

# Stakeholder Engagement Statement

Ottobock is dedicated to maintaining positive and productive relationships with all stakeholders. We aim to build trust, foster collaboration, and drive sustainable success. Our stakeholder engagement is based on the following principles:

- Commitment
- Clarity & consistency
- Responsiveness
- Ethical conduct

The purpose of this Stakeholder Engagement Statement is to establish a structured approach to engage with our stakeholders effectively to foster transparent, meaningful, and mutually beneficial relationships, enhancing our social license to operate and contribute to sustainable development.

## Our Stakeholders

Our Stakeholder	Engagement Channels
<p><b>Patients/users (B2C)</b></p> <ul style="list-style-type: none"> <li>➤ People who receive medical treatment and use our products and service solutions. Also referred to as a user or end-user of our products</li> </ul>	<p>In our more than 400 Patient Care Centers worldwide, we are in direct contact with our patients. Thanks to the close proximity to our users, we receive direct feedback on our products and service and can incorporate the findings into the improvement of our solutions. At the same time, we find out what moves our users and what their wishes and interests are. Our patient community "Movao - move as one" plays an important role in this exchange. In this digital meeting place, amputees and their relatives can share their interests and challenges locally and globally and receive reliable information about life with an amputation - for example in the areas of therapies, transportation and travel with prostheses and/or wheelchairs, exercise and sport.</p>

<p><b>Customers and medical professionals (B2B)</b></p> <ul style="list-style-type: none"> <li>➤ Healthcare professionals who provide patients with products, such as CPO's, doctors, podiatrists.</li> </ul>	<p>We communicate with our customers on a daily basis through our sales organisation and its employees. The Ottobock Academy offers a wide range of training and continuing education programmes on our products and services in various formats throughout the year. We combine digital, hybrid and face-to-face formats in order to offer the best possible service, high-quality, specialised training and continuing education.</p>
<p><b>Employees</b></p>	<p>Our employee communication takes place daily through personal discussions, meetings and digital channels. Our employees can find out the latest news from the company every day on the intranet. Once a quarter, the management provides information on relevant business developments in the "My Ottobock Live" format. We conduct a comprehensive employee survey once a year to obtain direct feedback from employees on topics such as skills development and training, our whistleblowing system, health &amp; safety and others.</p>
<p><b>Financial institutions, investors and analysts</b></p>	<p>Relevant stakeholders from the financial sector are regularly informed about business activities through dialogue with the management and the owner. Our press portal also provides all the important news about the company.</p>
<p><b>Suppliers</b></p>	<p>We take responsibility for the impact along your value chain. Our procurement departments maintain an intensive dialogue with our suppliers. This mainly takes place in direct dialogue. Each new supplier initially provides information about its business activities and ethical values and makes a commitment to Ottobock to comply with all legal standards with regard to human rights, labour and environmental protection and anti-corruption. At the same time, Ottobock makes all important information about the company and its business practices available on rating platforms such as EcoVadis.</p>

<p><b>Society</b></p> <ul style="list-style-type: none"> <li>➤ NGOs, Healthcare systems, insurance companies, medical associations et al.</li> </ul>	<p>We publish our annual sustainability report, in which we report transparently on all developments and progress. We are a member of the UN Global Compact and also publish our annual Communication on Progress (COP). We work together with organizations, companies, governments and countries worldwide as well as with various interest groups in the healthcare industry and medical technology. We are a partner of the International Paralympic Committee (IPC) and provide technical services at all Paralympics. Together with the Ottobock Global Foundation, we support people in war zones with aid and donation campaigns in order to provide as many disabled people as possible with orthopaedic aids.</p>
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**Scope**

This statement applies to all employees, contractors, and representatives of Ottobock. It encompasses all interactions with stakeholders, including but not limited to customers, users, employees, investors, suppliers, regulators, communities, and non-governmental organizations (NGOs).

**Responsibilities**

**1. Executive Leadership:**

- Provide strategic direction and oversight for stakeholder engagement activities.
- Ensure alignment of stakeholder engagement efforts with the organization’s mission and values.

**2. Global Sustainability Department**

- Develop and monitor the stakeholder engagement strategy
- Design comprehensive plans that outline the approach, objectives, and methods for engaging with different stakeholder groups.
- Work closely with other departments to ensure a coordinated approach to stakeholder engagement.
- Ensure that stakeholder feedback is integrated into the sustainability strategy, initiatives and overall operations.
- Regularly report on stakeholder engagement activities and outcomes, including preparing sections of the annual sustainability report dedicated to stakeholder engagement.

**3. Department Heads and Managers:**

- Support stakeholder engagement efforts within their respective areas.
- Foster a culture of stakeholder engagement among team members.

**4. All Employees:**

- Participate in stakeholder engagement activities as appropriate.
- Uphold the principles of this policy in all interactions with stakeholders.

**Objectives****1. Transparency and Accountability:**

- Ensure open and honest communication with stakeholders.
- Provide regular updates on the organization's performance, challenges, and opportunities.

**2. Mutual Respect and Trust:**

- Foster relationships based on mutual respect and trust.
- Recognize and consider stakeholders' interests and concerns in decision-making processes.

**3. Inclusive Engagement:**

- Engage a diverse range of stakeholders, ensuring all voices are heard.
- Promote inclusivity by actively seeking input from underrepresented or vulnerable groups.

**4. Proactive Communication:**

- Anticipate and address potential issues before they escalate.
- Communicate proactively about the organization's initiatives, policies, and impacts.

**5. Continuous Improvement:**

- Regularly review and enhance stakeholder engagement practices.
- Utilize stakeholder feedback to drive continuous improvement in the organization's operations and strategies.

## Stakeholder Identification and Mapping

### 1. Identification:

- Identify all relevant stakeholders, both internal and external.
- Categorize stakeholders based on their interest, influence, and impact on the organization.

### 2. Mapping:

- Create a stakeholder map to visualize relationships and prioritize engagement efforts.
- Regularly update the stakeholder map to reflect changes in stakeholder dynamics.

## Engagement Strategies

### 1. Communication Channels:

- Utilize a variety of communication channels, including meetings, reports, newsletters, social media, and websites, to reach different stakeholder groups.
- Ensure communication methods are appropriate and accessible for all stakeholders.

### 2. Consultation and Feedback:

- Organize regular consultations, such as surveys, focus groups, and public forums, to gather stakeholder feedback.
- Create mechanisms for stakeholders to provide ongoing feedback and suggestions.

### 3. Collaboration and Partnerships:

- Establish partnerships with stakeholders to address common challenges and achieve shared goals.
- Collaborate with industry groups, NGOs, and other organizations to leverage collective expertise and resources.

### 4. Conflict Resolution:

- Develop and implement a clear process for resolving conflicts and addressing stakeholder grievances.
- Ensure the process is fair, transparent, and accessible to all stakeholders.

## **Monitoring and Reporting**

### **1. Performance Metrics:**

- Develop key performance indicators (KPIs) to measure the effectiveness of stakeholder engagement efforts.
- Track and report on these metrics regularly.

### **2. Reporting:**

- Include stakeholder engagement activities and outcomes in the organization's annual sustainability report.
- Provide updates to stakeholders on how their feedback has been incorporated and the resulting actions taken.

### **3. Review and Improvement:**

- Conduct regular reviews of stakeholder engagement practices to identify areas for improvement.
- Update this policy as necessary to reflect best practices and evolving stakeholder expectations.

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