



Simply mobile.

Fair Green Company Report

2nd edition, date: February 2019



fair

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Foreword



Dear Colleagues, Customers and Business Partners,

Encouraging sustainability, preserving our values and gently allowing them to grow, whilst progressing with audacity and passion and running risks in full awareness. It is with this delicate balance of (apparent) contrasts that we go about our day-to-day activity.

But are sustainability and innovation really opposites? No, not at Alber. It is precisely through our audacity, pioneering spirit and readiness to take risks that we wish to build on our current success, growing sustainably and creating stable jobs. Not at the expense of the environment and humanity, but taking all interests into account.

The consideration of whether the decisions that we make every day are FAIR and GREEN, thus socially and ecologically sustainable, has become second nature to such an extent that we no longer perceive them as such. We have shaped our organization to be FAIR and GREEN in all areas, which can be seen, for example, in our management guidelines or in the sensible use of wrongly printed invoices.

For this Fair Green Company Report we have brought together and put down on paper the issues in which our efforts to achieve FAIRness and GREENness come to the fore.

I hope you enjoy reading it.

A handwritten signature in black ink, appearing to read 'H. Reiner', written over a light-colored rectangular background.

Hansjörg Reiner
Managing Director

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Mission statement

Customers

Our customers are served quickly and competently, and always in a friendly manner. We lead the way in service and sales.

Staff

We offer our staff training, helping them to develop and achieve clearly defined goals. Through mutual appreciation and respectful behavior towards one another, we have created an environment of increased employee satisfaction.

Products

Alber is a premium supplier in the field of electromobility for light, intelligent propulsion systems. Our products stand out for their functionality and design, clearly offering added value.

Quality

We offer top-quality products and services, which clearly set us apart from the competition.

Company

Alber attaches value to fair, sustainable relationships based on transparency, dialogue and respect. Through conscientious ecological and social behavior we support sustainable company development.



1 | Fair Green Company

„We wish to expand our responsibilities in all directions and conscientiously evolve to become a fair, ecologically-oriented company. [...]“

This initiative, which Alber set itself as a task at the beginning of 2012, has heightened our sensitivity in terms of fair practice both inside and outside of the company as well as towards the environment and since then has influenced our way of thinking and acting. The idea of sustainability was adopted in our mission statement and thus forms one of the guiding principles that keep our company decisions on the right track.

Corporate action also means trading off costs and benefits against each other discerningly and measures that contribute towards fairness and sustainability must also undergo a feasibility study. Closer examination has produced numerous examples which show that this does not exclude the possibility of the sustainable solution of a problem being the most economical in the long-term.

To work on the Fair Green Company initiative, employees from all departments have joined forces in the FAIR and GREEN working teams. At regular meetings, these teams analyse the status quo, develop measures, hold discussions with the management board and implement actions.



Those responsible for the FAIR and GREEN working teams are happy to hear your suggestions, praise and criticism:

fair

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green

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2 | Fair

What does fair mean? In the Merriam-Webster fair is defined as „marked by impartiality and honesty: free from self-interest, prejudice, or favoritism“. For Alber this means that as a company we act in an honest, fair and impartial manner with our employees and their families, and with our business partners and society as a whole.

2.1 Keeping staff happy

In the mission statement, Alber undertakes to train every employee in accordance with their strengths and abilities and aid their development. In a trustworthy environment, employees can grow in their assigned area of responsibility and help the company to progress.

Only satisfied employees, who feel that they are appreciated and taken seriously as an individual, can perform at their best and remain loyal to the company for a long time. For this reason, employee satisfaction is our top priority in terms of how we treat our staff. In 2015, we incorporated mutual appreciation and respectful behavior towards one another into our mission statement.

2.1.1 Good management

Respectful behavior towards each other, openness and appreciation are the ground rules of our management culture.

This also includes a trusting relationship with the works committee. Through dialog, both the works committee and the management board work together to find the best solutions for the good of the company.

We attach great importance to the open door policy. Employees can go straight to their superiors and talk with them. The management board is also an important point of contact for all groups of employees. Due to the flat hierarchy, employees from all levels of the organization regularly go to the management board to resolve queries, put forward ideas or discuss problems.

To us, open cooperation not only means giving our employees constructive feedback and praise in regular staff meetings, but also expressing criticism. We like our employees to know exactly who they are working with.

It also works the other way around; with 360° feedback our employees can tell their supervisors what they think of their management skills. Based on this information and with the help of individual coaching, the management staff at Alber continually work to better themselves and their management style.

Our management guidelines act as a common basis for a management style that encourages appreciation and which has been developed across all departments and hierarchies.

Management guidelines



Management

Employees are appointed in accordance with their abilities and on the basis of clear expectations. Decisions are made in a timely manner. Efforts are recognized and criticism expressed constructively. We take time for our staff and encourage team spirit. Trust is the basis of our working relationship.



Conflict management

As a significant basis for innovation and ongoing improvement, we openly address differences of opinion and support constructive problem-solving. From our point of view, self-criticism is an opportunity for personal development. We provide feedback promptly and clearly in an appreciative manner with the aim of finding a solution.



Social competence

Through appreciative, respectful and fair behavior towards our employees, we have set the stage for increased employee satisfaction. We lead by example, with a strong focus on customers and service that enables us to secure our success in the market.



Personal competence

By acting in an honest, genuine manner we build credibility and trust. We actively move things along, work to get results and reliably honour agreements. Thanks to our readiness to continually evolve, we contribute towards a positive learning culture in the company.



Information/communication

Open dialog with employees is important to us. We communicate clearly and comprehensibly and listen carefully. Important information is promptly conveyed.



Change/innovation competence

We are open to new ideas and have created a framework that is conducive to change, creativity and innovation. Here we aren't afraid to be bold and learn from our mistakes.

2 | Fair

2.1.2 Creating transparency

In our company, information shouldn't be leaked, but should be conveyed systematically. To make sure of this, several meetings are held at Alber every year in which employees from the different hierarchical levels are informed about the current situation of the company and our strategic decisions.

In order to keep employees up to speed on company developments, the management board publishes a bulletin once a month.



	Participants	Issues	Frequency
MoMo (Monday morning) meeting	Management board and heads of department	Current operational issues, close coordination between departments	Weekly
Strategy meeting	Management board and heads of department	Strategic orientation, fundamental decisions	Quarterly
Project meeting	Heads of department, project managers, product managers, works committee	Heads of department report on current and planned projects	Every six months
Department meeting	Heads of department and staff	Current issues, conveying important information	Weekly
Works meeting, upon invitation of the works committee	All staff	Important information from the works committee, operational issues (employee suggestion system, safety at work, etc.) current business development	Yearly
Alber update	All staff	The management board and heads of department provide information on company development, and current and planned projects	Yearly



2.1.3 Staff development

The excellent qualifications and outstanding motivation of our employees are our biggest capital. Alongside our internal training program Alber Academy, where over 150 events have been offered since 2010, we support our employees' professional development in many other ways. Seminar costs, including travel expenses, are generally fully covered by the company and we provide financial backing for job-related advanced training courses at adult education centers and for comprehensive further training.

English courses at different levels are offered to all staff free of charge.



2 | Fair

2.1.4 Staying healthy

At Alber, one of our biggest concerns is the health of our employees. The FAIR working group suggested adding events on the subject of health to the internal training program Alber Academy.

When designing workstations, we particularly pay attention to ergonomics, both at office workstations and in production.

We encourage our staff to come to work by bicycle or e-bike instead of driving, so that they keep fit and also do something for the environment. As well as receiving a considerable discount on the purchase of an electric bike with the Neodrives propulsion system, staff are also able to store their e-bikes safely in the „Alber Cubus“ where



they can recharge them free of charge. Furthermore, all employees have the chance to rent e-bikes from our trainee firm Neorent free of charge.

We are pleased to say that every year Alber is able to put together a strong team for the Albstadt Bike Marathon and City Lauf race.



2.1.5 Work-life balance

The support of the family provides the stability and security needed to feel motivated and creative at work. Today, providing a work-life balance should be second nature to modern companies.

As far as possible, in addition to agreeing upon flexible working hours, Alber offers individual part-time programs which enable our staff to make time for both work and personal commitments.

2.2 Working with business partners and society

As a company, Alber does not work in isolation, but owes its success to cooperation with suppliers, regional institutions and other business partners. Power games aren't our thing; we prefer open, honest communication.

2.2.1 Supplier loyalty

We are proud to have a long-term, trusting business relationship with most of our suppliers. 73% of our supplied parts come from Germany, many of them from Baden-Württemberg, and 21% from other European countries. This means that we not only save on transport costs, but we can also react quickly with our suppliers in the event of any changes.

Within the scope of the Alber supplier or technology day, respectively, we get our key suppliers involved with new developments early on and inform them about Alber's long-term strategic orientation. Thanks to this openness, we achieve a high level of trust in a sustainable customer-supplier relationship, becoming a reliable partner for our suppliers.



2 | Fair

2.2.2 Transparency towards customers

In our core market of mobility aids for the elderly and those with reduced mobility, we work closely with 1,700 medical supply retailers in Germany. 90% distributor penetration was achieved with an approach that is determined by creativity and power of conviction, but also by long-term positive customer relationships. When dealing with our customers, we attach a great deal of importance to openness, reliability and respect, which our customers thank with extremely strong loyalty.

New and second-hand rehabilitation products are increasingly being sold by private individuals, mainly over the Internet. In order to save potential buyers from making a bad purchase, upon the initiative of the FAIR working group we have set up a section on our website providing important information regarding the acquisition of used Alber devices.



2.2.3 Assuming responsibility (corporate social responsibility)

For many years, Alber have supported the kids' and junior categories of the German wheelchair sports association (DRS), providing children in wheelchairs with special courses that teach them the necessary techniques to improve every-day mobility.

Club Handicap is highly active in Albstadt in the area of leisure activities for people with and without disabilities. The aim of Club Handicap is to give people with a disability the opportunity to give free rein to their personality and to feel less isolated. Alber is always happy to support this cause.

When facing a disability for the first time, the search for answers to many new questions is often extremely hard. For this reason, Alber supports the association behindert-barrierefrei e.V., which provides in-depth information on its website on different issues related to disabilities.

We like to encourage the integration of people with disabilities into an orderly working life. This is why we purchase goods to a value of over €200,000 a year from the workshops of the association for disabled workers in Zollernalb. Even the coffee that is drunk in many of our offices and meetings rooms is bought from Kaffeewerk Zollernalb, an integrative work project also run by Lebenshilfe für Behinderte Zollernalb e.V.

Furthermore, Alber likes to live up to its responsibilities as an employer in the region. We are happy to offer young people the chance to get a taste of company life, whether within the scope of an apprenticeship, for those in vocational training, or a student research project/thesis. Every year we send representatives to several regional careers fairs. At present, 21 young people are completing vocational training with us.

www.drs.org
www.club-handicap-albstadt.de
www.behindert-barrierefrei.de
www.lebenshilfe-zaw.de

Product quality
 Local business development
 Customer satisfaction

Health and safety in
 the workplace
 Personal development

Energy efficiency
 Environmental management
 Reduction of emissions
 Environmental standards



3 | Green

For us, green includes the values of ecology, sustainability and waste prevention. We are convinced that ecological and economic actions do not cancel each other out, but rather complement each other. Those who make sustainable decisions secure economic success in the long term.

Sustainable action starts with the individual. As a company, we want to do our bit. Within the Green Company initiative, we have put our current behavior under scrutiny and have proposed a rethink regarding resource conservation.

The ecological focus of the company is demonstrated by its certification in accordance with international environmental management standard ISO 14001 and a successful energy audit in accordance with DIN EN 16247 in 2016.



3.1 Saving energy

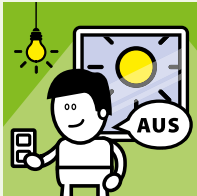
We have made it our goal to reduce our hourly energy and gas consumption by 4% every year. The achievement of this goal is assessed and analyzed on a monthly basis in the quality reporting process.

As small changes in our behavior relating to electricity and heating have enormous saving potential, the GREEN working team created a graphic information sheet with energy-saving rules. This kindly reminds employees of the small steps they can take to reduce our everyday energy consumption.

To be able to detect further energy-saving potential, we contacted the advisory service of the energy company in Zollernalb. The final report confirms that we are already on the right track, particularly thanks to our modern company building. However, it also shows us further saving potential, particularly in the case of electricity consumption.

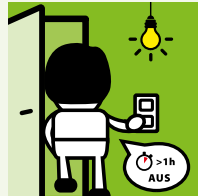


Energy-saving tips



Lights & sunshine

If sufficient sunlight is entering the room, switch off the lights or at least those in areas where they are not needed (near windows, doorways, etc.).



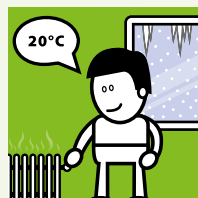
Lights & leaving the room

When leaving the room for more than an hour, switch off the lights.



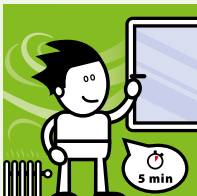
Stand-by

Unplug devices such as PCs, monitors, printers (without fax connection) and battery chargers when finishing work for the day, before the weekend and before going on vacation. Switch off or unplug appliances in the canteen, kitchen and restroom areas (microwave, boiler, etc.) if they are not going to be used for a long period of time.



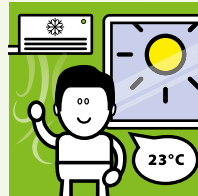
Heating in winter

When heating is required, do not turn it up full, but maintain a healthy room temperature of 18-20°C. When leaving in the evening and before the weekend, turn the heating down to number 1.



Heating & ventilation

When the heating is on, only ventilate briefly (5 min.) – for example during breaks.



Air conditioning in summer

Do not set the air conditioning too low in midsummer. A room temperature of 23°C is pleasant enough.

3 | Green

3.2 Less paper in the office

Just to make it clear from the start: we don't have a paperless office. And we don't believe in that either. However, what we do believe is that it is possible to greatly reduce paper and toner consumption.

Back in 2004, Alber introduced a paperless filing system. Numerous documents are not printed but are directly saved in the computer filing system. Our e-commerce platform DIP (Dealer Information Pool) and paperless order entry over the phone also contribute towards reducing printouts and toner - both for us and our customers.

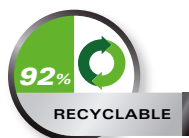
Since 2016 we have offered our customers the option of receiving their invoices by email instead of by regular mail. In the meantime, we send more than half of our invoices only in digital format. Offers and order confirmations are exclusively sent by email. Compared to postal delivery, this saves us €90,000 a year in delivery and paper costs, whilst helping the environment.

In payroll accounting too, we try to save resources. We no longer print out many documents such as pay stubs, certificates of wage tax deduction, social insurance statements and time cards, but make them available to our employees in digital format.

A little anecdote

When the bank details were changed in 2016 and we had new invoicing paper printed, a small mistake found its way through all of our correction procedures: the account number was wrong. This meant that 100,000 sheets of freshly printed paper could no longer be used.

What can you do with 100,000 sheets of paper? Throw them away? Burn them? Of course not! We made notepads with them. Simply cut off the footer, glue it, punch holes in it and that's it. That's how to be GREEN!



3.3 Optimizing the product life cycle

Alber products stand out for their excellent quality, user-friendliness and reusability. We guarantee our customers the availability of spare parts for 7 years after the product has been phased out. In this way, we ensure that Alber products can be used intensively for many years and thus reduce waste and resource consumption in waste disposal and new production.

3.3.1 Environmentally-friendly development

When developing our products, we ensure that we use materials and manufacturing processes that are as environmentally friendly as possible. We always plan early for measures and changes in the processes and areas concerned in order to be able to comply with new directives and regulations. Currently relevant here is the RoHS directive. The 2011 amendment has applied to medical devices since January 2014 and contains strict restrictions on the use of substances such as cadmium and lead. Compliance with the REACH regulation, which imposes an obligation to provide information on substances that are potentially hazardous to health throughout the entire value and supply chain, is a matter of course for us.

In our viamobil, e-motion, twion and e-fix products, we use lithium ion batteries as, compared to conventional lead-gel batteries, they have a significantly longer service life. Despite the higher initial purchase price, this pays off for the buyer over the total service life. In favor of the environment, the amount of lead-gel batteries, which need to be disposed of after a relatively short period of use, is reduced.



3 | Green

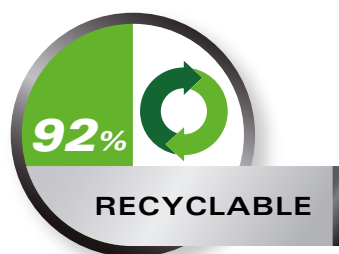
3.3.2 Small and light

For our customers, a discreet appearance and lightest-possible transport weight are very important in our products and in many cases are decisive in the buying process. Products should be small and light. To meet customer requirements, we develop exceptionally energy-efficient and at the same time small electric motors. This also has positive effects for our environment. Motors with a good degree of efficiency use less energy to generate power. So we can use smaller batteries that need less energy when recharging and are also small and easy for our customers to handle.



3.3.3 Anticipating recycling

All of our newly-developed products are optimized as far as possible during the development phase so that they are more recyclable. This is carried out parallel to our DFA (design for assembly) workshops.





3.4 Reducing consumables

Even with our low vertical integration it is sometimes inevitable to have to clean or lubricate parts during assembly. However, we have reduced the use of hazardous substances and lubricants to a justifiable minimum.

Compressed air is the most expensive form of energy and is highly inefficient. Alber regularly checks the compressed air system for leaks in order to prevent losses. The working pressure has been reduced from 10 to 8 bar.

3.5 Involving suppliers

A large extent of the added value of our products can be found in our suppliers' manufacturing processes for individual parts and component assemblies. For this reason, we have expanded our regular QM system audit and process audits with the relevant environmental aspects and, in consultation with our suppliers, are striving to provide food for thought for the ongoing improvement of the environmental aspects. Both sides benefit from this and can learn from each other.

3 | Green

3.6 Packing and moving

3.6.1 Intelligent packaging

For the transportation of goods between Alber and our suppliers we have been using returnable packaging for many years. This packaging has been designed so that it can be used many times and then recycled, thus helping the environment.

When packing the products that we send to our customers, the only filling material we use is kraft paper made from recycled materials.

3.6.2 Service to customers and the environment

Our customers rely on being mobile again as quickly as possible when their products are being serviced. That is why over 50 % of service cases at Alber are resolved by exchanging faulty components. Intelligent error management in our production process shows which part has what fault. This means that it is not necessary to send the whole product, but only, for example, a wheel or the control unit. Exchange components are normally sent to the customer the same day in specially made returnable packaging, in which they will then return the faulty components to Alber. Our customers are mobile again within 48 hours. At the same time, unnecessary haulage and packaging are spared.



4 | Outlook

The Fair Green Company initiative was deliberately not defined as a goal that is achieved before moving on to new goals. We see an initiative as a push towards taking action, so it is something that we work on continuously.

We can still learn a lot from other companies who are pioneers in the area of a sustainable company philosophy. We actively seek dialogue with other companies, our customers, business partners and the public and are happy to accept suggestions.

The FAIR working team has undertaken to look into the following issues in depth in the near future:

- Management culture, based on mutual appreciation and respectful behavior
- Work-life balance
- Maintaining and encouraging a healthy lifestyle among staff

The following goals have been set in the GREEN working team:

- Reducing electricity use by at least 4 %
- Reducing gas consumption by at least 4 %
- Optimizing the recyclability of new products

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