

ON TRACK



SHIP TO:

To our
Customers, Shareholders,
Business Partners
and Employees

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1 TAKKT AT A GLANCE

- **MARKET-LEADING DIRECT MARKETING SPECIALIST FOR BUSINESS EQUIPMENT**
- **3 MILLION B2B CUSTOMERS IN EUROPE, NORTH AMERICA AND ASIA**
- **200,000 PRODUCTS**
- **2,500 EMPLOYEES**
- **940 MILLION EUROS TURNOVER IN 2012**

2 TAKKT ADDED VALUE

- Selection and composition of a comprehensive and attractive product assortment from a multitude of suppliers.
HIGH PRODUCT QUALITY FOR DEMANDING B2B CUSTOMERS
- Multi-channel strategy for direct marketing via print, online, tele and field sales.
SIMPLE, FAST AND COST-EFFICIENT ORDER TRANSACTIONS IN ALL CHANNELS
- Comprehensive and elaborate consulting as well as professional creation of offers. Free sample shipping and long guarantee periods.
HIGH CUSTOMER SATISFACTION THROUGH VALUE ADDED SERVICES
- Central warehousing and distribution logistics including direct delivery from suppliers.
FAST DELIVERY TIMES THROUGH HIGH PRODUCT AVAILABILITY

3 SUSTAINABILITY AT TAKKT

- We consider sustainability to be a core aspect of our business model
- We have integrated the relevant aspects of sustainability into our value creation and have set up a corresponding organizational structure
- We follow the 10 principles of the United Nations Global Compact

MOVING FORWARD – SYSTEMATICALLY AND STEP BY STEP

→ → → **Our business model as a direct marketing company with long-term customer relationships is fundamentally oriented towards sustainability. Nevertheless, we understand this as a challenge to make a good thing even better. Our goal is to become a role model in our industry by 2016.** → → → **We have set ambitious goals for ourselves. “Well on our way” was the title of our comprehensive sustainability report 2012. In this update, we would like to show you what results we have already achieved.**



WE HAVE COME A LONG WAY IN INTEGRATING AND ORGANIZATIONALLY ANCHORING SUSTAINABILITY IN OUR ENTIRE VALUE CHAIN.

- The Management Board is taking an active role in managing the topic of sustainability
- Sustainability was the central theme of our 2012 Group conference, at which concrete measures were drafted
- The decentralized sustainability organization (SCORE) has been established
- An internal idea competition generated more than 40 suggestions on the topic of environmental protection, and we are implementing the best among them
- Positive and constructive responses from customers, business partners, investors and employees

IN 2013, THE FOCUS IS ON OPERATIONAL IMPLEMENTATION OF THE MEASURES. IN CLOSE COOPERATION WITH OUR BUSINESS PARTNERS IN THE VALUE CHAIN, WE ARE WORKING TO ESTABLISH RELEVANT ASPECTS OF SUSTAINABILITY EVEN MORE COMPREHENSIVELY.

- Throughout the Group, sustainable (“green”) product lines are being expanded. Our product managers are working with manufacturers to produce more and more products in a manner that conserves resources
- Establishment of a supplier development program on sustainability. A pilot project with a recognized partner will be concluded in 2013
- We are converting our paper advertising materials to certified sustainable sources
- In 15 European markets, we have switched our packages to carbon neutral delivery

01

GLOBAL COMPACT

Since early 2012, TAKKT has been an active supporter of the United Nations Global Compact initiative, agreeing to abide by universal principles of sustainability. TAKKT is involved in the German network and will publish a Communication on Progress report in May 2013.



02

CARBON DISCLOSURE PROJECT [CDP]



Since 2006, TAKKT has been participating in the CDP. The CDP presented TAKKT with an award in 2012 as “Best Improver” in climate reporting. For the CDP report of a large international customer, the TAKKT emissions were determined for the first time.

03

PRODUCT CAMPAIGN:



With the product performance brand EUROKRAFT Active Green, the European TAKKT company KAISER+KRAFT broke new ground: Together with the manufacturer and the German association for technical inspection TÜV, an environmental balance sheet was prepared for selected transportation equipment. On the basis of this balance sheet, resource use in production is continuously reduced. The remaining emissions are offset through investment in a climate protection project in Turkey.

04

SUCCESSFUL COMMISSIONING OF THE HUBERT SOLAR ROOF

Since March 2012, the TAKKT company HUBERT has economically produced “green” electricity in Harrison, Ohio, using 3840 solar panels. In the first full year of operation, more than 1.25 million kWh were produced, saving some 900 tons of CO₂.

05

SUSTAINABILITY REPORT ACCORDING TO GRI

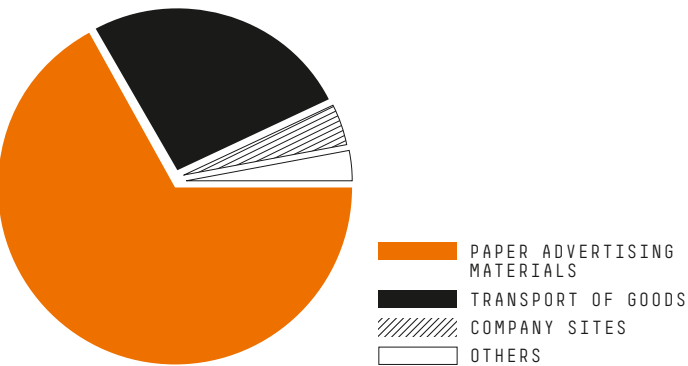


The sustainability report “Well on our way”, which was prepared according to the standards of the Global Reporting Initiative [GRI], documents the TAKKT sustainability strategy and has won several awards. The next detailed sustainability report will be published in 2014.

→ www.takkt.de/sustainability-reports.html



By avoiding shopping trips, procurement of business equipment through TAKKT is more than 1.5 times more CO₂-efficient than trading systems with local stores. TAKKT is working to increase its climate advantage incrementally. For this purpose TAKKT is optimizing its value chain on a targeted basis:

- 01 **CONVERSION OF PAPER ADVERTISING MATERIALS TO CERTIFIED SUSTAINABLE AND LOW-EMISSION SOURCES**
- 02 **EXPANSION OF CO₂-COMPENSATED SHIPPING METHODS IN THE TRANSPORT OF GOODS**
- 03 **ENERGY-SAVING MEASURES AT COMPANY SITES**



FACTSHEET



FOCUS AREAS		
	 SOURCING	 RESOURCES & CLIMATE
	 MARKETING	 EMPLOYEES
	 LOGISTICS	 SOCIETY

	SOURCING	SOURCING	MARKETING	MARKETING	MARKETING	LOGISTICS	RESOURCES & CLIMATE	RESOURCES & CLIMATE	RESOURCES & CLIMATE	EMPLOYEES	SOCIETY
2014	Establish sustainability development program for suppliers; assess sustainability performance for 20% of suppliers in risk countries	(% SALES) 5.0% Sales with sustainable products	(T / EUR MILLION) 33.2 Lowered paper consumption per EUR million turnover	(% FSC/PEFC PAPER) 85.0% 85% of advertising materials from certified sustainable paper sources (FSC/PEFC)	(KG CO ₂ / KG PAPER) 2.23 Reduce CO ₂ usage per metric ton paper by 5%	Offer CO ₂ -compensated delivery solutions	Carbon footprints for important companies in all divisions	Certified environmental management systems implemented in at least three companies	(IN THOUSAND GIGAJOULE) 109.2 Reduction of energy consumption by 5% at locations that already existed in 2011	Recruitment, promotion and development of talents	Encouragement of local voluntary employee involvement for social purposes
2012	Design phase completed. Pilot project at TAKKT EUROPE with 20 suppliers planned in 2013.	(% SALES) 3.1% 2012 1.7% 2011 Conscious development of „green“ product lines in all TAKKT divisions	(T / EUR MILLION) 29.2 2012 34.9 2011 Paper consumption reduced due to expansion of multi-channel activities	(% FSC/PEFC PAPER) 77.2% 2012 57.0% 2011 Gradual transition of paper advertising materials worldwide	(KG CO ₂ / KG PAPER) 2.17 2012 2.35 2011 Relative CO ₂ -consumption reduced by 7.7% through more deliberate selection of paper types	Parcel delivery in 15 TAKKT EUROPE countries switched to carbon neutral services by default	Carbon footprint for KAISER-KRAFT in Germany (TAKKT EUROPE) created; implementation at other companies planned	Environmental management system introduced at one company; Preparations for two additional companies launched	(IN THOUSAND GIGAJOULE) 103.4 2012 114.9 2011 Energy consumption reduced by 10.0% due to efficiency measures and mild weather conditions	Expenditure on qualification increased by 28.0% as part of the talent management program	Evaluation of possible transfer of the Hubert program of “good corporate citizenship” to other TAKKT companies
2012											



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NOTE: THIS UPDATE WAS PRINTED ON 100% RECYCLED PAPER, WHICH BEARS THE EU-ECOLABEL AND THE ENVIRONMENTAL LABEL “BLUE ANGEL”

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