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Foreword of the Management Board

The logistics industry reflects global economic development like hardly any other sector. Economic downturns always have a direct impact on investment and consumer behavior, and thus on the global flow of goods. After several years in which the global economy has grown, the period under review is the first time we have experienced a slowdown in global economic growth. Contributing to this were numerous trade conflicts and the continuing uncertainties with regard to Brexit.

The Hellmann Group has also not remained entirely unaffected by the overall economic situation. The general market development in individual product areas led to an overall global decline in sales of 4.6% compared to the previous year, although the individual products developed heterogeneously. For example, while the Road & Rail segment grew by 3.6% in the year under review and recorded growth in the transcontinental business in particular, Airfreight recorded a considerable decline in sales due to the general rate development.

As the Executive Board, we focused not only on operations last year but also on the strategic development of the Group and, in this context, defined a number of central projects that will position our company strongly for the future. On the one hand, we have reorganized our global organizational structure along a matrix so that we can now work together more efficiently and in an even more networked way within the Hellmann-FAMILY, while also further optimizing customer service and our product portfolio. Furthermore, the topic of digitization is right at the top of our agenda. In the year under review, we launched various projects that will digitize our internal and external processes, thus further strengthening our competitive position.

The topic of sustainability has always been of particular importance to the Hellmann Group and is firmly anchored in our corporate DNA under the keyword "Live Sustainability". Because we know: Although economic success is the goal of every company, we also have a social responsibility to our employees, who make up our company, as well as to the environment and its sustainable protection. Hence, as the Management Board we feel committed to the principle of sustainability – with its three pillars of economy, ecology and social responsibility.

Reiner Heiken 
Chief Executive Officer (CEO)

Dr. Michael Noth
Chief Financial Officer (CFO)
10,743 Employees
Our Corporate DNA

First, People First
The success of a company depends on its employees. That is why we create an attractive and professional environment at Hellmann, which captivates, binds, and promotes the interest of good employees. Through training, remuneration and recognition, we encourage our employees to develop their talents in a climate of mutual respect and trust. They determine how our company is perceived externally. They directly influence the satisfaction, enthusiasm and loyalty of our customers and we know that. That is why people always come first.

All About The Customer, Always
We are constantly looking for ways to expand and improve our services so that we can exceed the requirements and expectations of our customers. It is our goal to offer our customers around the world the knowledge and experience they need. We achieve this by listening to them and taking the time to get to know them better. The customer is always our focus. We ensure that all our tasks are handled with a view to our customers. This leads to long-term customer relationships, which we are rightly proud of.

Making It Work Better, Everyday
Through business processes with high quality standards, we are continuously improving our organizational agility and operational efficiency. We use every opportunity to increase efficiency by improving productivity and maintaining excellent supplier relationships. As a result, we not only contribute to our results, but also improve the added value for our customers. In addition, we consistently live the Continuous Improvement Process (CIP).

Innovation And Entrepreneurship
At Hellmann, we promote creativity, innovation and entrepreneurial spirit in all areas and create an environment in which risks are allowed. We encourage our employees to develop unconventional ideas and to drive the adaptation of our services to our customers’ wishes. We want to meet the constantly changing requirements and expectations of our customers.

Live Sustainability
At Hellmann, we attach great importance to a service offering based on economic, ecological and social sustainability. After all, it is about the chances for future generations. We are responsible for people, society and the environment in all areas where we operate. And we act accordingly. It is these principles of sustainable development that help us to secure the future of our family business.

You And Me!
Every day, we set new goals and face new challenges. Whether it is a successful shipment, a change of work process, or new concepts that are still under development - „You And Me“ makes it possible. The guiding principle stands for mutual responsibility. A responsibility that gives us support in times when we have to rely on each other. „You And Me“ also stands for the cooperation which encourages us to support others and to motivate us to develop solutions together for our customers.
2.42 billion € Group Sales
Have you ever witnessed the flight of a flock of wild geese? The V-shaped formation is considered a phenomenal presentation of science and cooperation. None of the animals could cope with the journey on its own. Wild geese plan their flights up to the smallest detail jointly weighing up risks, and they have excellent communication skills as well as a perfect balance. They are faithful to each other all their lives and have a strong sense of responsibility. We are convinced that these are the characteristics that also make an outstanding logistics service provider. Therefore, the wild goose is more than a logo for us - it symbolizes our entire philosophy as a family business and forms the basis for our success. Partnership-based, trusted and long-term business relationships, a great sense of responsibility, flexibility, innovative spirit, and an excellent communication - in short: the Wild goose is a trademark that suits us.
16.327 million Shipments per Year
Our History

1871
Carl Heinrich Hellmann founds the company as a one-man business delivering goods by horse-drawn cart.

1914
Hellmann becomes a founding member of the parcel system service DPD.

1961
Hellmann is one of the first companies to successfully replace their horse-drawn fleet with coal-powered trucks in Germany.

1968
After more than 20 years of post-war growth and expansion across Europe, the company’s shares are transferred to the fourth generation, Klaus and Jost Hellmann.

1982
Hellmann opens their first Asian office in Hong Kong.

1987
Operations begin in Sydney, Australia, followed the same year later by office opening in New Zealand.

1992
The Hellmann partner network expands into Eastern Europe.

1996
Hellmann celebrates its 125th anniversary and can be pleased about enthusiastic customers and a global network of 341 branches in 134 countries.

1998
Hellmann opens offices in India and Pakistan.

2002
Hellmann’s services become progressively more industry-specific to products from Perishable, Automotive, Fashion, Consumer Electronics, Process Management and Contract Logistics & Consulting divisions.

2004
Construction is completed at the new Shanghai Airfreight warehouse. The company’s operations now include 7 A-class licenses and 23 offices in the People’s Republic of China.

2006
Hellmann receives the coveted “Award of Excellence” from the Global Institute of Logistics.

2007
Rudolph & Hellmann Automotive opens a new distribution center for Ford in Dubai.

2008
The “Speicher II” building opens in Osnabrück and wins the “Best Office Award”, presented by the International Fair in Cologne and Wirtschaftswoche, a German business magazine.

2011
Rudolph & Hellmann Automotive opens a new distribution center for Ford in Dubai.

2015
Hellmann receives the coveted “Award of Excellence” from the Global Institute of Logistics.

2017
With the change of legal form to SE (Societas Europaea) Hellmann creates the structural preconditions for further growth.

2019
Thanks to the ongoing internationalization, the Hellmann Group of Companies today has 263 branches in 56 countries.
263 Offices in 56 Countries
Products and Services

Airfreight
Our Airfreight experts make your world a global village. We accelerate your business with a global network of carriers and service providers.

CEP Services
The perfect solution for urgent transports. With a broad portfolio for Courier, Express and Parcel, we ensure on-time delivery even at night.

Contract Logistics
Your partner for efficient warehousing and logistics: whether single- or multi-user operation, temperature-controlled goods or value added services.

Customs Brokerage
The reference in Customs Brokerage and Import Trade Compliance. We get your shipment through customs safely - without unnecessary effort or costs.

Direct Load
Your successful door-to-door connection. Direct Load pays off from just two loading meters, six Euro Pallet spaces or 2,500 kg.

East Europe
With 31 branches and over 25 years of experience your reliable partner for transports to and from the CIS, the Baltic States and Iraq.

eCommerce
Professional solutions for e-commerce - from online shops, middleware, payment solutions and customer care to warehousing.

Euros (Insurances)
The independent broker for group insurance programs from Hellmann. We guarantee comprehensive protection against financial risks of all kinds.

HPM (Recycling)
Save valuable resources. As an expert in operational environmental and waste management, HPM ensures sustainable service for the protection of the environment.

PCO (IT-Solutions)
Your contact for IT structures and IT-supported business and logistics processes. PCO - one step ahead for more than 30 years.

Rail Solutions
We keep it on tracks in Germany and throughout Europe, with Rail Solutions International even as far as Asia. Sustainable, fast and with maximum security.

Roadfreight
With a fleet of 5,000 trucks, overland transport remains one of our specialties: reliable and cost-effective - perfect for your road transports.

Safety Solutions
Our experts in occupational safety and fire protection, as well as waste and hazardous goods officers, will be happy to advise you on how to create a safe working environment.

Sea-Air
Speed and cost efficiency are decisive for your success: Sea-Air is 80 percent faster than sea freight and significantly cheaper than airfreight.

Seafreight
Reliability and safety paired with unbeatable prices: Hellmann Seafreight means global full-service transport solutions you can always rely on.
Industry Solutions

**Agricultural Logistics**
With Hellmann you harvest success. Project, procurement or distribution logistics - our professionals always have the right logistics solution for agriculture.

**Automotive Logistics**
As automotive specialists, we offer innovative solutions for the complex logistics requirements in the procurement of production and spare parts.

**Beverage Logistics**
Logistics solutions for beer, wine & spirits, mineral water, fruit juices and edible oils - to the taste of the global beverage industry.

**Cruise Logistics**
Supplies to the global cruise fleet. Supply chain solutions for ship owners, vendors, suppliers and concessionaires - from source to ship.

**Fashion Logistics**
Hellmann loves fashion. Certified processes, integrative IT tools and value-added services - our service from the production site to the POS.

**Healthcare Logistics**
We control operational processes with high quality standards and offer the healthcare industry transparent and reliable supply chain solutions.

**Marine Solutions**
Quality firmly anchored: unsurpassed know-how in shipping spare parts for shipping companies, shipyards, ship dealers and their suppliers.

**Perishable Logistics**
Our promise of freshness: We ensure gentle handling of your perishable goods and fresh produce from their origin to their destination.

**Project Cargo**
With systematic organization and innovative solutions, we provide optimal project logistics for the mining, energy, construction, oil and gas industries.

**Renewable Energy**
The future belongs to renewable energies. We recognized this early on and developed innovative industry solutions for wind, solar and bioenergy.
Facts & Figures

Economy
Our Employees
Our employees make the difference

Our employees are our most important asset: Every day they work hard to ensure that our customers’ goods arrive at their destination on time – all over the world. As the Hellmann-FAMILY, we work hand in hand – the colleagues in the commercial departments with those in the operational departments. Because only together we can be strong and efficient. We are convinced that the people at Hellmann will continue to be the decisive factor for the company’s success, even in times of digital transformation in many business areas. Because the prerequisite for the high quality of service that we offer our customers is and remains human networks and connections – to our customers and partners, but also within the company.

In 2019, a total of 10,743 employees were part of the global Hellmann-FAMILY. Of these, 5,036 people were employed in Europe, 2,425 in the Americas, 2,318 in Asia and 964 in the OMEA region. Compared to the previous year, the number of employees thus increased slightly by 0.4%.

Employees in Total
2018 10,696 2017 10,886

Employees Europe
2018 5,076 2017 5,201

Employees Americas
2018 2,182 2017 2,307

Employees Asia
2018 2,471 2017 2,446

Employees OMEA
2018 967 2017 931
Sales Development
Solid development in a challenging environment

The market environment in 2019 was characterized by a slowdown in the global economy. Geopolitical and trade policy tensions, but also the ongoing discussions about the UK’s withdrawal from the European Union, contributed significantly to this development. The decline in the global economy also slowed down the volume of global trade, which in turn had a significant impact on the logistics sector. In this challenging environment, the Hellmann Group recorded a 4.6 % decline in sales to EUR 2.42 billion, 36.3 % of which was generated in the core market Germany. As in previous years, Europe remains the region with the highest sales, with a 53.2 % share of sales, followed by the Americas (19.3 %), Asia (14.1 %) and OMEA (13.4 %).

As before, the lion's share of sales on the product side is still distributed among the three major modes of transport: Road & Rail contributed 31.5 % to the sales result, Seafreight 30.7 % and Airfreight 26.9 %. Contract Logistics contributed a further 6.6 %, while the remaining percentage points were attributable in particular to the Customs Brokerage division.

With regard to the sales development of the individual product areas, the Road & Rail business unit in particular continued the positive development of previous years and recorded a sales increase of 3.6 % compared to 2018. As in the previous year, the business unit Rail Solutions International, which offers transport services between Europe and Asia, developed particularly positively. In the year under review, Hellmann was able to acquire a well-known German automotive customer for whom the company transports finished vehicles from Germany to China on the so-called "Iron Silk Road." Seafreight also developed solidly with a sales increase of 1.8 %. In the Airfreight sector, however, the Hellmann Group recorded a 18.7 % decline in turnover, mainly due to the general development of rates. The trade conflict between the USA and China/Hong Kong as well as the global economic downturn, especially in the automotive sector, also contributed to this development.
Committed to the Future
Ecology
Living sustainability

At Hellmann, we attach great importance to a range of services that keep an eye on the three pillars of sustainability - economy, ecology and social issues, which should, as far as possible, be in balance with each other. We want to keep future generations in mind. Sustainability is therefore firmly anchored in our corporate DNA under the heading “Live Sustainability.” On this basis, we assume responsibility every day for people, society and the environment in all areas in which we operate. In this context, we have initiated numerous projects and implemented measures that reduce environmental impact.
Alternative drives foster innovation

In order to minimize CO₂ emissions in the long term, we at Hellmann, together with various partners, are developing and testing various models in the field of mobility: primarily electric drives, but also alternatives to the classic diesel combustion engine.

LNG

As early as 2012, Hellmann was the first German logistics company to conduct a field test with liquefied natural gas (LNG). Based on the very convincing results at that time, Hellmann began observing both the market and the technological approach. However, due to a lack of filling station infrastructure and a shortage of available trucks, initially the company did not integrate any LNG vehicles into its own fleet. Against the background that significant investments have been made in infrastructure in recent years, partly due to political demands, in the year under review Hellmann began using its first LNG truck in Wittlich (Germany). The company is planning to expand its LNG fleet in the future and to put more LNG vehicles into operation in additional German branches (Karlsdorf, Wittlich and Osnabrück) as early as 2020.

Although investments in LNG have to be planned with foresight due to the still inadequate infrastructure of filling stations, which also means that specific transport corridors have to be defined, the use of appropriate vehicles already makes sense from an ecological and economic point of view. According to a publication by the DENA Institute, greenhouse gas emissions can be reduced by up to 20 % by using this technology. And a significantly higher reduction is possible if Bio-LNG is used. Apart from reduced greenhouse gas emissions, LNG trucks also generate less noise, which makes them attractive for urban areas and creates additional acceptability among the population. Thanks to state subsidies, lower fuel costs and toll savings for alternative fuels, LNG vehicles are now a valid alternative to conventionally operated trucks, including from a business management perspective.

Electric truck field test

Together with BPW Bergische Achsen KG (BPW), Hellmann has tested the operation of an electric truck with an innovative electric axle concept in a field trial in 2019. The different requirement profiles with regard to freight structure, route configuration, weather conditions and topology were presented in real operation. The impressions and experiences gathered in this process, especially those of drivers and dispatchers, were documented and led to numerous new findings for both BPW and Hellmann. In particular, the potential of electric vehicles on the last mile was demonstrated, as the low-noise drive technology provides relief for drivers as well as for communities in urban districts and urban areas. In addition, the high level of driving comfort and good acceleration led to a fundamentally increased appreciation of e-mobility by drivers.

On the other hand, limited capacity and range as well as the time needed for recharging were listed as critical points. Overall, the field test showed that electric trucks in the current development mode are particularly suitable as a supplement in urban areas of application.

Natural gas

In addition to the innovation projects in the fields of LNG and e-mobility, Hellmann is testing a gas-powered delivery vehicle from IVECO in another field trial. The 136 hp vehicle is powered by a combined engine that burns both compressed gas and petrol and has a range of 400 km (natural gas) and 500 km (total). The innovative drive technology offers not only economic advantages due to reduced fuel costs, but also ecological advantages due to lower emissions. This is also confirmed by the data in the guidelines of the DSVV Bundesverband Spedition und Logistik (German Freight Forwarding and Logistics Association) for calculating traffic emissions. According to these guidelines, the combustion of diesel fuel produces 20 % more CO₂ than natural gas.

Company car fleet

Hellmann is also keen to integrate more vehicles with alternative drive systems in its company car fleet. In particular, the proportion of electric and hybrid vehicles, which have a lower CO₂ balance, will be increased in the next few years in order to minimize the ecological footprint and reduce emissions and the carbon footprint. Tax breaks for fully electric and hybrid vehicles for employees and the commissioning of the first charging points on company premises have significantly increased the demand for such vehicles. In order to make the purchase of private vehicles with alternative drive systems more attractive for our employees, Hellmann already offers the possibility of recharging its own electric vehicles at depots at various locations in Germany.
Certifications

For well over 20 years now (beginning in 1996) Hellmann has been operating an environmental management system according to DIN EN ISO 14001, making us the first logistics service providers to implement this international standard. The management system is audited externally by a certification company at regular intervals, and compliance with the requirements is validated.

In order to meet international requirements, additional branches around the world have been certified. In addition to Germany, where a large number of branch offices already have extensive environmental management systems, the international locations Lichfield (GB), Istanbul (TR), Bor (CZ), Chennai (IN), Dubai (UAE), Hong Kong and Miami (USA) are also part of the certificate. The Spanish branches in Madrid, Barcelona, Valencia and Bilbao were also certified in the year under review.

Besides the environmental management system, the integrated management system also includes the requirements of other ISO standards. These are the following ISO standards, the synergies of which can be combined:

- Quality management: ISO 9001
- Energy management: ISO 50001
- Safety at work: ISO 45001
- Information security: ISO 27001

Other certifications implemented at Hellmann, such as HACCP or VDA, are mentioned here for the sake of completeness, but are not relevant here due to the lack of environmental implications.

Waste management at Hellmann

Waste avoidance, a functioning material flow management and, in particular, the proper disposal of hazardous waste, are central aspects of a functioning environmental management system. Our goal is not only to meet the legal requirements, but to exceed them wherever possible.

The Recycling Management Act obliges companies to achieve a recycling quota of 65 %. In Germany, Hellmann achieved a rate of 68 % in 2018 and was able to increase the proportion of recyclable waste to 78 % in the year under review.

The proper disposal of recyclable materials, residual waste and hazardous waste, which may arise during the transport of damaged hazardous goods, is one of the core management tasks of the central company waste officer, in compliance with all rules and regulations. The officer is supported by the environmental officers in the individual branches, who implement the system on site. The material flows are processed by software and documented in an annual waste report.

Energy management

The certified energy management system according to DIN EN ISO 50001 is one of the components of the integrated management system and was implemented to meet the requirements of the European Energy Efficiency Directive and the German implementation of the Energy Services Act. A Europe-wide reporting system, which records the consumption of fossil fuels and electricity, has been implemented and offers the possibility of reporting on energy consumption and carbon emissions. For relevant KPIs, weather dependency and industry utilization are taken into account. Overall, energy reporting not only allows the presentation and visualization of consumption trends, but also the derivation of forecasts for subsequent periods, even if these may be influenced by various factors that are difficult to predict.

In order to reduce energy consumption and the resulting emissions, the company is always looking for ways and means to achieve an economically justifiable optimization. This also applies, for example, to new buildings or the modernization of existing properties as well as to the procurement of operating resources and the operation of its own fleet of cars and trucks.

The employees of a company the size of Hellmann also have a significant influence on energy consumption. They are therefore an integral part of ecological sustainability at Hellmann. Every year, we invest significantly in regular training, continuing education and various awareness measures on the subject of energy management.

Furthermore, in the real estate sector, especially in new buildings, but also in the course of modernization, modern heating systems (geothermal energy) or lighting with LED are installed in order to create energy efficiency wherever possible.

Emissions calculation at Hellmann

For many years, we have been visualizing for our customers the emissions that arise during the execution of logistical activities and processes. As a logistics service provider, Hellmann not only places great value on individual, customer-specific reports, but also on valid data and calculation systems. For this reason, we follow the specifications of the European standard for calculating transport emissions (EN 16258) and constantly compare these with current conditions and developments within the framework of projects. Additionally and upon request, we also offer compensation for emissions in cooperation with reliable partners and with investments in so-called “Gold Standard projects.”

In addition, we are continuously working to increase the efficiency of our processes and services through targeted measures to reduce emissions. With regard to operational transport, this is achieved, for example, through efficiency training for drivers and the testing of alternative drive systems. The use of modern forklifts with high-frequency lithium-ion technology also leads to lower energy consumption and higher efficiency.
People in Focus
Social Matters
Our people are the key to success

With the FAMILY concept, on which our corporate DNA at Hellmann is based, we manifest our claim to be a fair and family-friendly employer. It is our declared goal to promote and develop each of our more than 10,000 employees with regionally different strategies and projects. Thus, the FAMILY idea, as a guiding principle, is the focus of our actions worldwide. Our highest maxim is the guiding principle: "First, People first." Behind this lies the awareness that every single employee is important to Hellmann. Because we know that the company’s success depends largely on our employees. They directly influence customer satisfaction, enthusiasm and loyalty. In order to retain our employees over the long term, it is important to us to create an attractive working environment at Hellmann and to promote the further development of employees within the group of companies. In this context, we have implemented numerous measures, some of which are presented below.
Compatibility of Family and Career

Certified Management „Family and Career”

Employee satisfaction depends on many factors: In addition to the hard factors, such as interesting and varied areas of responsibility and appropriate remuneration, soft facts are also critical. Effects of demographic change must be taken into account, as well as a good work-life balance, the compatibility of family and career, and the issue of diversity. In an internationally active company like Hellmann, stringent personnel management with a convincingly lived leadership culture also contribute to employee well-being. All of these aspects are examined, evaluated and strategically expanded on the basis of the knowledge gained during the „Family and Career“ certification process. As a family-friendly and sustainable company, we have had ourselves successfully audited and re-certified throughout Germany on a regular basis since 2008. With this solid foundation, we have achieved a new status of certification as a company that has been fully audited and re-certified throughout Germany and are enclosed with every new employment contract. In this way, we are making a targeted contribution against discrimination and at the same time making it easier for employees working there. In addition, various charity events were held in 2019, for example on occupational safety or data protection.

Projects with model character: family and career

At Hellmann, family friendliness has many facets; a selection of which is presented here as examples: The offer ranges from flexible home office arrangements, which vary internationally but are anchored in company agreements almost worldwide, to offers especially for women who want to return to work after a long period of family leave. In addition, as a company we have created childcare facilities and set up parent-child offices in many of our branches. Demographic change has also been the focus of Hellmann’s CSR initiatives for several years now. Brochures and events about care and work provide information on specific support services for employees who care for relatives. We also provide close support for colleagues who are about to retire. The main aim here is to deal with the issues of pensions and company pension schemes at an early stage and also to make plans for filing retirement with new content. For example, Hellmann offers programs in which retired former employees provide advice and assistance to young colleagues – such as refugees – both professionally and in everyday matters.

A look into the world

In addition, all 257 branches in 56 countries around the world are called upon to position themselves in accordance with our Hellmann-FAMILY mission statement and to implement this beyond the standards customary in the respective countries. In Saudi Arabia, for example, Hellmann has focused on the issue of maternity leave and grants parental leave for young parents. In Hong Kong, the United Arab Emirates or Saudi Arabia, fathers are also given additional leave.

Diversity: Integration

As a company that operates internationally, “integration” in the sense of “diversity” is a central component of our corporate understanding at Hellmann. Integration refers to many areas: equal treatment of handicapped persons as well as overcoming language barriers. For example, about 7.6 million adults in Germany are considered functional illiterates. This means that although they can read and write letters, words and individual sentences, they have difficulty understanding a longer coherent text. In order to minimize language barriers, Hellmann, together with the Office for Easy Language and Accessibility in Osnabrück, has simplified important employment law documents. Since mid-2018, these easy-to-understand texts, for example on occupational safety or data protection, have been posted at central locations throughout Germany and are enclosed with every new employment contract. In this way, we are making a targeted contribution against discrimination and at the same time making it easier for people with a migration background to enter into employment without any problems. Other documents, for example, on appropriate behavior in the event of accidents involving hazardous goods or correct waste separation, were also “translated” into light language in the course of 2019. In this way, the company continually adapts important labor law documents and publishes them at central locations throughout Germany.

A look into the world

In the United Arab Emirates, too, the issue of integration and the removal of language barriers plays an important role. For example, representatives of the HR team who speak English, Tagalog, Hindi and German as their native languages regularly visit various locations in order to enter into direct dialogue with the multilingual employees working there. In addition, various charity events were held in 2019, for example in the United Kingdom and the United States, for the benefit of research projects and charitable institutions.
Occupational Health Management (OHM)

We have always assumed responsibility for the health protection and promotion of health resources for our employees worldwide. Our commitment here goes far beyond the legal requirements. In addition to the employer’s duty of care, the legal provisions and regulations for accident prevention and company integration management, Hellmann in Germany has a systematic Occupational Health Management (OHM). Since 2014, we have employed a health manager in Germany who proactively deals with prevention, health promotion and the systematic design of a generally applicable health policy in the company. In 2019, seven additional national branch offices with a total of around 800 employees were introduced to systematic occupational health management, so that almost 80 % of employees in Germany are integrated. Hellmann’s systematic health policy, which is pursued by various players, is divided into eight fields of action in Germany:

1. Cooperation with occupational safety and occupational medicine
   e.g. workplace inspections, preventive examinations, ergonomics

2. Worksite health promotion
   including mobile massage, exercise courses, stress management seminars, lectures, vaccinations, nutrition counseling

3. Personnel management/development
   e.g. conflict moderation, coaching of individuals, health workshops, seminars

4. Company integration management
   in accordance with § 5 SoSbG, including workshops on prevention, smoking cessation, nutrition counseling

5. Addiction prevention
   e.g. company-wide agreement, internal addiction counseling, social counseling

6. Prevention management
   including regular health reports and analyses, management workshops, social counseling

7. Employee participation
   e.g. regular health surveys, participation in steering committees and workshops

8. Emergency and crisis management
   including guidelines for mobile crisis service, first aid, psychosocial counseling

Focus on prevention

Targeted prevention measures are a particular focus of the OHM at Hellmann. In addition to mobile massages, sports and exercise courses, the supply of fruit and healthy cafeteria food plays an important role in our prevention work. In 2019, we have established a comprehensive company fitness program throughout Germany, in which all employees can use more than 2,300 fitness and wellness facilities nationwide. However, addiction prevention and emergency and crisis management are also central cornerstones of our OHM. At central social counseling services, trained social pedagogues ensure that more than 2,000 employees now receive quick and competent help in private and professional problem situations. According to the 2019 Activity Report, just under 10 % of employees use the social counseling service each year. At the same time, stress management and resilience seminars for individuals and departments as well as a special management training course on “healthy and employee-oriented leadership of employees” are also offered from here. Through the systematic expansion of our decentrally structured and active prevention management and thanks to a high level of employee participation, the necessary information and key figures are generated in an annual health report, incapacity to work profiles of the health insurance companies and in our own health surveys and analyses. On this basis, target-group-specific and application-oriented offers for successful health management are then created. Thanks to the cooperation of the various OHM players, the health rate in 2019 was again slightly increased compared to the previous year. The absolute health rate in the commercial sector was 95.7 % and in the industrial sector 91 %. The involvement of various players makes OHM successful

The opinions and ideas of the employees play a decisive role in the further development and design of the OHM. After conducting the first comprehensive health survey in 2018, we were able to expand this in 2019 and survey another 800 employees on both health and social priorities and areas of activity. The very high feedback rate of over 60 % reflects the great importance of the topic of health at work. The management sees this as a clear signal and a challenge from the workforce to further promote this topic. Based on the results of the survey, concrete measures, such as active lunch breaks with a professional fitness trainer or seminars on stress management for sales staff, were developed in 2019 with the participation of the employees and have already been successfully implemented. Hellmann is also successfully participating in the federal project “Gesundheit in der Arbeitswelt 4.0” (Health in the Working World 4.0), which is supported by the Federal Ministry and the health insurance company ADV Niedersachsen. Together with 21 other companies from Lower Saxony, the Göttingen Research Institute is analyzing the health challenges of the future in the industrial sector at Hellmann. The first measures were successfully implemented in 2019. For example, the working environment of industrial employees was improved in the form of new break and social rooms, but also by offering free drinks, company fitness and health days. The main aim here is to make work more attractive and to show appreciation for the employees.

A look into the world

The occupational health management system that is now firmly established in Germany does not stop at national borders, of course, but also has an international impact on the entire Hellmann world. For example, the topic of prevention and health protection is also in focus in non-European countries such as the United Arab Emirates, Sri Lanka, India, Kuwait, Vietnam and the USA. The spectrum here ranges from ergonomics and occupational safety training to ophthalmological examinations, cancer prevention and support on the subject of healthy nutrition. Company fitness offers in the USA or the United Arab Emirates motivate employees to be active after work and do something for their own health. There are also other targeted projects and measures in the USA, for example, to improve employees health. Together with an external service provider for the promotion of healthy lifestyles, one of the aims is to establish awareness of healthy eating and exercise in the long term.