the framework of targeted visits and inspect the adherence to all currently applicable legal specifications and regulations. This contributes to active prevention work, so that the various areas of responsibility can be reviewed using checklists. If there is a need for information or action, the facts are reviewed by the safety expert as part of the safety inspection at intervals and appropriate measures can be initiated. In order to further improve the quality of work, we strive for an additional reduction of physically demanding work in the company. Specifically, we aim to reduce injuries from repetitive heavy work or stress by 10 percent.

All areas are constantly checked for noise pollution by our safety expert. In addition, noise measurements are taken at regular intervals by the Allgemeine Unfall- und Versicherungsanstalt (AUVA - General Accident and Insurance Fund) in order to indicate any exceeding of the limits.

Necessary measures are initiated immediately and unbureaucratically to further improve the working conditions for our employees. Ear protection as well as other personal protection equipment (goggles, gloves ...) is available at any time (24h / 7D) for free in one of our freely accessible StoreManager^{pro} (goods issue systems).

Safety data sheets are available for all relevant (hazardous) substances and preparations. The management of the data sheets takes place in paper form and electronically on the Intranet and is constantly updated. It also derives from the ongoing adaptation of the required personal protective equipment, especially gloves.

We see not only physical but also mental stress as a potential source of danger in everyday working life. For this reason, in order to receive information for steady improvement in the working environment all our employees are asked to fill out a questionnaire at least once a year. Measures derived from the evaluations are implemented promptly in consultation with the occupational physician.

In addition, in 2018 we also conducted the first employee survey in our company. It's not always easy to specifically determine the potential and learning areas of the internal processes, but also the interpersonal contacts and internal communication. So we did a comprehensive employee survey. Constructive and honest feedback on the various subjects regarding company management is a very effective way to determine areas for development for the future. 63% of our employees have given us feedback, of which 98% are satisfied with their jobs overall, and 93% would recommend us as an employer! We're really proud of this result, because we really value the satisfaction and motivations of all of our employees as the mutual key to our success!

MEASURES

DIVISION	YEAR	MEASURE	STATUS
Work security/work protection	2017	Load securing NEW (anti-slip mats, reinforced pallets, etc.)	Ongoing
		New company doctor and training of own safety expert	Completed
	2018	Conducting employee survey	Completed
		Developing a lifting table for improved working ergonomics in the assembly area	Completed
		Acquisition of more than 15 electrically adjustable desks for designers and programmers.	Completed
	2019	Expansion of the production areas / further optimization of the work processes and modernization of the workspaces	Open

	Acquisition/replacement of office chairs in the customer center to certified healthy chairs for commercial customers.	Ongoing
	Improvement survey for physical strain in the workplace together with occupational doctors / evaluation of need for occupational psychologist	Completed
2020	Creation of emergency plan for pandemic (COVID-19)	Completed
	Temporary switch to home work for all office workspaces to minimize the risk of infection.	Completed
	Acquisition and free distribution of face masks (voluntary use) and disinfectants	Completed
	Assumption of costs for voluntary COVID-19 antibody tests	Completed
	Conducting employee survey	Open

TRAINING AND CONTINUING EDUCATION

Our training offer for apprentices in the areas of office clerk, metal technician for tooling technology and designer for toolmaking was again awarded by the province of Tyrol with the quality seal "Excellent Tyrolean Apprenticeship Company." It documents and pays tribute to the quality of our training provision and the efforts of our apprentice instructors in these areas.

In addition to our professional and internal training processes, we also endeavor to promote all our young talents and, moreover, train them to become qualified managers.

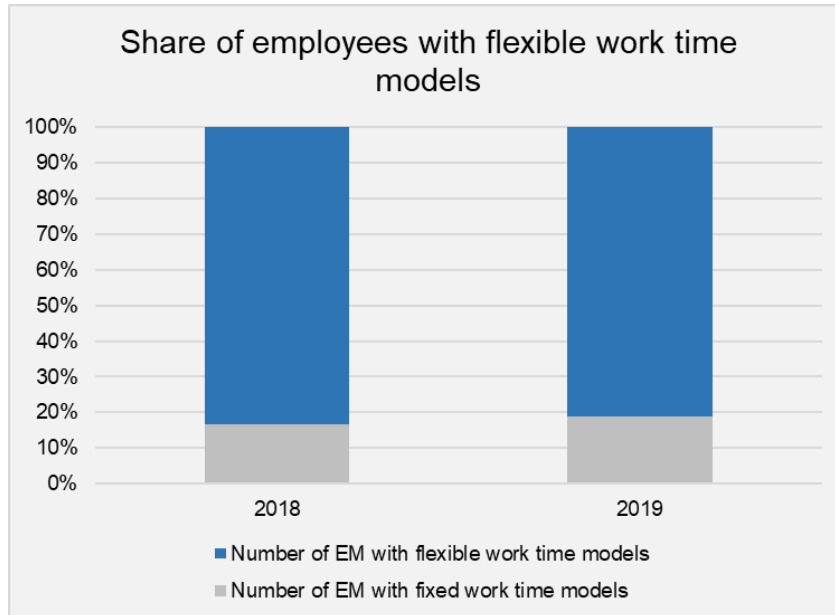


In addition to requiring junior managers and executives to participate in the seminar series "EntrepreneurEnergy" at SchmidtColleg, we offer selected personality and leadership development workshops and pay for committed and suitable employees to attend extra-occupational study at the Aachener Werkzeugbauakademie (Aachen Toolmaking Academy). Through this study, they receive the opportunity to deepen their expertise and acquire additional business management knowledge. Together, these subsections form the basis for making our processes ecologically sustainable, taking into account the economic conditions.

Overall in 2019, over 60 hours on average were invested per employee in internal and external training and further education.

WORKING TIME MODELS

In coordination with the employees and the works council, we implement very flexible working time models. In addition to the two-shift operation we use the working time model "flexitime." Our employees can determine the beginning and end of their daily working hours independently as well as the distribution of weekly working time to individual working days under consideration of a generously defined framework.



SUGGESTIONS FOR IMPROVEMENT

Our employees have the opportunity to submit company improvement suggestions. For this you can either login to the internally created CIP program, or submit their suggestions directly in the monthly employee information. All proposals are analyzed and examined for their meaningfulness and feasibility.

Starting in 2018, a comprehensive employee survey will also be conducted annually by means of a written questionnaire every two years. As a result, the overall satisfaction with the working environment or in the existing work environment will be determined independently of the operating activities of the individual colleagues.

The next employee survey will be conducted at the end of 2020 or beginning of 2021.

HEALTH MANAGEMENT

Global competition demands high quality and low costs. This results in high demands on the employees. The demographic change means that employees have to work longer and fewer junior employees are available. This is one of the reasons why we increasingly deal with the topic of health and optimal work-life balance. Thanks to targeted health care and the optimal adaptation of the working environment to the needs of our employees, diseases can be avoided best through prevention and early detection.

We offer our employees the opportunity to have an annual health check-up carried out by our company doctor. We also offer optional visual and hearing tests to our employees at regular intervals.

Together with our safety expert we work on continuous improvement of the ergonomic workplace design. In order to further improve workplace ergonomics, new office chairs will be ordered exclusively from a certified health specialist company. These chairs offer a high level of seating comfort and are optimally adapted to the needs of each individual. In addition, in 2018 more than 15 electrically adjustable desks were acquired for colleagues with jobs that require constant sitting. This enables continual physical variety.

Physical and emotional well-being can influence each individual person by their own behavior in everyday work and in private. We try to create awareness by offering and financing personality development seminars.

To prevent back problems and improve fitness, every Wednesday we offer a one-hour gymnastic program for the back and spine under the professional guidance of a physiotherapist. All our employees can participate in this.

Since 2016, all of our employees have access to a compact fitness room with three cardio machines and a strength training center including accessories. All units supplied by the market leader Technogym are being maintained, certified for commercial use and comply with the European Directive for stationary training equipment.

To promote the healthy nutrition of our staff, we subsidize for each employee a hot lunch every day for € 3.20 and offer fruit for free, which is delivered fresh weekly and made available.

In addition to all the above, we also see the issue of private health insurance as part of a comprehensive health care plan. Thanks to a framework agreement with a well-known insurance company, we offer all our employees the opportunity to benefit from an affordable special-class insurance through a greatly reduced premium. In the event of illness or after an accident, this means that the recovery can be carried out as well and as comfortably as possible through a free choice of hospital and doctor.

FAIR OPERATING AND BUSINESS PRACTICES / CONSUMER CONCERNS

On our own initiative, we feel obliged to face the public with openness, willingness to engage in dialog and consciously perceived responsibility. For this reason, we maintain our corporate values and have issued guidelines for the responsible treatment of our employees, customers, the environment and resources available.

We reject corruption and bribery in accordance with the relevant UN Convention and promote appropriate transparency, integrity, responsible leadership and control in the company. All customers and suppliers of our company are located in countries with a CIP (corruption perception index according to Transparency International) of at least over 40.

Adherence to transparent and fair behavior in the market is our top priority. Restricting free competition as well as violations of competition and antitrust law are incompatible with our corporate philosophy and culture as well as with our self-image.

Our actions are distinguished by openness and honesty, which we also transfer to our marketing and our advertising. We don't promise everything, but we want to live up to what we do promise. For this reason, we object to any misleading advertising.

INCLUSION AND DEVELOPMENT OF THE COMMUNITY

OUR CUSTOMERS

Our actions are always customer-oriented. By the comprehensive concept of quality, we understand the quality of the execution (of the project or product/equipment), punctuality, flexibility as well as the technical and economic goal fulfillment. Requirements of our customers for environmental compatibility and longevity are examined and, if possible, implemented. We want to create a high level of benefit and satisfaction for our customers through our activities and, of course, recognize and make available to them the right to important product and process information.

Our constant customer surveys confirm our efforts in this area: 100% of our customers rated us better than our competition in 2019, 85% of them were very satisfied with our efforts and 15% satisfied.

Furthermore, we commit ourselves to protecting our customers' data as well as information concerning our products used by our customers. Our customers' data security has the highest priority. It also means that we treat all data and information of any kind strictly confidential and also demand this confidentiality from our suppliers, if necessary. Last but not least, it also means that we do not talk about our customers.

OUR SUPPLIERS

We raise the bar for our suppliers and regularly monitor how well they meet our needs. In order to fulfill our sustainability requirements, the selection of our suppliers is of great importance.

Reliability is a great asset for us. The same requirements that we set for our customers in this regard are also placed on our supplier partners. For this reason, it is necessary for our supplier partners to commit to respecting our established CSR guidelines and making them an obligation for their suppliers as well. To ensure this, the guidelines set forth herein are an integral part of our general terms and conditions of purchase and subject to periodic supplier audits.



We are at your disposal for any questions!



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