

GROWING TOGETHER THROUGH DIVERSITY AND INCLUSION

HÄLSSEN & LYON – DIVERSITY, EQUALITY AND
INCLUSION POLICY



Hälsesen & Lyon
est. 1879

THE WORLD OF TEA UNDER ONE ROOF

PREAMBEL

In today's world, characterised by comprehensive globalisation and advancing digitalisation, diversity is no longer just a concept. Diversity is a living reality that permeates all facets of our society. It enriches our interactions and fosters new perspectives that are essential for progress and innovation. For every company, consciously recognising and valuing this natural diversity is the key to success and responsible action in an ever-changing environment.

Hälssen & Lyon's corporate culture has always been based on principles of integrity. Honesty, fairness, and responsibility form the foundation of everything we do. These core values create the basis for a working environment in which trust and mutual respect can flourish. They are therefore the natural prerequisite for our commitment to diversity, equality and inclusion.

We have developed this policy to demonstrate our commitment and clearly articulate our stance. It clearly expresses our commitment to diversity, equality and inclusion. It defines our vision and the strategic pillars on which we build to create an inclusive working environment in which everyone feels valued, respected and encouraged to participate actively.

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We firmly believe that our company's success is inextricably linked to an inclusive culture. This culture provides a foundation on which each individual can flourish and strengthens us as a community. For us, this means recognising and actively embracing differences as assets.

Equality is a central pillar of this approach: it is about ensuring that all employees have the same opportunities for development, recognition and advancement – regardless of gender, nationality, ethnic origin, language, religion or worldview, physical and mental abilities, age, marital status or sexual orientation. We are committed to breaking down barriers of all kinds and ensuring fair, transparent processes in every area, from recruitment and training to promotion.

We place great value on diversity because it enriches us as a company and as individuals. A diverse workforce brings together a variety of perspectives, experiences, and ways of thinking. This diversity fosters innovation and creativity. It promotes problem-solving skills and enables us to better understand and meet the needs of our customers and the market in an increasingly complex world. By embracing diversity, we strengthen our competitiveness and create a working environment in which everyone truly feels included and valued. This forms the basis for our joint growth at Hälssen & Lyon.

SUSTAINABLE INCLUSION: OUR PATH TO JOINT GROWTH

Sustainable inclusion is an ongoing process that requires active shaping. It involves providing all employees with the opportunity to fulfil their potential and contribute without facing barriers or prejudice.

Hälssen & Lyon complies with all national and international legal requirements that promote equality and non-discrimination. These include the General Equal Treatment Act (AGG) and other relevant labour and social laws, in particular. They ensure that we offer a fair and equitable working environment. These legal frameworks form the indispensable basis for our commitment.

However, our efforts go far beyond the minimum legal requirements. For us, long-term commitment means integrating inclusion deeply into our corporate culture, our processes and our daily collaboration. To ensure this and realise our vision, we rely on clearly defined strategic pillars that serve as guidelines for our ongoing measures. Only in this way can we ensure that diversity is not only present, but also truly lived and contributes to our shared success.

OUR STRATEGIC PILLARS FOR DIVERSITY, EQUALITY AND INCLUSION

To realise our vision of an inclusive corporate culture that offers equal opportunities, we are building on the following strategic pillars:

1. LEADERSHIP AND RESPONSIBILITY

To ensure that diversity and inclusion are firmly embedded in our organisation and do not remain marginal issues, senior management actively embodies these values and regards them as central pillars of our actions. Our managers pass these values on to their teams, take responsibility for their implementation, and play an important role in continuously raising awareness of the issue.

2. INCLUSIVE CORPORATE CULTURE AND BELONGING

We establish a culture of belonging by creating a work environment where everyone feels welcome, safe, respected and empowered to fully contribute their unique perspectives and talents. This includes open communication, psychological safety and promoting a sense of togetherness that sees differences as strengths.

3. EQUAL OPPORTUNITIES PROCESSES AND DEVELOPMENT

To ensure equal opportunities and fair treatment for all employees throughout their employment cycle, we design and review our HR processes in a transparent and non-discriminatory manner. This includes everything from recruitment and remuneration to career development. At the same time, we support the personal and professional development of each individual.

4. COMPETENCE DEVELOPMENT AND AWARENESS

To impart the knowledge and skills necessary for actively shaping an inclusive culture and combatting discrimination, we at Hälssen & Lyon implement intensive internal communication strategies and deliver targeted training courses.

5. MEASUREMENT AND COMMUNICATION

We set clear goals and key performance indicators to track our progress and evaluate the effectiveness of our efforts. We communicate the results transparently and actively maintain an open dialogue about successes and challenges.

OUTLOOK – A CONTINUOUS JOURNEY

The development of this policy is an important milestone on our journey to becoming an even more diverse and inclusive company. We already embrace diversity in many ways: with employees from 32 countries and impressive generational diversity, Hälssen & Lyon reflects the globalised world. A core element of our corporate culture is our family-friendly approach, which enables us to respond to the specific needs of our employees at different stages in their lives. We also offer flexible working models that benefit all employees and help them to achieve an optimal work-life balance.

We are now focusing more and more on making the working environment even more inclusive in all areas, and on raising awareness of the value of diversity and inclusion, both internally and externally. This includes taking concrete steps to promote diversity in management positions, ensuring transparent salary groups, and providing comprehensive training opportunities for all employees. Additionally, we will create more opportunities for collaboration and initiatives, such as setting up working groups. This will help us to actively integrate this policy into our everyday work and embrace it together. Any violation of the principles enshrined in this policy, or any instance of discrimination, will be consistently punished within our company. All employees can report such incidents via our whistleblower portal (www.haelssen-lyon.com/contact/whistleblower-portal), which enables confidential and secure communication.

Everyone is invited to help shape this path actively. Bringing in diverse perspectives, openly addressing challenges, and working together to create an inclusive environment are all crucial to this process. Only by working together can we grow through diversity and inclusion, for the mutual success of Hälssen & Lyon and the creation of a sustainable corporate culture.



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