As a company, we live and work today in a way that protects the future.
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If many people take many small steps, they can achieve great things.

1. Corporate Social Responsibility – an Introduction

1.1 Definition of Corporate Social Responsibility

Every individual and every institution of a society bears responsibility for ensuring a sustainable approach to its environment in economic, ecological and social terms — this includes companies. CSR activities have become an integral part of every company.

Assuming social responsibility can be shown in different ways. There are four types of CSR. These are:

1. environmental sustainability initiatives,
2. direct philanthropic donations,
3. ethical business practices, and a
4. focus on economic responsibility.

As part of corporate social responsibility (CSR), companies make a voluntary contribution in these areas and thus assume social responsibility beyond their legal obligations.

1.2 OTRS Group’s CSR Mission

It is also important for the OTRS Group to make such a contribution and to take responsibility for our role in society. A „CSR team“ has been set up for this purpose. This team supports our employees in various ways as they implement CSR activities.

The aim of our joint commitment is to make a sustainable contribution to society and the environment, and OTRS Group is committed to the four types of corporate social responsibility areas mentioned above.

Support for social institutions such as animal shelters, hospices, etc. remains a cornerstone of OTRS Group’s CSR mentality. These certainly strengthen the team spirit and OTRS Group as an employer brand.

However, the OTRS Group’s CSR mission mainly focuses on initiatives related to ecological sustainability in order to set clear standards for the preservation of the habitat into the future, whether for humans or animals.

Together we want to make the world a better place!
2. Implementation of a Global CSR Strategy

2.1 The Long-Term Plan

- First, activities will be selected which will be implemented in OTRS Oberursel and OTRS Straubing.
- Second, local small- to mid-sized business partnerships will be sought in order to achieve greater capacity with regard to monetary and personnel resources.
- Third, the actions will be adapted globally and the objectives transferred to the subsidiaries.
- Fourth and finally, partnership opportunities will again be sought at the locations of each subsidiary in order to roll out the projects on a greater scale and more sustainably.

2.2 Implementation of CSR Initiatives

As described in point three below, employees will have two working days per year to spend on environmental and social activities.

2.3 Evaluation

The following are crucial for the successful implementation and long-term continuation of our ideas:

- **Feasible and realistic goals**
  Too ambitious or unrealistic objectives, which make our everyday life difficult, are not our goal. Starting with smaller measures that can be easily implemented and permanently integrated means that the probability of success is higher, as is the willingness of the individual to participate in the long term.

- **Satisfaction of employees with planned activities and actions**
  The planned activities must always guarantee the satisfaction of the participants. This may be through having the opportunity to participate, which reinforces that we are part of a team (We have a sense of togetherness.), or through the activity itself, which provides emotional and/or physical well-being (I actively contribute something.).

- **Visible Results**
  Not every activity will offer an immediately visible result, but we want to make sure to visualize the results of our efforts whenever possible. For example, perhaps we can measure reductions in CO2 emissions or something similar.

2.4 Participation of Other Organizations

It is also worth considering the importance of other organizations that have already taken significant steps with regard to environmental protections so that we can benefit from their experiences and learn how to contribute to these — both as a company and as a private individual.

Examples:
https://www.entrepreneurs4future.de/
https://allianz-entwicklung-klima.de/
https://klima-kollekte.de/
https://www.climatepartner.com/de
3. Frequently Asked Questions About CSR Activities

3.1 Who Can Participate?

Anyone who is permanently employed by OTRS Group can participate in environmental and social activities within the time frame set.

3.2 How does the agreement within the OTRS teams work?

Yes, participation in environmental and social projects must take place in consultation with the team lead. An oral agreement is sufficient.

3.3 How can ideas of OTRS employees be implemented?

The OTRS Group supports projects in which OTRS Group teams spend their time working with non-profit organizations/projects. It can be decided on a case-by-case basis whether employees can also become socially and/or ecologically involved individually (e.g. in subsidiaries or permanently from the home office) during working hours. Every employee is called upon to develop or submit his or her own ideas.

3.4 Which Projects Are Eligible/Which Are Not?

In principle, the OTRS Group would like to make a contribution primarily to ecological sustainability issues and to support socially disadvantaged groups (people and animals). We always try to support projects with an objective background that are not religiously or politically motivated nor which serve individual interests.
4. Getting an Event Off the Ground – To Dos

We recommend the following procedure to start a CSR campaign:

1. Find an idea and make initial contact with a possible organization. Clarify whether a CSR deployment would be possible in general and which activities could be undertaken.

2. In the event of positive feedback from the non-profit organization, obtain approval from the CSR team (csr@otrs.com), stating the costs to be incurred and the type of activity.

3. After approval by the CSR team, discuss concrete details with the organization, such as date, specific activities to be performed, and number of people required for the activity.

4. Email OTRS employees to ask for participation in the campaign and clarify the number of participants (Saskia Stähle-Thamm or Sabrina Seubert from the marketing team will also be happy to do this.).

5. Forward the number of participants to the organization.

6. Clarify logistics, such as directions, participation requirements, or consent forms for photos. Communicate this information to volunteers.

7. Please take photos of the event, taking into account the consent of the persons photographed.

8. After the event, write blog articles or provide input for blog articles. Send articles and photos to csr@otrs.com.

As a follow-up to the project, the CSR team looks forward to receiving feedback about the event. The link to the blog post about the respective event may be shared via the social channels.
5. General Information

5.1 Test Phase in Germany

The commitment to ecological and social projects can be started immediately. 2019 will serve as a pilot phase. The guidelines will then be adapted on the basis of our experience/time frame, etc., if necessary. A roll-out to the subsidiaries is planned for next year once the processes have proven themselves in the AG. Of course, the subsidiaries can also participate now after consulting the CSR team.

5.2 Do We Make Our Commitment Public?

Yes, with our CSR campaigns we also want to support PR, social media and marketing. Participants should therefore be prepared for photos to be taken during the event, which can then be published on the blog, website and/or in the press.
Contact
CSR team:
csr@otrs.com