Sustainability Report 2014
Over the past six decades, Sport-Thieme has grown into a world-leading mail-order retailer for educational and sports organisations. We supply schools, public authorities and clubs with more than 12,000 sports articles, making exercise fun for children, families, amateur athletes and top sportspeople.

Social responsibility and sustainable operations have been basic aspects of our corporate culture for many years. As a market leader in the sector, we are not only aware of a deep commitment to our employees and clients, but also the environment and our society. As a company, we do not define success exclusively by sales figures and profits. We began to combine environmental, social and economic objectives with our core business at an early stage and so budget for long-term success. We aspire to combine best possible product quality and service with effective environmental protection and social responsibility. It is our aim to strike a balance between long-term profitable growth, safeguarding the future of generations to come, and sustainable, responsible operations.

In this second sustainability report, we want to share the approaches we have taken over recent years with our clients, employees and partners. Many of our initiatives are obvious and visible at first glance: A photovoltaic installation on the warehouses provides for clean, renewable energy. Packages sent to clients are dispatched in a manner that is as environmentally-friendly as possible and balls are delivered deflated to save space. But many things we do are not so obvious: By the time this report is published, our catalogues and much of our other advertising material will have been produced climate-neutral. Printing causes CO₂ emissions. Sport-Thieme “neutralises” these emissions with reforestation activities in Germany’s mixed woodland areas. Other advertising material will follow this example in future, actively contributing to reducing greenhouse gases by climate-neutral production.

We can only achieve our aim to act today for tomorrow and to undertake ecological responsibility towards future generations if we preserve our natural resources and maintain the highest possible quality and safety standards.

We are delighted that you have been our companions on this 65-year journey, which we shall soon be taking into the third generation. Katharina Thieme-Hohe and Maximilian Hohe are gradually taking over from Dr Hans-Rudolf Thieme, as the third-generation management of Sport-Thieme. They will be preserving the character and spirit of a privately-run family firm and will continue to improve upon the effective foundations we have already established.

Thank you for your interest!
FOREWORD

COMPANY

REPORTING STRUCTURE

ENVIRONMENT

BUSINESS

EMPLOYEES

OUR CUSTOMERS

PRODUCTS & SERVICES

THE COMPANY IN SOCIETY

INDEX & KEY INDICATORS
**COMPANY PROFILE**

Sport-Thieme GmbH is one of Europe’s largest mail-order retailers for educational and sports organisations. The headquarters of the family-run firm established in 1949 by Karl-Heinz Thieme are at Grasleben in Lower Saxony, Germany. Having existed for more than 65 years, Sport-Thieme has established its reputation in the field of sports for educational and sports organisations. Clubs, schools, therapy establishments and fitness companies – to name just a few of its many client groups – rely on our company’s outstandingly extensive range of products. Over many years, our clients have come to trust the expertise of our purchasing consultants.

Sport-Thieme is managed both by our managing partner Dr. Hans-Rudolf Thieme (highest-level management) and its registered managers Maximilian Hohe and Axel Gieseke. Sport-Thieme also has two management groups in which the company’s executives cooperate. The management is also supported by the supervisory board, a voluntary committee within Sport-Thieme’s infrastructure.

Dr. Hans-Rudolf Thieme will gradually be handing over the management in the coming years to the future generation. His daughter Katharina Thieme-Hohe and his son-in-law Maximilian Hohe are to be the company’s future managers.

Sport-Thieme relies on in-house innovation

The company has its own timber workshop and a metalworking shop. This is where approximately ten percent of the products we offer are created. In total, approximately a quarter of our range comes from subcontractors. A responsible attitude towards our environment is one important aspect of production. For example, we make sure that, wherever possible, raw materials for products consist of recyclable materials (more on this can be found under the heading of products and services).

**MANAGEMENT & SUPERVISORY BOARD**

Management members are:
- Dr. Hans-Rudolf Thieme
- Maximilian Hohe
- Katharina Thieme-Hohe
- Axel Gieseke

Members of the Supervisory Board are:
- Dr. Thomas Guth
- Risto Pfalz
- Philipp Stegmann
- Helmut Streiff

**COMPANY**

Company profile
Management structure
In-house innovation
Management and supervisory board
Sport-Thieme – an international sports mail-order company
Company headquarters and branches
Sport-Thieme – an international sports mail-order company

For years we have been exporting our products far beyond Germany’s borders. Nowadays our products are sent to more than 80 countries throughout the world. However, the focus of our business remains the European market. Therefore, logistics play a vital role in our company. Logistics are handled by our own warehouse and third-party transport operations. For transport, we resort to outside companies as service providers. Sport-Thieme GmbH’s own staff deal with customer service and order processing, except during peaks in demand. After all, personal contact with our clients is of paramount importance to Sport-Thieme. As an international company, we aim to continuously expand our exports.

As a result, we have Sport-Thieme GmbH branches throughout Europe – including in countries such as Austria, Switzerland, Belgium, Holland, Norway and Denmark. In countries outside of Europe, exclusive agents have taken over distribution of Sport-Thieme products.

Our products and brands are distributed through two different channels. The first is the traditional way through catalogue orders. The second, which is becoming ever more important, is the sale of approximately 17,000 products and services through our online shops. In the reporting period 2012/2013, Sport-Thieme achieved a turnover of 41,323,186 euros.

Distribution: over 80 countries throughout the world
Products and services offered: approx. 17,000
Turnover in the reporting period 2012/2013: €41,323,186

info: www.sport-thieme.com
COMPANY HEADQUARTERS & BRANCHES

Sport-Thieme headquarters
in Grasleben
Helmstedter Straße 40
DE – 38368 Grasleben
Tel.: +49 5357 18181
Fax: +49 5357 18190

Metal production
in Chemnitz
Otto-Schrenkbach-Straße 19
DE – 09117 Chemnitz
Tel.: +49 3718 662 034

Berlin branch
Rathenower Straße 23
DE – 10245 Berlin
Tel.: +49 3061 07040
Fax: +49 3061 702 930

West branch
Schneidemühler Straße 9
DE – 40599 Düsseldorf
Tel.: +49 2119 988 344
Fax: +49 2119 988 343

Austria
Sport-Thieme GmbH
Deggendorfer Straße 5
AT – 4030 Linz
Tel.: +43 732 903 2477
Fax: +43 732 903 2470

South branch
Sandstraße 10
DE – 90443 Nürnberg
Tel.: +49 9112 06990
Fax: +49 9112 069 933

Austria
Sport-Thieme GmbH
Deggendorfer Straße 5
AT – 4030 Linz
Tel.: +43 732 903 2477
Fax: +43 732 903 2470

Switzerland
Sport-Thieme AG
Fürstenlandstraße 96
CH – 9014 St. Gallen
Tel.: +41 712 94 90 58
Fax: +41 712 94 90 59

Norway
Klubben AS
Færdervegen 49
NO – 2270 Faus
Tel.: +47 62 950 610
Fax: +47 62 950 611

Belgium
Sportime
J.B. Vinkstraat 12
BE – 3070 Kortenberg
Tel.: +32 2 757 11 72
Fax: +32 2 757 11 36

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Sustainable development means that our current standard of living and the activities that we engage in, in order to maintain our quality of life, do not harm in any way either future generations or other populations. Sustainability rather requires that maintaining our livelihoods should strike a social, economic and environmental balance. Sport-Thieme is conscious of its responsibility. Sustainable, socially-responsible business management is therefore a cornerstone of our corporate philosophy and a long-term factor for success and driver of innovation (we began at a very early stage to link environmental, social and economic objectives with our core business). We aspire to combine perfect product quality and service with effective environmental, corporate and social responsibility. To achieve this, we work in close collaboration with our clients, suppliers and various associations and institutions.

The subjects covered by this report are the result of dialogue with our significant stakeholders. We are convinced that for all the aforementioned organisations affected by this report, all key indicators have been taken into account. All issues have been included that significantly affect the stakeholder’s appraisal and position.

Indicators in this report that are intended to represent sustainable management at Sport-Thieme concern, in addition to environmental and economic content, issues of staff, clients, products and social impact. There are various reasons why, even in this report, additional indicators from the GRI guidelines have only been included in part. On the one hand, in our discussions with our stakeholders, we came to the conclusion that some issues currently are either not considered applicable to our company or are considered irrelevant. On the other hand we currently have insufficient data on some of the additional indicators. It is naturally our aim to continue to engage with such issues, to evaluate newly acquired information and to incorporate the new findings into future reports.

With this sustainability report, we are pursuing two main objectives. On the one hand we want to start a new process of communication and make the activities of sustainable business management at Sport-Thieme transparent to interest groups. On the other hand, dealing with the issues also serves deeper study and the raising of awareness of various factors directly connected with the questions of sustainability. In this context, this second report is also, in its own way, another medium for self-reflection for our company, on the basis of which we can discover in the same way as you can, what measures have already been successful and in what areas there is still room for improvement.

Over the coming years, we will be devoting increasing attention to the issue of sustainability and will publish the progress we have made as well as new findings at three yearly intervals.

This report is intended for our staff, customers and suppliers, policy-makers, authorities and non-governmental organisations (NGOs) as well as people in the regions in which we operate. It is intended to indicate what significant social, environmental and also economic challenges are associated with our core business. Moreover it is also our intention to critically address potential conflicts that might arise within a workflow related to this objective. Where this has been possible, in the context of initial approaches to the issue of sustainability in this form, we also want to report on the strategies and solutions that we have already developed in order to realise our objectives.

Relevant stakeholders for us:
- Suppliers
- Employees
- Authorities
- Clients
- Associations
- Schools
- Child day-care centres
- Therapy centres
- Commercial sports service providers
- Retailers
- Banks
- Cooperating partners
- Consumers

As an international mail-order company, Sport-Thieme has opportunity for exchanges with many stakeholders regarding expectations, objectives and challenges. Dialogue with our customers, employees and suppliers, but also with associations, authorities, schools or commercial sports service providers is an important strategic tool for us that has helped us to meet the expectations of society and develop convincing solutions. We conduct dialogue both on a cross-regional, regional and local level – wherever we do business.
Our sustainability report has been drawn up on the basis of the United Nations’ GRI (G3) guidelines, the Global Reporting Initiative. We currently class ourselves as meeting GRI application level C. This ensures a professional approach and comprehensible representation of the core contents. No external auditing of this sustainability report has taken place. To meet the GRI guideline requirement for transparency and clarity, we will set out the parameters for this sustainability report hereafter. The period upon which the report is based corresponds to the financial year 2012/2013 (01.04.2012 to 31.03.2013).

Essentially, Sport-Thieme GmbH is the subject of this report. Thieme GmbH und Co. KG and Thieme Verwaltungs GmbH will also be referred to in part. We have had to limit the information regarding our customers in terms of reporting. The large number of our suppliers only permitted random data sampling.

For the preparation of this sustainability report, Sport-Thieme followed the guidance on the determination of the content of the report and the associated principles according to the GRI standard. The GRI index required in this context can be found at the end of the report on page 67ff. In this table, the appropriate location of the information required in the GRI Guidelines is documented for such a report.

This sustainability report published by Sport-Thieme describes the status quo of the company and compares values with the previous report.
Approach taken in determining the content of the report

After a presentation of the individual points of the UN’s GRI standard, in the context of a workshop, a weighting of the issues was undertaken that was used as a basis of the points taken into account in this report. Decisive factors for this decision-making process were the data, capacity limits in terms of new analyses and restrictions on publication. In the context of this workshop, the external target groups to which this report will be sent were also identified. Four years ago, with the first report, we undertook to communicate the issue of sustainability at Sport-Thieme. Therefore the second sustainability report follows, as announced, this year. The next edition will be published in 2016. By that time we will have available more comparative figures to be incorporated into the following report in the interests of transparency and comparison. In the next report, in addition, certification of the sustainability report is desirable.

If you have any questions regarding this report, please contact:

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Mr Christian Neumann
Marketing Project Management
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Fax: +49 53 57 970 178
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e-mail: neumann@sport-thieme.de
http://www.sport-thieme.com
If you consider that just 20 percent of the world’s population consumes more than 80 percent of its natural resources, it becomes clear that people, and in particular businesses, are called to re-evaluate matters. For Sport-Thieme, protecting the environment has been a part of corporate philosophy for years. True to our guiding principle of “treating our environment and our future responsibly”, all employees attach great importance to considering the protection of the environment in every process at all times.

Environmental awareness is important to us in particular as we are an international company. After all, we are aware of the responsibility we have towards successor generations. Compliance with environment-related quality criteria has an impact on how we view success. Our environmental responsibility extends to the entire product life cycle, transport and logistics services as well as the production and business processes of our suppliers and sales partners. Environmental aspects emerge mainly through processes, in particular production. We are, of course, also conscious that further potential does exist for acting in a sustainable manner in the interests of protecting the environment. It is one of our future aims to integrate our business partners even more closely in the sphere of environmental impact.

In the rest of this report we will set out the relevant facts in the reporting period and the measures we have taken to minimise the environmental impact of our products and services. On the one hand, we want to be transparent with regards to consumer data for energy and water and the greenhouse emission data. We also aim to depict the status quo and thereby comparison values for subsequent reports.

### ENVIRONMENTAL PERFORMANCE INDICATORS

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In order to counteract climate change and other environmental impacts resulting from the use of fossil fuels, we have gone out in search of alternative energy sources in order to ensure sustainable operations in this respect also. Our production and administrative buildings have been connected since May 2012 to the biogas power plant in Grasleben and therefore to a renewable energy provider. Sport-Thieme is aware that the consumption of electricity has an impact on the environment as, for the provision of electricity in addition to renewable resources recourse must be made to nonrenewable resources. In addition the generation of electricity leads to the emission of various pollutants, in particular greenhouse gases that have a detrimental effect on the climate. Moreover the generation of electricity gives rise to waste products that have to be disposed of separately.

Against this background, in the further development of subsequent reporting over the coming years whenever possible, we will determine more key data and formulate minimisation objectives, taking into account economic feasibility.

In the 2012/2013 business year we have obtained our electricity from the LSW LandE-Stadtwerke Wolfsburg GmbH & Co. KG. The energy source mix of one kilowatt hour (kWh) consists of the following:

- 41.7% coal
- 24.2% renewable energy
- 22.4% nuclear power
- 7.8% natural gas
- 2.3% other fossil fuels
- 1.7% other renewable energy sources

**MEASURES TO MINIMISE ENVIRONMENTAL IMPACT**

**Indirect energy consumption**

Under this heading, the energy generated outside of the reporting limits is listed for the secondary energy requirements of the company, for example electricity. Indirect energy consumption at our headquarters in Grasleben consists in particular of the use of electricity, this having remained relatively constant over recent years.

**Type of energy Location 2009/2010 2010/2011 2011/2012 2012/2013 Unit**

<table>
<thead>
<tr>
<th>Electricity</th>
<th>Grasleben</th>
<th>280,664</th>
<th>326,387</th>
<th>345,500</th>
<th>349,405 kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>(headquarters)</td>
<td>1,010</td>
<td>1,175</td>
<td>1,243</td>
<td>1,257 Giga-Joules</td>
<td></td>
</tr>
</tbody>
</table>

| Heidwinkel | 239,581 | 214,617 | 224,885 | 222,212 kWh |
| (logistics/warehouse) | 862 | 772 | 809 | 799 Giga-Joules |

* Power consumption grew due to the increased number of employees in the company.
** Due to the connection to the biogas installation in Grasleben, power consumption increased as a combined heat and power station was taken into operation.

The figures shown only relate to direct energy consumption at the headquarters. The emissions arising due to transport and travel have not been taken into account in this report.
### Energy Consumption per Employee

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>2,323</td>
<td>2,404</td>
<td>2,490</td>
<td>2,485</td>
<td>kWh</td>
</tr>
</tbody>
</table>

*The number of employees relates here to the headquarters in Grasleben and Heidwinkel.

### WATER CONSUMPTION

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>Grasleben</td>
<td>Business year</td>
<td>m³</td>
<td>903</td>
<td>1,066*</td>
<td>724</td>
</tr>
<tr>
<td>Water</td>
<td>Heidwinkel</td>
<td>Business year</td>
<td>m³</td>
<td>1,318**</td>
<td>539</td>
<td>428</td>
</tr>
<tr>
<td>Rain water</td>
<td>Heidwinkel</td>
<td>Business year</td>
<td>m³</td>
<td>13,265</td>
<td>13,265</td>
<td>13,265</td>
</tr>
</tbody>
</table>

** The figures shown above only relate to direct energy consumption at the headquarters. The total rainwater figure is calculated using the 09/10 calculation on the basis of the m² dimension of the sealed surface.

### Total Water Abstraction by Source

Sport-Thieme mainly uses water for the sanitary facilities in its buildings. Regrettably in 2009/2010 a pipeline was damaged in the basement boiler room which is the reason for the increased consumption this financial year.

** Water pipe burst with a loss of 941 m³. The water quantities could not be accurately estimated due to the pipe burst. Therefore the 09/10 calculation took place on the basis of the volume for 08/09.

The waste water drainage pipes correspond to total water abstraction. Over the past reporting year, the total water consumption has risen due to the rise in the number of employees.
### Greenehouse Gas Emissions

By 2020 greenhouse gas emissions in Germany should have been reduced by 40 percent compared to 1990. Companies play an important role in future to minimise the output of gases that have an impact on the climate.

#### Direct and indirect greenhouse gas emissions by weight

The greenhouse gas best known due to the quantity emitted is carbon dioxide (CO₂). Dependent on what energy source is used, however, it may be combined with emissions of other climate-relevant gases such as nitrous oxide or methane. Where natural gas is used, for example, methane emissions are possible in the form of methane slip due to incomplete combustion or escapes from leaking conveyors.

In this respect too, Sport-Thieme wants to review its operations in terms of sustainability. The following table shows what energy sources have been used in what quantities and what impact this has on the greenhouse effect. When assessing these figures, known as the CO₂ equivalent, further greenhouse gases emitted are converted according to their impact on climate into CO₂ emissions and then stated together with the CO₂ emissions as CO₂ equivalents:

<table>
<thead>
<tr>
<th>Year</th>
<th>Energy Source</th>
<th>M CO₂ equivalent</th>
<th>CO₂ equivalent [t CO₂]</th>
<th>2010/2011</th>
<th>CO₂ equivalent [t CO₂]</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009/2010</td>
<td>Heating oil</td>
<td>57,367</td>
<td>113</td>
<td>128</td>
<td>131</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
<td>565,710</td>
<td>113</td>
<td>136</td>
<td>136</td>
</tr>
<tr>
<td></td>
<td>Electricity</td>
<td>570,485</td>
<td>337</td>
<td>351</td>
<td>352</td>
</tr>
</tbody>
</table>

*The table shown above only relate to direct energy consumption at the headquarters. The emissions arising due to transport and travel have not been taken into account in this report.*

*The number of employees relates here to the headquarters in Goslarsen and Holdeinkel.*

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**GREENHOUSE GAS EMISSIONS**

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<td>351</td>
<td>352</td>
</tr>
</tbody>
</table>

*The table shown above only relate to direct energy consumption at the headquarters. The emissions arising due to transport and travel have not been taken into account in this report.*

*The number of employees relates here to the headquarters in Goslarsen and Holdeinkel.*

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**GREENHOUSE GAS EMISSIONS**

**By 2020 greenhouse gas emissions in Germany should have been reduced by 40 percent compared to 1990. Companies play an important role in future to minimise the output of gases that have an impact on the climate.**

### Direct and indirect greenhouse gas emissions by weight

The greenhouse gas best known due to the quantity emitted is carbon dioxide (CO₂). Dependent on what energy source is used, however, it may be combined with emissions of other climate-relevant gases such as nitrous oxide or methane. Where natural gas is used, for example, methane emissions are possible in the form of methane slip due to incomplete combustion or escapes from leaking conveyors.

In this respect too, Sport-Thieme wants to review its operations in terms of sustainability. The following table shows what energy sources have been used in what quantities and what impact this has on the greenhouse effect. When assessing these figures, known as the CO₂ equivalent, further greenhouse gases emitted are converted according to their impact on climate into CO₂ emissions and then stated together with the CO₂ emissions as CO₂ equivalents:

<table>
<thead>
<tr>
<th>Year</th>
<th>Energy Source</th>
<th>M CO₂ equivalent</th>
<th>CO₂ equivalent [t CO₂]</th>
<th>2010/2011</th>
<th>CO₂ equivalent [t CO₂]</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009/2010</td>
<td>Heating oil</td>
<td>57,367</td>
<td>113</td>
<td>128</td>
<td>131</td>
</tr>
<tr>
<td></td>
<td>Gas</td>
<td>565,710</td>
<td>113</td>
<td>136</td>
<td>136</td>
</tr>
<tr>
<td></td>
<td>Electricity</td>
<td>570,485</td>
<td>337</td>
<td>351</td>
<td>352</td>
</tr>
</tbody>
</table>

*The table shown above only relate to direct energy consumption at the headquarters. The emissions arising due to transport and travel have not been taken into account in this report.*

*The number of employees relates here to the headquarters in Goslarsen and Holdeinkel.*
In our metalworking shop, welding is carried out using climateneutral shielding gas. The airconditioning systems have close-dcircuit coolant systems, no environmental assessments have as yet been drawn up for these areas.

Sport-Thieme wants to make its contribution and continuously reduce the greenhouse gas emissions. The first measures that have already been taken are as follows:

- Power generation and saving with the help of a photovoltaic installation
- The manufacture of pellets from sawdust which are then sent for energy recovery
- Linking of the heating systems from production and offices to a biogas installation in Grasleben

In addition the employees of Sport-Thieme can continue their training in subject-specific projects. As an example of this, our（first name） manager（first name） took part in the "energy-efficiency funding project". Additionally, Sport-Thieme gains expertise through external advisors in the company.

Other greenhouse gas emissions

Measures and initiatives to reduce the greenhouse gas emissions and specific results attained

- Power generation and saving with the help of a photovoltaic installation
- The manufacture of pellets from sawdust which are then sent for energy recovery
- Linking of the heating systems from production and offices to a biogas installation in Grasleben

DOCUMENTATION OF WASTE OCCURRING BY TYPE AND METHOD OF DISPOSAL

In the context of environmental protection, all employees of the company as a whole consistently sort waste. For example, the disposal of old batteries takes place using the common return system for returnable batteries, these being then recharged or disposed of in an environmentally-friendly manner.

The following types and quantities of waste occur on site and are sorted and disposed of:

- Old files, waste paper, mixed construction waste, foils, commercial waste, solvents, mixed waste, mixed scrap, sludge from oil separators, untrated packaging wood and pellets as production waste from the joiner’s workshop.

This waste is disposed of through various waste-disposal companies.

Pellets as production waste from joinery are taken away by employees or used for heating.

Plastic waste is disposed of through various waste-disposal companies.

Old files are indicated in mesh boxes instead of by weight. One mesh box weighs on average 250 kg.

This waste is disposed of through various waste-disposal companies.

In the table below the authors have made an inventory of how much waste occurred in the periods 11/12 and 12/13 and the quantity of waste transferred to the different waste disposal companies.

<table>
<thead>
<tr>
<th>Type of waste</th>
<th>Quantity of waste 11/12 in t</th>
<th>Quantity of waste 12/13 in t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old files</td>
<td>44 mesh boxes*</td>
<td>72.91</td>
</tr>
<tr>
<td>Waste paper</td>
<td>80.75</td>
<td>28.68</td>
</tr>
<tr>
<td>Mixed construction waste</td>
<td>72.91</td>
<td>25.95</td>
</tr>
<tr>
<td>Foils</td>
<td>25.95</td>
<td>3.6</td>
</tr>
<tr>
<td>Commercial waste</td>
<td>72.91</td>
<td>25.95</td>
</tr>
<tr>
<td>Solvents</td>
<td>0.78</td>
<td>2.32</td>
</tr>
<tr>
<td>Mixed waste</td>
<td>0.22</td>
<td>3.79</td>
</tr>
<tr>
<td>Mixed scrap</td>
<td>20.32</td>
<td>3.79</td>
</tr>
<tr>
<td>Sludge</td>
<td>0.78</td>
<td>2.32</td>
</tr>
<tr>
<td>Packaging wood</td>
<td>24.39</td>
<td>Increasing for last import of large appliances</td>
</tr>
</tbody>
</table>

*Disposal of old files is indicated in mesh boxes instead of by weight. One mesh box weighs on average 250 kg.

This waste is disposed of through various waste-disposal companies.

Pellets as production waste from joinery are taken away by employees or used for heating.

In future, Sport-Thieme will reduce its carbon footprint even further by means of renewable energy sources, for example, by using the biogas produced as a substitute for heating.

In the following table the authors have made an inventory of how much waste occurred in the periods 11/12 and 12/13 and the quantity of waste transferred to the different waste disposal companies.

<table>
<thead>
<tr>
<th>Type of waste</th>
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</table>

This waste is disposed of through various waste-disposal companies.

Pellets as production waste from joinery are taken away by employees or used for heating.
Significant environmental impacts caused by transporting products and other goods and materials as well as employees

Sport-Thieme is the no. 1 mail order business for educational and sports organisations. Therefore logistics is a decisive factor in considering the sustainability of our company. In particular, we should mention procurement logistics for the products and to a lesser degree air travel to manufacturers and suppliers by employees in the context of their product testing work. Our products are transported depending on type and scope by ship, rail and lorry to our sites. Each year, approximately 190,000 packages containing small items are dispatched for delivery from our warehouse, and approximately 14,000 consignments of large items. This corresponds to a total consignment weight exceeding 2,200 tonnes.

Measures to minimise environmental impact

We are conscious of the fact that the transport of our products represents a decisive factor in terms of the sustainability of our business. That is why we make efforts, among other things, to keep our delivery routes as short as possible. One measure we have already used is to transport goods directly from the suppliers to the appropriate customer. As no warehouse space has to be heated for goods sent in this way, CO2 emissions can be saved. Another measure intended to contribute to transport being as environmentally friendly as possible is that we send balls deflated wherever possible. This saves packaging and energy. These are examples of initiatives that our company is already practising in order to keep the environmental impact as low as possible. No further data in this context has as yet become available. Sport-Thieme is however never satisfied with the status quo. In future, we want to develop new means of continuously minimising the impact of our logistics operations on the environment.
According to information from the Grasleben Samtgemeinde (local joint communities), the premises of the organisations affected by this report are not in a protected area. Moreover, we can assume, with a probability bordering on certainty, that neither our business operations nor our products pose a threat to protected areas or regions with high biodiversity. The products and services we offer represent another major factor in the consideration of ecological indicators. As we assign particular importance to this aspect, you will find details in this in a special section in this report on pages 33 ff.

The sustainability of a company in terms of ecological indicators is determined also by its expenditure on environmental protection. This data is not explicitly available for the period of reporting. In addition, since 2011, we have been linked to the newly established biogas installation in Grasleben and use the energy gained from this in our company. Therefore we have been able to make significant savings in direct energy consumption during the reporting period.

Our own paintshop has been exclusively rebuilt in the context of our conversion to colorants that are completely water soluble and so are free from pollutants and only contain a very low proportion of solvents.

At our headquarters in Grasleben, the roof surface area of the production hall has been fully insulated from the inside. In addition, aluminium window systems, some of which were over 30 years old, were replaced by new systems with very good insulation values.

The environmental indicators overall show that we have initiated a great many measures to keep the impacts of our company’s business on the environment low. Moreover, even in future we will continue to develop new initiatives in order to operate as sustainably as possible in the interests of conserving the environment.

SUSTAINABILITY
Our obligation towards nature and future generations

BUSINESS
Key performance indicators
A company with regional roots
Service providers
Business success is a basic requirement for sustainability. It provides the necessary freedom to take environmental, corporate and social perspectives into account. Business success can contribute to the development of the national economy, for example through the creation of jobs and the promotion of sustainable, future-oriented energy supply. Sport-Thieme’s understanding of responsible company management is reflected in efforts to generate appropriate revenues to secure jobs and to obtain entrepreneurial independence. In this context we consider internationalisation to be an opportunity to improve global work and living conditions in a responsible and sustainable way through business operations and products.

KEY PERFORMANCE INDICATORS
Over the reporting period, Sport-Thieme GmbH made a turnover of 41,323,186 euros. This makes our company one of the largest providers of jobs in the administrative district of Helmstedt. In 2012, we paid business tax of 126,971 euros to the municipality of Grasleben. That was approximately eight percent of the total volume of business tax revenues received by the municipality of Grasleben, amounting to 1,573,560 euros. We are aware of our economic significance and responsibility in our own municipality. Therefore Sport-Thieme promotes regional, cultural and social projects such as the cultural competition “Helmstedter Filmklappe” (Helmstedt clapboard), the cultural series “Jung, Klassisch, Klassisch” (young, classy, CLASSIC) or the campaign “Gemeinsam Leben” (“living together”) at a local grammar school, a project promoting awareness and understanding concerning people with disabilities. When selecting our employees, suppliers and subcontractors too, we give priority to regional applicants, taking into account business aspects.

A quarter of the total of 1,986 German suppliers and subcontractors are based within a maximum radius of 126 kilometres. We have had good experience with 422 local companies and continue to search for reliable business partners in our own region.
A company’s strength comes from the quality of its employees. In the reporting period, on average 249 people were employed at Sport-Thieme. Sport-Thieme wants to be more than just an employer to these people. After all, in order to be able to implement a sustainable corporate strategy, qualified, committed and contented employees are needed who will contribute to putting this philosophy into practice. Motivation, health and commitment are the decisive factors that help our employees to breathe life into the vision of sustainable business. Sport-Thieme sees itself in the role of a responsible employer. Out of this understanding we have developed a number of structural measures and offer various social benefits to ensure that our staff feel happy in their work.

Sport-Thieme has not expressly signed up to any collective agreement but does operate in accordance with the code of “Groß- und Außenhandel in Niedersachsen” (wholesale and foreign trade in Lower Saxony). This guarantees fair market wages however without being bound to a collective agreement. This contract does not stipulate payment according to gender therefore at Sport-Thieme there is no variation in wage scale according to gender. In addition to fair market remuneration, Sport-Thieme offers its employees a wide range of additional social benefits. For example, production workers who have been employed with us for at least six months are provided with work clothing. Moreover, each of our employees receives a subsidy towards their lunch (five meals per week). Employees who live more than 20 kilometres from their work also receive a petrol allowance from us for each kilometre driven. At Christmas our employees receive Christmas and holiday bonuses equal to one month’s pay or one month’s salary. As a further voluntary contribution, in the summer employees receive a share in the profits based on the success of the company over the past year.

By contrast with the general trend towards short-term employment contracts, we encourage long-term employment with our company. That is why we celebrate with any employee when they reach their tenth, 20th or 40th anniversary of entering into service with us, and pay them an additional bonus for their loyalty to the company. Sport-Thieme also pays the extra risks as an employer in terms of social responsibility. For employees who have completed more than three years with Sport-Thieme (in the case of part-time workers, this is five years), we take out life insurance in their favour. In addition, employees receive, on the birth of their child, and on their wedding, a single special payment and in the latter case also one day’s special leave. In the event of the death of an employee, Sport-Thieme pays the surviving spouse remuneration for the month of death and two further months. Furthermore, Sport-Thieme has signed a cooperation agreement with the Fürstenberg Institute for external employee counselling. All employees can anonymously receive counselling regarding personal, professional, health or family issues free of charge.

Sport-Thieme pays these benefits to all its employees regardless of whether they are in part- or full-time employment.

### Social Responsibility for Our Staff

**Summary of ancillary social benefits:**
- Work clothes
- Subsidised meals
- Subsidised travel
- Christmas bonus
- Profit sharing
- Loyalty bonus at 10-year, 25-year and 40-year anniversary of joining the company
- Employee’s life insurance
- Single special payment on the birth of a child
- Loans in the event of need
- Support for surviving spouse
- Special leave in the event of unexpected disasters such as flooding

### Employee Benefits

- Work clothes
- Subsidised meals
- Subsidised travel
- Christmas bonus
- Profit sharing
- Loyalty bonus at 10-year, 25-year and 40-year anniversary of joining the company
- Employee’s life insurance
- Single special payment on the birth of a child
- Loans in the event of need
- Support for surviving spouse
- Special leave in the event of unexpected disasters such as flooding
Sport-Thieme employed on average 249 members of staff in the 2012/2013 financial year.

Employee fluctuation by age group, gender and region

Distribution by type of employment is shown in the table below:

<table>
<thead>
<tr>
<th>Type of employment</th>
<th>Number of employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part-time work</td>
<td>48</td>
</tr>
<tr>
<td>Office staff</td>
<td>136</td>
</tr>
<tr>
<td>Production worker</td>
<td>54</td>
</tr>
<tr>
<td>Minor employment</td>
<td>41</td>
</tr>
<tr>
<td>Trainees</td>
<td>26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Total</th>
<th>Male</th>
<th>%</th>
<th>Female</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.31.2012</td>
<td>256</td>
<td>189</td>
<td>43.20</td>
<td>147</td>
<td>56.80</td>
</tr>
<tr>
<td>Joiners 2012</td>
<td>35</td>
<td>15</td>
<td>55</td>
<td>20</td>
<td>45</td>
</tr>
<tr>
<td>Leavers 2012</td>
<td>29</td>
<td>14</td>
<td>51.61</td>
<td>15</td>
<td>48.39</td>
</tr>
<tr>
<td>Total fluctuation 2012</td>
<td>+6</td>
<td>+1</td>
<td>45.45</td>
<td>+5</td>
<td>54.55</td>
</tr>
</tbody>
</table>

The expectations and requirements of our customers regarding our products are increasing continuously. Therefore our self-image demands that we meet these expectations together with our employees. This commences with initial training, continues with regular ongoing training and in-service training and is ensured by knowledge transfer between colleagues. We do not only want to ensure the quality of our products but also want to continually improve them.
Sustainability also means taking responsibility. As one of the major medium-sized companies in our region, we are aware of our social responsibility to give young people good training, thereby enabling them to embark on their professional lives. Since 1961, we have been training our own employees in various professions. These include for example wholesalers and export salespeople, specialist IT workers, woodworking technicians, media creatives in digital and print media, warehouse specialists and specialists in warehouse logistics. In their three-year training, our apprentices pass through twelve company departments and are intensively supported in every department.

In these special induction programmes, our trainees receive the most important information about Sport-Thieme GmbH and various software training courses. Moreover, we offer opportunities for taking part in various apprentice sports. This is free of charge for trainees and takes place during the work period. In apprenticeship meetings and special training sessions, we set out the basics of tasks such as presentation and moderation or practical demonstration of products. These meetings however also include the handling of specialist issues such as DIN standards, e-commerce, knowledge database, the sphere of operations of our product managers or special marketing issues.

In addition we support participation at trade fairs and workshops. One example here is arrangements for our regional trade fair, the Elm-Lappwald show. In the context of our cooperation with Special Olympics Deutschland, we take our trainees to the National Games once a year, a sports event for people with mental disabilities. Here, a uniquely useful experience can be gathered in contact with people with disabilities. This is a significant additional benefit in terms of personal development for our apprentices.

Such methods have been helping us for many years to gain highly qualified employees. During that period we have trained 143 young people at Sport-Thieme. Company loyalty is apparent here too. Currently 54% of all people trained with us are employed by Sport-Thieme. In addition to training, for several years now we have been offering young people the opportunity to gain an insight into the world of Sport-Thieme in the form of internships. Annually we employ at least ten students, interns and trainees in various departments. So that these interested parties gain a real insight into the world of work in general and into our company in particular, they undergo specific training programmes. For students that have successfully passed their university degree, the trainee programme at Sport-Thieme is a useful entry into the world of work. It is designed to last 12 months. After an intensive initiation phase in all areas of the company, a trainee at Sport-Thieme is assigned to an independent project, and familiarises himself or herself into the work of the daily business. In 2012, we engaged four trainees in various departments. A monthly trainee meeting was organised at which daily work issues were discussed and joint projects undertaken.
With the rapid developments of a globalised world, standing still for a company means losing touch. That is why we are never satisfied with the status quo at Sport-Thieme. For that reason in-service training for all employees is a decisive part of our corporate philosophy.

Sport-Thieme relies on an extensive personnel development concept which, among other things, deals with the issues of knowledge management, initial and in-service training. Knowledge management is mainly the result of knowledge transfer, knowledge databases and organisational handbooks. Should an employee leave the company or change their job, knowledge transfer ensures that knowledge gained over a lengthy period will not go to waste as far as Sport-Thieme is concerned.

The knowledge database exists for various departments, for example in ICT where a ticket management system is stored. Our initial and in-service training opportunities are managed by a training matrix. This covers all measures and is divided into standard programmes for groups, standard programmes for individual employee groups and additional individual ongoing training. For example, this includes a seminar for potential managers which follows the process described in the book “Führen, Leisten, Leben” (Managing, Performing, Living) by Fredmund Malik, which was selected by an international panel of author judges in 2011 as one of the 100 best business books of all time. Moreover, we offer each of our employees the chance to expand their knowledge and expertise with additional training. We make this commitment on an individual basis. Exemplary is a business coach training which takes place at the Hoedekenhus training academy and is sponsored by Sport-Thieme.

Our employees spend approximately 35 hours per employee per year on initial and in-service training. Another programme intended to support our employees in fulfilling their duties is work-efficiency training. Here employees at our company learn, among other things, self-organisation strategies in order to make their working day as efficient as possible. Moreover, work in the company follows the kaizen principles (c.f. p. 45). This is an ongoing process making work processes and workplace organisation clear and efficient. In the context of kaizen, our employees have submitted about 1,000 suggestions for improvement.

New employees are given time and opportunity to familiarise themselves sufficiently with the working processes at our company. This includes initiation covering familiarisation with all the departments. However, our long-term staff members too have the opportunity, at any time, to gain an insight into the work of other departments and so get to know what their colleagues’ work involves. In this way, we at Sport-Thieme achieve a high level of internal transparency. At the same time, objective understanding of what goes on outside our own departments is gained. Each time a new main catalogue is published, there is for all employees multi-day extensive product training. This ensures that all Sport-Thieme employees are properly informed about all products and innovations and therefore can offer our customers the best possible service.

For years, the CIP (continuous improvement process) has been firmly anchored in the kaizen method. In the course of its processes, efficiency and feasibility are verified and evaluated. In the event of need, processes are defined or changed. Here measures are also taken to protect resources (see of paper) etc. For its implementation, in the company there is a kaizen team that registers the measures, monitors them and makes suggestions. Here measures for the preservation of resources are handled. Kaizen meetings are organised with the department process leaders. They are responsible for implementation in the individual departments. Introduction and further development of kaizen processes takes place in cooperation with the German kaizen institute.
As a business organisation, we see it as our responsibility to focus on performance so that we can further strengthen our position in the market and safeguard jobs. This includes, before the start of a new financial year, reviewing the current year’s objectives which are then discussed and agreed with the management team consisting of the managing executives. On the basis of this, each department formulates what they would like to achieve in the new business year. The extent to which the set objectives are actually achieved by departments and individual employees is verified by the department heads or by the general management.

In addition, annual meetings are held with each employee in which financial, business and project objectives are agreed upon and corresponding measures are discussed that serve the attainment of these hidden objectives. In conversation with the appropriate managers, the employees moreover are able to review their year at Sport-Thieme and in individual cases obtain a direct performance review. A detailed list of our employees who regularly receive such reviews and development plans has not as yet been drawn up. In addition to the annual discussions, our employees have, with the “suggestion box” and the monthly consultation hour, two additional tools that are always at their disposal for passing on their aspirations and recommendations but also their criticisms to the general management.

Our employees are informed of important innovations and developments within the company in monthly information groups. In the context of workshops and kaizen meetings, suggestions for all departments are developed.

In 2011, an extensive employee questionnaire survey took place on a wide range of issues concerning working at Sport-Thieme. From the results, conclusions were drawn and changes made. Some employees, for example, stated that the flow of information was insufficient in the company. Then the intervals between information rounds were significantly reduced and a newsletter system was set up on the intranet. The intranet, under the name “Thieme-Wiki” is an important source of information for employees. There, all documentation, for example for project processes, holiday arrangements, orders or trade fairs can be found. Moreover a register of employees, company information and guides for company processes can be found on the intranet, which contributes to facilitating daily work.

Several times a year there is employee information. Among other things, important key indicators relating to the company are communicated or new or departing members of staff listed. The information can also be obtained from an annual schedule.
The wellbeing and the safety of our employees is an important part of our corporate ethos. One major factor in this is of course prevention. That is why Sport-Thieme offers specific measures to promote health as well as ongoing training and initial training. In addition to care from the occupational physician, the focus here is on correct diet, sufficient exercise and mental agility of our employees. We should mention the “Sport-Thieme health days” in particular here. On these days the company makes various offers to our staff. These include talks on proper diet, influenza inoculation, first aid courses or relaxation offers in the company’s own Snoezelen room. A service that is always much in demand is physiotherapy available to our employees once a week free of charge. Our trainees take part each week in apprentice sport. This time is considered to be part of their work time. Health care also means preventing accidents at work.

In addition to compliance with all provisions for health and safety at work, we also see it as our duty to raise awareness of these issues among our employees. Our managers are aware of their responsibilities as role models. Moreover, regular workshops ensure that at Sport-Thieme optimum work protection exists. The legal requirement regarding the number of employees in the work committees is met for our company’s size. If tasks and issues arise that go beyond this, they are processed and managed by the management. Despite our efforts, we unfortunately recorded 9 accidents at work during the reporting period. As a consequence of these incidents however, only slight injuries occurred with an average of five days off work. Even if these accidents at work are assessed as being of low severity, for us they are reason for further improvements. Sport-Thieme will continue to meet its responsibilities in this respect.
All our company operations focus on one objective: our customers’ satisfaction. Consumer aspirations have changed over the past years however. Ever more people are discerning about the impact their own consumer behaviour has on humanity and the environment. The key word that recurs again and again in this connection is “ethical consumerism”. Sport-Thieme too appreciates the significance of this development. Therefore we see it as our duty to comply with the wishes of our customers.

Our customers are of paramount importance to Sport-Thieme. Their needs are the measure against which we assess our product development and services. This means: first rate analysis, information, consultation and support. The product is the proof of this mission. Our ultimate aim is to offer our customers added value throughout the world. In order to be able to meet the needs of our customers, dialogue is a vital and necessary tool. For example: over the past financial year we have been able to benefit from direct contact with potential customers in the context of our trade fair presence and successfully ask visitors to our stand about their wishes. No less successful were the findings we made in exchange with the participants in our customer and product development workshops for example in the context of the Sport-Thieme Academy, a two-week tour through Germany. This brings us into contact with highly diverse target groups and we are thereby able to gather a wide range of opinions.

With our cooperation partners, FH Ostfalia, we repeatedly conduct customer surveys. Among other things, our customers were asked by questionnaire on the internet about our Sport-Thieme Therapy catalogue or the Swimshop. The evaluations provided us with enormously helpful information as to how customers perceive Sport-Thieme and our products.

Furthermore, each customer is asked, after placing an order with our online shop, to take part in a short questionnaire. In this way we can inquire about customer needs and requirements immediately after an order is processed and thereby continuously improve our service. In the context of such questionnaires, it has become clear that our customers are satisfied with the products and services we offer. They rated our offers as generally good. This positive image is also reflected in the awards received by Sport-Thieme in 2010. Sport-Thieme is one of “Germany’s Customer Champions”. This is an award in which the independent view of our customers is compared with our own statements.
All promotional material must be the subject of a standardised workflow which is checked and recorded by at least four people, independently of one another. These processes serve to prevent infringements of the law and help with transparency. We comply with the requirements of the Federal Data Protection Act. Our employees are trained expressly in handling customer data. In addition we make every effort to safeguard customer data by various voluntary codes of conduct. These include among other things certification by the Bundesverband des Deutschen Versandhandels e.V. (The Federal Association of German Mail-Order Companies). Such certification in particular ensures transparent order processing and complete information concerning costs, purchasing contract and delivery.

PROGRAMMES FOR COMPLIANCE WITH LAWS, STANDARDS AND VOLUNTARY CODES OF CONDUCT IN ADVERTISING
Sustainability Report 2014

Products & Services

High quality
Safety standards
Product and service information
Minimisation of environmental impact

Protection of our customers’ personal data

SSL encryption
The transfer of personal customer and payment data is, in accordance with current standards, carried out in a confidential manner. An essential provision for confidential data transmission is that the website accessed to which the data is transmitted has SSL (secure sockets layer) encryption.

Shop seal of quality, purchaser protection and customer service
Our shop has been checked in accordance with Trusted Shops quality criteria. The neutral and independent specialist advisory body of Trusted Shops guarantees the objectivity of the quality criteria for online shops and compliance with consumer focus. For this certification, dealers must undergo security tests that cover more than 100 individual criteria from the spheres of credit verification, security technology, transparent pricing, obligations to provide information, customer service and data protection. Purchaser protection is in place in the event of non-delivery or non-fulfilment after goods return and in the event of credit card misuse. Our customers can register for Trusted Shops purchaser protection which protects them financially in the event of non-delivery, non-performance and credit card misuse.

Data is safeguarded during transmission to our servers
Due to these customer protection measures, there were no substantiated complaints relating to the reporting period regarding loss or defective protection of customer data.
In the section on “environmental indicators” (page 18) we mentioned the “Products” factor as being essential for the determination of the sustainability of a company and as one of the focuses of this report. We want to consider this here and explore this issue intensively.

In the reporting period, there were no infringements against safety standards for our products. We are able to ensure, by random sampling, that our products are free from hazardous AZO colorants, chromium and lead that are hazardous to health. The current EU directive 94/27 is complied with. Moreover, we place our suppliers under an obligation and verify by random sampling that for toys, baby and children’s products no plasticisers covered by EU Directive 2009/48/EC are used. The EU chemicals order REACH for all substances on the ECHA list, in force since 1 June 2007, is implemented in collaboration with our suppliers. Here only chemical substances can enter into circulation for which there are sufficient data records in terms of the properties of the substance.
As part of our commitment to sustainability, we are particularly concerned to explore how we can reduce the environmental impacts caused by our products and services. Sport-Thieme for example attaches great importance to ensuring that the materials required for product manufacture are ecologically safe. We place our suppliers under a similar obligation and carry out our own tests (e.g. checking for phthalates).

For example, all our soft floor mats are made from CFC-free foam. All electrical articles produced or imported by us bear this symbol (WEEE Reg. No. DE-65527759 Waste Electrical and Electronic Equipment). Extended manufacturer responsibility aims to prevent the further accumulation of scrap electronic devices. This type of waste should continuously be reduced and disposed of in an environmentally compatible manner.

In the area of goods transportation, we have already taken initial action to keep the impact on our environment to a minimum. Our transport packs bear the RESY symbol of guaranteed recyclability in Germany and associated markets. At the beginning of 2013, supply contracts were replaced by new terms and conditions of purchase for suppliers. These terms and conditions cover all aspects of the “old” supplier contracts (e.g. detailed passages on environmental compatibility, textile marking, electronic equipment and batteries) which then have to be accepted by the supplier. This confirms, on what is known as the product profile, that all requirements are met. If this is not the case, the item is not included in the Sport-Thieme range.

The following laws in particular are consulted:
• Textile labelling law
• Electronics equipment law pricing regulation
• BattG (Batteries Law)
• Law against unfair competition (UWG)
• BDG (German data privacy law – to be verified by the company’s data protection officer to ensure compliance)
• Distance selling act (the rules of the distance selling act have been included in the general terms and conditions of business and checked by lawyers to ensure compliance with the law).
• Toys directive
• REACH packaging regulation

MINIMISING ENVIRONMENTAL IMPACT OF PRODUCTS AND SERVICES

The Company in Society

Ethical operations
Strength in unity
Human rights
Prevention of child and forced labour
Fit for training
Membership of associations
Corporate and social responsibility both within and outside of the company has been automatic at Sport-Thieme for many years. In particular, we want to contribute to the life of our own region, but of course we always join in and work together with clubs, chambers and associations directly linked to our sector.

**THE COMPANY IN SOCIETY**

Sustainable operations in this context however also require that we follow the rules and norms of the society we are part of. We are fully aware of our responsibility towards our customers, employees and the organisations in which we operate. For this reason we have drawn up for ourselves strict ethical codes of conduct providing us with guidelines for the way we do business.

Sport-Thieme expects all its managers and employees to act in a socially responsible way. Violations and infringements against the standards of our country are a breach of our obligations of service. The extent of the implications under criminal law is verified individually in each case. Should any suspicion be confirmed, the person in question can therefore expect consequences both under labour and civil law, depending on the severity and scope of the damages. For this reason, our employees are obliged to consult general management directly and in good time if they are unintentionally involved in conflicts of loyalty or interest in their work. Together we will then look for the best possible solution. We consider such a preventive approach to be particularly important.

As a result of this company philosophy there have been minor complaints that have been pending or concluded during the reporting period. Also some minor complaints have been raised that relate to anti-competitive conduct and infringements of cartel law or in which Sport-Thieme was investigated as an involved company.

ONLY PEOPLE WHO OPERATE ETHICALLY OPERATE IN THE INTERESTS OF SOCIETY
Working together fairly in cooperation with our partners and treating them as colleagues is second nature to us. Our services are worth twice as much when they are produced in cooperation. For that reason we deliberately enter into partnerships in order to be able to mutually benefit from the synergetic effects that result and in order to be able to meet our social responsibilities. A few partnerships are described briefly below as representative of such cooperation.

The Ostfalia university of applied sciences is one of Sport-Thieme’s many partners. Our company collaborates closely with the sports management course. Here, in addition to a number of practical projects, we also give specialist lectures and are available to support students with symposia, excursions or sports projects.

Prof. Dr. Adelina Bagusat from the Ostfalia university of applied sciences emphasizes why such partnership is so important for the students: “With its wide-ranging support, Sport-Thieme makes a major contribution to in-depth and highly relevant training for students.” Moreover, we are able to offer students interesting internships or traineeships and give them the opportunity of writing their bachelor degree or master’s final projects with us. In the context of various lectures and seminars, we regularly provide students with projects to work on and use the results in our sphere of operations. Our managing director, Dr. Hans-Rudolf Thieme supports the university personally as a member of the university council.

As a partner to Special Olympics Deutschland, Sport-Thieme is committed to people with a mental disability. In addition, we are partners to the disabled transport association of Lower Saxony. Sport not only contributes to improving quality of life, but also serves the social integration of people with mental, physical or multiple disabilities. Some of our trainees become actively involved in Special Olympics events as volunteers and therefore can gather useful experience.

Sport-Thieme is the main sponsor for the “Markenzeichen Bewegungskita” seal of approval programme. This is a scheme to certify day care establishments providing good exercise-friendly, healthy services.

In addition we sponsor the GymCard and SE-Card projects. This is a concept which rewards voluntary work. Among other things, exercise leaders can obtain the card in clubs and regional sports associations and so benefit from offers such as cheaper tickets, travel, hotels or ongoing training.

With the “Teamwork” campaign, we have supported sports clubs in the renovation of their sports facilities. In the context of a lottery, 10,000 euros have been made available for equipment and services.

In addition to many major institutions, however, we also support many small projects in their work. Of course, sports projects take priority. However, we try to support social and cultural concepts as well as we can. For example, we should mention here three SOS children’s villages where some dynamic improvements have been made with our help.
HUMAN RIGHTS

We adhere to the basic principles of the ILO core labour standards and implement these in our company. This includes, in particular, freedom and right of association, the elimination of forced labour, the abolition of child labour and the prohibition of discrimination in employment and professional life. At the same time, by up-to-date measures, we ensure implementation of these principles by our suppliers too. Therefore compliance with international environmental and social standards is an integral part of our supply contracts.

The subject of human rights has a high priority in Sport-Thieme’s understanding of its responsibility, within its own business operations and sphere of influence, to respect and protect human rights, defend rights and not to be complicit in violations thereof. We also insist that these maxims are adhered to by our suppliers and expect them to take the same ethical principles as we do as the basis of their operations.

PRINCIPLES AND MEASURES TO PREVENT CHILD LABOUR AND FORCED LABOUR

We explicitly notify our suppliers in supplier meetings that we will not tolerate evidence of child or forced labour and promote the following rights to protection and retain our right to take legal action:

“The supplier is responsible for there being no infringements of the rights of third parties in connection with its supplies. If we should learn that the supplier is using children for labour purposes, we would immediately terminate the business relationship.”

Sport-Thieme wants more than merely to meet the ethical standards of society and sets for itself, its employees and its partners the highest possible requirements. We also support many initiatives outside of our core operations; in particular we consider that we have an obligation to promote children and young people. We will also spur on future efforts to make a contribution to society and in particular to humanity.
In August 2006, what is known as the General Law on Equal Treatment (AGG) in Germany, came into force. Its aim is to prevent discrimination in business and professional life, for reasons of race, gender, ethnic origin, religion, world view, disability, age or sexual preference.

Conduct among employees and with people who come into contact with Sport-Thieme or with whom we have had a long-term relationship (customers, supplier representatives, representatives of service providers etc.) must agree to this. Should infringements within Sport-Thieme or towards or by third parties occur, a person will be appointed as an arbitrator. Complaints will be treated as confidential and prosecuted. During the reporting period, two cases were brought before the arbitrator and were successfully settled to the satisfaction of all concerned.

The texts of laws can be accessed freely both by employees and visitors to Sport-Thieme GmbH via the intranet and via a notice on the bulletin board. Anyone, whether employee or third party, such as a service provider company associated with us, is obliged to commit in writing to comply with these rules.

In addition, Sport-Thieme is a signatory to the “Diversity charter”. The diversity charter is a corporate initiative to promote diversity in the company. This initiative is designed to acknowledge, promote and include diversity in corporate culture in Germany. Organisations should create a working environment free from prejudice. All employees should feel valued – regardless of gender, nationality, ethnic origin, religion or world view, disability, age, sexual preference and identity.

We are also aware of our special responsibility in this context. With our employees concerned right in, e.g. diversity training courses for AGG (General Law on Equal Treatment) take place regularly.
FIT FOR TRAINING

Some years ago, our general manager, Dr. Hans-Rudolf Thieme, together with other entrepreneurs in the Helmstedt region, founded the “FIT for training initiative” because of conspicuous knowledge and behavioural deficiencies in many applicants. “We were not content with this and wanted to do something positive to counteract this negative trend”, is how Dr. Hans-Rudolf Thieme describes his motivation. Since then, there has been a sponsorship programme for schools. Regular ongoing training events have taken place here in which notable figures in the business world visit schools and share tips and tricks for successful job interviews with students. Moreover, detailed information on individual job specifications are given and internships made available. Because of this commitment over past years, the network of students, parents and schools, but businesses also benefit has grown. With 30 companies taking part in this project, approximately 100 different subjects have been developed – starting with individual job description concepts through to professional job-application training.

MEMBERSHIP OF ASSOCIATIONS

An essential part of our corporate commitment is represented by cooperati- on and membership of many associations.

Sport-Thieme is a member of:

- BVH – Bundesverband der deutschen Versandhandelsindustrie (Federal association of German mail order trading)
- BSV – Bundesverband der deutschen Sportartikelindustrie (Federal association of the sports goods industry)
- BAGS – Bundesverband der Anlagenspezialitäten-Verkaufsbetriebe (Association of educational businesses)
- AIB – Internationale Akademie für Badewesen (International association for swimming sports and leisure institutions)
- ISG Deutscher Sportgeräte- und Freizeitbauten Verband (Quality association of sports equipment)
- IAKS – Internationale Vereinigung Sport und Freizeit (International Association of Sport and Leisure-time institutions)
- DIN – Deutsches Institut für Normung (German Institution for Standardisation)
- CIP – German Initiative for Gender Equality (Chancengleichheit von Frauen und Männern in Wirtschaft, Wissenschaft, Politik und Verwaltung) (Equal opportunities for women and men in business, science, politics and management)
- Deutscher Betriebssportverband (German occupational sports association)
- Innovation (Innovation institution)
- AGI – Arbeitgeberverband (Employers’ association)

INDEX & KEY INDICATORS

GRI content index information Criteria for application levels Contact details
### GRI CONTENT INDEX INFORMATION

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|       | **Market presence**                                                                                   |
|       | Relationship of standard entry level wage with the local minimum wage                                |
|       | Business policy, business practices and proportion of spending on locally-based suppliers at significant locations of operation |
|       | Site-related personnel selection                                                                       |

|       | **Indirect economic impacts**                                                                         |
|       | Infrastructure investments and services primarily in the public interest                                |
|       | Essential indirect economic impacts                                                                   |

|       | **Environmental performance indicators**                                                                 |
|       | Materials                                                                                                                                 |
| EN1   | Materials used by weight and volume                                                                   |
| EN2   | Proportion of recyclable material in the material used overall                                      |

|       | **Energy**                                                                                             |
|       | Direct energy consumption                                                                             |
| EN3   | Indirect energy consumption                                                                         |

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| LA2 | Staffing fluctuations by age group, gender and region | 38 | ✔ |
| LA3 | Productivity for full-time workers | 37 | ✔ |
| LA4 | Percentage of employees under collective agreements | NR |       |
| LA6 | Employees represented in occupational safety committees | ✔ |        |

**Occupational safety**

| LA7 | Injuries, occupational diseases, absence quota and deaths | 46 | ✔ |
| LA8 | Instruction, training, counselling, prevention and risk control programmes for employees in relation to serious illnesses | 46 | ✔ |
| LA9 | Occupational safety issues treated in formal agreements with trade unions | NR |       |

**Initial and in-service training**

| LA10 | Number of hours per employee and employee category spent on initial and in-service training | 39, 40, 41, 42 | ✔ |

**Diversity and equal opportunity**

| LA13 | Composition of governance bodies and breakdown of employees per category (gender/age/culture) | NR |       |
| LA14 | Pay according to gender and employee category | ✔ |        |

**Human rights**

| HR1 | Investment agreements | NR |       |
| HR2 | Number of suppliers checked for human rights aspects | 62 | ✔ |
| HR3 | Training on human rights | 63 | ✔ |
| HR4 | Incidents of discrimination and measures taken | 63 | ✔ |
| HR5 | Freedom of association and collective bargaining | ✔ |        |
| HR6 | Principles and measures to prevent child labour | 63 | ✔ |
| HR7 | Principles and measures to prevent forced labour | 63 | ✔ |
| HR8 | Training on safety for serious illnesses | ✔ |        |
| HR9 | Total number of incidents involving rights of indigenous people and measures taken | NR |       |

**Company in society**

| SD1 | Measures and procedures to restrict negative impacts on local communities | NR |       |

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**GRI G3 Reporting element**

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<tr>
<td>43, 45</td>
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<tr>
<td>44</td>
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<td>LA12</td>
<td>Percentage of employees receiving regular performance and career development reviews</td>
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<tr>
<td>LA13</td>
<td>Composition of governance bodies and breakdown of employees per category (gender/age/culture)</td>
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<tr>
<td>LA14</td>
<td>Pay according to gender and employee category</td>
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<tr>
<td><strong>Corruption</strong></td>
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<tr>
<td>SO2 Percentage and number of business units investigated</td>
<td>NR</td>
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<tr>
<td>for risks related to corruption</td>
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<td></td>
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<tr>
<td>SO3 Percentage of employees trained in anti-corruption policy and procedures</td>
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<tr>
<td>SO4 Measures taken as a result of corruption incidents</td>
<td>NR</td>
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<tr>
<td><strong>Policy</strong></td>
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<tr>
<td>SO5 Positions and participation in political decision-making processes and lobbying</td>
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<td></td>
</tr>
<tr>
<td>SO6 Total value of handouts (handouts in cash and material assets) to parties, politicians and associated institutions</td>
<td>NR</td>
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<tr>
<td><strong>Anti-competitive conduct</strong></td>
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<tr>
<td>SO7 Number of complaints raised due to anti-competitive conduct, cartel or monopoly formation and their outcomes</td>
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<tr>
<td><strong>Compliance with legal provisions</strong></td>
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<tr>
<td>SO8 Penalties due to infringement of legal provisions</td>
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</tr>
<tr>
<td><strong>Product responsibility</strong></td>
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<td></td>
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<tr>
<td>Customer health and safety</td>
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<tr>
<td>PR1 Life-cycle stages at which health and safety impacts of products are analysed</td>
<td>55</td>
<td>✓</td>
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<td>PR2 Infringements against health standards</td>
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<td>✓</td>
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<tr>
<td><strong>Advertising</strong></td>
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<td>PR6 Programmes for compliance with laws, standards and voluntary codes of conduct in advertising</td>
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<td>PR7 Total number of incidents in which rules and voluntary codes of conduct were not complied with in the context of marketing and advertising</td>
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<td>PR8 Number of substantiated complaints regarding breaches of customer privacy and losses of customer data</td>
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<td>✓</td>
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<td><strong>Compliance with legal provisions</strong></td>
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<td>PR9 Fines due to infringement of legal provisions relating to provision and use of products and services</td>
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**GRI G3 Reporting element**
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  - ✓ – reported
  - • – partially reported
  - NR – not reported
  - NA – not applicable

**Product and service labelling**
- **Page in the report**
- **Status**
  - ✓ – reported
  - • – partially reported
  - NR – not reported
  - NA – not applicable
This sustainability report for the 2012/2013 financial year is in line with the guidelines on sustainability reporting of the UN’s Global Reporting Initiative (GRI) the third edition of which was published in 2006. This sustainability report is the second of its kind from Sport-Thieme. It is intended to represent therefore a basis for future reports and a status quo.

The GRI guideline is an internationally-recognised standard of sustainability reporting by companies that wish to make reports transparent concerning business, environmental and social aspects of their operations, products and services.

We consider that this report is in line with GRI application level C.

The difference in application levels A, B and C should indicate a way of systematically developing an approach to reporting using the GRI framework for reporting.
You can download the sustainability report from our website at:

http://sport-thieme.co.uk/sustainability-report

We will also be happy to send the report to you. Simply request it from ???
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