



**Corporate Social Responsibility
Report 2017**

fielmann

About this report

Corporate social responsibility

Fielmann assumes responsibility for its customers, employees and for the society we live in. For Günther Fielmann, the founder, majority shareholder and Chairman of the Management Board of Fielmann Aktiengesellschaft, investing in society is a matter of course because it is also an investment in the future.

In this report, Fielmann is presenting its activities in the field of corporate social responsibility (CSR) for the first time. We offer a transparent view on the social and ecological consequences of our actions, particularly with regard to customer matters, environmental matters, employee-related matters, social matters, respect for human rights, anti-corruption and bribery matters.

Unless otherwise stated, all the information in the report refers to the financial year 2017 (calendar year 2017). This report supplements the reporting provided in the Fielmann Aktiengesellschaft Management Report and the Annual Report printed in the Group Management Report of the Fielmann Group. It outlines relevant developments in non-financial matters. Unless otherwise stated, it includes all companies in the Fielmann Group.

The content of this report was approved by the Supervisory Board of Fielmann Aktiengesellschaft pursuant to Section 171 Para. 1 of the German Stock Corporation Act (AktG). It was not subject to an external audit.

[GRI 102-45](#) [GRI 102-50](#) [GRI 102-56](#)

Requirements pursuant to Section 289c of the German Commercial Code (HGB) and the Global Reporting Initiative (GRI)

The following report represents the non-financial declaration of Fielmann Aktiengesellschaft pursuant to Section 289b Para. 3 of the German Commercial Code (HGB)¹ and of the Fielmann Group pursuant to Section 315b Para. 3 of HGB. Fielmann thereby complies with the provisions formulated by the CSR Directive Implementation Act set out in Sections 289b and 315b of HGB. The report was compiled bearing in mind the GRI Standards of the Global Reporting Initiative (GRI).

In the financial year 2017, the Management Board determined non-financial issues relevant to Fielmann by conducting a materiality analysis based on the criteria of the Global Reporting Initiative.

To comply with the requirement of double materiality pursuant to Sections 289c Para. 3 (1) and 315c of HGB, the Management Board also defined the significance of the respective topics for the general situation and business developments of Fielmann Aktiengesellschaft and the Fielmann Group as part of the process. The defined material issues and the materiality analysis process are set out in detail on pages 17–19 of this report.

1) In the following, the German Commercial Code will be referred to as HGB.

This report is published in both English and German.

Section 289c of HGB	GRI	Fielmann Corporate Social Responsibility Report
Environmental matters (Section 289c Para. 2 (1) of HGB)	– Energy (302) – Emissions (305)	Responsibility for the environment
Employee matters (Section 289c Para. 2 (2) of HGB)	– Employment (401) – Training and education (404)	Responsibility for our employees
Social matters (Section 289c Para. 2 (3) of HGB)	– Customer health and safety (416) – Customer data protection (418)	Responsibility for our customers
Respect for human rights (Section 289c Para. 2 (4) of HGB)	– Social assessment of suppliers (414)	Responsibility for society
Anti-corruption and bribery matters (Section 289c Para. 2 (5) of HGB)	– Anti-corruption (205)	Corporate social responsibility at Fielmann

GRI 102-47

Fielmann reports on the following aspects pursuant to Section 289c Para. 2 of HGB: environmental matters (Section 289c Para. 2 (1) of HGB), employee matters (Section 289c Para. 2 (2) of HGB), social matters (Section 289c Para. 2 (3) of HGB), respect for human rights (Section 289c Para. 2 (4) of HGB) and anti-corruption and bribery matters (Section 289c Para. 2 (5) of HGB). Pursuant to GRI requirements, Fielmann reports on the aspects Energy (302) and Emissions (305) in the “Responsibility for the environment” chapter, Employment (401) and Training and education (404) in the “Responsibility for our employees” chapter, Customer health and safety (416) and Customer data protection (418) in the “Responsibility for our customers” chapter. The Social assessment of suppliers (414) is covered in the “Responsibility for society” chapter and Anti-corruption (205) in the “Corporate social responsibility at Fielmann” chapter.

Fielmann reports on a voluntary basis – beyond the requirements of Section 289c Para. 2 of HGB – on the GRI aspects Economic performance (201) and Indirect economic impacts (203).

Pursuant to Section 289c Para. 3 of HGB, Fielmann presents in detail the objectives, concepts, measures (Section 289c Para. 3 (1) of HGB) and results (Section 289c Para. 3 (2) of HGB) of every aspect in the financial year. This presentation is supplemented by relevant non-financial performance indicators (Section 289c Para. 3 (5) of HGB). Fielmann provides details on the main risks in the “Corporate social responsibility at Fielmann” chapter on page 15 (Section 289c Para. 3 (3) and (4) of HGB).

Readers familiar with the GRI Standards will find the relevant GRI indicators outlined under every chapter using identifications like [GRI 102-45](#). An overview of the GRI indicators is available in the Notes on page 52.

Structure of the report

Fielmann’s Corporate Social Responsibility Report is divided into five main chapters, preceded by this overview and the contents page:

- Corporate social responsibility at Fielmann
- Responsibility for our customers
- Responsibility for our employees
- Responsibility for society
- Responsibility for the environment

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Dear Shareholders, Dear Friends of the Company,

Corporate social responsibility has been important to Fielmann for decades, long before the media and capital markets began to take an interest in it. As a family business, we think across the generations and assume responsibility for our customers, employees and society. This is also reflected in our remuneration system. Bonus payments for managers, including board members, largely depend on the level of customer satisfaction.

A clear customer focus has made Fielmann the market leader. Customers look for brands they can trust. They buy products where they know they will get guaranteed quality at the best prices. In the optical industry, they place their trust in Fielmann.

We endeavour to achieve the highest possible quality. As the market leader, we set the standards for the industry, take part in the development of globally applicable quality testing methods and support the further development of ISO standards. Our quality controls are more stringent than statutory stipulations require them to be. This applies both to lenses and to frames. In 2017 as in other years, all the frames in the Fielmann collection successfully passed our comprehensive quality tests in our laboratory in Rathenow.

Fielmann is not only the leader in terms of quality, but also in matters of service, expertise and training. The foundation of our success is our skilled and committed employees who embody our philosophy. They recognise themselves in the customers and offer them the kind of advice that they would like to receive themselves. They have the satisfying task of finding the best possible solution for everyone, irrespective of the budget. We continuously qualify our employees and thereby ensure a level of expertise that we can guarantee to our customers in the stores. Every year, Fielmann invests tens of millions in training and development courses. In the reporting year 2017, this figure stood at more than € 20 million.

Fielmann is a modern family business that offers flexible working times and individual career options. Over 85% of our employees are shareholders of Fielmann AG. This shows that they place their trust in the company. They not only earn good salaries, but also receive dividends. This is a motivational factor. Our customers benefit as a result.

As market leader, Fielmann assumes responsibility for the society we live in, and also works hard for the good of nature and people. We do so out of conviction because we understand that a company can only enjoy long-term success in an intact, well-balanced social environment.

Fielmann plants a tree for each employee every year. So far, we have planted more than 1.5 million trees and bushes. In 2017 alone, 29,352 trees and 11,831 bushes were planted in Germany, Switzerland, Austria and Italy. On top of all that, Fielmann sponsors a wide range of youth sports. Well over 100,000 girls and boys in more than 10,000 teams play and win in sportswear sponsored by Fielmann.

Fielmann takes its legal and social responsibility very seriously. We expect the same of our business partners. Fielmann has drawn up a binding guideline for its suppliers (Code of Conduct). This Code of Conduct is based on the recognised principles of the UN Global Compact and contains a catalogue of basic values that ensure responsible and ethical behaviour along the entire supply chain for all of Fielmann's main products.



Günther Fielmann

For Fielmann, a responsible interaction with the environment is a matter of course. As an internationally active company, we are also fully aware of our responsibilities regarding the climate. In future, Fielmann plans to become even more energy-efficient and continue to reduce the emissions of harmful greenhouse gases.

We feel that the responsibility to people, animals and nature weighs greater than recording the highest profits. As a company, we want to give back some of the things that we gain from being part of a community. This belief is the basis of our long-term commitment to society. For us, investing in society comes naturally. It is an investment in the future, as well as in the livelihood and quality of life of our children and grandchildren.

We thank all our employees for their dedication, conscientiousness and competence. Thanks are also due to our customers, associates, friends and shareholders for remaining loyal to the company. This loyalty is both a motivation and an obligation.

A handwritten signature in blue ink, consisting of a stylized 'G' followed by a cursive 'F' and a long horizontal stroke.

Günther Fielmann

GRI 102-14



Store in Vienna, Mariahilfer Strasse

Corporate social responsibility at Fielmann

About Fielmann

Fielmann stands for fashionable eyewear at fair prices. 90% of all German citizens have heard of Fielmann. 24 million people wear a pair of glasses from Fielmann. In Germany, the market leader sells half of all glasses on the market. We are deeply rooted in the optical industry and are active at every level of the value chain in the optical industry. Fielmann is a designer, manufacturer, distributor and optician.

Fielmann has shaped the optical industry. In Germany, Fielmann ended the discrimination against people wearing statutory health insurance glasses, made them socially acceptable, and democratized the world of fashionable eyewear. Time and again, Fielmann has pioneered customer-friendly services in optical retail. The basis for our success is customer-friendly services, a large selection of products at guaranteed best prices, the best technical equipment and highly skilled employees.

Our guiding principle is "You are the customer". A clear customer focus has taken us to the top. We recognize ourselves in our customers. Our employees are committed to this philosophy.

Business activities

Fielmann Aktiengesellschaft, which has its headquarters at Weidestraße 118a, Hamburg, Germany, is the Group's listed parent company. It invests in and operates optical businesses and hearing aid companies. Furthermore, it manufactures and distributes visual aids and other optical products. These products include glasses, frames, lenses, sunglasses, contact lenses, related articles and accessories. It also sells merchandise of all kinds as well as hearing aids and their accessories. Fielmann is expanding and serving the needs of its customers by opening new stores. At the end of the reporting year, Fielmann operated 723 stores.

Country	Number of stores in 2017	Share of overall sales
Germany	597	78.9 %
Switzerland	42	12.4 %
Austria	37	5.9 %
Others ¹	47	2.8 %
Total	723	100 %

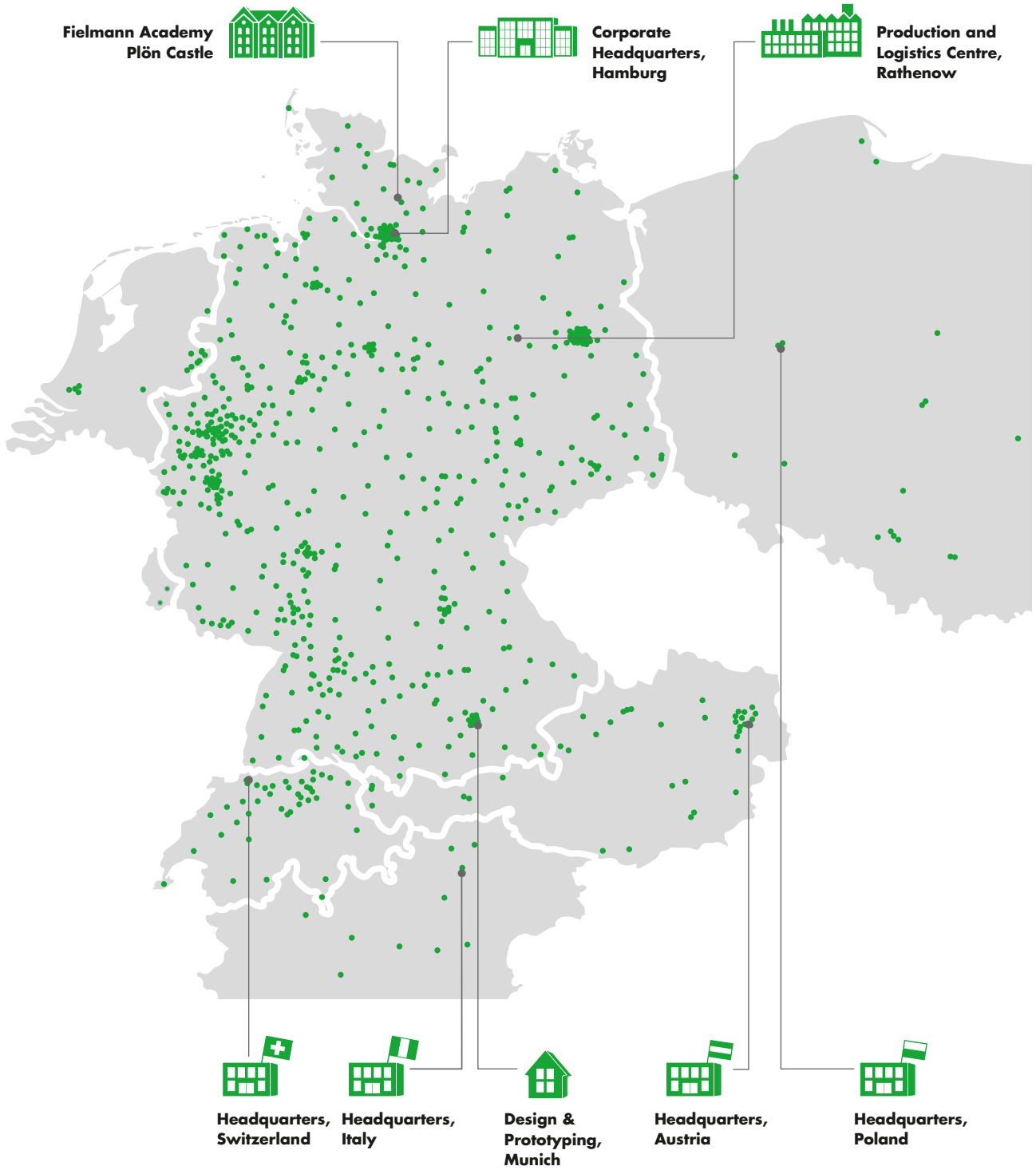
Fielmann stores

GRI 102-4 | GRI 102-6 | GRI 102-7 | GRI 102-10

1) In the EU member states of France, Italy, Luxembourg, the Netherlands and Poland, the Group operates in 47 stores. These stores are grouped with our 46 smaller outlets in Belarus and Ukraine and are represented in the "Others" segment. Further information is provided in the Annual Report.

Fielmann: Locations in Europe

GRI 102-6



Opticians regard themselves as healthcare professionals, helping those with poor eyesight. In Germany, opticians are permitted to carry out eyesight tests, determine prescriptions and fit contact lenses. Opticians advise their customers on the choice of lenses and frames, and manufacture individual pairs of glasses in their workshops from bought-in frames and lenses. In Germany, every optical retail store approved by health insurance schemes must be managed by a master optician.

The optical profession

The main products of Fielmann AG

Product	Description
Frames	Fielmann stores showcase the whole world of fashion eyewear: over 2,000 frames, the fashionable Fielmann collection, major brands and international designer glasses.
Lenses	Our production and logistics centre is located in Rathenow, Brandenburg. Under a single roof, we produce mineral-based and plastic lenses, fit them into the customers' individual frames and then deliver them overnight to our stores. Customers also find lenses from major brands and well-known manufacturers at the best prices in Fielmann stores.
Sunglasses	Whether as a fashion accessory or with a customized prescription, Fielmann provides a wide selection of sunglasses: the Fielmann collection, major brands and international designer sunglasses.
Contact lenses	Fielmann sells contact lenses from major brands and well-known manufacturers at the best prices, and offers related services.
Hearing aids	At the end of the financial year, Fielmann operated 180 hearing aid studios and plans to increase this figure to 250 in the medium term. Fielmann offers its customers all the major brands at the best prices.

GRI 102-2

		2017
External sales	incl. VAT in € millions	1,606.2
Consolidated sales	excl. VAT in € millions	1,386.0
EBITDA	in € millions	291.3
Equity	in € millions	695.0
Debt	in € millions	230.7
Number of stores	as at 31.12.	723
Employees	as at 31.12.	18,522

Fielmann at a glance

The following table includes countries with more than 5% of the total sales or total costs:

	Germany	Switzerland	Austria
Sales (in € millions)	1,093.7	171.6	81.3
Result before taxes (in € millions)	207.3	29.5	15.2
Employees	15,427	1,379	811

GRI 102-7

Memberships

Memberships and awards

Fielmann makes an important contribution to the training of skilled trades in Germany. As craftspeople, German opticians are organised in guilds. Fielmann is also a guild member, and supports the optical governing body of North Rhine-Westphalia and the Central Association of Opticians (ZVA) as well as the Federal Guild of Hearing Aid Acousticians (biha).

In Switzerland, Fielmann is a member of the Swiss Federation of Opticians (AOVS), the Vaud Opticians' Group (GVO), the Association of Swiss Advertisers (SWA) and the Swiss Association for Hearing Acoustics (VHS). In Austria, Fielmann holds memberships of the Austrian trade association, the Austrian Economic Chamber as well as of guilds and health organisations.

Colloquia at the Fielmann Academy, Plön Castle

The Fielmann Academy at Plön Castle regularly organises colloquia on optical and ophthalmological subjects. These events provide a forum for presentations and further training involving opticians, doctors, students and scientists. The colloquia have become established as a permanent fixture for science and practical application. In total, more than 5,000 visitors have attended 39 events since 2007 to discuss the latest trends in the optical industry.

Awards

Günther Fielmann's social commitment is widely recognised and testified by many awards:

- 2000: Federal Cross of Merit, first class
- 2002: Honorary title of Professor of the Federal State of Schleswig-Holstein
- 2004: Honorary doctorate from the Christian-Albrechts University of Kiel
- 2005: Honorary citizen of the towns of Stafstedt and Lütjensee
- 2007: Honorary member of the nature conservation organisation SWD
- 2012: German Retail Prize of the German trade association, lifetime achievement category
- 2016: Grand Cross of the Federal Republic of Germany
- 2016: Honorary citizen of Schleswig-Holstein
- 2017: Honorary citizen of the town of Plön

[GRI 102-12](#) [GRI 102-13](#)

Organisation and governance

Fielmann is a family business, thinks across the generations and invests in organic growth. Fielmann Aktiengesellschaft is the Group's listed parent company.

Supervisory Board

The Supervisory Board monitors the conduct of business of the Management Board. It consists of 16 members. Eight members are elected by the shareholders in accordance with the provisions of the of the German Stock Corporation Act (AktG), and another eight members are elected by the employees in accordance with the Codetermination Act (MitbestG).

The Supervisory Board includes an HR Committee, a Mediation Committee and a Nomination Committee. There are no further committees. It was decided that an Audit Committee need not be formed. Before the annual balance sheet meetings, all Supervisory Board members have the opportunity of obtaining a detailed briefing, to ask questions and to make suggestions on the content and results of the audit in a discussion forum attended by the Chief Financial Officer (CFO) and the chief auditor. The Supervisory Board monitors the work of the Management Board and advises where necessary.

GRI 102-18

Management Board

Günther Fielmann is the founder, majority shareholder and Chairman of the Management Board of Fielmann Aktiengesellschaft. He shapes the company strategy and ensures that the company philosophy is observed.

The entire Management Board is responsible for the operational management of Fielmann Aktiengesellschaft. At the end of the reporting year, the Management Board was made up of six people. The company is represented by Günther Fielmann, Chief Executive Officer (CEO), by two members of the Management Board, or by one Management Board member and an authorised signatory. Regular Management Board meetings are held in order to make strategic decisions and to resolve inter-departmental issues.

The work of the Management Board is governed by the statutory regulations, the Articles of Association and the rules of procedure. Fielmann lists the responsibilities of the individual board members at: <https://corporate.fielmann.com/de/investor-relations/unternehmen/vorstand/>.

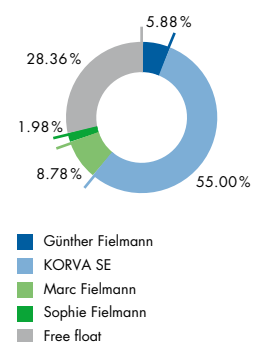
Ownership structure

Fielmann has the legal status of a German Aktiengesellschaft. We regard ourselves as a family business with the personal responsibility of the founding family for the well-being of the customers, the employees as well as the company. The attachment to the company is reflected by the ownership structure of Fielmann Aktiengesellschaft.

Via the family's holding company KORVA SE, the Fielmann Familienstiftung and direct equity, the Fielmann family controls 71.64% of the shares in Fielmann Aktiengesellschaft. The remaining 28.36% of shares are in free float. 55.00% of the shares owned by the Fielmann family in Fielmann Aktiengesellschaft are held through KORVA SE. With 92.50% of the votes, the Fielmann Familienstiftung has the decisive influence on KORVA SE and therefore the majority rights in Fielmann Aktiengesellschaft. These majority rights are permanently secured. Günther Fielmann has thereby strengthened his decision to integrate his children into management responsibility at Fielmann Aktiengesellschaft and carried out his long-held plans to ensure a cross-generational company succession. Besides his position as sole Management Board member of the Fielmann Familienstiftung, Günther Fielmann is also the sole Management Board member of KORVA SE for life.

GRI 102-5 | GRI 102-18

Ownership structure of Fielmann Aktiengesellschaft in %



Compliance

Fielmann respects law and order, both locally and internationally. We also demand the same of our employees and our business partners.

Mistakes made by individuals can cause enormous economic damage. The loss of trust that accompanies legal infringements is even more serious. Our company and our success are characterized by the mutual trust and shared responsibility of all our employees, by the protection of nature and natural resources, and by our behaviour in business life.

Fielmann has established a compliance system to ensure law-abiding and ethical behaviour. This system comprises a compliance guideline, individual stipulations for risk areas and a risk management system.

GRI 103

Compliance guideline

Due to the diversity of statutory regulations, the Management Board of Fielmann Aktiengesellschaft has approved a compliance guideline and made it available to all employees. The Management Board has also identified the main risk areas. Concrete stipulations and directives have been drawn up for these risk areas and they must also be complied with in addition to the statutory provisions. The guidelines and the supplementary directives on the risk areas provide concrete orientation for the employees in their work and ensure that what they do remains lawful and proper.

Besides maintaining law and order, ethical principles must also be taken into account at Fielmann. Every employee pledges to comply with Fielmann's customer-oriented rules. In turn, Fielmann pledges to respect its customers, employees and society, and to contribute to this end in many ways. This commitment is very important to us.

The Management Board of Fielmann Aktiengesellschaft continuously updates and amends the compliance guidelines when necessary. Should the Management Board identify new areas of risk, new directives including concrete stipulations shall additionally be approved and made available to the employees.

GRI 102-11 | GRI 102-16

Compliance system

The Management Board is responsible for the continuous development of the compliance system. Amendments shall be communicated to all employees in good time. In the event of compliance issues, employees are instructed to contact their superior, the Internal Audit department or the Management Board directly. The Internal Audit department uses regular checks to inspect the company-wide implementation and application of the valid guidelines.

Risk management

Fielmann's comprehensive risk management system enables the company to identify and make use of opportunities in good time, while also keeping in mind the potential risks. This system is based on a detailed reporting, which comprises all the main planning and control elements. Using defined thresholds, the company regularly assesses whether and which

concentrations of risk exist within the Fielmann Group. This systematic monitoring is integrated in all relevant processes. By way of both monthly and yearly reporting, potential risks are identified and evaluated with regard to their significance for the business position of Fielmann.

In the financial year 2017, the Management Board decided to expand the risk management system. For the financial year 2018, our evaluation shall also include material risks as per Sections 289c and 315c of HGB, insofar as they have or could have serious negative impacts on environmental, employee and social matters, as well as on measures to respect human rights and combat corruption. This concerns the material risks related to Fielmann's own business activities (Section 289c Para. 3 (3) of HGB), as well as the material risks linked to our business relations, products and services (Section 289c Para. 3 (4) of HGB). The risk management system takes into account the likelihood of risks arising and their potential impact.

The basis for evaluation is provided by entry sheets for the stated risk indicators. A traffic light system is used to document the potential severity of the risk for the matters stated. The risks are categorised as follows:

- Green: good situation (expected damage has an extent of less than 1% of anticipated pre-tax profit)
- Green-yellow: slightly negative deviation from good situation (expected damage has an extent of between 1% and 3% of anticipated pre-tax profit)
- Yellow: risk of critical situation occurring (expected damage has an extent of between 3% and 5% of anticipated pre-tax profit)
- Yellow-red: critical situation (expected damage has an extent of between 5% and 10% of anticipated pre-tax profit)
- Red: highly critical (expected damage has an extent of more than 10% of anticipated pre-tax profit)

The process of risk identification, evaluation and assessment is carried out in a decentralised way by the individual departments of Fielmann Aktiengesellschaft. The Controlling department coordinates and is responsible for the risk identification, evaluation and assessment. It also consolidates the risk reports from the individual departments and presents an overall report to the Management Board. The effectiveness of the information system is regularly assessed by internal audits and external audits.

GRI 102-11

Significant risks pursuant to Sections 289c and 315c of HGB

As part of its risk analysis, Fielmann checked all the material issues presented in this report for significant risks pursuant to Sections 289c and 315c of HGB. Fielmann is not currently aware of any significant risks that could arise from the business activities, the business relations or the products and services which are likely to have serious negative impacts on the aspects stated in Sections 289c and 315c of HGB. Consequently, the assessment of risk is at "low" (green).

For further information on our risk management system as well as on the financial risks and opportunities, please refer to the explanations in the Group Management Report.

**Significant
non-financial risks**

Assessment of all operations for risks related to corruption

Anti-corruption measures

Due to our ordinary business activities in optical retail and the hearing acoustics business, which takes place mainly within the European Union, Fielmann assesses the risk (Section 289c Para. 3 (3) of HGB) in the company and its environment as low. Fielmann is also not aware of any significant risks regarding business relations or products and services (Section 289c Para. 3 (4) of HGB). Nevertheless, Fielmann deals with the issue of corruption in its compliance guidelines and in a separate directive on accepting and offering presents and allowances. Furthermore, Fielmann obliges all suppliers to sign up to its Code of Conduct, which expressly rejects all forms of corruption.

At Fielmann, all business operations are regularly assessed for risks related to corruption. Any evidence of corruption is targeted for further investigation.

Assessments	2017
Number of stores	723
Assessed stores	78
Share of assessed stores (in %)	11

GRI 103 | GRI 102-16 | GRI 205-1

Financial assistance received from governments

Fielmann is not aware of the participation of a government as shareholder. Fielmann receives individual, publicly regulated funding programmes for further training and professional development. Beyond that, the company does not receive any state subsidies.

GRI 201-4

Corporate social responsibility management

For Fielmann, investing in society is a matter of course. Fielmann has been planting a tree for each employee every year for many years now. Fielmann manages long-term monitoring programs for environment and nature protection and supports medical research. We are committed to organic farming and the preservation of historical monuments, and also support kindergardens and schools. On top of all that, Fielmann sponsors a wide range of youth sports.

A clear customer focus has taken us to the top. Responsible and ethical behaviour is part of who we are and represents a core component of our corporate philosophy.

Fielmann attaches great value to the shared responsibility of all our employees, to the protection of nature and natural resources, and to our conduct in business life. The rules of behaviour governing this matter are available to all employees.

GRI 102-16

Corporate social responsibility management

The Management Board and the respective managements of the Group subsidiaries are in charge of ensuring the socially responsible behaviour of Fielmann Aktiengesellschaft. As part of their departmental duties, the various board members are responsible for the numerous activities described in detail in this report.

The non-profit activities of Fielmann Aktiengesellschaft in the fields of environmental protection, ecology, protection of historical buildings, youth sports and in the promotion of science and research have been coordinated by the Communications department for many years. In the context of corporate social responsibility management, this division takes on a key role. The Communications department documents the work of all the board's areas of activity, and communicates regularly with the entire Management Board.

Through its managers, the risk management system (RMS) and the Internal Audit department, the Management Board ensures transparency that enables it to take measures, where necessary. The overall responsibility for corporate social responsibility management and its further development remains with the Management Board.

With its non-financial declaration (CSR report), Fielmann reports every year about corporate social responsibility in the company.

Materiality analysis

Beginning with the financial year 2017, Fielmann has extended its existing reporting on corporate social responsibility pursuant to Sections 289b and 315b of HGB. In this report it presents its wide-ranging activities according to the principles of the Global Reporting Initiative (GRI). After detailed preparations with internal and external stakeholders and numerous board meetings, the Management Board carried out a materiality analysis in September 2017.

Materiality analysis in 2017

The assessment of the topics was carried out according to the following aspects:

- Company environment:
Opportunities and risks in the political, legal, economic, ecological, technological and social environment
- Internal company analysis:
Strengths and weaknesses of the competences and resources, the business model, the product portfolio and the value chain
- Stakeholder expectations:
Deductions and assumptions regarding the expectations of customers, suppliers, business partners, employees, consumer and environmental organisations, industry associations, shareholders and the media

The issues deemed to be of material importance were also assessed with regard to their double materiality pursuant to Sections 289c and 315c of HGB – thereby going beyond the stipulations of the GRI Standards.

GRI 102-46

Stakeholders of Fielmann Aktiengesellschaft

Stakeholder dialogue

In systematic process Fielmann has identified numerous stakeholders. Fielmann's main stakeholder groups include customers, employees and managers, the Supervisory Board, shareholders and investors, banks, the works council, suppliers, associations, public authorities and the media. Many suggestions from various stakeholders had already been taken up and could therefore be integrated into the materiality analysis.

In future, external stakeholders will get the chance to send Fielmann their questions and suggestions on social responsibility matters using the e-mail address: nachhaltigkeit@fielmann.com. Incoming e-mails will be processed by the CSR team and, in collaboration with the respective divisions, answered.

Stakeholders	Interaction	Frequency
Customers	Satisfaction survey	Regular
Employees and managers	In a transparent and continuous dialogue process	During regularly held strategy and work meetings
Supervisory Board	In a transparent and continuous dialogue process	Four board meetings per year, individual committee meetings
Shareholders and investors	In a transparent and continuous dialogue process	Regular investor relations meetings
Banks	In a transparent and continuous dialogue process	Regular
Works council	In a transparent and continuous dialogue process	Regular votes involving the works council, the HR director and the members of the Management Board
Suppliers	In various formats	On demand
Associations	In various formats	On demand
Public authorities	In various formats	On demand
The media	In various formats	On demand

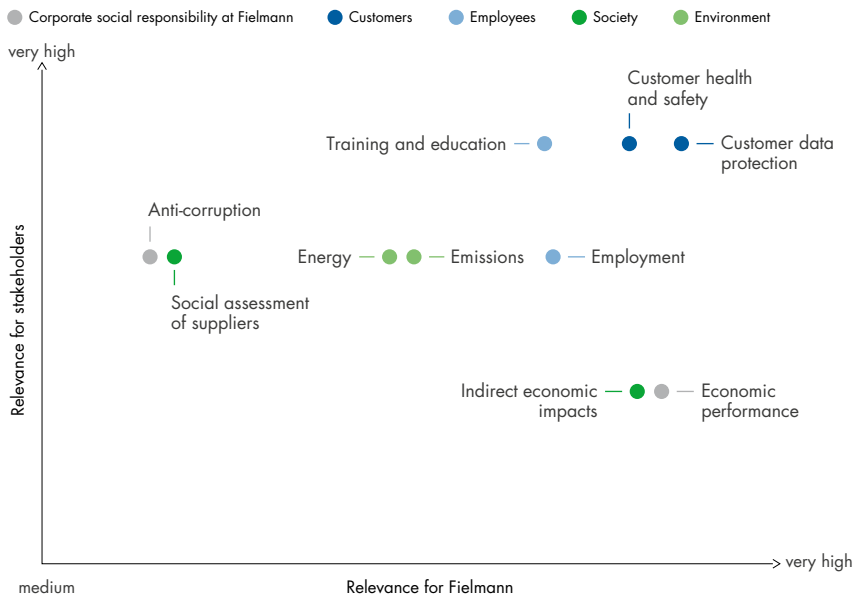
[GRI 102-40](#) [GRI 102-42](#) [GRI 102-43](#) [GRI 102-53](#)

Material issues at Fielmann

The Management Board of Fielmann Aktiengesellschaft has identified the material issues in a systematic process based on the GRI Standards and in consideration of the definition of materiality pursuant to Sections 289c Para. 3 and 315c of HGB in 2017. The issues were selected due to their materiality for the stakeholders and for the company, and their meaning evaluated in the two-dimensional materiality matrix.

[GRI 102-46](#)

Materiality matrix



GRI 102-44 GRI 102-47

Objectives, measures, results and performance indicators

Pursuant to Section 289c Para. 3 of HGB, Fielmann has developed in detail the objectives, concepts, measures (Section 289c Para. 3 (1) of HGB) and results (Section 289c Para. 3 (2) of HGB) of every aspect. This presentation is supplemented by relevant non-financial performance indicators (Section 289c Para. 3 (5) of HGB). The issues are described in the following chapters:

- Corporate social responsibility at Fielmann:
 - Economic performance (GRI 201)
 - Anti-corruption (GRI 205)
- Responsibility for our customers:
 - Customer health and safety (GRI 416)
 - Customer data protection (GRI 418)
- Responsibility for our employees:
 - Employment (GRI 401)
 - Training and education (GRI 404)
- Responsibility for society:
 - Indirect economic impacts (GRI 203)
 - Social assessment of suppliers (GRI 414)
- Responsibility for the environment:
 - Energy (GRI 302)
 - Emissions (GRI 305)

The aspects listed above fully cover the five required aspects (environmental, employee and social matters, as well as respect for human rights and anti-corruption) of Sections 289c Para. 2 and 315c of HGB (see “About this report”, p. 2). They will be presented individually in the following chapters of this report. Fielmann reports in detail the respective measures and objectives of corporate social responsibility management and presents the results in the reporting year.



Store in Münster, Rothenburg

Responsibility for our customers

You are the customer

Fielmann's guiding principle is "You are the customer". A clear customer focus has taken us to the top. We offer our customers the kind of advice that we would like to receive ourselves: always fair, friendly and competent. Customers look for brands they can trust. They buy products where they know they will get guaranteed quality at the best prices. In the optical industry, they place their trust in Fielmann.

As the market leader, we set standards for the whole industry. Fielmann takes part in the development of globally applicable quality testing methods and supports the further development of ISO standards. Our quality controls are more stringent than statutory stipulations require them to be. This applies both to lenses and to frames. Fielmann offers a Three Year Warranty on all glasses. And we take every complaint seriously: If customers are not satisfied with their choice of new glasses, Fielmann will exchange the pair or reimburse the full purchase price. This guarantee is valid at any time.

Due to the rapid development of digital technologies, some companies drive technical innovation at the expense of information security and data protection. Fielmann, on the other hand, views digital innovation and customer-oriented data protection as a symbiosis. We are shaping the digitization of the optical industry for the benefit of the customers. Fielmann has developed internal data protection standards and will fully comply with the legal stipulations upon enforcement of the General Data Protection Regulation (GDPR) on 25 May 2018. Clear responsibilities, our data protection system as well as technical and operational measures enable us to ensure the customer-oriented and, at the same time, lawful processing of the personal data entrusted to us.

Quality assurance

Fielmann is market leader in terms of prices and quality. Our quality assurance not only monitors legal compliance, but also covers Fielmann's guarantees for the quality of its products: Fielmann grants a Three Year Warranty on all glasses. And we take every single complaint seriously. This promise is backed up by our Satisfaction Guarantee.

Business environment and requirements

Almost all the products sold by Fielmann, including lenses, frames, over-the-counter reading glasses, contact lenses, contact lens cleaning products and hearing aids, are medical products. They are subject to the European Directive 93/42/EEC. In Germany, the Directive is covered by the medical products law (MPG). The CE mark attests to the marketability of a medical product within the European Economic Area. Regulation (EU) 2017/745 on medical products came into force on 25 May 2017. It largely replaces, among others, the European Directive 93/42/EEC.

Fielmann also sells sunglasses without prescription. They are considered as personal protective equipment as per the European Directive 89 / 686 / EEC. In Germany, this directive is applied in the form of the Foodstuffs and Commodities Act as well as the Equipment and Product Safety Act. In the event of doubt, communal supervisory authorities seize product samples and analyse them. The European Directive 89 / 686 / EEC will be replaced by the Regulation (EU) 2016 / 425 governing personal protective equipment with effect from 21 April 2018.

According to the statutory provisions, only trained opticians are permitted to customize and sell prescription glasses according to the eye test they carry out. Payments by statutory health insurance providers are preceded by a so-called prequalification process. This check investigates if the conditions for a satisfactory, purposeful and functional manufacture, sale and customization of medical aids are fulfilled. It includes a test regarding the specialist qualifications, general and organisational requirements as well as spatial and practical requirements. If all the conditions are met, the business premises will receive a corresponding certificate and are then entitled to arrange payments with statutory health insurance providers.

These provisions and measures are essential for the protection of customer health. Incorrectly fitted lenses can lead to prismatic side effects, which can bring about fatigue, nausea or headaches.

As the market leader, Fielmann offers top quality at the best prices. We endeavour to constantly maintain and improve the quality of our products along the entire value chain. With regard to the current state of technology, we do not believe it is possible to send prescription glasses in Fielmann quality. Fielmann Ventures, our innovation lab, is researching technologies in the area of eye testing and lens fitting.

GRI 103

Objectives

Fielmann regards its quality assurance as a significant competitive advantage. For us, it is not enough to simply meet the statutory requirements governing product quality. Instead, we commit ourselves to stricter quality standards that are continuously further developed and tested at our own quality laboratory in Rathenow.

Share of assessed suppliers Fielmann's objective is to sell frames, lenses, sunglasses, contact lenses and hearing aids exclusively from suppliers who can guarantee us the quality of their products via CE declarations of conformity as well as full test documentation. Fielmann corroborates these guarantees with additional tests in its own lab. (Target level: 100%)

Share of assessed frames in the Fielmann Collection All the frames in Fielmann's own collection have successfully passed the quality tests in Rathenow. (Target level: 100%)

GRI 103

Concepts, management and measures

Making claims is easy, but living up to them is challenging. Even before the introduction of the Three Year Warranty in 1977, Fielmann undertook a wide range of measures to ensure the quality of its products. Fielmann built its own laboratory decades ago in order to independently assess the quality of the products before making them available to its customers. The Quality Management department has reported directly to the Chairman of the Management Board since 2006.

The Quality Management department is responsible for all the quality assurance measures in the company and is deeply incorporated in Fielmann's entire value chain. Besides the organisational and process-related integration of the quality assurance, Fielmann also undertakes the following measures in order to guarantee the quality of its products:

- Process control through own production facilities
- Centralised quality control in Rathenow
- Automated quality control systems
- Continuous further development of the test criteria

By manufacturing many of the products we sell, we are able to control the complete value chain, from checking the raw materials to mounting the glasses. In our own production facilities, Quality Management procedures relating to DIN ISO 9001 ensure a standardised organisation with highly automated manufacturing and testing processes. This delivers consistently high quality.

In 2017 alone, Fielmann produced 4.8 million lenses. Before a lens completes our production process and is fitted to the frame, it is tested up to ten times. Every single lens is tested to see if there are any mistakes in the surface and material used, while all the optical and geometric parameters are also checked. In the unlikely event of disruptions to operations or long-lasting production shortages, Fielmann has instigated a risk management system with comprehensive precautionary measures. Fielmann is insured against any loss that may nevertheless occur as a result of long-lasting shortages.

Fielmann supplies more than 8 million frames every year. All frames in Fielmann's own collection have been successfully tested to EN ISO 12870 standards in our laboratories in Rathenow. They are rust-proof, non-fade and release much less nickel than is stipulated by the German Commodities Ordinance. This applies without exception to all price categories.

We simulate a three-year period of wearing glasses as part of our rigorous tests. The frames have to be able to withstand the highest levels of strain – as do all the hinges. A special solution is sprayed onto the glasses to test the reactions to sweat, make-up and weather conditions, and it also allows us to check the colour fastness and stability of the coating. After successfully passing the tests, the frames are given a Three Year Warranty and are added to the Fielmann Collection.

Process control through own facilities

Centralised quality control in Rathenow

Sunglasses are subjected to the same procedures, but also have to comply with the strict requirements regarding the lenses' UV protection. Fielmann sells a wide range of sunglasses with so-called "UV-400" protection, which goes beyond the standards required by the EU and is labelled in the form of a sticker or print inside the frame.

Many optical providers place their trust in major brands and well-known manufacturers. At Fielmann, branded products are only sold if they stand up to the strict quality standards demanded by Fielmann. We only work with brand manufacturers that can guarantee us the quality of their products via the CE declarations of conformity and certifications. Fielmann also regularly checks selected samples of all deliveries in order to guarantee a consistently high level of product quality.

In the event of returns, experienced opticians check the returned items and document their findings on durability, material defects or similar problems. If complaints are frequently received about specific products, the Quality Management department quickly steps in to take corrective measures. Customer queries and test results that may have to be reported to government agencies are documented, evaluated and – where necessary – reported.

Our IT-based check of incoming goods reduces potential risks and ensures our quality standards over the long term. Sample sizes, test results and product features that require improvements are documented in a system and quickly communicated to the production. We inform the suppliers throughout the entire period about the results of the current checks and about possible changes to the product quality. We are capable of responding rapidly in the event of any variations in quality.

Fielmann takes part in the further development of internationally recognised ISO standards for frames and lenses, and also regularly updates its far-reaching internal guidelines and stipulations. With many test methods, such as for nickel release in metal frames, Fielmann sets stricter criteria than required by the standards. We regularly check our test procedures and develop them even further.

GRI 103

Results in the reporting year

At Fielmann, quality management is deeply incorporated in the organisation of the Group. Our own production facilities, the centralised quality controls in Rathenow and automated control systems are proof that we have taken suitable measures for not only complying with the statutory stipulations, but also for satisfying Fielmann's own strict quality requirements.

In the financial year 2017, there was no incident that needed to be reported to the relevant authorities in line with the medical products law.

Automated control systems

Continuous further development of the test criteria

Share of assessed suppliers In 2017, Fielmann exclusively sold frames, lenses, sunglasses, contact lenses and hearing aids delivered by listed suppliers. (Achieved level: 100%)

Share of assessed frames in the Fielmann Collection In 2017, all the frames on offer in Fielmann's own collection were tested in the quality labs in Rathenow before being added to the collection. (Achieved level: 100%)

GRI 414-1 GRI 416-1

Customer data protection

The process of digitization leads to increasingly complex IT systems. Many people find it difficult to fathom what purposes their personal data is being used for. Whereas some remain indifferent to this development, the number of those voicing justified concerns about the collection and processing of their data is rising.

Fielmann takes all its customers' interests seriously, and treats the provided data carefully and conscientiously. We process personal data with our customers' interests in mind and in accordance with the applicable law in the countries we operate in. Fielmann regards data protection and digital innovation as a symbiosis and not a contradiction.

Fielmann protects its customers' personal data with its good name and guarantees: All customer data is processed in line with the GDPR. We immediately comply with any requests for information, deletion or updates, while observing the statutory retention periods.

Business environment and requirements

With the GDPR due to be enforced from 25 May 2018, legislators have responded to customers' wishes for personal data protection, privacy and the transparent processing of personal data. The German Federal Data Protection Act (BDSG) was revised accordingly. Fielmann has developed its own data protection standards that fully comply with the legal stipulations in the new GDPR.

GRI 103

Objectives

Fielmann is shaping the digitization of the optical industry for the benefit of the customers. We combine innovative services with customer-oriented data protection. Fielmann regards its customers as responsible citizens who wish to know how their data is used.

As part of the business activities of all the Group companies, Fielmann only collects, processes and uses personal data if the required legal basis is given. We respond immediately to any submitted enquiries or complaints regarding data protection.

Special attention is given to the protection of our customers' personal data. Clearly Fielmann also processes the personal data of its employees, business partners and shareholders confidentially.

Our objective is to continuously further develop our organisation, processes and systems to ensure that personal data is always processed and stored in accordance with the law. We work closely with the regulatory authorities and document our data protection system properly in order to ensure that it remains consistent with statutory stipulations. We take care to implement the necessary amendments and improvements in good time.

Share of answered enquiries within five working days Our aim is to deal with any requests for information, deletion or updates within five working days, while observing the statutory retention periods. We make every effort to live up to this aim, but accept that there may be some exceptions for operational reasons. The figure formulated for the first time in this report will be reported after the end of the financial year 2018 for the period after the enforcement of the GDPR. (Target level: 95%)

Training level of project managers Data protection is not just a technical issue. Through regular training, Fielmann ensures that all project managers are fully informed about legal requirements and the additional data protection standards at Fielmann. The figure formulated for the first time in this report will be reported after the end of the financial year 2018 for the period after the enforcement of the GDPR. (Target level: 100%)

GRI 103

Concepts, management and measures

A clear customer focus has taken Fielmann to the top. Data protection has always been of great importance to us. Fielmann customers can rest assured that their personal data is processed securely, in their interest and in accordance with the law. We back up this promise with strict data protection standards, a data protection system and far-reaching technical and organisational measures.

In its directive on data protection and privacy, Fielmann formulated standards in order to fully comply with the statutory requirements of the GDPR. This internal directive presents the data protection and privacy principles and their implementation at Fielmann Aktiengesellschaft as well as at its national and international subsidiaries. It documents and sets out which requirements must be observed and implemented when processing personal data. Fielmann has committed itself to the following data protection and privacy principles:

- Legality and fairness of data processing
- Purpose of data processing
- Transparency in data processing
- Data avoidance and minimisation
- Data protection by design and default
- Data deletion and storage limit
- Factual accuracy and up-to-date data
- Confidentiality and data security
- Maintaining the rights of the persons concerned

Fielmann ensures the implementation of its data protection and privacy standards by way of a centralised data protection system that embeds the data protection directive in all parts of the company. This directive governs the responsibilities within the system as follows:

The Management Board of Fielmann Aktiengesellschaft and the respective managements of the subsidiaries are responsible for the lawful processing of personal data. Within the framework of the data protection system, the Data Protection Officers, the Legal department, the Governance department and a law firm specialised in data protection and privacy laws work closely together. Nevertheless, the overall responsibility for the data protection system and its further development remains with the Management Board.

As far as required by applicable national laws, the companies in the Fielmann Group have appointed a Data Protection Officer. The Data Protection Officers are responsible for information, cooperation and monitoring tasks, as set out in Article 39 of the GDPR. They inform and advise the boards, managers and employees on the relevant data protection stipulations and monitor compliance with the regulations. Fielmann's Data Protection Officers are equipped with sufficient staffing and financial resources.

Fielmann's data protection and privacy standards

The Fielmann data protection system

The company Data Protection Officers are consulted before the approval of guidelines, training documents or key decisions on data protection and privacy. They check and assist all the relevant projects and work towards ensuring a lawful management of personal data.

The Legal department is appointed by the Management Board to consult on decisions relating to data protection and privacy. It is closely involved in all projects relevant to data protection. The Legal department is charged with regularly checking and further developing Fielmann's data protection and privacy standards with regard to statutory stipulations and technological changes. For this purpose, our in-house legal experts work together with an international law firm specialized in data protection and privacy.

In 2017, Fielmann created a new department called "Governance" which reports directly to the Management Board. Besides the IT architecture and the business processes, this unit carefully monitors information security and data protection. The Governance department further develops the technical and organisational measures on data protection, assists all projects relevant to data protection and offers concrete support when it comes to implementing internal guidelines and legally governed regulations. It is responsible to the Management Board for the documentation, evaluation and protection of sensitive data, i.e. also of personal data. In this role, the Governance department plays a central role in the continuous further development of the data protection system.

The Governance department receives instructions from the Management Board, the Data Protection Officers and the Legal department and translates them into technical and organisational measures that, in turn, are received by the employees responsible for processing personal data.

The technical and organisational measures are determined in consideration of the given risks, the state of the art, the implementation costs and the type and extent of the circumstances and purposes of the data processing, pursuant to Article 25 of the GDPR. In order to guarantee a level of protection appropriate to the risks, these measures include the following:

- the pseudonymisation and encryption of personal data
- the ability to permanently ensure the confidentiality, integrity, availability and capacity of the systems in relation to the data processing
- the ability to quickly reestablish the availability of personal data in the event of a physical or technical incident
- a procedure for regularly testing, assessing and evaluating the effectiveness of the technical and organisational measures that ensure that the data is processed securely.

All enquiries regarding data protection can be made at any time and free of charge to the service number +49 (0)800 34 35 626 or e-mailed to datenschutz@fielmann.com. All data protection enquiries sent to us by those affected or by regulatory authorities are documented, checked and processed. Starting in May 2018, Fielmann will also point this out to all customers via information brochures.

Technical and operative measures for data security

Standard processes for enquiries

Training courses and professional development

Data protection is not just a technical issue. It is important to Fielmann that all employees understand both the statutory requirements and additional internal stipulations. The proper way of implementing the technical and operative measures should also be understood by employees. Only once data protection is fully embedded in the daily work of employees will it be possible to continuously raise the data protection level. What's more, Fielmann regularly trains all the project managers and has also instigated the following measures:

- Commitment of all employees to data protection
- Distribution of the directive on data protection and privacy
- Regular training on data protection
- Distribution of a flyer to employees about data protection
- Distribution of a flyer to customers about data protection

Data protection and privacy is deeply embedded at Fielmann from an organisational, technical and management perspective. The proper processing of personal data is governed by strict data protection standards that are continuously reviewed and further developed by the Legal department. The data protection system uses clear responsibilities, technical and operative measures, and regular training to achieve a constant improvement of data protection.

GRI 103

Results in the reporting year

In the reporting period, there were no infringements regarding breaches of customer privacy or losses of customer data. We are also unaware of any unauthorised access to data or infringements against statutory stipulations or the internal data protection directive. Fielmann engaged in constructive communications with the data protection authority in Hamburg throughout the reporting year.

In the financial year 2017, Fielmann's focus was on the further development of the existing data protection system while giving particular attention to the creation and integration of the new Governance department. With regard to the enforcement of the new GDPR, a separate project programme was drawn up in 2017 and all the necessary changes were devised. Fielmann will have implemented the necessary updates by 25 May 2018. In the second half of 2018, the data protection system will be further integrated with the information security management system (ISMS).

The Data Protection Officers will continue to attend to their legally governed supervisory duties. The Legal department will further develop the data protection directive, and the Governance department will improve the data protection system.

GRI 418-1



Training and professional development, training workshop

Responsibility for our employees

Basis of our success

The basis of our success is our skilled and committed employees who embody our philosophy. They recognise themselves in the customers and provide a standard of service that they would wish to receive themselves. They have the satisfying task of finding the best possible solution for every customer, irrespective of the budget. Our employees continuously participate in training courses, take tests and receive certifications. We recognize elites and offer talented young people clear objectives and compelling values. As the market leader in Germany, Fielmann assumes responsibility for the entire industry.

Fielmann is the market leader in Germany, Switzerland and Austria and is expanding in neighbouring European countries. As far as we are concerned, expansion is not an end in itself. Fielmann is expanding in order to meet customer needs. The success of our Italian stores has emboldened us to expand further into non-German-speaking countries.

As of 31 December 2017, Fielmann employed a total of 18,522 employees.

Staff as at balance sheet date	2017
Employees (excluding trainees)	15,105
Employees in Germany	12,379
Employees in Switzerland	1,183
Employees in Austria	646
Employees in other countries	897
Trainees	3,417
Total employees	18,522

In our core markets Germany, Austria and Switzerland, we employed 17,617 people (95.1%) as at the balance sheet date. Another 905 employees work for Fielmann in adjacent European countries.

Overview of employment contracts	2017
Total employees	17,617
Male	27.0 %
Female	73.0 %
Employees with full-time contracts	12,300
Male	34.4 %
Female	65.6 %
Employees with part-time contracts	5,317
Male	9.6 %
Female	90.4 %

GRI 102-8

Countries and regions

Employment contracts

Remuneration

A clear customer focus has taken Fielmann to the top. A considerable proportion of the bonuses paid to store managers is dependent on the satisfaction of our customers. This also applies to the variable remuneration for the members of the Management Board. In addition, Fielmann gives its employees the opportunity to acquire an interest in the company. More than 85% of our employees hold Fielmann shares and receive dividends in addition to their salaries. This acts as a motivation. Our customers benefit as a result. Fielmann's employee remuneration lies above the recommendations made by the Central Association of Opticians (ZVA).

GRI 102-41

Diversity in the workforce

Fielmann views diversity among its employees as a success factor. We attach great value to diversity and regard the requirements stipulated in the General Equal Treatment Act (AGG) as a matter of course. At Fielmann, no employees or customers are discriminated against because of their race or ethnic background, gender, religion or ideology, disability, age or sexual identity.

Fielmann encourages diversity and equality, and is motivating women to take on management positions, for example. The proportion of women in the top three management levels below the Management Board stands at over 30%. The share of highly qualified women with professional experience continues to rise. By adopting flexible working arrangements, Fielmann has established a family-friendly environment for its employees. Approximately 30% of our employees work in part-time positions. Fielmann is therefore very successful in accommodating individual requests for a better work-life balance.

Training at Fielmann

Every year, over 10,000 young people apply for a vocational training course at Fielmann. More than 1,200 young talents start their career with us. Our apprentices are the best in the business – as testified by the national awards they win.

Career opportunities are wide-ranging at Fielmann. Whether in one of the more than 700 stores in Europe, the Fielmann Academy Plön Castle, the design studios, the production facilities or the headquarters – an apprenticeship at Fielmann opens many doors.

Business environment and requirements

Fielmann is continuing to expand and we are increasing our efforts to recruit qualified new employees. The general conditions for this growth are challenging: as demographic changes are leading to a reduction in the numbers of high school graduates, fewer young people are choosing to enter an apprenticeship in skilled craftsmanship. Because of the labour shortage, the optical industry in Germany is experiencing almost full employment.

The job of an optician is wide-ranging. When opticians determine the customer's prescription, they are performing a task that, in Germany, is still associated with ophthalmologists. When choosing a frame and lens, opticians act as consultants for both fashionable eyewear and good vision. In their workshop, they work as craftspeople.

When it comes to an eye test, frame selection, lens advice or an optometric fitting, people place great trust in the expertise of their optician – as confirmed by independent surveys. According to the statutory provisions, only trained opticians are permitted to customize and sell prescription glasses as well as decide on the right lenses. Equivalent qualifications are also required for fitting contact lenses.

GRI 103

Objectives

Fielmann is not only the market leader in terms of price, but also in matters of quality, service, expertise and training. Fielmann's training is continuously improved, further developed and certified. We continuously qualify our employees and thereby ensure a level of expertise that we can guarantee to our customers in the stores.

All Fielmann stores in Germany and abroad are run by master opticians and optometrists. They are supported by a team of friendly, competent staff consisting mainly of certified opticians. Where possible, we fill the management positions in our stores, headquarters, and production and logistics centre in Rathenow from within our own ranks. We place great demands on our managers. They receive training courses in customer orientation, employee and business leadership, as well as staff and organisation development.

Fielmann stores generate between five and ten times the sales revenues of the average optician, and our bigger stores record up to fifty times the sales of an average optician. Our flagship stores in big cities achieve turnovers of between € 4 million and € 20 million. Since stores of this size are unique in the industry, we have to train store managers ourselves.

The Fielmann Academy at Plön Castle prepares the next generation of opticians for Europe. In Plön, we train more than 7,000 opticians every year. The Academy is also available to external opticians for master craftsman's courses and colloquia.

Fielmann makes an important contribution to the training of skilled trades in Germany. Our vocational training is carried out with German precision and thoroughness, both in Germany and abroad. We also transfer our standards with regards to secure, fair and family-friendly working conditions to our expansion markets.

Newly created jobs each year Fielmann is expanding and aims to create new jobs every year.¹

Training and education Fielmann trains and develops its employees according to their needs. On average one working week per year is spent on training and education measures. We plan to continue this measure in the next few years in a similar dimension. The Fielmann Academy Colloquia will remain a permanent fixture for the exchange between science and practical application.

GRI 103

Concepts, management and measures

Every year, Fielmann invests tens of millions in training and development courses. We can only extend our lead in the market if each and every one of our employees is the best in his or her field. Satisfied customers are the prerequisite for our success and the basis for the job security that Fielmann offers its employees.

Best training in the industry

1) Fielmann reports its own control-specific key figure for the "Employment" topic and does not orientate itself to the GRI Standards in this case.

With only 5% of all optical stores, Fielmann trains more than 40% of Germany's future opticians. After successfully completing their training, we employ around 80% of the graduates, amounting to 4,000 of them over the last five years. In total, 3,417 apprentices are currently learning their trade with Germany's market leader. The training we provide is the best in the business: National awards testify to the high standard of our training. In the German optical industry competition, Fielmann accounted for all national winners over the last seven years.

Our apprentices undertake three years of optical training. The vocational school teaches the theoretical skills and the master opticians in the stores train the craftsmanship. Additional training courses at the Fielmann Academy at Plön Castle and at the central training workshops deepen and complement their education.

People who take part in training courses at Fielmann will be comfortable at all levels of the optical industry: skilled craftsmanship and the industrial production. We are the only training provider in the industry that doesn't just introduce its apprentices to the optical trade in general, but can also include its own design studios, frame production and its own lens surfacing facility in the internal training program. Clearly it is of great benefit to our customers that our staff has a specialist knowledge about the design and aesthetic concept of glasses, about the production of frames and lenses, and also about the customization process for their chosen glasses.

In Germany and Switzerland, Fielmann also trains and develops hearing care professionals. What's more, Fielmann offers vocational training at the production and logistics centre in Rathenow: courses in forwarding, warehouse logistics, IT and industrial mechanics for the optical industry are all available. At its Hamburg headquarters, Fielmann provides attractive prospects with a range of apprenticeships and dual degree courses.

Investing in the future

After completing the three-year vocational training course and successfully passing the final exams, our opticians work in all areas of the optical world. They consult customers on choosing their frames and lenses, and work as craftsmen in the store workshops. Once our opticians have acquired some work experience, they have the opportunity to receive further training. They can specialise in the fields of eye tests, contact lenses, eyewear fashion and design, progressive lenses, magnifiers and reading lenses, for example.

Customer needs, technical possibilities and trends in fashion change constantly, which is why we train our employees so often and allow them to develop and expand their professional expertise in many ways. Our opportunities for development are equally open to everyone. Our regular seminars provide concrete possibilities for further personal and professional development.

Fielmann offers a wide range of customised training programs. This makes it possible to target the further development of specialist skills, as well as skills in communication and leadership. Employees who have been absent from work for a lengthy period of time also receive our full support when they return. In this way, Fielmann encourages a step-by-step return to working life.

Career at Fielmann

We place great demands on our managers and develop them from within our own ranks where possible. We also offer master courses at Plön Castle, both full-time and part-time. State-of-the-art technology combined with innovative teaching methods add to the high standard of our training.

The Fielmann Academy at Plön Castle was founded as an educational institution for the optical industry. At Plön Castle, more than 100 instructors and trainers, as well as dozens of other professionals, provide superior training to our employees on subjects such as the company philosophy, optical craftsmanship, frame and lens consulting, eyesight tests and biomedicine.

In its trainee program, Fielmann prepares future managers for the demanding work involved in running a store. Their further development is aided by targeted training sessions.

GRI 103

Results in the reporting year

Fielmann continues to expand and is increasing its efforts to recruit qualified new employees. At the end of last year, Fielmann launched a new campaign to attract additional apprentices. The website www.optiker-werden.de provides insights into the daily life of an optician working for the market leader and aims to excite young people about the optical profession. By the end of the year, Fielmann employed 3,417 apprentices.

Fielmann successfully implemented its personnel measures in the reporting period and thereby achieved the objectives it set itself.

Newly created jobs each year Fielmann created 649 additional jobs last year.

Further training days In the reporting year 2017, Fielmann once more invested over € 20 million in training and continued professional development. On average, our employees in Germany attended further training courses for 6.1 days in 2017.

	Number of employees	Working days for training and professional development	Average number of training and professional development days
Entire workforce	15,427	94,816	6.1
Male	4,117	27,493	6.7
Female	11,310	67,323	6.0

GRI 404-1



Fielmann Academy at Plön Castle

Responsibility for society

Social responsibility

Fielmann assumes responsibility – for its customers, employees and for the society we live in. For Günther Fielmann, the founder, majority shareholder and Chairman of the Management Board of Fielmann Aktiengesellschaft, investing in society is a matter of course because it is also an investment in the future.

As market leader, Fielmann feels responsible for the good of nature and society: We engage ourselves in environment and nature protection, help preserve historical monuments and support culture, education and research. Our company's values are characterized by mutual trust and shared responsibility, by the protection of natural resources, and by our ethical behaviour in business life.

Fielmann is committed to the society we live and work in. We do so out of conviction because we understand that a company can only enjoy long-term success in an intact, well-balanced social environment. As far as we are concerned, the responsibility to people, animals and nature weighs greater than recording the highest profits. As a company, we want to give back some of the things that we gain from being part of a community. This belief is the basis of our long-term commitment to society.

Fielmann respects law and order, both locally and internationally. We expect the same from our employees and our business partners. Mistakes made by individuals can cause enormous economic damage. The loss of trust that accompanies legal infringements is even more serious. We expect our business partners to recognise the same ecological and social standards that we set for ourselves. We oblige our suppliers to comply with these standards as part of our Code of Conduct.

GRI 102-16

Business environment and requirements

Fielmann assumes responsibility where the company is active in business and where help is required. Fielmann is particularly committed to the environment and nature protection, education and research, as well as the preservation of historical monuments and culture. We encourage investments in infrastructure and services. Our focus lies on long-term partnerships with charitable, regional organisations.

GRI 103

Objectives

Fielmann plants a tree for each employee every year, manages long-term monitoring programs for environment and nature protection and supports medical research. We are committed to organic farming and the preservation of historical monuments, and also support kindergardens and schools. On top of all that, Fielmann sponsors a wide range of youth sports.

Planting trees The tree is the symbol of life. This is why Fielmann has been committed to environment and nature protection for so many years. Fielmann's objective is to continue planting a tree for each employee every year.

Investing in youth sports Fielmann donates kits and equipment, offers prizes and cups, and also promotes youth tournaments and competitions. Well over 10,000 children's and youth teams play and win wearing shirts sponsored by Fielmann. We intend to maintain this level of commitment into the future, too.

Funding museums and archives Fielmann supports local museums, archives and historical societies holding regional collections. Every year, Fielmann spends a significant six-figure amount on this cause. We wish to continue our commitment to this area in a similar dimension.

GRI 103

Concepts, management and measures

Fielman Aktiengesellschaft's social activities have been coordinated by the Communications department for many years. This department reports directly to the Chairman of the Management Board Günther Fielmann, and is responsible for documenting and publishing the activities. The Chairman of the Board decides about the amount, form and manner of the commitment to be made, while bearing in mind the regulations in the Stock Corporation Act, the Articles of Association and the rules of procedure.

Fielmann has been active in the protection of the environment and nature for many years. The company plants a tree for each employee every year. Fielmann creates green classrooms and playgrounds, sets up biotopes and orchards, and supports forestation projects and renaturation campaigns. For example, Fielmann donated 1,500 trees and bushes to the City of Kiel as part of the restoration of the historical castle garden, provided 77 pin oaks for the first state garden show in Schleswig-Holstein and planted 54 silver lime trees along the Jungfernstieg boulevard in the centre of Hamburg. In 2009, Günther Fielmann was joined by the Chancellor Angela Merkel and the former Minister President Peter Harry Carstensen to plant the millionth tree at the Carlshütte sculpture park in Büdelsdorf, northern Germany.

Günther Fielmann runs three organic farms on over 2,000 hectares of land, including 900 hectares of farmland, in Schleswig-Holstein: Hof Lütjensee in Stormarn, Hof Ritzerau in Lauenburg, and Gut Schierensee near Kiel. The brand name Hof Lütjensee stands for fair, organic farming, healthy and delicious natural food, ethical animal breeding, conservation of the countryside and nature protection. The farms are all members of Bioland – the largest organic-food association in Germany.

Protection of environment and nature

At Hof Ritzeau, the Institute for Ecosystem Research at Kiel University is working on a long-term monitoring program. This offers a unique scientific insight into the consequences of turning conventionally farmed areas into organic farmed land. So far, the research encompasses an initial period of 15 years. In the conflict between economy and ecology, the effects of conventional agriculture and the subsequent organic farming on the land, water, plants and animals are being studied. At Hof Lütjensee, Fielmann breeds endangered farm animals, such as Holstein Friesian cows, Angeln saddleback pigs, Husum red pigs and Jezersko-Solčava sheep (spectacle sheep).

Fielmann takes up the idea of team spirit and the concept of developing young talent by supporting youth sports. We donate kits and equipment, offer prizes and cups, and also promote tournaments and competitions. We regard the youth work undertaken by regional sports clubs as an important social contribution to our society.

The Fielmann Academy purchased Plön Castle in January 2002 from the Federal State of Schleswig-Holstein. The castle is considered to be the most important new residence built during the Thirty Years War. It is an outstanding example of architecture between the Renaissance and Baroque periods. In cooperation with the heritage trust, the castle was extensively renovated and restored to its old splendour. The furniture and paintings in the castle are mainly from the 18th century. Fielmann preserves this heritage site for the good of society. The Fielmann Academy at Plön Castle regularly hosts meetings for the worlds of politics and business, the arts and culture.

For many years now, Fielmann has generously supported local museums, archives and historical societies holding regional collections, as well as all kinds of cultural institutions. We donate selected exhibits, fund and enable restorations, and advise small voluntarily managed local history museums in partnership with the state museum association.

GRI 103

Results in the reporting year

Fielmann has achieved the objectives it set itself in 2017 in the fields of infrastructure investments and services supported.

Planting trees So far, we have planted more than 1.5 million trees and bushes and helped make town squares and pedestrian zones in over 800 different cities greener. In the reporting year Fielmann has planted 29,352 trees and 11,831 bushes in Germany, Switzerland, Austria and Italy.

Investing in youth sports Well over 100,000 girls and boys in more than 10,000 teams play and win wearing shirts sponsored by Fielmann. In 2017, Fielmann sponsored hundreds of additional teams in youth sports.

Sponsoring museums and archives Fielmann has already donated and supported hundreds of exhibits and restorations. In 2017, Fielmann made more than 50 donations to local museums and other organisations.

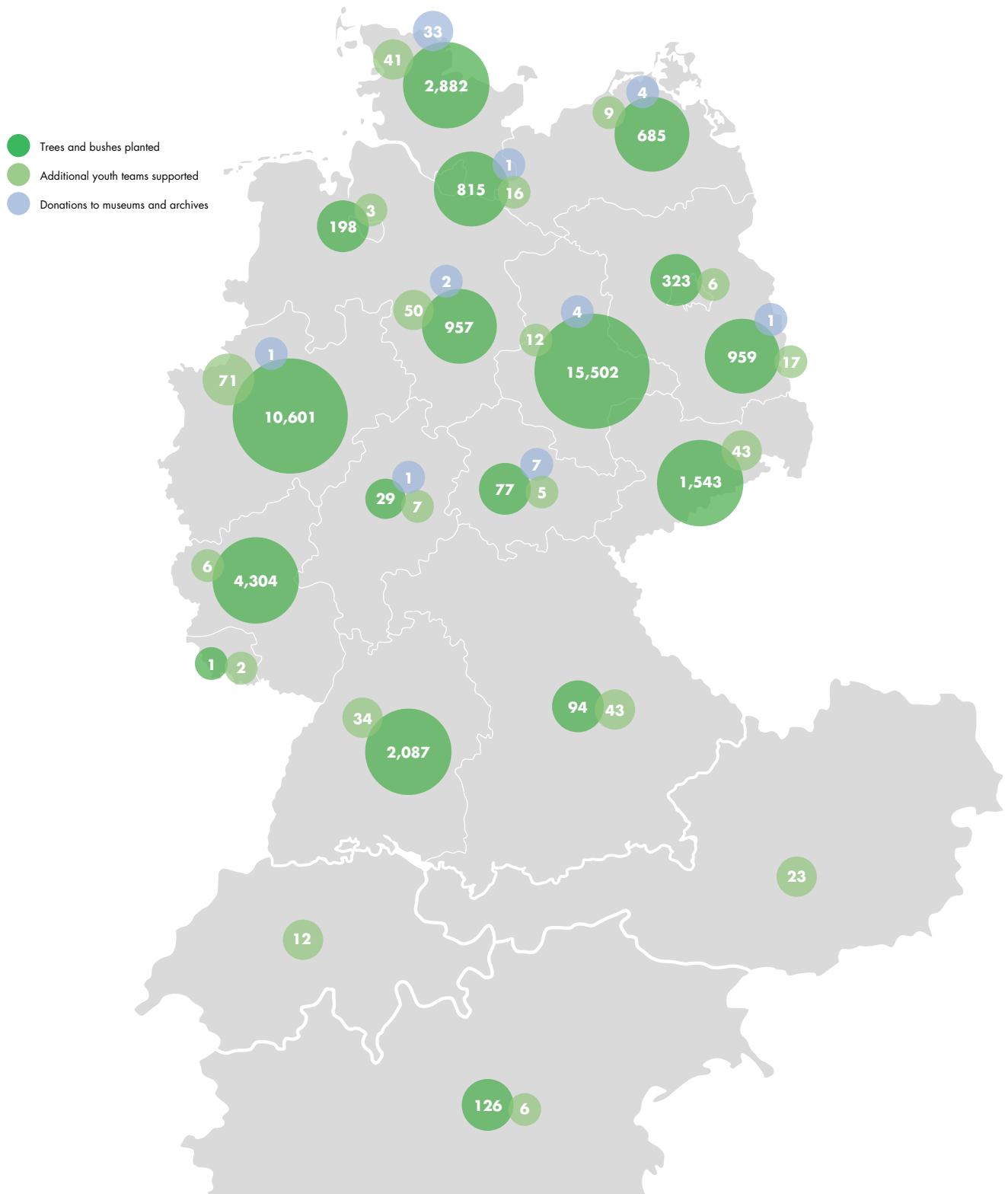
GRI 203-1

Youth is the future

Preservation of historical monuments and culture

Social contributions in 2017

GRI 203-1



Social standards in the value chain

Fielmann seeks to constantly meet its quality standards, comply with law and order, and observe ecological and social standards along the entire value chain of suppliers and partners. We regard it as our corporate duty to respect ethical principles when dealing with our employees, society and environment. We feel that the responsibility to people, animals and nature weighs greater than recording the highest profits. We expect the same of our business partners.

Fielmann has drawn up a Code of Conduct as a binding guideline for its suppliers. This Code of Conduct is based on the recognised principles of the UN Global Compact and contains a catalogue of basic values that must be recognised and implemented along the entire supply chain of Fielmann Aktiengesellschaft. These basic principles apply equally to all Group companies of Fielmann Aktiengesellschaft.

The Code of Conduct is about prohibiting corruption and bribery, regulating invitations and gifts, ensuring health and occupational safety, environmental protection and energy efficiency, and the legal obligations to prevent money laundering.

A particular focus has been put on human rights. Equal opportunities and equal treatment of employees must be promoted, without regard to people's race or ethnic background, gender, religion or ideology, disability, age or sexual identity. Every individual's personal dignity, privacy and personality rights must be respected. Forced labour, unacceptable treatment of workers, psychological cruelty, sexual and personal harassment, and discrimination must not be permitted or tolerated.

GRI 103 | GRI 102-16

Business environment and requirements

Fielmann has shaped the optical industry. We cover the entire value chain. Our production and logistics centre is located in Rathenow, the birthplace of German glasses production. Fielmann has bundled its expertise in production and logistics there.

Under a single roof, we produce mineral-based and plastic lenses, fit them into the customers' individual frames and then deliver them overnight to our stores. In a two-shift operation, we process on average more than 57,000 orders. In 2017, we produced more than 4.8 million lenses of all levels and handled more than 8.1 million frames.

In Rathenow, Fielmann uses state-of-the-art technology in production, and ensures that precautions are taken to safeguard the environment, employee health and good working conditions. A quality management system relating to DIN ISO 9001 ensures a standardised organisation with highly automated manufacturing and testing processes. This delivers a consistently high quality.

Branded products are only sold at Fielmann if manufacturers guarantee compliance with Fielmann's strict quality standards. The high standards we set in our own production also apply to the suppliers, partners and manufacturers we work with.

GRI 102-9 GRI 103

Objectives

The Code of Conduct contains a catalogue of basic values that ensure responsible and ethical behaviour along Fielmann's entire supply chain. Any infringements against the basic principles and requirements of the Code of Conduct are regarded by us as a significant breach of the contractual relationship. Upon suspicion of non-compliance with the outlined basic principles and requirements of the Code of Conduct, Fielmann reserves the right to demand information on the respective circumstances. If an infringement is established, Fielmann is entitled to terminate without notice individual or all contractual relations with suppliers who have been proven to infringe against or not to fulfil the Code of Conduct.

Assessing the suppliers Fielmann's objective is for its frames, lenses, sunglasses, contact lenses and hearing aids to be sold exclusively by suppliers who guarantee us via the Code of Conduct that they will meet Fielmann's standards. The signed Code of Conduct enables Fielmann to check the compliance by visiting the production site upon suspicion of a breach. (Target share: 100%)

GRI 103 GRI 102-16

Concepts, management and measures

Wherever Fielmann purchases materials or goods from third parties, we transfer the standards of our responsibility towards society, the environment and employees to our suppliers, too. It is important to us that our partners live up to the same ecological and social standards that we apply to ourselves.

Fielmann aims to offer its customers products of an ideal quality that have been produced in compliance with social and ecological standards. We therefore only work with renowned, reliable partners, and invest in long-term, trust-based business relations. The ethical principles of potential business partners are a key criterion when deciding which new suppliers to select.

Upon entering into business relations, Fielmann suppliers pledge not only to comply with our Code of Conduct on their own premises, but also to ensure the same conditions with their subcontractors. The jointly signed Code of Conduct permits Fielmann to check at any time that the standards are being observed with all trade and business partners.

GRI 103 | GRI 102-16

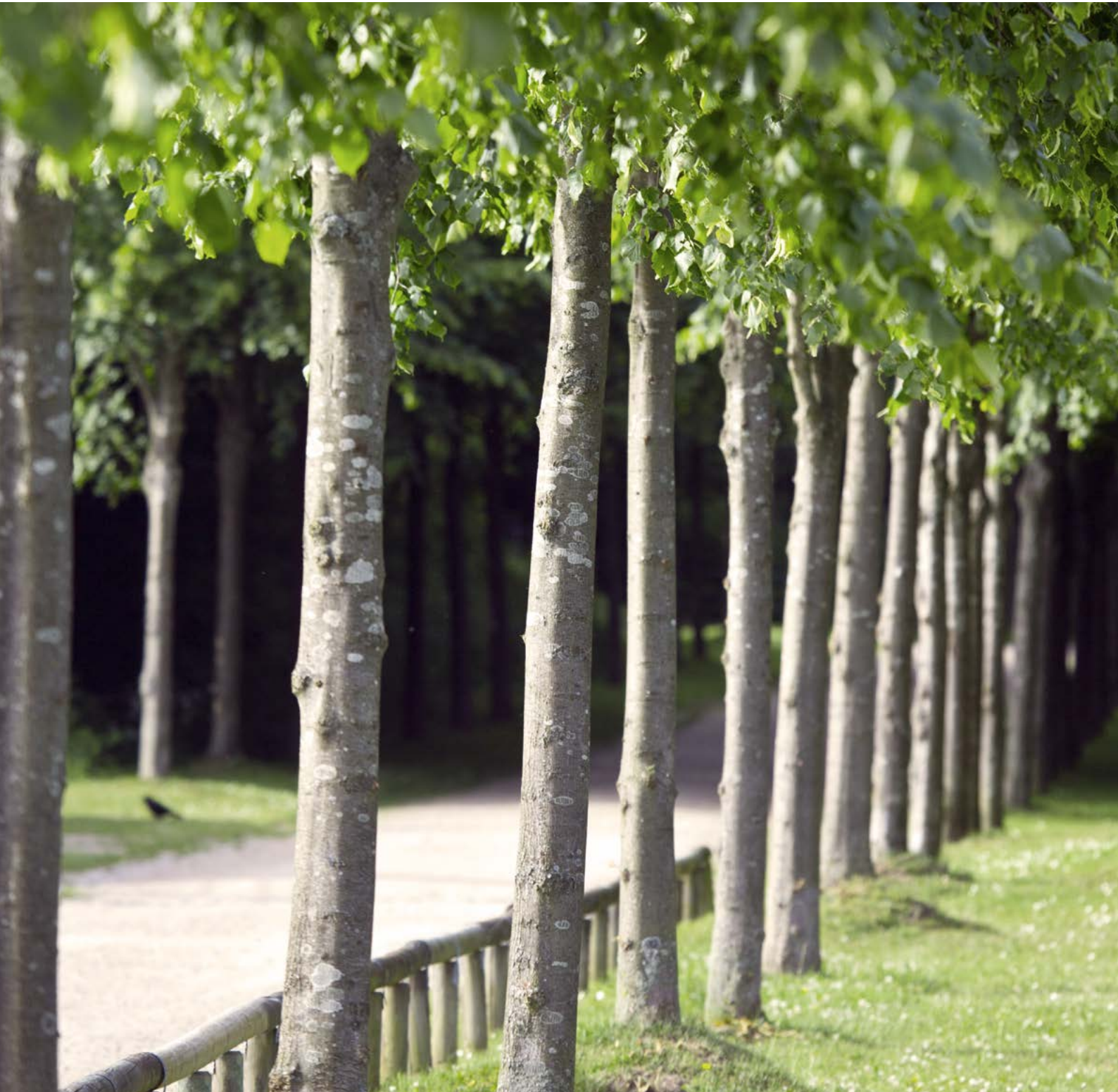
Results in the reporting year

Continuing our long-term collaboration with reliable partners proved to be a successful approach in the reporting period too. No significant changes were made in supplier relations. For this reason, no new suppliers were assessed with regard to social standards.

In the current financial year, Fielmann endeavours to convince 100% of all new and existing suppliers for frames, lenses, sunglasses, contact lenses and hearing aids to pledge to the Code of Conduct.

GRI 414-1

**Responsibility along
the value chain**



Gottorf Castle, baroque garden

Responsibility for the environment

Saving energy and reducing emissions

Fielmann is committed to protecting the environment and nature. As an internationally active company, we are fully aware of our responsibilities regarding the climate. We use natural resources sparingly. When running the stores, our production and logistics centre in Rathenow, the Fielmann Academy at Plön Castle and our administrative offices, we monitor the energy consumption and work to reduce any emissions that may damage the climate.

The topic of energy efficiency and environmental protection is deeply rooted in our strategy and is clearly defined in our organisation. The Management Board has set qualitative targets for energy efficiency and emissions reduction, and initiated concrete measures. The quantitative targets are being developed for 2018, and will be updated in the annual planning process.

Business environment and requirements

On the one hand, lighting and air conditioning are important factors for our customer experience while, on the other hand, they are decisive issues regarding Fielmann's energy consumption and CO₂ emissions. Besides the stores, Fielmann uses significant amounts of energy in the Fielmann Academy at Plön Castle, the production and logistics centre in Rathenow, and in the administrative offices. The company's fleet of vehicles also contributes to CO₂ emissions.

Fielmann rents most of its store locations. In shopping centres, the energy supply is managed by the owners. In such cases, Fielmann is hardly able to influence the energy mix. The information provided is often incomplete, particularly with regards to heating. For this reason, the following details mainly refer to the locations where Fielmann manages the electricity and gas contracts itself. In these locations, it is possible to calculate the parameters and take the necessary measures.

GRI 103

Objectives

Fielmann aims to continuously reduce the energy consumption and emissions per square metre of its stores, offices and production sites. We are convinced that these aims are realistic when considering the available resources. Fielmann mainly invests in technical innovations and services that are tested and reliable.

The Management Board has set qualitative targets for lowering energy consumption and emissions. Quantitative targets will be evaluated and approved in the reporting year 2018. In the following years, these targets will be updated annually as part of the planning process.

Energy consumption per square metre Our aim is to continuously reduce energy consumption per square metre. Fielmann has created a database in the reporting period. The Management Board will first set the quantitative targets in the reporting year 2018.

Reduction of CO₂ emissions Fielmann aims to reduce harmful CO₂ emissions caused by its business activities. A database has been created in the reporting period. The Management Board will first set the quantitative targets in the reporting year 2018.

GRI 103

Concepts, management and measures

Energy audits

Pursuant to the Act on Energy Services (EDL-G), Fielmann arranged for a certified external service provider to perform energy audits in 2015. The measures developed to improve both energy efficiency and data collection were prioritised, categorised and outlined in a list. The energy audits are repeated every four years.

Organisation

Energy efficiency and environmental protection are deeply rooted in Fielmann’s organisation. The Management Board has assembled a cross-departmental Energy Team that is charged with further developing and implementing the strategy drawn up by the Management Board. The Energy Team reports to the Management Board once every quarter. Where measures appear appropriate, they are presented to the Management Board and implemented once approved. The Management Board is responsible for the strategy on energy efficiency and emissions reduction.

Reporting system

Fielmann set up a comprehensive collection and reporting system for energy efficiency and emissions in 2017. A systemized approach is used to fully collect all accessible consumption data. Besides the technical asset master data and the connected loads, the measurement documents and time-based analyses of the consumption at individual locations are also included.

The consumption of energy from our own electricity and gas contracts in Germany and Austria is collected and documented in an extensive reporting system at meter level by the central Energy Purchasing department. In future, energy purchasing will be further centralised in a step-by-step process. The aim is to document the data in our other international subsidiaries too and, based on the results, to then set the target figures in order to achieve a continuous optimisation.

Measures for a more efficient energy consumption

In an attempt to improve energy efficiency in the stores, Fielmann has initiated a variety of measures. The Fixtures & Fittings department plays a key role here. This department is responsible for maintenance work, building repairs and defect remedies in the stores. The administrative processing and implementation of the required measures are based on uniform standards.

For several years now, Fielmann has been increasingly using energy-saving LED lamps in an attempt to achieve a sustained reduction in energy consumption. By switching from conventional light bulbs to LEDs, the consumption of electricity per square metre has fallen significantly. This measure alone can cut a store’s overall consumption of electricity per square metre by more than 40%.

In future, every Fielmann store will be fitted with energy-efficient lighting as part of the regular rebuilding or modernisation work. This will affect more than 30 stores per year. In the event of technical problems that impact a store's energy consumption, notifications will be sent systematically and processed centrally until a solution is found.

Besides the lighting, air conditioning systems are also a major factor in energy consumption. The refrigerants used in these systems are key to reducing the emissions. Over the next few years, Fielmann aims to develop the portfolio of refrigerants to create a new, low-emission refrigerant blend. For this purpose, Fielmann is establishing a database so that a detailed and priority-based implementation can follow.

The measures aimed at improving energy efficiency also contribute directly to a significant emissions reduction. Furthermore, Fielmann has adopted a variety of measures to target the reduction of greenhouse gas emissions. For example, Fielmann uses a heating plant with combined heat and power generation at Plön Castle. This resource-efficient plant accounts for approximately 29% of the castle's daily energy consumption.

According to a study by the Heidelberg-based Institute for Energy and Environmental Research (IFEU), using public transport instead of private vehicles would reduce CO₂ emissions by 73%. Fielmann encourages employees to use public transport by offering them so-called job tickets. This represents a contribution to the reduction of CO₂ emissions, particularly in those regions most affected by traffic and emissions. In the financial year, 1,201 employees took advantage of this service.

At the same time, the company's fleet of over 300 vehicles is being developed into more energy-efficient models, so that the fleet's average CO₂ and NO_x levels and average use levels will continue to fall in the coming years.

The total of over 1.5 million trees and bushes planted by Fielmann already improve the CO₂ balance of Fielmann Aktiengesellschaft for the long term. Fielmann will continue to plant a tree for each employee every year.

GRI 103

**Improving the CO₂
balance**

Purchased electricity mix in 2016

Results in the reporting year

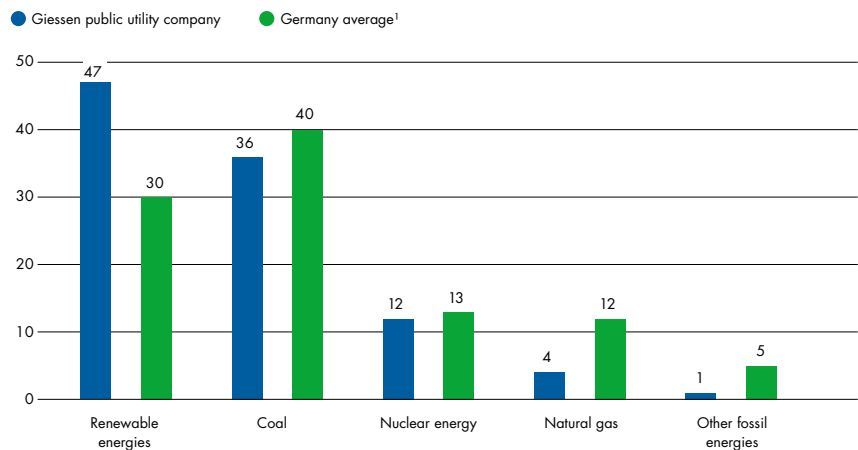
Fielmann thinks long-term, and has a sustainable policy for nature and the environment. Thanks to its strategy for energy efficiency and emissions reduction, the work of the Energy Team and the catalogue of measures to implement, the Management Board has taken appropriate steps to sustainably improve Fielmann’s energy and CO₂ balance.

The energy-efficient changes made at its stores enabled Fielmann to improve its overall energy efficiency and thereby also its CO₂ balance in the reporting year. In 2017, energy-saving LED lamps were installed in 15 new stores and 34 modernised ones. LED lighting was also installed in the training rooms at Plön Castle.

Fielmann mainly purchases electricity from the public utility company in Giessen. This company uses a high degree of renewable energies in its portfolio. The electricity mix provided by the supplier is therefore typical for the company’s overall electricity purchasing. The energy mix provided is being compared with the 2016 national average electricity mix in the chart below.

Share of electricity sources

in %



1) Working Group on Energy Balances

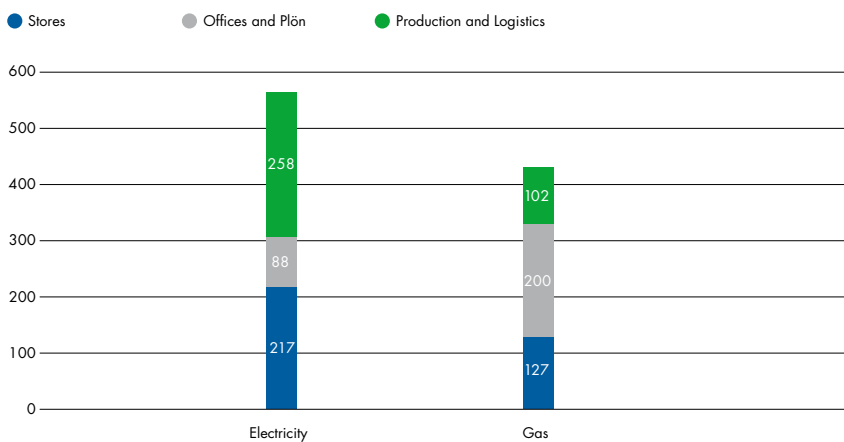
The energy of Fielmann Aktiengesellschaft in Germany in 2017, itemised according to renewable and non-renewable energy sources¹:

Type	Location	kwh / sqm	GJ / sqm	Consumption (kwh)	Emissions (GJ)
Electricity	Stores	217	0.78	32,407,767	116,668
Electricity	Renewable	102	0.37	15,231,650	54,834
Electricity	Non-renewable	115	0.41	17,176,117	61,834
Electricity	Offices and Plön	88	0.32	3,285,971	11,830
Electricity	Renewable	41	0.15	1,544,407	5,560
Electricity	Non-renewable	47	0.17	1,741,565	6,270
Electricity	Production and Logistics	258	0.93	7,327,809	26,380
Electricity	Renewable	121	0.44	3,444,070	12,399
Electricity	Non-renewable	137	0.49	3,883,739	13,981
Electricity	Total for Germany	200	0.72	43,021,547	154,878
Electricity	Renewable	94	0.34	20,220,127	72,792
Electricity	Non-renewable	106	0.38	22,801,420	82,085
Gas	Stores	127	0.46	4,644,246	16,719
Gas	Offices and Plön	200	0.72	1,740,188	6,265
Gas	Production and Logistics	102	0.37	2,902,988	10,451
Gas	Total for Germany	126	0.45	9,287,422	33,435

Energy consumption in 2017

Consumption of electricity and gas 2017

kwh / sqm



GRI 302-1

1) The table comprises the figures for the companies in Germany for which Fielmann directly purchases electricity and gas. The energy consumption of the other locations and countries is entered step-by-step into the database as part of the energy management. The figures for district heating are not yet available, but will be included in the review from 2018.

Direct greenhouse gas emissions

The definition of greenhouse gas emissions is based on different methods. Fielmann uses the so-called "GHG Protocol" (Greenhouse Gas Protocol Standard) for its definition. The GHG Protocol was developed by the WRI (World Resources Institute) and the WBCSD (World Business Council for Sustainable Development). The GHG Protocol contains a classification of emissions. It distinguishes between Scope 1, Scope 2 and Scope 3 emissions. Scope 1 includes the emissions produced by the company itself. Fielmann has therefore decided to record the CO₂ emissions based on this established Scope 1 approach.

In the following, the results of the Scope 1 CO₂ emissions are presented. In order to take other climate-damaging greenhouse gases into account besides carbon dioxide (CO₂), equivalent carbon dioxide (CO₂e) is also included.¹

Scope 1 CO₂ emissions

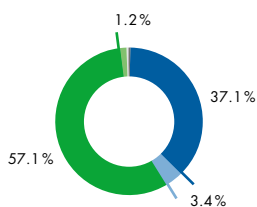
Emissions source	Tonnes CO ₂ e	Percent value (%)
Stationary combustion	1,710.41	49.3
Company vehicle fleet	1,760.00	50.7
Total	3,470.41	100.0

GRI 305-1

Refrigerant blend used

The refrigerant blend is calculated from the figures for 330 systems recorded in 2017. The overall amount of refrigerant used is a theoretical figure with regard to emissions, as the contained CO₂ only escapes in the event of damage. The weighted average CO₂e in tonnes / kg is taken in order to minimise future risks.

Refrigerant
Share in %



- R407C
- R22
- R410A
- R407A
- R417A = 0,4 %
- R404A = 0,1 %
- R422D/R420A = 0,6 %

Refrigerant	CO ₂ e tonnes per kg	Share	Weighted CO ₂
R422D / R420A	1.14	0.6 %	0.01
R407C	1.77	37.1 %	0.66
R22	1.81	3.4 %	0.06
R410A	2.09	57.1 %	1.19
R407A	2.11	1.2 %	0.02
R417A	2.35	0.4 %	0.01
R404A	3.92	0.1 %	0.00
Average amount			1.95

GRI 305-1

1) Besides CO₂, methane and nitrous oxide, for example, are also greenhouse gases. In order to compare the various greenhouse gases, the effect of each greenhouse gas is converted to carbon dioxide. For example, one kilogram of methane corresponds to 21 kilograms of CO₂e.

We use the operational control approach as our consolidation approach for the greenhouse gas emissions from Scope 1. Stationary combustion covers all locations with their own gas contracts; bills paid by owners are not taken into account. The vehicle fleet data was collected on the basis of the provided fuel card bills.

Year	Cars (number)	CO ₂ (g / km)	NO _x (mg / km ^x)	Power (hp)	Consumption (l / km)
2017	332	132	81	157	5.1

Company vehicle fleet mix

In the reporting year 2018, the reporting system's database will be expanded to include the core markets of Fielmann Aktiengesellschaft for electricity and gas. On this basis, the Management Board will add to the qualitative targets with quantitative targets (energy consumption per square metre and reduction of CO₂ emissions), which should be achieved using recognised, reliable technology. Our focus in this area is on a sustainable reduction of energy consumption and emissions. This also takes into account the technical and economic possibilities resulting from modernisations and conversions.

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