

ottobock.



Quality for life

# Corporate Social Responsibility

Report 2019

# Contents

---

Foreword.....	5
The Ottobock company.....	6
Our products.....	10
Our values .....	12
100 years of mobility for people .....	14
Sustainability at Ottobock .....	18
Areas of activity .....	24
UN Global Compact .....	29
Employees .....	30
Environment.....	44
Compliance .....	48
Supply chain .....	53
Ottobock's commitment to sports and society.....	54
Social involvement of Professor Hans Georg Näder .....	60
#ottobockcares: Necessity is the mother of invention.....	64



# Foreword

---

Philipp Schulte-Noelle

Dear Readers,

We celebrated Ottobock's 100-year anniversary in 2019. Our sense of responsibility to our employees, users and customers spans a full century. Innovations and technological advancements that improve quality of life for our users were and remain the driving forces behind our growth. We are proud of that. The social component – that is, the S in the ESG factors – is deeply rooted in our company's purpose. ESG stands for environment, social and governance.

A company that wants to be innovative needs to be successful as a business first. Only an economically successful enterprise can invest nearly ten per cent of its sales into research and development activities. This example shows that economic, ecological and social interests are inextricably linked.

Sustainability has already been a key focus for us for several years. It's clear to us that sustainability needs to be an integral part of our company strategy. The Executive Board therefore plays a leading role in this area. Rather than taking a detached view of sustainability, we integrate it in every relevant area of the company. Representatives from various departments such as Procurement, HR and Operations work together on a steering committee to implement our sustainability strategy and continually develop it. Defining strategic objectives increases our commitment to this strategy.

During the coronavirus crisis, we experienced just how important sustainable action by enterprises is: The world held its breath, and we had to adapt quickly to a new situation with lasting consequences. We showed our users, employees, customers and those directly around us that we are on their side.

We worked hard in years past to put Ottobock in a strong position for the future, and our efforts paid off. Thanks to our process landscape, we are able to respond quickly in crisis situations. Digital options allowed many of our employees to work from home during the coronavirus crisis. We also assisted them in balancing their professional and family lives. Our responsibility to our patients is especially important to us, and we kept production up and running for this reason. We also used various digital solutions to keep in touch with patients and provide them with the best possible support.

But we also took responsibility as a member of society outside the world of Ottobock as well. We used a creative and flexible approach to tackle new challenges, for example by producing hygienic door handles and plastic visors for medical facilities. We think this is what pragmatic sustainability looks like in practice.

Let's look to the future together. I'm please to share our CSR report for 2019 with you which offers a wide range of insights into how we intend to continuously improve Ottobock's sustainability performance.

I hope you enjoy reading it and look forward to your feedback and suggestions: [ceo@ottobock.de](mailto:ceo@ottobock.de).

With best regards,

Philipp Schulte-Noelle  
CEO

# The Ottobock company

## Ottobock sets standards

Ottobock not only develops innovative products but also takes care of the full treatment cycle. These services are provided under the Ottobock SE & Co. KGaA name, which also began in 2018 to channel the company's 100-year history of med-tech expertise into sustainably healthy workplaces.

We continually develop our company and perfect our technology to improve the lives of our users. In 2019, we invested 9% of our turnover of product sales in research and development.

Since 1919 products and technologies from Ottobock have been helping people gain new freedom of movement and avoid potential complications. Initially, the company revolutionised the market – above all treatment for patients – thanks to the series production of prosthetic components. Since then, the focus has turned to microprocessor-controlled knee joints such as the C-Leg (which can be controlled via an app), the computer-controlled C-Brace leg orthosis, the multi-articulating bebionic hand, Juvo power wheelchairs and the Paexo exoskeleton range for ergonomic workplaces.

Our single-minded determination to improve quality of life has made us a global leader in technology for wearable human bionics, which enhance or replace parts of the human body.

### **Ottobock SE & Co. KGaA**

- €1,003 million turnover in 2019
- Over 7,000 employees in more than 50 countries around the world
- More than 160 company-operated Patient Care centres
- World leader in prosthetics



# The Ottobock company

## Ottobock sets standards

### Family-owned, with a strong market position

We are a modern, family-owned company which combines a love of progress with values we truly live by. More than 7,000 employees work for Ottobock SE & Co. KGaA and generate a turnover totaling a little over €1 billion.

Eighty per cent of Ottobock SE & Co. KGaA is owned by Näder Holding GmbH & Co. KG. This is the sole property of the owner family, the Näders, and therefore the direct descendants of Otto Bock, the company founder.

### Backed by the right investor

In 2017 Swedish private equity firm EQT acquired a 20 per cent share in Ottobock SE & Co. KGaA. EQT helps us continue to grow in a sustainable and profitable manner. This will let us enhance our edge in the digitalisation of orthopaedic technology and tap into our full potential – so we're ready for a potential IPO at some stage in the future.

Sustainability is, as for other investors, an important management indicator for EQT. Managing environmental, social and governance (ESG) factors forms the basis of its business success and strong investment performance. At the same time, a sustainable approach to business makes it possible to deal with new opportunities and risks in a timely manner. In 2010 EQT passed a directive that encompasses all its activities in the area of responsible investment (RI) and describes what EQT expects of itself and its portfolio companies in regards to the environment, labour standards, human rights and ethics. EQT's goals are to boost awareness, uphold and promote sustainability standards – for example by restricting and reducing the emission of hazardous substances and waste as well as limiting and reducing the consumption of scarce resources – maintain zero tolerance toward child labour, various types of discrimination, corruption and unethical business practices, and to promote the right to collective bargaining.



Marcus Brennecke from EQT and Professor Hans Georg Näder, President of the Executive Board of Näder Holding GmbH & Co. KG.

“Our strong performance confirms that we're on the right track for our future as a technology leader, offering top-notch treatment. A whole century has passed since the company was founded by my grandfather, Otto Bock, but the company's guiding principle has remained unchanged: quality of life and mobility for people with disabilities.”

Professor Hans Georg Näder, Chairman of the Board

# Our products

## Prosthetics

Since the day Ottobock was founded, our prostheses have continued to raise the bar by setting new, improved standards for treating people with disabilities. Today, we are a global market leader at the forefront of technology for exo-prosthetics.



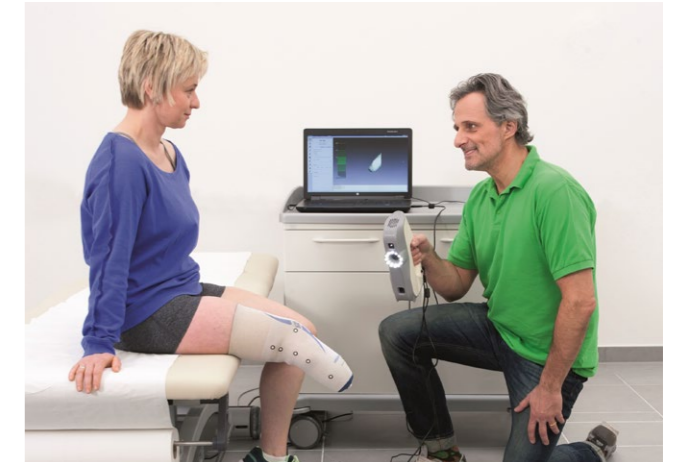
## Orthotics

Our orthoses – devices such as supports or bars which help to stabilise, relieve and immobilise or which align limbs or the torso – are used support treatment for people around the globe. For example, our paralysis orthoses can help restore mobility for people with partial paralysis of the legs.



## Patient Care

Thanks to more than 160 patient care centres, we're close to people around the entire world. In addition, Ottobock helps to continually optimise processes in orthopaedic technology workshops based on modern services for high-quality patient care and professional workshop management.



## Industrials

In 2018 we began to channel the biomechanical expertise we've got gained from working in orthopaedic developed by Ottobock now support people who engage in physically demanding tasks at work. These can be used to prevent undue physical strain in a wide range of fields, from the automobile industry through to smartphone production.



## Human Mobility

Our portfolio in this segment ranges from manual and power wheelchairs through to rehabilitation at our Königsee site in Thuringia. However, we're also opening further production sites around the world.

# Our values

Human, reliable, inventive – these are Ottobock’s company values. They form the basis of our day-to-day work in the company. Our values drive us.

## We are human.

Ottobock is human and accessible. We attach great importance to personal relationships based on trust, and are sustainable, responsible and transparent in everything we do.

### Close to people – close to life

- Personal relationships: In our interactions, we treat the people who use our products as partners. We’re in contact with them every day so we can learn about their concerns, needs and interests. This creates a basis of mutual trust, which is essential for the time we share during treatment.
- The joy of helping: We help people with limited mobility and want to encourage them and boost their self-confidence. We appreciate individual diversity and see limited mobility as a challenge to overcome barriers.
- Honest stories: Authenticity is essential to us. That’s why we let people speak for us – they openly share their experiences with our products and services.
- Commitment to society and sports: Our involvement in society extends from the Paralympic Games to regional projects, to advancing orthopaedic technology. Our goal is to put people with disabilities in the centre of society, dismantle fears and misconceptions and break down barriers.

## We are reliable.

Our focus is on reliability and mutual trust. This is paramount for us. We’re always there to assist our patients and partners. We attach great importance to working together to develop solutions and strategies which help people to master the complex challenges of everyday life and prepare them for the future.

### A good partner – guaranteed

- Quality management: Our quality management standards meet the highest requirements. Specific test methods show that our long-lasting products offer quantifiable advantages.
- Acting responsibly: Our company is run by its founding family, and we make decisions in an active, sustainable manner that promotes viable growth.
- We stay on course: Since our founding in 1919, we have stood for dynamic growth. Ottobock is active around the globe. Economic success and responsible actions go hand in hand at Ottobock.
- Passion and pride: Our engaged employees are proud to work for Ottobock – and some families do so across generations. We help people improve their quality of life with our products and services.
- Partnership: Employees from various fields work together at our company. We value their skills and rely on our team spirit. The same also applies for our collaboration in networks.

## We are inventive.

Since our founding in 1919, our technologies have set milestones on the road to the future. We combine playfulness and inventiveness with courage and tenacity in our research and development.

Each new product draws on our many decades of experience. As a result, we don’t see progress and tradition as a contradiction in terms, but rather as a single, progressive whole. Over the years, we have learned that humans must always remain the ultimate benchmark in our research and development. After all, we measure the quality of our products by the benefits they offer people.

### A tradition of progress

- High tech: Our research and development is integrated in an international network of our own sites and scientific institutions.
- Interdisciplinary cooperation: Our outstanding products create a solid and reliable basis for treating our users. This is complemented perfectly by the technical expertise and social skills of our employees and partners. They coordinate their work so we can achieve the best results for people.

- A cutting-edge reputation: We put our products and company services to the test in international competitions involving a wide range of industries. The awards our company receives show us that we’re on the right path.
- Space for ideas: We established an interface to Berlin’s creative scene by setting up the Ottobock Future Lab on the grounds of the former Bötzwow brewery. This is where we’re building our digital future. From 2009 to 2018, the Ottobock Science Center Berlin transformed medical technology into a fascinating experience for more than a million visitors from around the world.

# 100 years of mobility for people

It all began in 1919 with the founding of a startup by Otto Bock – but through the intervening years, it has fundamentally changed the field of orthopaedic technology.



**10 February**

**Inauguration of Otto-Bock-Straße** with Professor Hans Georg Näder, Julia and Georgia Näder, Mayor Wolfgang Nolte and Honorary Mayor Lothar Koch. On 10 February 1919, the company was entered in the commercial register – and the foundation stone was laid for a unique success story.



**18 February (afternoon)**

**Opening of the “100 years of Ottobock”** exhibition at Kunsthalle HGN in Duderstadt. Covering three floors, the exhibition gives visitors an insight into the history of the company. But the project's central theme is not just its chronology, but rather the ongoing need for the entrepreneurial family to rise to the challenges of contemporary history. To date, more than 3,000 visitors have visited the exhibition.

## 2019

**9 February**

The special supplement “100 years of Ottobock” by the Göttinger Tageblatt was delivered to all households in the Duderstadt region. The 50-page publication invites readers to take a journey through time and discover the history of the company.



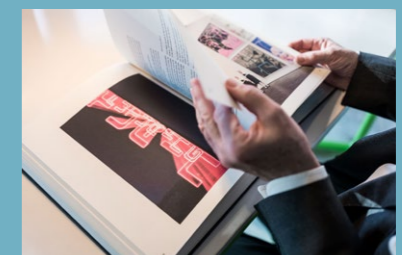
**18 February (morning)**

**Ceremony with Federal Chancellor Angela Merkel** and more than 350 invited guests at the historic City Hall in Duderstadt. Angela Merkel paid tribute to the company's services to human mobility. Lower Saxony's Prime Minister Stephan Weil and Mayor Wolfgang Nolte also congratulated Ottobock on the company's anniversary.



**21 March**

**Premiere of the “Futuring Human Mobility” book** at the Leipzig Book Fair. As part of the international book project, Professor Hans Georg Näder is joined by outstanding pioneers of our time as he focuses on the tension that exists between man, machine and mobility.



**18 February (afternoon)**

**Presentation of the gold Heine-Hessing medal** by the German Association for Orthopaedic Technology to Professor Hans Georg Näder.





# 100 years of mobility for people

13 June

**Ottobock Vienna** celebrated both its centenary and "50 years of Ottobock in Austria" with a barbecue, together with CEO Philipp Schulte-Noelle, COO Arne Jörn and the Viennese members of the Executive Board, Dr Andreas Goppelt (CTO) and Heinz Richartz. The users who were invited joined in the celebration in the warm summer weather and enjoyed meeting the employees.



6 September

**Futuring Ottobock – Digital Family Day:** employees, friends and family got to know Ottobock in Duderstadt, the products and the people behind them. Over 5,500 guests spent an exciting day on the company premises. Colleagues presented the company and its journey to a digital future at more than 20 stands.



6–8 September

**Eichsfeld Festival** with Johannes Oerding, Peter Maffay and regional bands: on the Saturday evening, Duderstadt's city centre was transformed into a large concert arena. Peter Maffay and Johannes Oerding played in front of 17,000 people. The whole region celebrated with them. Clubs and music groups organised the stage programmes on the Sunday. Peter Maffay opened the new Tabaluga children's playground that same day.



18 April

A Texan barbecue was held with 100 employees in **Austin**. Professor Hans Georg Näder also travelled to the US to join Brad Ruhl, Managing Director for North America, in thanking the teams for their dedication and commitment.



26 June

Wolfgang Tiefensee, Thuringian Minister of Economics, Science and the Digital Society, visited Human Mobility employees at a ceremony in **Königsee**. In his speech, he emphasised how Ottobock has made a significant contribution to the industrial upturn in the region.



19 September

**Opening of the "Futuring Human Mobility" exhibition** at the Bötzwow site in Berlin: Göttingen publisher Gerhard Steidl staged a photo exhibition with pictures by renowned Berlin photographer Christoph Neumann to accompany the anniversary book. Also attending the opening alongside Professor Näder were star architect Sir David Chipperfield, science journalist Ranga Yogeshwar and artists Eva & Adele.



17 October

**Opening of the "Futuring Human Mobility" photo exhibition** as part of the Göttingen Literaturherbst festival at Göttingen University Hospital.



# Sustainability at Ottobock

## A tradition of responsibility

In our family business, responsible governance and economic success have gone hand in hand for more than 100 years. We have always put people first. Our goal is to not just meet standards and minimum legal requirements but to continually improve ourselves – to ensure our patients receive the best care and our employees are satisfied.

Over the last few years, we've noticed that the level of interest in our activities as a business and their impact has increased. The world is becoming more complex and dynamic. Expectations on the part of our stakeholders and their need for information are changing. Applicants are including sustainability factors in their decision-making process in the same way that lenders and investors do.

We're responding to the increasing importance of sustainability by making environmental, social and governance aspects at Ottobock more visible, both internally and externally. We involved our departments even more closely in our sustainability efforts in the 2019 financial year. Moreover, we began establishing strategic objectives for CSR – corporate social responsibility – up to the year 2025 and integrating these objectives at the operational level. For us, sustainability is a strategic responsibility for management and part of our company strategy. This helps us examine routines from a critical perspective, spark innovations and ensure our success as a business.

“The effort we put into the subject of sustainability is decisive for our future. This is why we're working hard to move our sustainability strategy forwards. Various departments are working with the Executive Board to define objectives and pursue them on a consistent basis.”

Philipp Schulte-Noelle, CEO



“For me, sustainability means bringing our financial interests into line with our ecological, social and governance responsibilities. Companies that take this kind of sustainable action will be more successful over the long term – with customers, employees and in the capital market.”

Jörg Wahlers, CFO

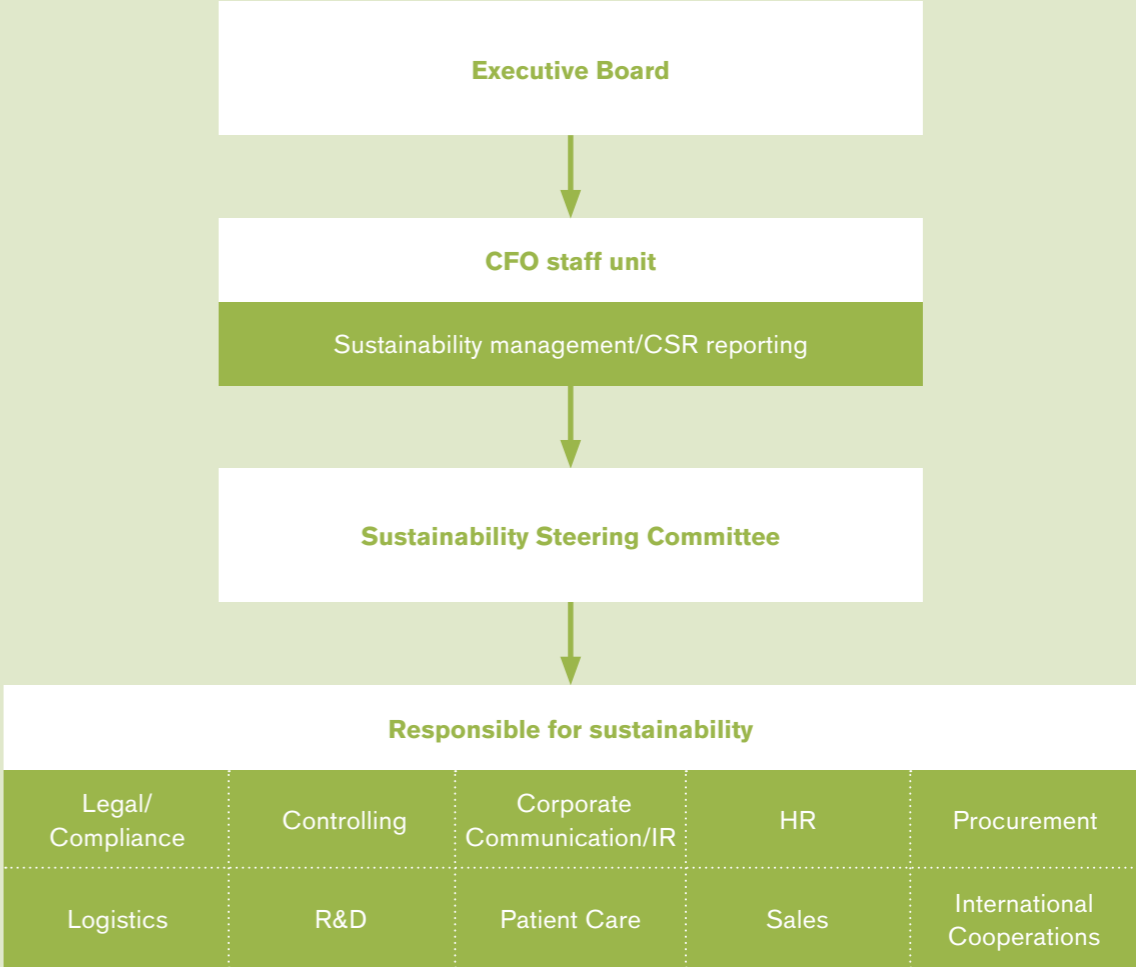
# Sustainability at Ottobock

**Sustainability management at Ottobock**

Ottobock’s Executive Board is its top decision-making body and bears formal responsibility for sustainability. It establishes the company’s strategy and evaluates issues raised by the cross-departmental steering committee and the Sustainability department. The Executive Board then ensures that the decisions are integrated into all relevant business processes.

We have been coordinating our sustainability activities on a centralised basis since the beginning of 2020. The CSR Manager, who is part of Investor Relations & Corporate Communications and reports directly to the Chief Financial Officer, drives the implementation of the CSR strategy at the operational level, is responsible for annual reporting and heads the CSR Steering Committee.

The CSR Steering Committee meets four times a year and consists of employees from the relevant departments such as Procurement, HR and Operations. Committee tasks include reviewing target achievement, coordinating the uniform implementation of CSR requirements and drafting decision papers for the Executive Board. Steering committee members also ensure CSR activities are carried out in the organisation and are responsible for all projects and strategic decisions in their respective remit.

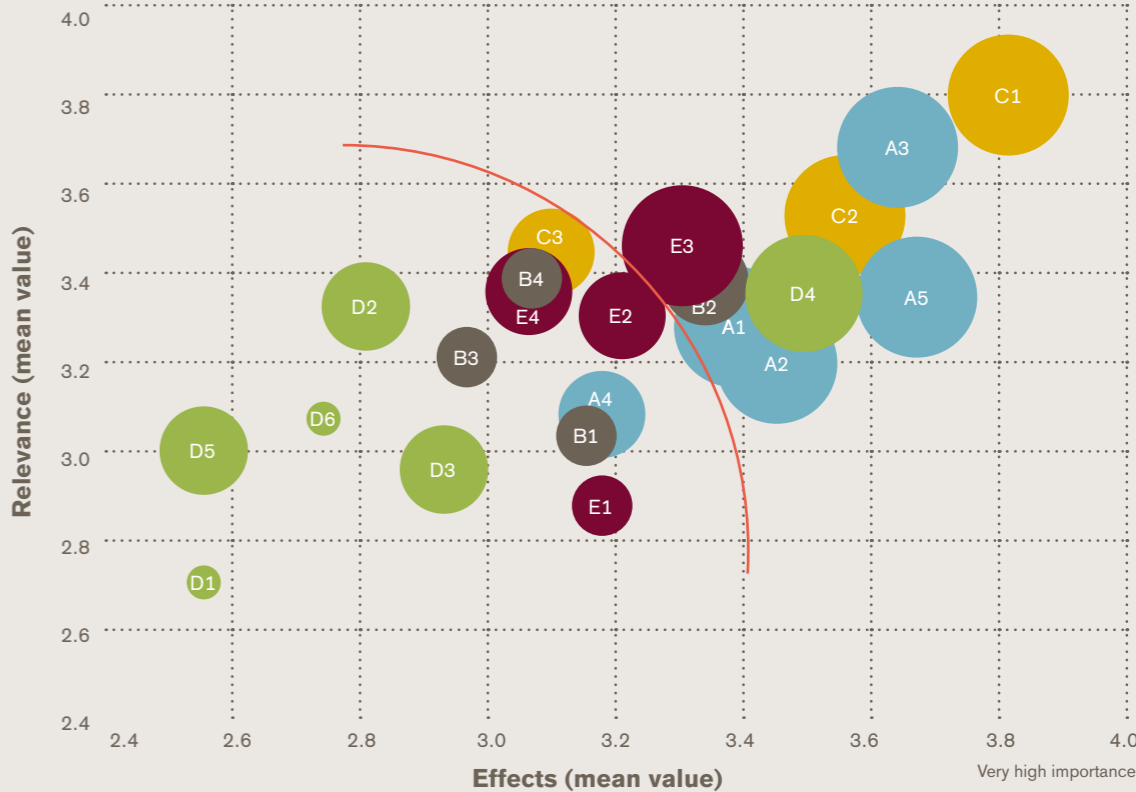


# Sustainability at Ottobock

**Our eight key areas of activity**

In developing our sustainability strategy, we used a materiality analysis to identify our key ecological, social and economic areas of activity for the first time in 2019. In doing so, we analysed and prioritised numerous topics that are relevant for us according to their significance for our stakeholders, the effects we have and their relevance for our business.

The results showed that eight areas of activity are of paramount importance for Ottobock and our internal as well as external stakeholders. These areas of activity form the basis for managing our CSR activities. Clear objectives and responsibilities are being established for them in the company in 2020.



- A1** Fair business practices
- A2** Compliance
- A3** Product quality
- A4** Suppliers/quality
- A5** Innovation
- B1** Occupational health & safety
- B2** Human capital
- B3** Equal opportunities
- B4** Diversity & inclusion
- C1** Patients/users
- C2** Medical personnel
- C3** Financial institutions/insurers
- D1** Climate change
- D2** Emissions
- D3** Energy
- D4** Materials
- D5** Waste and wastewater
- D6** Environmental protection
- E1** Local community
- E2** Involvement in sports
- E3** Partnerships
- E4** Social challenges

# Areas of activity

## 1. Patients/users

We work hard every day to improve the quality of life of our patients and users, and to boost their self-confidence. We attach great importance to developing new solutions through innovations in order to master the complex challenges of everyday life together. In our Patient Care centres around the world, we work to provide the best possible treatment for our patients and users and make necessary adjustments as efficiently as possible. Subsequently, we maintain close contact with them so we can learn about their needs and concerns. This creates a basis of mutual trust, which is essential for the time we share during treatment and often continues beyond that.

## 2. Product quality

Our single-minded determination to improve quality of life has made us a global technology leader for wearable human bionics, which enhance or replace parts of the human body. In doing so, we place great emphasis on responsible business practices as we produce high-quality, sustainable products. Our focus is on the reliability of our products and the trust of our users. Our quality management standard meets the strictest requirements, in keeping with the motto “Quality for life”. Intensive test procedures ensure that our products are safe.

## 3. Medical personnel

The success of treatment largely depends on its quality. We adopt an integrated approach, providing the highest quality orthopaedic fitting solutions in combination with personalised support by the entire rehabilitation team. At our Patient Care sites around the world, certified orthotics and prosthetics professionals (O&P professionals) and therapists provide the best possible care for users’ medical needs. They keep their skills up to date through continuing education and qualification programmes, especially in the digital field.

## 4. Innovations

As the technology leader in our industry, we stand for development activities and innovations, continuously setting standards in the treatment of people with disabilities. This is what pushes us to continue moving our company and products forwards. We believe the success of the Ottobock brand still relies on research and development and make long-term investments in projects coming out of these departments. In our development centres located in Duderstadt, Vienna, Berlin and elsewhere, employees research intelligent solutions for various product segments such as prosthetics for the upper and lower limbs, orthotics and wheelchairs. We have expanded our product portfolio to include cutting-edge exoskeletons. They are increasingly providing support for people in physically demanding jobs today.



“Innovations are the driving force when it comes to boosting sustainability. We aim to improve the quality of treatment for our users with trendsetting products and to defend our position as a technology leader.”

Dr Andreas Goppelt, CTO



“Ottobock is a company that makes products. We take responsibility by continuously examining the origins of our resources as well as their processing, disposal and transportation. And by protecting the environment and ensuring the safety of our employees.”

Arne Jörn, COO

# Areas of activity

## 5. Materials

As a company that makes products, we bear responsibility for protecting our planet, in particular with respect to our use of natural resources and the emission of carbon dioxide. We are continuously working on making our production processes sustainable. This includes the responsible use of natural resources and the development of new processes to reduce our consumption of materials – particularly plastic, wood and paper – and the associated waste. Other elements of our activities include avoiding hazardous substances, recycling reusable materials and expanding digitalisation processes. In logistics, we focus on protecting the climate when choosing the means of transportation, despite decreasing delivery times.

## 6. Partnerships

We see ourselves as part of a social structure and want to do our part to ensure sustainable development. In order to fulfil our responsibility, it's important to know the expectations that those outside the company place on our actions. For this reason, we place great emphasis on regular, open dialogue, transparency and long-term cooperation and partnerships with all our local and global stakeholders. These include employees, business partners, our shareholders and customers as well as society as a whole.

Ottobock has been proactively supporting sports for over three decades – from amateur to professional to Paralympic sports. We serve as a loyal partner, providing our services to athletes free of charge as part of our commitment to the Paralympic Games, participating in the continuing education of O&P professionals and continuously working to boost public awareness of Paralympic sports. Ottobock works with international partners in developing nations and emerging markets to improve local patient care with devices such as prostheses, orthoses and wheelchairs. At the regional level, we support universities and schools in the healthcare technology field. We also cooperate closely with prestigious clinics and institutes in the course of clinical studies.

## 7. Human capital

Employees are our key success factor. We put great commitment and passion into recruiting employees, supporting their continuing education and inspiring a lasting commitment to our company philosophy. We ensure safe working conditions and provide preventive healthcare. For Ottobock as a family business, balancing work and family life is just as much a part of our philosophy as lifelong and interdisciplinary learning. At Ottobock, developing people as individuals – including both professional and personal development – is closely linked to the company's development.

## 8. Fair business practices/compliance

As a company on the international stage, we are proud of our different cultures, traditions and unique local characteristics. Our company culture is likewise defined by numerous different players and business activities with a high degree of freedom. The resulting complex requirements and continuously changing legal and normative frameworks demand clear standards and rules for company management and in our collaboration. Our understanding of fair business practices includes internal training in compliance-related topics and dialogue with suppliers and customer representatives just as much as the protection of sensitive personal data.

When it comes to observing international standards for human rights, employment, environmental protection and anti-corruption, Ottobock follows the universally recognised principles of the United Nations Global Compact with its Code of Conduct, Supplier Code of Ethics and internal anti-corruption policy. We therefore apply these same standards in our supply chain and have incorporated this philosophy in our purchasing terms and conditions for suppliers.



“We do business in more than 50 countries. Every country has its own culture and laws. This is why we take an international approach to sustainability, with uniform standards that ensure our customers and users are satisfied.”

Oliver Jakobi, CSO



“Having Ottobock join the UN Global Compact was a conscious decision. Making our activities sustainable is up to us – with the ten principles as the basis. Taking responsibility is the only way we can give coming generations a future.”

Professor Hans Georg Näder

# UN Global Compact

Ottobock is committed to the 10 principles of the UN Global Compact:

## Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights.

## Principle 2

Businesses should make sure that they are not complicit in human rights abuses.

## Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

## Principle 4

Businesses should uphold the elimination of all forms of forced and compulsory labour.

## Principle 5

Businesses should uphold the effective abolition of child labour.

## Principle 6

Businesses should uphold the elimination of discrimination in respect of employment and occupation.

## Principle 7

Businesses should support a precautionary approach to environmental challenges.

## Principle 8

Businesses should undertake initiatives to promote greater environmental responsibility.

## Principle 9

Businesses should encourage the development and diffusion of environmentally friendly technologies.

## Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

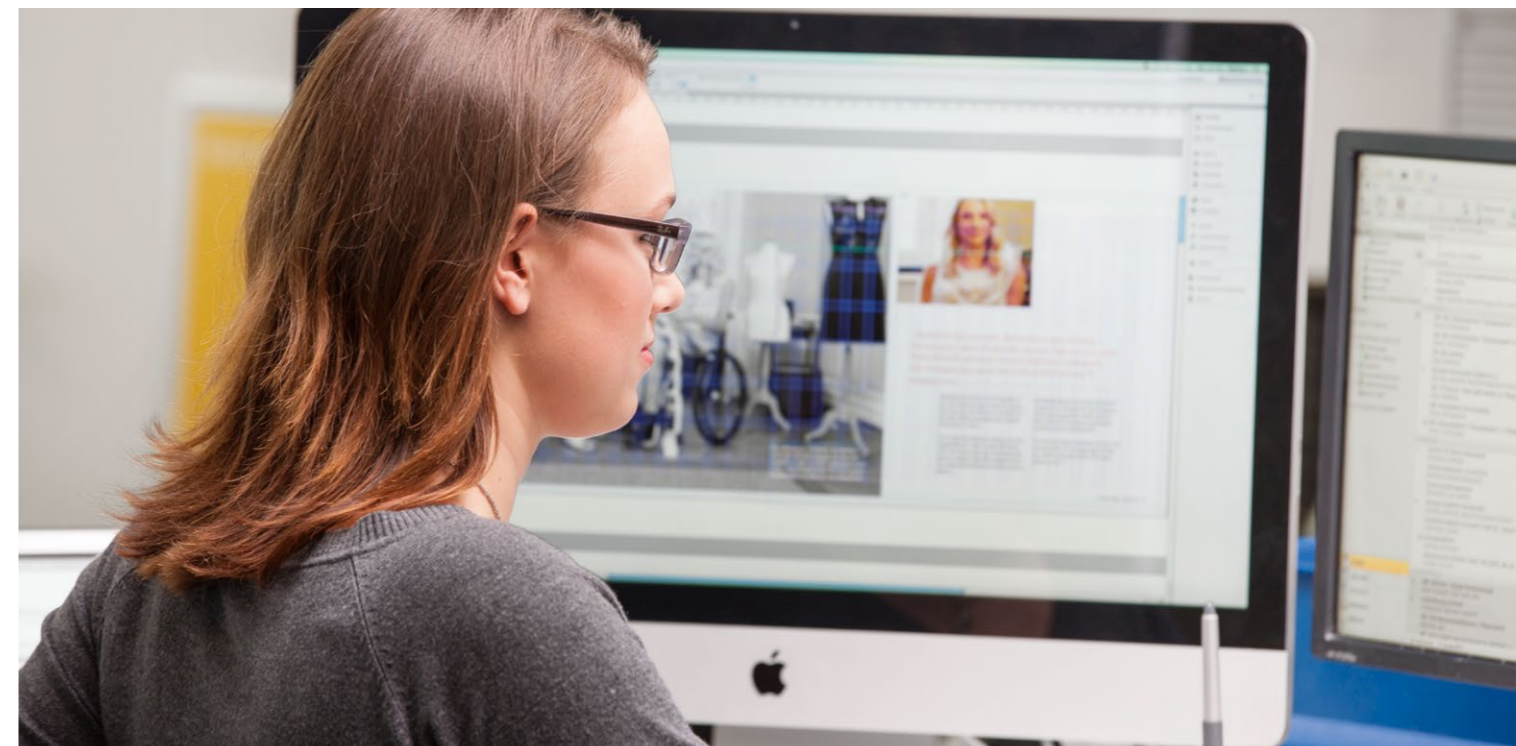
# Employees

---

All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

Article 1,  
UN Universal Declaration of Human Rights

Ottobock is committed to observing and complying with the UN Universal Declaration of Human Rights. Together with national legal regulations, it forms the basis for the company's actions.



Ottobock is a fast-growing company – thanks to its well trained and highly motivated employees. Human capital is a key success factor, especially in the medical technology field. Recruiting the right employees for Ottobock and inspiring their lasting loyalty to the company is a task of the highest strategic relevance.

### **General working conditions**

Ottobock puts great commitment and passion into recruiting qualified employees, supporting their further development and retaining them over the long term. In doing so, we adhere to labour and social standards that are defined by law. Ottobock had 2,047 employees in Germany at the end of 2019. Of these, 1,488 worked at Ottobock SE & Co. KGaA, and they included 1,006 male and 482 female employees. The number of full-time employees was 1,228. Every employee has a written employment contract that takes labour and social security provisions into account. Compensation at Ottobock is based on fixed wage and salary tables.



# Employees

---



## **Employee representation**

Cooperation with the Works Council based on mutual trust is important to us. The Works Council is an independent co-determination body at Ottobock. It serves as a voice for all employees, representing their interests vis-à-vis the employer. All participants regularly exchange information about personnel planning and personnel measures, and jointly develop works regulations.

In 2019, Ottobock had a total of 89 employees with disabilities in Germany. The integration of people with disabilities into the operation is supported by the representative body for employees with disabilities, which represents their interests as well as advising and assisting them (Section 178 of the Social Security Code (SGB) IX). Ottobock's Youth and Trainee Representative Body handles the concerns of trainees and serves as the contact for all trainees in the company. The Youth and Trainee Representative Body is always available to discuss potential problems and helps to resolve conflicts.

## **Flexible working hours**

Balancing work and personal life is an important concern for us. Flexitime enables employees in administration to work flexible hours, and they have the opportunity to work from home in coordination with their manager. We have also introduced a flexible annual working time model. The objective is to balance fluctuations in the amount of work over the calendar year. This agreement gives employees a high degree of personal freedom in how they schedule their time. Company agreements were concluded between the company and the Works Council for both models. As a family-friendly company, we provide the best possible support for employees after parental leave and prepare them for returning to work. The company provides advance, detailed information regarding the impending changes. Ottobock employees have the option to reduce their number of working hours, not only upon returning from parental leave but also in case of other family challenges or emergency situations.



### Cooperation in childcare

We have been offering a holiday programme for children of our employees in Duderstadt for more than five years. Ottobock accomplishes this by working with regional partners. From Monday through Friday, employees bring their children to the company premises in the morning and entrust them to the childcare team. The boys and girls then take part in various activities throughout the day.

Balancing work and family life is becoming increasingly important for employees. We have been cooperating with a nursery since February 2020 to provide care for children between zero and three years of age close to the company. By working together to develop a concept that can serve as a model, we have further enhanced childcare services offered in Duderstadt. Ottobock places great emphasis on establishing conditions that help employees return to work after parental leave. We also support our regional providers. Our goal is to continue developing the agreed childcare services as needed and to expand them to other locations if possible.

### Health management

We view operational health management as part of a modern company strategy aimed at maintaining and effectively promoting our employees' health and their ability to carry out their work over the long term. One of its focal points is continuously developing company and working conditions that are safe and conducive to health. The other is to help our employees develop habits that promote good health and to boost their personal responsibility for their health.



We have increased our resources for operational health management since 2017. Under the German Prevention Act, we receive financial support from health insurers.

The core topics include:

- Maintaining and promoting employability and the ability to work
- Creating a working environment that is conducive to health
- Reducing stress
- Maintaining and promoting employee satisfaction
- Reducing muscular and skeletal diseases
- Maintaining and promoting employee motivation
- Boosting health awareness

Ongoing cooperation in the operational health management committee is an important prerequisite for successful operational health management and consistently achieving our targets. The committee consists of the Operational Health Management Officer, company doctor and individuals representing the Works Council, employees with severe disabilities and the Occupational Safety department. It promotes the exchange of information from various operational perspectives. We expanded and reinforced the health management structures at Ottobock on a step-by-step basis last year. A very active approach is used to communicate the offers and measures. Among other things, the offers include anonymous external employee counselling, which is available to employees and their family members free of charge. It helps them overcome both personal and work-related challenges.

There are plans to implement further measures in 2020. The focus is on topics that help employees and managers cope with the fact that they are working from home more due to the coronavirus pandemic. This includes location-independent training units and specific webinars that help employees stay fit and healthy when working from home. A health day is also planned at the Berlin site.



### The health concept for trainees

In addition to the internal health concept that is available to all employees, we also developed a special option for trainees that is mainly dedicated to prevention. Ottobock wants to ensure that its youngest employees also know how to stay fit and healthy in the course of their day-to-day work. This concept extends over two years of training and is intended to prepare the trainees for their career even more effectively. An integrated understanding of health, nutrition and exercise is the focal point in the first year of training. Addiction and stress prevention as well as healthy sleeping habits are covered in the second year of training.

### Training

Internal training is a tradition at Ottobock. Then as now, training is an important factor in supporting young people and meeting personnel needs from within the company. Numerous colleagues assist the trainees, prepare them for their subsequent careers and integrate them into day-to-day operations early on.

In the 2019 financial year, we provided training for 89 young people in 25 different occupations and four cooperative study programmes. They are supported by ten trained educators and around 60 training officers. Ottobock promotes practical training with an in-house training workshop that receives real project orders from our operating departments. In addition to imparting technical skills, offering trainees options for personal further development is important to the company. Site visits, training sessions and other events are held regularly in the course of training. In some training occupations, trainees also have the option of rounding out their training with a stay abroad lasting several weeks.

In 2019, the company introduced the Trainee Navigator, a digital training platform for training officers and trainees. The tool supports the efficient administration of training certificates and transfer planning using digital methods. We plan to add an evaluation module to the Trainee Navigator in 2020.

We work closely with schools and universities in the course of training. In cooperation with PFH Göttingen Private University of Applied Sciences, we offer the Business Informatics and Orthobionics cooperative courses of study. Ottobock supports ambitious students at the Technical University of Clausthal with the Deutschlandstipendium (German scholarship). We are dedicated to identifying and promoting talent at TU Clausthal early on. Aside from outstanding performance at university, the Deutschlandstipendium recognises the work of students in committees or social causes. Ilmenau University of Technology is also a regular source of new talent. At the regional level, we cooperate with the Eichsfeld School in Duderstadt and IGS Göttingen.

Training forms the basis of sustainable personnel planning. Continuing the relationship after the end of training is very important to our company. To this end, the Executive Board teamed up with the Works Council to prepare a works agreement that provides for hiring trainees and cooperative study programme graduates.

# Employees

---

## Guaranteed employment for trainees

Our trainees prepare for the start of their careers in fifteen different training occupations and two cooperative study programmes. The new trainee employment guarantee gives them long-term prospects for employment at Ottobock. The guidelines for the scheme were developed by a team led by Bianca Holler, Head of Global HR, in close cooperation with the Works Council and Executive Board.

The Youth and Trainee Representative Body played a key role in putting together the guidelines. Working together with Head of Training Stefanie Senhen, they succeeded in developing and implementing a points system in just six months.

## Ottobock now offers guaranteed employment for trainees.

### What is that all about?

**Bianca Holler:** Together with the Works Council, we concluded a works agreement in September that provides for hiring trainees at our Duderstadt and Göttingen locations after they complete their training. We agreed on a procedure in which a committee determines whether individual trainees are entitled to permanent employment six months prior to the end of their training. This approach has standardised the process and lets both sides plan with a greater degree of certainty.

### What advantages does guaranteed employment offer?

**Bianca Holler:** Guaranteed employment benefits our trainees, as we can offer them career prospects after completing their training, and it benefits us as a company. Ideally, this approach will help us retain committed, highly trained junior staff over the long term and ensure that we have enough specialists to meet our needs.



Bianca Holler



Stefanie Senhen

## How exactly do you determine whether an individual trainee is entitled to permanent employment?

**Stefanie Senhen:** We developed a points system with various performance criteria to help us with this. We average out the marks our trainees receive at vocational school, the evaluations from the various phases of training as well as the results they receive on their intermediate exam and the first part of the final exam.

## And what happens after the evaluation?

**Stefanie Senhen:** The evaluation leads to three potential scenarios. Ideally, the trainee is entitled to a permanent position – provided that they have achieved the required number of points and a post is available for them. Depending on the outcome of the evaluation, they may also be entitled to a temporary position for one year or six months.

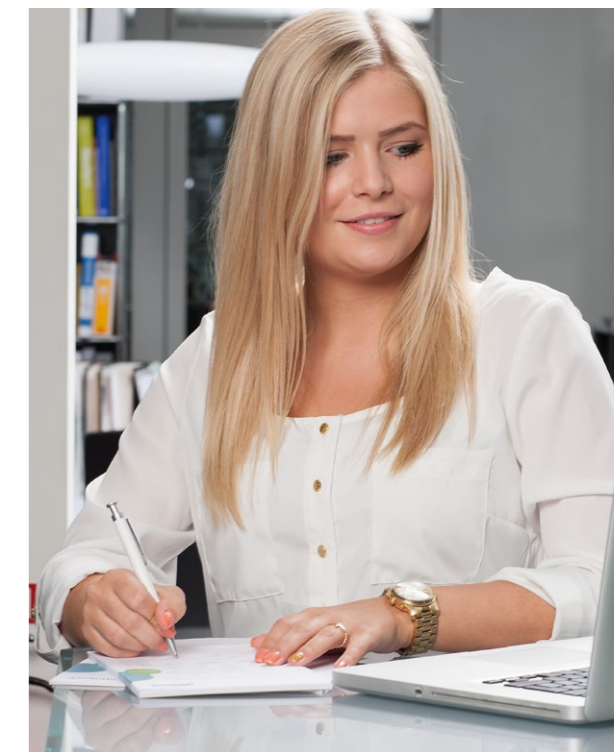


### Top Training quality seal from the Chamber of Industry and Commerce

Ottobock received the Top Training quality seal from the Chamber of Industry and Commerce (IHK) in 2019. The quality seal was presented to Ottobock's CEO Philipp Schulte-Noelle at the Hannover Messe trade show by Dr Horst Schrage, CEO of IHK Hannover, and Lower Saxony's Minister for Economics and Employment Dr Bernd Althusmann. Only 12 out of 6,500 companies that provide training in IHK Hannover's territory have earned this seal.

The idea of getting audited for the Top Training seal first came about in 2018. The seal gives companies an opportunity to attract more attention to the quality of training they provide as they compete for up-and-coming managers. It evaluates the overall process involved in high-quality training based on 54 criteria, from recruiting to exam preparation and ultimately permanent employment.

The new training workshop Ottobock opened in 2018 made a particularly positive impression. Our variety of training programmes and integrated educational approach also had a positive impact on the evaluation. The company places high value on not only developing technical expertise but also strengthening core competencies such as communication skills and the ability to manage conflict.



### Overview of training occupations:

#### Technical occupations

- Electronics engineer for devices and systems
- Electronics engineer for operating technology
- Mechatronics engineer
- Orthopaedic technology mechanic
- Technical product designer – mechanical and systems engineering

#### Industrial occupations

- Industrial mechanic – production technology
- Industrial mechanic – precision engineering
- Machine and plant operator – plastics engineering
- Process mechanic for plastics and rubber technology – fibre composite technology
- Process mechanic for plastics and rubber technology – moulded parts
- Tool mechanic – mould making technology
- Milling machine operator – turning and milling machine systems

#### Commercial occupations

- Warehouse logistics specialist
- Logistics management assistant
- Industrial management assistant

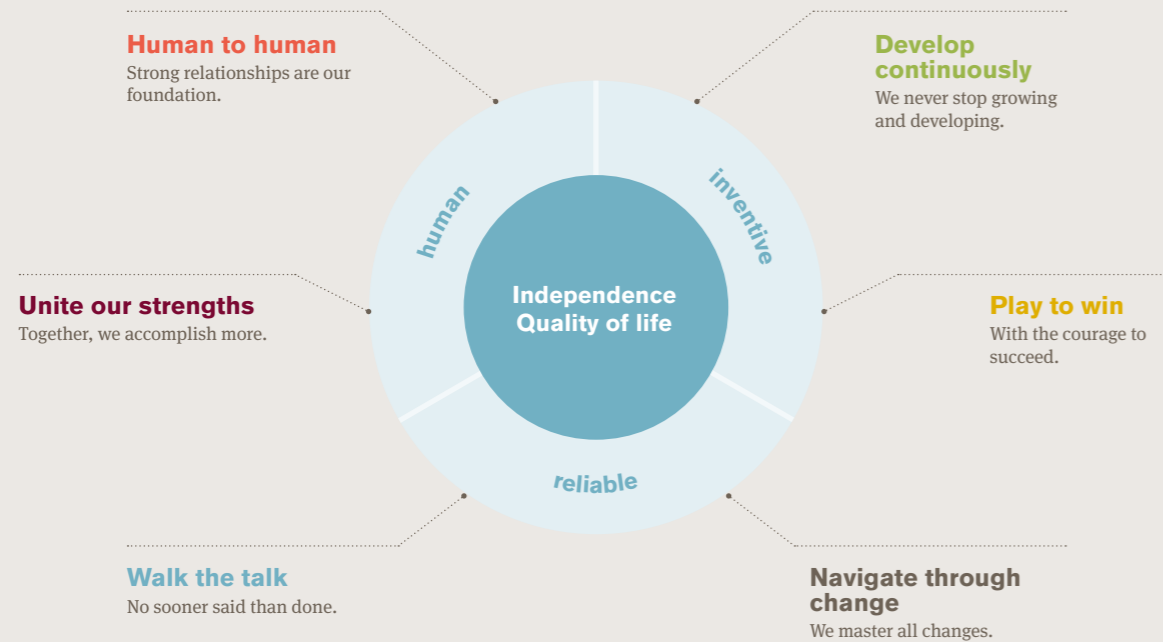
#### Other occupations

- IT specialist – application development
- Warehouse specialist

#### Cooperative study programmes

- Master of Arts – advanced management
- Bachelor of Arts – business administration
- Bachelor of Engineering – electrical engineering
- Bachelor of Science – business informatics

## Our six guiding principles for leadership and collaboration



### Learning, development and culture

Digitalisation is changing the working world at an unprecedented pace. This transformation requires companies and their employees to adapt and be flexible in response to new challenges. It also means seeing the topic of “learning” in a different way. Lifelong on-the-job learning is part of Ottobock’s philosophy. It will become increasingly important to identify suitable learning sources and formats, to reflect on what is learned, try it out in day-to-day work and finally to integrate it into work routines.

The goal is to challenge and encourage the capabilities of every individual and generate added value for customers and users in the process. The Global People & Organisational Development team helps all employees find appropriate learning options and establish new methods of learning. Aside from traditional seminars and face-to-face training, we offer innovative and digital learning formats to boost awareness of alternative, demand-based and work-related learning and develop Ottobock into a learning organisation. An external e-learning platform was used for the first time in a 2019 pilot project with 100 employees around the world. Offers included courses and videos on personality development, business topics and digitalisation. Following the test phase, ongoing use is planned for all employees worldwide.

Another focal point of the Global People & Organisational Development department is the sustainable development of the entire organisation. The LEADership 2020+ initiative was launched jointly with the Executive Board in 2019 to prepare teams, departments and divisions around the globe for the future. The initiative is intended to strengthen the organisation and align it for accelerated growth.

Managers from all regions had the opportunity to apply to participate in the project and play an active part in the LEADership 2020+ core team. A selection process ensured the greatest possible diversity among the participants. The intensive preparatory work and the co-creative approach paid off: Together with the Executive Board, the core team developed six guiding principles based on our company values, providing all employees worldwide with guidance for leadership and collaboration at Ottobock. Workshops with managers and team dialogues with employees are being conducted worldwide on this basis to discuss the guiding principles and implement them in day-to-day operations.

### Occupational safety

The EH&S (Environment, Health and Safety) team is a staff department that advises the Executive Board and managers on regulatory requirements in the field of occupational safety and environmental protection and assists with the preparation and implementation of protective measures. By taking this approach, we safeguard and improve occupational safety for all employees and ensure that liability risks in case of accidents are avoided. The Works Council, company doctor and company management representatives examined twelve departments and defined improvement measures to this end in 2019. Twenty technical safety acceptance procedures for facilities and machines were also performed, noise and hazardous substance measurements were initiated and measures were developed for the storage of hazardous substances at several sites.

The EH&S team also assists the HR department with training managers regarding legal regulations and their responsibility to employees. This training will be further expanded in the coming years. Additional preventive measures were implemented in the past financial year to further improve occupational safety. These included equipping the Duderstadt site with additional defibrillators and implementing a digital first aid log to better analyse the main causes of accidents.

### Additional services

The company offers its employees additional benefits in many areas. In addition to supplementary dental insurance at special rates and company pension provisions, employees at Ottobock have access to the Corporate Benefits discount portal.

### International SOS

Around 1,000 employees are working abroad for Ottobock in locations around the world. We have a special duty of care for these employees. To this end, Ottobock cooperates with International SOS, the leading provider of health and travel safety services. In general, employees posted abroad are able to contact the Department of Foreign Affairs, embassy or respective subsidiary in the event of an emergency. They also have access to emergency support 24 hours a day, 365 days a year. International SOS helps with matters such as arranging a doctor’s appointment, obtaining documents or evacuation when needed. An online portal makes travel preparations easier by providing information such as required vaccinations.

# Environment

Because we are a company that makes products, we bear special responsibility for protecting the climate and our environment. This is why we continually review how we can improve the sustainability of our production processes. Our approaches extend from end-to-end energy concepts, to the responsible use of natural resources, to reducing the materials we use (which in turn means less waste).

## Use of materials

Ottobock uses around 300 materials, ranging from poplar wood to carbon to titanium. We are always developing new methods in order to continuously reduce the use of materials and limit waste to a minimum. In doing so, we conserve valuable resources and lower our costs.

We identified potential to improve resource efficiency when it comes to using packaging materials in particular. Our goal is to become plastic-free in the coming years. We have taken a major step forward in the packaging of sealing sleeves, saving around 120,000 air cushion films in one year.

Ottobock also makes a contribution to sustainability in the supply chain. A new 10,000 square metre expansion of the logistics centre is under construction at the Duderstadt site. We are optimising our shipping preparation system with this expansion. The packages to be picked up by the shipper are sorted in advance by weight and destination. These tasks were previously completed by external transport companies in their own sorting facilities. The new process prevents unnecessary transportation and reduces CO<sub>2</sub> emissions. We will also review and optimise the supply chain at the global level as part of our sustainability strategy.



## iFab – individual fabrication

Plaster casts are taken in medical supply companies and orthopaedic technology operations to this day so prostheses and orthoses can be customised for patients. We have developed a process to replace plaster casts with a 3D scanning method. Our partners transmit patient data in digital form to Ottobock's individual fabrication department, iFab. A tailor-made prosthesis or orthosis is fabricated there. Thanks to this, we are assisting our customers in their digital transformation to a plaster-free workshop and speeding up the patient fitting process. Another benefit is that O&P professionals gain more time to look after patients.

## LED lighting

Using sustainable energy sources is important to us. We started converting our production facilities to LED lighting in 2018. LED lights have been installed in an area of about 2,000 square metres to date. Further retrofitting is planned in the course of building renovation projects in 2020.

The benefits of the new lights are obvious: An LED lamp consumes up to 90 per cent less energy compared to a conventional light bulb. The lifetime of an LED bulb is also considerably longer. Since the previously used light bulbs can release mercury vapours when they break and have to be disposed of as hazardous waste, LED bulbs also contribute to efforts to protect the environment and the health of our employees.

## “Deutschland blüht auf”

Ottobock is taking part in the “Deutschland blüht auf” (“Germany blossoms”) initiative again in 2020 and planting a flower strip on the company premises.

An area of around 3,000 square metres is available for a mix of various wild and cultivated plants. This is intended to create a habitat for insects and bees in particular.



### Biogas plant

Ottobock teamed up with Maschinenring Göttingen and several farmers in the nearby area to begin operating a biogas plant in 2007. Using biogas to produce heat and electricity is a key element of our renewable energy concept, at times covering 100 per cent of the company’s demand at our headquarters in Duderstadt. Since its commissioning, the biogas plant has made us largely independent of oil and gas price developments and ensured comparatively stable energy costs for us.

The thermal energy from the biogas plant is used for heating in the winter and for cooling the production area in the summer using a technical reverse process with absorption refrigeration machines. This level of utilisation sets the plant apart from other biogas plants and ensures especially high efficiency.

The operators decided to build four more combined heat and power plants in 2019. At the same time, Ottobock is investing in a larger heat accumulator in the boiler house so the heat that is produced can be stored on a temporary basis. This doubles the output of the biogas plant with a total of eight combined heat and power plants, covering Ottobock’s heating needs and those of its neighbouring company FoamPartner almost year-round. The expansion ensures the long-term use of the plant and the cost-effective consumption of green energy.



### CO<sub>2</sub> limit values and electric vehicles

We also want to contribute to reducing CO<sub>2</sub> emissions in road traffic. To this end, Ottobock adapts its bonus/penalty system as well as the company car policy every year. A company vehicle’s CO<sub>2</sub> emissions are linked to the lease payment. The lease payment is decreased for employees who choose a vehicle with low CO<sub>2</sub> emissions.

We are also investing in electric vehicles. The company’s fleet in Duderstadt currently includes two electric cars that are available for employees to use. Three additional vehicles, including a StreetScooter, are used daily by the Location Services department for trips within and beyond the company premises. We also provided employees with two plug-in hybrids as company cars in 2019. Two additional hybrid vehicles have already been ordered. We will continue promoting e-mobility and the rollout of a charging infrastructure throughout the company in 2020.

### Jobticket and bicycle leasing

We also support our employees in choosing from various alternatives to commuting by car every day on their own. Ottobock has been offering bicycle leasing since 2016 as part of its operational mobility and health management system. Employees can lease the bicycle of their choice through the company at a competitive rate. Bicycle leasing works similar to company car leasing, except employees choose a bicycle or e-bike instead of a car.

Ottobock has also been subsidising the Jobticket scheme since 2019. This allows our employees to take public transit to work on a daily basis at a lower cost.



# Compliance

---

For us, compliance means following all legal provisions and requirements by which the company is bound and implementing these in the form of internal rules and policies. In this context, our activities as a business must comply with internal rules that are defined by general social values as well as by moral and ethical considerations. Each of us is responsible for compliance regardless of our role. In other words, the requirements are equally binding for members of the Supervisory Board and Management Board, the Executive Directors, managers and all Ottobock employees.

Identifying potential violations in a timely manner and responding to compliance violations appropriately are of key importance. Our compliance guidelines and Code of Conduct require that employees comply with laws, contracts, internal directives and the company values. However, despite extensive precautions, Ottobock is not able to entirely exclude the possibility of individual employees violating legal regulations, thereby leading to fines or penalties being imposed on or compensation claims being asserted against the group. Complaints and reports of possible compliance violations are submitted to the Compliance department. Employees, contractual partners and others can also report violations using an anonymous whistleblower system integrated in the Ottobock website.

We considerably expanded our compliance management system in 2019. The directive for Ottobock's compliance management system approved by the Executive Board in the reporting period is a central component of this. This directive regulates crucial elements of a compliance management system. These are implemented in the departments and are a prerequisite for a successful audit according to the IDW PS 980 auditing standard.





### Compliance management system

The objectives of our compliance management system (CMS) are to achieve compliant behaviour through a systematic framework and to minimise compliance risks.

The CMS also provides a uniform framework for organising procedures and structuring all compliance-related topics that harbour potential risks, such as anti-corruption, competition and antitrust law. It is fundamentally based on the CMS audit standard IDW PS 980 published by the IDW (Institute of Public Auditors in Germany).

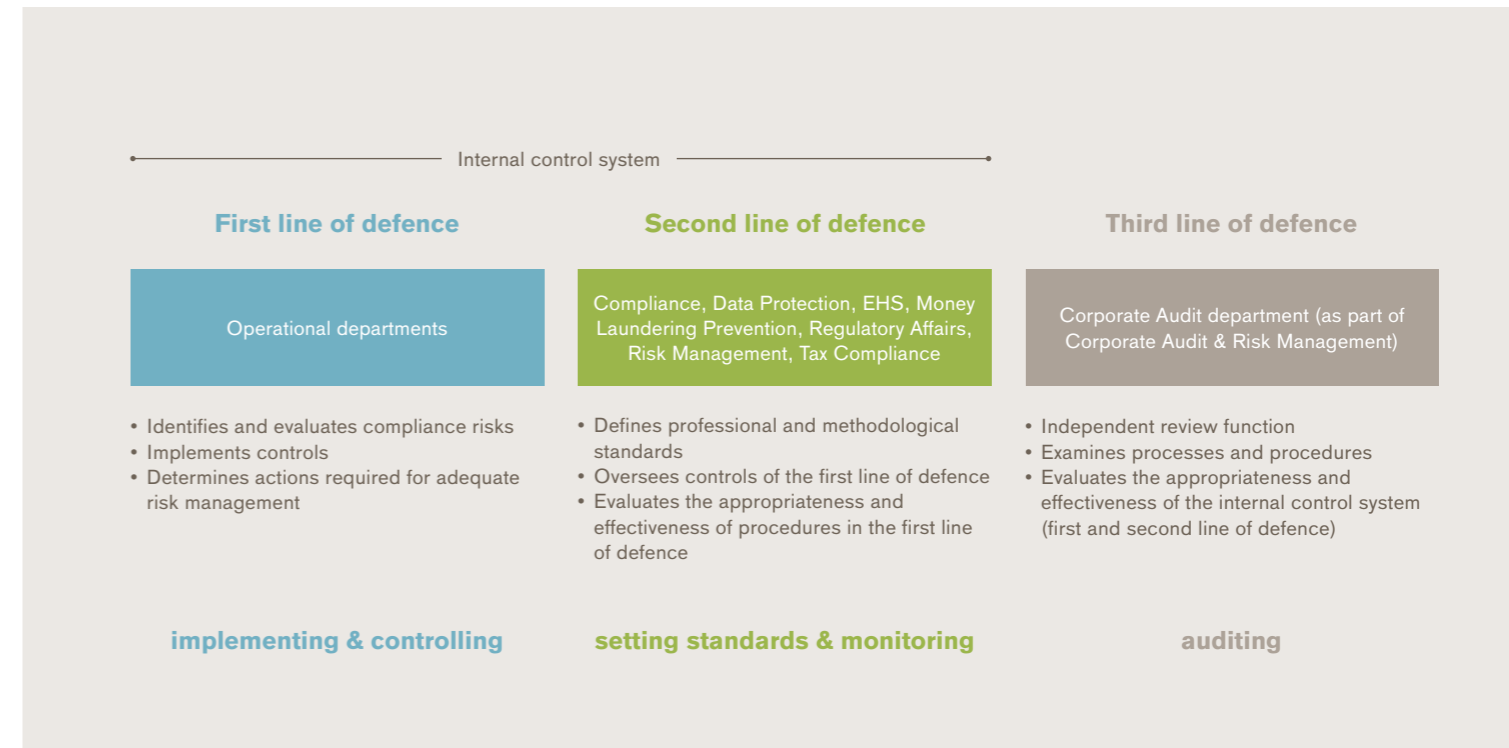
In line with this standard, the CMS is broken down into seven elements. These elements form the foundation for the company-specific implementation:

- Compliance culture
- Compliance objectives
- Compliance framework
- Compliance risks
- Compliance programme
- Compliance communication
- Compliance monitoring and improvement

### Compliance framework

Overall responsibility for compliance rests jointly with all the Executive Directors. In organisational terms, the Compliance department is assigned to and reports directly to the CEO. Compliance Coordinators from certain departments assist the CEO and Compliance department.

The Compliance department is part of Legal & Compliance and performs compliance tasks. It consists of the Head of Compliance and department employees who perform compliance tasks.



### Compliance objectives

The primary objectives of the CMS are:

- To establish structures that support compliant behaviour
- To promote and foster the compliance culture and contribute to good corporate governance
- To actively and efficiently manage compliance risks by establishing methodical approaches
- To design an organisational framework for compliance-related topics
- To contribute to the success of the company

We review these objectives at regular intervals and adjust them to the latest developments of the CMS.

### Three lines of defence model

Compliance is relevant for the company as a whole. An adequate governance structure in the company is essential for establishing and maintaining an effective compliance framework. Ottobock's approach is geared towards the three lines of defence model.

In this model, each of a company's organisational units is assigned to one of the three lines of defence. Each line performs different tasks: The manager and the employees of each operational department are responsible for identifying the relevant compliance risks in their department and managing them in an adequate and effective manner (first line of defence). The Compliance department is the second line of defence and sets minimum standards for adequate and effective compliance risk management. It manages and monitors compliance risks. Furthermore, the Compliance department ensures that control structures are adequate and effective. The first and second lines of defence therefore form the internal control system (ICS). Corporate Audit forms the subsequent third line of defence as an independent auditing body. It reviews the overall structure of the ICS and therefore the first and second lines of defence.

## Compliance-related topics

Topics that may be associated with significant compliance risks play an important role in the adequate and effective management of compliance risks. We consider compliance-related topics within the framework of the compliance programme and include them in the compliance risk analysis. The CMS provides a methodological and organisational framework for these compliance-related topics. This includes, for example, a central training concept that we apply to every compliance-related topic. This enables us to utilise interfaces and realise synergies.

## Consequence management

Consequence management makes a fundamental distinction between dealing with unintentional misconduct and deliberate or intentional violations of the rules.

Learning from mistakes, and particularly from unintentional misconduct, is an indispensable ingredient for Ottobock's success. As a result, our error culture is an integral element of our compliance culture. When it comes to unintentional compliance violations, we're guided by our founder Otto Bock's principle:

“Encourage others to correct errors, be proactive and make decisions.”

Otto Bock, 1944

On the other hand, the zero-tolerance principle applies for intentional misconduct and deliberate compliance violations. Resolute action and sanctions are essential in these cases to reinforce and maintain our compliance culture at Ottobock.

## Terms and conditions of purchase

Respecting human rights is an integral part of Ottobock's philosophy. To ensure that this philosophy is also reflected in the supply chain, we have integrated sustainability aspects into our purchasing terms and conditions. The supplier confirms within these terms and conditions that they comply with all relevant laws of the respective applicable jurisdictions – particularly as concerns criminal law, antitrust law, social security law and administrative offences law, as well as with regard to minimum wage and the prevention of child labour – in connection with the delivery of their products. Furthermore, the supplier commits to observing the Ottobock Code of Conduct, which is based on the principles of the UN Global Compact. These include the protection of international human rights, the right to collective bargaining, the abolition of forced labour and child labour, the elimination of discrimination in recruitment and employment, responsibility for the environment and the prevention of corruption.

## Supplier self-disclosure

Every supplier who wants to engage in a business relationship with Ottobock must first submit a self-disclosure. Aside from providing general data, it requires confirmation that the supplier:

- Respects human rights at all times and does not maintain any business relationships with partners who violate human rights.
- Does not tolerate forced or child labour in its business or on the part of suppliers.
- Respects and abides by collective and/or national statutory regulations regarding pay, working conditions and occupational safety.
- Does not tolerate discrimination in any form.
- Keeps levels of environmental pollution and resource consumption as low as possible and consistently seeks to further reduce them.
- Neither promotes nor tolerates corruption.

We are always working to further develop the content of our purchasing terms and conditions and the supplier self-disclosure.

# Ottobock's commitment to sports and society

---

## Passion for Paralympics

Our partnership with the Paralympics started in Seoul in 1988. Ottobock has been at every Summer and Winter Paralympic Games ever since, paving the way for good sportsmanship and fair competition between the athletes. Our passion for the Paralympic Games is an inherent part of our company's DNA. We are proud to be able to support so many athletes with disabilities. In keeping with our motto "Passion for Paralympics", we do everything we can to promote their mobility as a partner of the International Paralympic Committee (IPC).

Ottobock attends the Paralympic Games with an on-site, international team of technicians. We set up Technical Repair Service Centers close to the Athletes' Village as well as in selected training facilities and venues. We also have a fully equipped mobile Technical Repair Service Center.

Experienced O&P professionals, wheelchair specialists and welders ensure that equipment is professionally repaired and maintained – regardless of the athletes' nationalities or the brands of their prostheses, orthoses and wheelchairs. We're there to help – even if athletes just need support with their everyday devices.

Even before the medal rounds begin, our Technical Repair Service Centers are working flat out to ensure sports equipment has not been compromised during transport and is functioning exactly as it should.

At the 2016 Paralympic Games in Rio, a team of almost 100 members from 29 countries was on hand to provide technical services. The technicians put in over 10,400 hours of work, completing 2,408 repairs for a total of 1,667 athletes from 134 countries.

The 2020 Olympic and Paralympic Games were to be held in Tokyo. At the end of March, the International Olympic Committee (IOC) decided to postpone the Olympic Games until 2021. This is due to the global coronavirus pandemic. The IPC quickly followed suit. Ottobock will also be there as the Official Technical Service Partner in 2021, providing free service for all athletes. We look forward to continuing our unique story at the Paralympic Games.





**Technical service at the World Para Athletics Championships in Dubai and Parapan American Games in Lima**

Ottobock and World Para Athletics confirmed their partnership at the start of the 2019 official athletics season. We supported the world championships in Dubai in November 2019 – as we previously did in 2017 at the World Para Athletics Championships in London and in 2018 at the European Para Athletics Championships in Berlin – as a service partner with 18 technicians on site.

Ottobock provided technical services for around 1,850 participants in summer 2019 at the largest para sports event on the American continent – the Parapan American Games in Lima, Peru. Twenty-seven Ottobock technicians from Argentina, Brazil, Chile, Colombia, Cuba, Mexico, the US, Germany and Austria were on location around the clock during the entire competition and for eight days leading up to the official opening ceremony. After Toronto 2015, this was our second time at the Parapan American Games, which are held every four years.

**Running Clinics**

We also want to give people who aren't professional athletes the opportunity to experience our passion for sports. That's why we initiated the Running Clinics in cooperation with Heinrich Popow, who won gold at the Paralympic Games in London 2012 and Rio 2016.

At the clinics, amputees ranging from beginners to experienced runners work as a team to achieve their personal goals. They come together for a weekend to train, practise and try out sport prostheses under expert supervision.

“Sports are even more important for people with amputations. You have to be in good shape to get the most out of your prosthesis. Studies show that a person with a transfemoral amputation has to exert up to seven times more energy than a non-amputee to make the same movements.”

Heinrich Popow



**Partnerships in developing countries and emerging markets**

Approximately one billion people around the world require treatment with devices, and some 65 million of them live with a prosthesis. But in developing countries and emerging markets, only few people have access to these options. That's why we work with international partners to improve treatment with prostheses, orthoses and wheelchairs in developing countries and emerging markets. This plays a significant role in helping us meet sustainability goals. Aside from being important for health and well-being, a device is often crucial for access to education and employment and inclusion in society.

In accordance with the UN's Sustainable Development Goals, we are working towards introducing universal healthcare (UHC) by the year 2030 and supporting the World Health Organization's call to integrate treatment with devices. The private sector is an essential partner for these efforts due to its extensive range of products and services. Ottobock is therefore involved in the UHC2030 Private Sector Constituency headed by the World Economic Forum. This is a platform for private sector enterprises to collaborate and exchange information regarding UHC. UHC2030 is headed by the World Bank Group and the World Health Organization.

We are striving to overcome the following obstacles by participating in shared events and projects with network partners: a lack of reimbursement systems, weak treatment structures and inadequately trained specialists. We were able to contribute our international expertise to a market and sector analysis that the initiative conducted last year with the support of UK aid in the course of a partnership with ATscale – the Global Partnership for Assistive Technology.

The analysis is being incorporated into the ATscale strategy, which aims to treat 500 million people with appropriate devices by the year 2030. It forms the foundation for further activities and investments intended to enable better access to qualitative treatment, including for disadvantaged population groups. In cooperation with development agency Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, Ottobock has already been providing further training for specialists in Latin America and Cuba for many years and improving their education within the framework of the develoPPP.de programme of the Federal Ministry for Economic Cooperation and Development (BMZ).

# Social involvement of Professor Hans Georg Näder

---

The family that owns Ottobock considers it very important to fulfil their responsibility towards people outside the organisation as well. In 1987, Dr Max Näder established the Otto Bock Foundation to alleviate people's suffering in national and international catastrophes with unbureaucratic assistance.

With increasing international activity under the management of his son Prof. Hans Georg Näder, the foundation was expanded and changed to the Ottobock Global Foundation. Its main focus is providing children and adolescents all around the world with prostheses, orthoses and wheelchairs, even and especially in crisis regions such as the Syrian-Turkish border region. Since the beginning of 2018, Julia Näder, Hans Georg Näder's eldest daughter, has been a member of the board of the Ottobock Global Foundation. With her social commitment, the 28-year-old business manager continues the long tradition of the Näder family.

Prof. Hans Georg Näder also works very intensively to help vulnerable children. This is why he founded the Tabaluga Haus in Duderstadt in 2012. For his entrepreneurial and social commitment, Prof. Hans Georg Näder was awarded the Officer's Cross of the Order of Merit of the Federal Republic of Germany by the German President Frank-Walter Steinmeier.

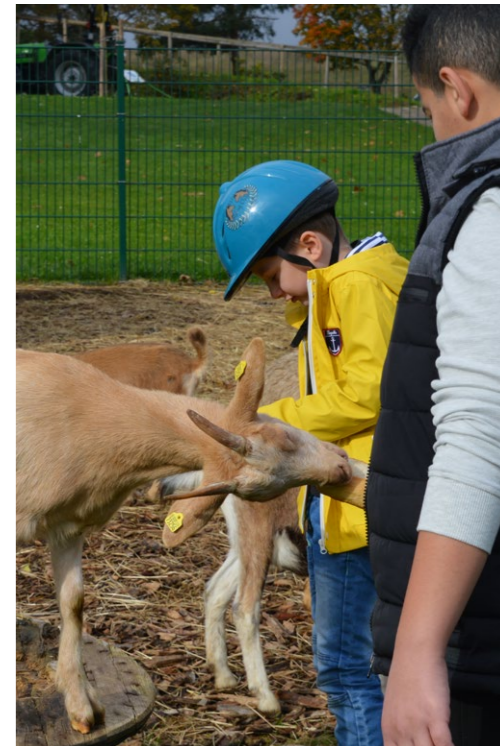
The award was presented to him by Stephan Weil, Minister President of Niedersachsen.

## **Ottobock Global Foundation**

The Ottobock Global Foundation has supported the provision of prostheses, orthoses and wheelchairs to children and adolescents all around the world since 2015. Around 150 million children are physically disabled. A large percentage of them have amputated limbs or deformities and live in emerging and developing countries. They have only limited or no access at all to an orthopaedic treatment centre.

Because their bodies are still growing, children and adolescents are particularly affected. In addition to their physical impairment, they often develop consequent damage that could have been prevented with specific medical treatment and the provision of devices. With the support of regional and international partners, the Ottobock Global Foundation was able to implement several projects last year.





### Children in need – relief for Syria

A civil war has raged in Syria for many years that has claimed around half a million victims. Nearly 10 million people have been displaced. Turkey alone has taken in an estimated 3.5 million Syrian refugees since the start of the conflict. The large number of the often severely injured and traumatised refugees requiring medical care poses a huge challenge to the authorities and aid groups.

Fast, professional help is especially important for children who were injured in the war or when fleeing the conflict in order to prevent damage to their physical and mental development in the future.

The Ottobock Global Foundation is working in the Syrian-Turkish border region around Gaziantep and Kilis to provide injured refugee children with prostheses, orthoses and wheelchairs. Ottobock Turkey based in Istanbul is an important partner in this project. Treatments are planned and coordinated from there. The foundation benefits from the good training and equipment in the Ottobock workshop. In Gaziantep, Ottobock cooperates with the IPHS organisation and together they operate a patient treatment centre with its own physiotherapy facility. Their partner in Kilis is the medical treatment centre of PAC Turkey.

### “Ein Herz für Kinder” (A Heart for Children)

In order to provide even more support locally, the Ottobock Global Foundation cooperates with the international aid organisation “Ein Herz für Kinder” (A Heart for Children). Together with another partner, Human Plus e.V., they organised the delivery of wheelchairs to Syria, Morocco and Ukraine. Health care has enormous deficits in all countries. Providing children with orthopaedic devices is a big challenge for many families. Thanks to the good cooperation of the three organisations, last year they were able to provide 27 wheelchairs to children and adolescents.

Further information: [www.ottobock-global-foundation.com](http://www.ottobock-global-foundation.com)

### Tabaluga House Duderstadt

Many children grow up under difficult conditions, and their everyday existence is continually shaped by anxiety or illness. For a number of years, the Peter Maffay Foundation has supported therapeutic activity stays for disadvantaged children and teens. Professor Hans Georg Näder has also long wished to support children “who are not growing up in the same sheltered way” as he was.

The “Sanctuaries for Children” project at his birthplace in Duderstadt developed out of this intention and his friendship with Peter Maffay. Professor Näder acquired two historic half-timbered houses in the centre of the city’s old town for this purpose. Built in 1620 and 1908, the houses were fully renovated to meet current energy standards and refurbished within a period of six months. Bright, friendly rooms with a total of 19 beds offer space for 15 to 16 children and their caregivers respectively.

The Tabaluga House Duderstadt makes it possible for groups of children aged four to 16 years to stay in Duderstadt for five to ten days – largely free of charge. The facility is almost entirely accessible so that even children who have limited mobility can easily stay there without restrictions. Families who have children with disabilities can also take advantage of the offers provided by the Tabaluga House Duderstadt as part of self-help groups.

The broad selection of opportunities helps children and teens discover their talents and abilities. Interactions with animals and shared experiences in nature boost their selfconfidence and reinforce a continually positive outlook on life. Around 45 groups visit the Tabaluga House over the course of the year.

Further information: [www.tabalugahaus.de](http://www.tabalugahaus.de)



# #ottobockcares: Necessity is the mother of invention

The coronavirus crisis turned the world upside down in a very short time. We had to adjust to new circumstances and faced new challenges. Even now, we can start learning from the lessons this crisis has taught us about our future. Targets, markets and company cultures are set to change. Sustainable business practices will become even more important.

Taking social responsibility for our employees is a special focus in this regard. We rapidly adjusted to the situation and created structures to help employees balance their work and family lives. We've found new ways of working at Ottobock. Working from home has become an efficient way to complement working on site and will be used more extensively going forward. Corresponding technological capacities have already been expanded.

At the same time, working from home has showed us that we can readily exchange information by video conferencing, even in larger meetings. We were reviewing whether every business trip was truly necessary even before the coronavirus crisis. Going forward, we will place an even greater emphasis on digital communication so we can further contribute to protecting the environment.

Flexibility is more important than ever now. Developing new fields of activity rather than just following accustomed patterns pays off. Ottobock employees formed interdisciplinary teams and demonstrated their expertise by using the medtech company's infrastructure to quickly manufacture door openers, hygienic handles, community masks and plastic visors.

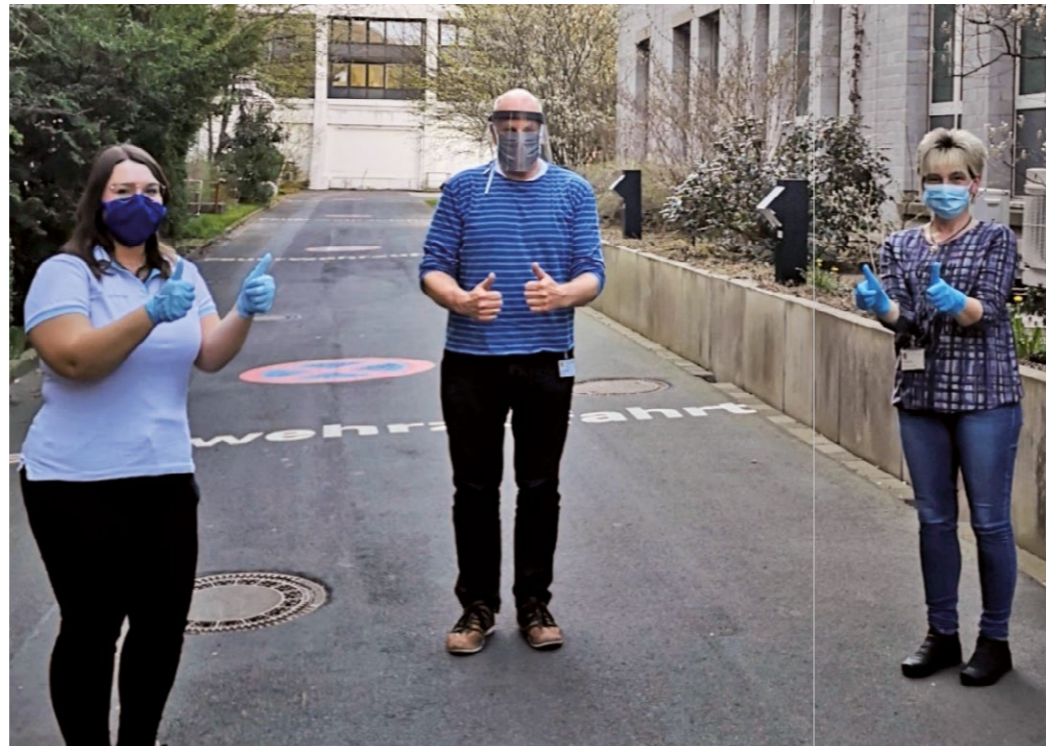


### Higher quality plastic visors

In order to reduce the risk of infection with coronavirus, Ottobock iFab began producing plastic protective visors in the spring of 2020. These visors offer the benefit of enabling people to wear their own glasses rather than disposable protective goggles. Employees in carbon fabrication started by cutting out the plastic visors on the plotter before deburring them.

### Home-stitched community masks

The junior firm at the company's Duderstadt headquarters also came up with creative ways to combat the spread of the coronavirus. At the Duderstadt site, trainees in orthopaedics stitched "community masks", primarily using cotton and filter fleece, to protect other people. The Global Academy and the sewing centres at the Königsee and Pohlig sites followed suit.



### 3D-printed door openers and handles

Vienna's Lorenz-Böhler hospital initiated a project in which our Location Services, Development and iFab teams worked together closely to produce and install hygienic door handles. The ingenious feature of these door handles is that they can be opened using the forearm only. This can prevent coronavirus infections from being transmitted via hand contact. The individual components were produced by 3D printers at the Duderstadt, Vienna and Salt Lake City sites. Our subsidiaries Pohlig in Traunstein, Bavaria, and Chabloz in Grenoble, France, also produced and constructed components. The Development department provided the necessary screws and nuts. As an alternative, personal door openers were also manufactured via 3D printing. The innovative design for these was supplied to iFab by Materialise, a 3D printing start-up.

### Protective masks for nonprofit organisations

As a medtech company, Ottobock has stocks of high-quality, medical-grade protective masks of categories FFP2 and FFP3 – however, the company doesn't produce these masks itself. Otto Bock HealthCare Deutschland GmbH donated a share of its masks to health workers at the Caritas-Sozialstation Untereichs-feld, a care service in Duderstadt.

The Berlin senate administration, which initiated an appeal for donations of protective masks, was equally grateful. The senate administration coordinated the distribution of the masks to doctors' practices, hospitals and emergency services, among other recipients. The development workshop in the Human Mobility division responded to this appeal with another donation activity: colleagues delivered 125 FFP2 protective masks to the collection point set up by Berlin Police.

### Professor Hans Georg Näder donated 300 iPads

With regular classroom lessons suspended for several weeks on account of the coronavirus pandemic, digital education became increasingly important. Not all families own a tablet, nor can all families afford to buy the necessary devices. In order to ensure underprivileged children were not excluded from digital education, Professor Hans Georg Näder donated 300 iPads. These tablets were distributed to families from seven primary schools and five secondary schools in Duderstadt. In addition, Duderstadt2030, an urban planning company initiated by Professor Hans Georg Näder, launched the "Stay home – stay digital" project with an education platform that provides parents and children with carefully selected links, apps and videos.

### Donation to the Central Texas Food Bank

Professor Hans Georg Näder is also providing assistance beyond Germany's borders as part of the HGN Covid-19 Support initiative: He donated care packages to Ottobock branches, subsidiaries and nonprofit organisations that were especially hard hit by the coronavirus crisis. He also provided USD 25,000 each to aid organisations providing food to people in need in Austin, Buenos Aires, Rio and Campinas.

Another USD 10,000 was donated to the Central Texas Food Bank under the Mobile Pantry programme. Professor Näder's donation was doubled by two local family foundations in Austin, which made it possible to finance 80,000 meals.

The aid organisation distributed entire lorry loads of food to people in need in Texas. Because of the current social distancing rules, people lined up in their cars at central distribution points to pick up the food.

**Publisher**  
OttoBock SE & Co. KGaA  
Max-Näder-Str. 15 · 37115 Duderstadt, Germany  
T + 49 5527 848-1865  
maren.harloff@ottobock.de · www.ottobock.com

Photos page 58/59: Sven Creutzmann/giz/akzente