



LINDT & SPRÜNGLI

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# SUSTAINABILITY AND RESPONSIBILITY

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10 FACTS



## FOREWORD

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Dear reader,

At Lindt & Sprüngli we are firmly convinced that acting in a sustainable and socially responsible way is crucial to a company's long-term success. That is why we are committed to high quality and sustainability along the value chain, from sourcing the best raw materials through every single step of the production process and ending at the enjoyment of our premium chocolate. The fair treatment of our partners and consumers is just as important to us as careful management of the environment and natural resources.

Because we have control of the entire production process from the selection of the finest cocoa beans to the finished product, we can guarantee top quality and be fully committed to sustainability. We are convinced that perfect enjoyment only arises when outstanding quality and a responsible use of human and natural resources go hand in hand.

Despite the complexity of these issues, we have achieved a great deal in recent years – but we know there is still a lot to do. That's why we strive to do better and better in making our contribution to a sustainable future. That way, our consumers can carry on enjoying Lindt & Sprüngli premium chocolate with confidence for many years to come.



**Ernst Tanner**

Chairman and Chief Executive Officer

## OUR PROMISE

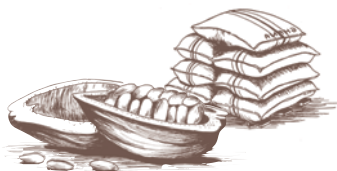
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At Lindt & Sprüngli we are proud of our high-quality premium chocolate. But our vision goes beyond producing the very finest chocolate. We want our high production standards to be matched by equally high ethical and sustainability standards. This is part of the “Lindt & Sprüngli Promise”: all products leaving our factories live up to our commitment to sustainable behavior along the value chain.

Lindt & Sprüngli controls the making of its chocolate from the selection of ingredients through production to distribution and sale. Because we control the entire production process, we can continuously improve sustainability along the entire value chain.

### SUSTAINABLE SOURCING

To guarantee the sustainable and long-term supply of key resources, Lindt & Sprüngli is committed to establishing traceability of the ingredients and to long-term partnerships with suppliers. Traceability is the key to sustainable sourcing and an important step towards improving the social and environmental conditions at the level of suppliers.



### THE LINDT & SPRÜNGLI ENGAGEMENT

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1

#### COCOA FARMING IN GHANA

Lindt & Sprüngli is actively engaged in a sustainable cocoa production. More specifically, this means better farming practices and living conditions for cocoa farmers in the Lindt & Sprüngli Farming Program. — *Page 2*



2

#### FINE FLAVOR COCOA VARIETIES

Because of its unique taste, Lindt & Sprüngli uses a very high proportion of fine flavor cocoa. To safeguard supplies for the long term, we support research projects aiming at preserving and fostering distribution of fine flavor cocoa varieties. — *Page 5*

3

#### SOURCING

Sustainability begins with sourcing. Our ingredients and packaging materials not only satisfy the highest quality requirements but also meet ethical and ecological standards. — *Page 6*

## SUSTAINABLE PRODUCTION

Lindt & Sprüngli premium products require high-quality materials, committed employees and respect for the environment. This is why, both as an employer and as a member of society, we strive to make our corporate activities environmentally sustainable and ethically, legally, and socially responsible.



### 4 WATER, ENERGY, AND CO<sub>2</sub>

Chocolate production uses essential resources such as water and energy, and releases greenhouse gases. To reduce the environmental impact and consumption of resources, Lindt & Sprüngli pursues clear objectives. — *Page 8*

### 5 WORKING ENVIRONMENT

Satisfied and committed employees are a crucial factor in the success of Lindt & Sprüngli. To make sure it stays that way, Lindt & Sprüngli provides an attractive working environment. — *Page 11*

### 6 HEALTH AND SAFETY IN THE WORKPLACE

The health of our employees is key to their performance. We consistently follow systems and programs to reduce the risks relating to health and safety in the workplace. — *Page 12*

### 7 CORPORATE CITIZENSHIP

Lindt & Sprüngli goes beyond the requirements of its actual business activities in its efforts to counter social problems, particularly in the company's local community. — *Page 14*

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## SUSTAINABLE CONSUMPTION

Lindt & Sprüngli has a responsibility toward its customers and consumers. Stringent quality controls ensure that our products meet the highest standards – from the raw materials to delivery of the products to the customer.



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### 8 QUALITY

High quality and food safety are not only important to our business, but also to our customers and consumers. That's why we are determined to be the market leader when it comes to quality. — *Page 16*

### 9 CUSTOMER SATISFACTION

The satisfaction of our customers and consumers is essential to our corporate success. We are constantly analyzing their needs, and we incorporate the findings in our premium products. — *Page 19*

### 10 COMMUNICATION

Transparent communication is essential. That is why we take the greatest care to ensure that all our customer information and product labeling meet the industry standards. — *Page 21*

# 1

## Cocoa farming in Ghana

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**In West Africa, cocoa is often grown in difficult conditions. To counter these challenges, Lindt & Sprüngli is engaged in a sustainable cocoa production. More specifically, this means better farming practices and living conditions for cocoa farmers.**

The challenges in cocoa farming are complex. Small cultivation areas and low productivity squeeze farmers' incomes and can lead to a risk of child labor. To increase yields and therefore also farming families' incomes, Lindt & Sprüngli has been working closely with farmers in Ghana for years. That is where we source our West African cocoa beans from.

We developed the Lindt & Sprüngli Farming Program to improve living conditions in the villages. The key to this is traceability of the cocoa beans. We know exactly from which village each bag of cocoa comes from. Furthermore, we pay a special premium for every ton of cocoa beans that we source from Ghana. This enables projects to be implemented locally such as building new boreholes for clean drinking water. Training for farmers gives them access to professional agricultural expertise. Providing new cocoa seedlings leads to higher crop yields.

This visible progress has encouraged us to extend the Lindt & Sprüngli Farming Program, from Madagascar through Latin America to the Caribbean. By 2020, we will also have the entire cocoa supply chain externally verified.

→ The Lindt & Sprüngli Farming Program in Ghana helps farmers to continuously improve their farming practices. Training courses on cocoa plantations encourage group cohesion and teach valuable know-how.









# 2

## Fine flavor cocoa varieties

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The most important ingredient for Lindt & Sprüngli are the cocoa beans. Because of its unique attributes, we use an exceptionally high proportion of fine flavor cocoa. It is therefore in our interest to preserve these varieties. Our commitment to promoting cocoa diversity benefits not only the consumers but also cocoa farmers and the environment.

Plant diversity is at risk worldwide – and the number of cocoa varieties that are cultivated has declined in recent decades. Diversity plays a major role in the survival, disease resistance, and adaptability of plant species. To safeguard the long-term supply of fine flavor cocoa beans, Lindt & Sprüngli supports research into different cocoa varieties and fosters the increased availability of high-yielding fine flavor cocoa trees.

Research into fine flavor cocoa varieties helps to protect long-term cocoa supplies and preserve the diversity of cocoa beans and flavors – for the tastiest possible chocolate. Researchers are developing mechanisms for fostering traditional varieties and improving bean quality by specifically nurturing particularly high-yield and disease-resistant varieties.

As well as playing a role in quality assurance in the interest of customers and consumers, projects like these also benefit biodiversity – and guarantee higher crop yields for cocoa farmers.

← Good and productive fine flavor cocoa varieties are a rarity. That is why, especially in Latin America, we are encouraging the planting of new varieties of fine flavor cocoa trees.

# 3

## Sourcing

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Sustainability begins with sourcing. In order to maintain the high quality of our cocoa beans, nuts, sugar, and milk, we must know where the ingredients come from and who produces them. This means not only that the ingredients satisfy the highest quality requirements but also that we can help to improve ethical and ecological standards.

Our commitment to sustainability extends beyond cocoa to the other ingredients and packaging materials. With this in mind, it is a high priority for our production sites to maintain long-term relationships with suppliers. After all, our suppliers make an important contribution to local value creation, as well as to the quality and sustainability of our products.

We buy packaging materials, milk, and sugar close to production sites wherever possible. By doing so, we not only support the local economy, but also cut down transport costs and emissions.

We buy our almonds from California, and our hazelnuts from Italy and Turkey. Where necessary, we work with the suppliers on sustainability programs. For example, to counter the problem of migrant workers or child labor being used to harvest hazelnuts in Turkey, we support farmers by introducing targeted training and on-site inspections. For palm oil, too, which we use in small quantities for certain fillings, we insist on sustainable cultivation. From/since the end of 2015, all our palm oil supplies will be certified under the guidelines of the Roundtable on Sustainable Palm Oil (RSPO “segregated”).

→ The quality of the ingredients is vital for our premium chocolate. That is why we rely on long-term relationships with local milk suppliers at all our production sites.





# 4

## Water, energy, and CO<sub>2</sub>

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**Chocolate production uses essential resources such as water and energy, and releases greenhouse gases. To reduce the environmental impact and consumption of resources, Lindt & Sprüngli pursues clear objectives.**

Climate change is continuing apace, and the energy turnaround is the order of the day. Industrial companies like Lindt & Sprüngli are required to decrease their water consumption, increase their energy efficiency, and reduce greenhouse gas emissions.

Our commitment starts with the raw materials. Whenever possible, we buy close to our production facilities in Europe and the USA in order to keep transport costs down and pollutant levels low.

Once the high-quality raw materials reach Lindt & Sprüngli, we work continuously to reduce the water and energy consumption and CO<sub>2</sub> emissions of our production processes. We achieve this through various measures such as the use of energy-efficient and water-saving machinery, solar panels for generating power, LED lamps, and district heating systems for heat recovery and power generation.

→ Efficient heat recovery processes can allow waste heat to be used in production and for office heating, which reduces our CO<sub>2</sub> emissions. Good insulation also helps to keep energy losses at a very low level, which again helps the environment and supports sustainability.









# 5

## Working environment

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Without the hard work of our employees, our excellent chocolate would not exist. Satisfied, multitasked, and passionate employees are a crucial factor in the success of Lindt & Sprüngli. To keep it that way, Lindt & Sprüngli provides an attractive working environment.

Take our Master Chocolatiers, for example: their great expertise, creativity, first-class sense of taste, and knowledge of all the sophistication and finesse of cocoa processing make them essential to our success. The same applies to all other employees. Their many years of experience in product development, procurement, production, quality control, and the marketing of premium chocolate constitute our core expertise and the secret of our success.

To make sure it stays that way, we invest a lot in making the working environment as attractive as possible. Our high quality has a great deal to do with our values. Quality and professionalism, innovation and training, performance and health all go hand in hand.

So that we can continue to adapt the working environment to the changing needs of our employees, we regularly ask them for their opinions at all our sites. The feedback shows that our employee programs are bearing fruit, and that we are on the right track to carry on improving our level of excellence in this regard, too.

← Group-wide workshops and training sessions encourage the constant sharing of knowledge between teams and subsidiaries.

# 6

## Health and safety in the workplace

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**Working at any production-based industrial company involves the risk of accidents and injuries. That is why, for Lindt & Sprüngli, being a responsible producer also means that the safety of our employees is our top priority.**

The health of our employees is, of course, of fundamental importance to us, but it is also key to their performance and so to our corporate success. No task is so important and no order is so urgent that it cannot be performed safely. Our aim is to improve the well-being of our employees and thereby at the same time increase their performance and motivation.

Lindt & Sprüngli is committed to accident prevention and health promotion. Years ago, we introduced schemes focusing on this at all our production locations, and we have been constantly developing them ever since. These programs have gone on to become an integrated part of our corporate culture. Workplace safety has improved significantly as a result of regular safety training sessions.

As a responsible employer, we always try to show our employees ways in which they could improve their health. At the same time, we establish the atmosphere of safety and trust that is crucial to their well-being in the workplace.

→ We ensure that our employees are provided with a safe working environment. Employees who are trained in First Aid are always close at hand and ready to be called upon. They can be recognized for example by their red caps.



## 7

## Corporate Citizenship

**Lindt & Sprüngli supports voluntary social engagement. That is why we go beyond the requirements of our actual business activities in our efforts to counter social problems.**

We aim to contribute to local development and help solve social problems in our production countries, too, and not just along the supply chain.

Long-term investment plans show our commitment to our local production sites and to securing jobs. Furthermore, we actively support the communities in which we live and work. Our subsidiaries help local organizations, associations, and social institutions through numerous donations and other activities.

Of particular importance is the project partnership between Lindt & Sprüngli and the Roger Federer Foundation, which supports programs to help disadvantaged children in Switzerland.

In 2013, as part of our social commitment, we also set up two charitable foundations: the Lindt Cocoa Foundation and the Lindt Chocolate Competence Foundation. The first focuses on sustainability in the raw materials supply chain and the other on endorsing Switzerland as a chocolate-producing country, by supporting specialist knowledge and expertise around chocolate.

→ As part of a program sponsored by the Winter Aid children's charity in Switzerland, 22 children were invited to make chocolate with our brand ambassador Roger Federer.



# 8

## Quality

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**Strict compliance with quality and food safety standards is not only important to our business, but also to our customers and consumers. That's why we are determined always to be the market leader on quality.**

We have a big responsibility toward our consumers as well as our partners and employees. As the manufacturer of one of the best chocolate in the world, we are uncompromising in our commitment to quality and food safety. With this in mind, Lindt & Sprüngli selects only the best ingredients and packaging materials.

Through internal and external quality systems, an extensive network of specialists ensures that our products meet the highest standards – from the raw materials to delivery of the products to the customer. Only when we are confident that a finished product fulfils the promise of our high quality standards does it leave our production facility. We select the partners who store and sell Lindt & Sprüngli products carefully and work with them closely to ensure that our quality is maintained right through to the end consumer.

By always keeping our quality promise, we secure both the trust of our customers and consumers and the corporate success of Lindt & Sprüngli.

→ To guarantee top quality and the unmistakable flavor of the recipes, all raw materials are tested in our in-house laboratories against the strictest specifications and quality standards before and after purchase.









## 9

Customer satisfaction

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The satisfaction of our customers and consumers is essential to our corporate success, now and in the future. To safeguard this, we are constantly analyzing their needs and expectations, and we incorporate the findings into our premium products.

Only by knowing and understanding the requirements of consumers and the market can a company develop products that fully meet their expectations. This comprehensive understanding forms the basis for the development of new, innovative products and services in the premium quality, high-value chocolate segment.

To find out whether we are living up to the demanding “Lindt & Sprüngli Promise” on a daily basis in the market, we consult our consumers regularly. Through product tests and the Customer Care service, we are constantly in touch with the people for whom we strive to provide the ultimate taste experience pleasure, and whose feedback enables us to keep on making our chocolate that little bit better.

Our consumers can also engage face-to-face with our employees at our own shops and cafés. New social media platforms allow us to interact directly with our chocolate lovers. Sustainability issues are becoming more and more important to our consumers. We carefully investigate and respond promptly to every enquiry, complaint, and compliment.

← The satisfaction of our consumers is our top priority. At our own stores, we really spoil chocolate lovers!



# 10

## Communication

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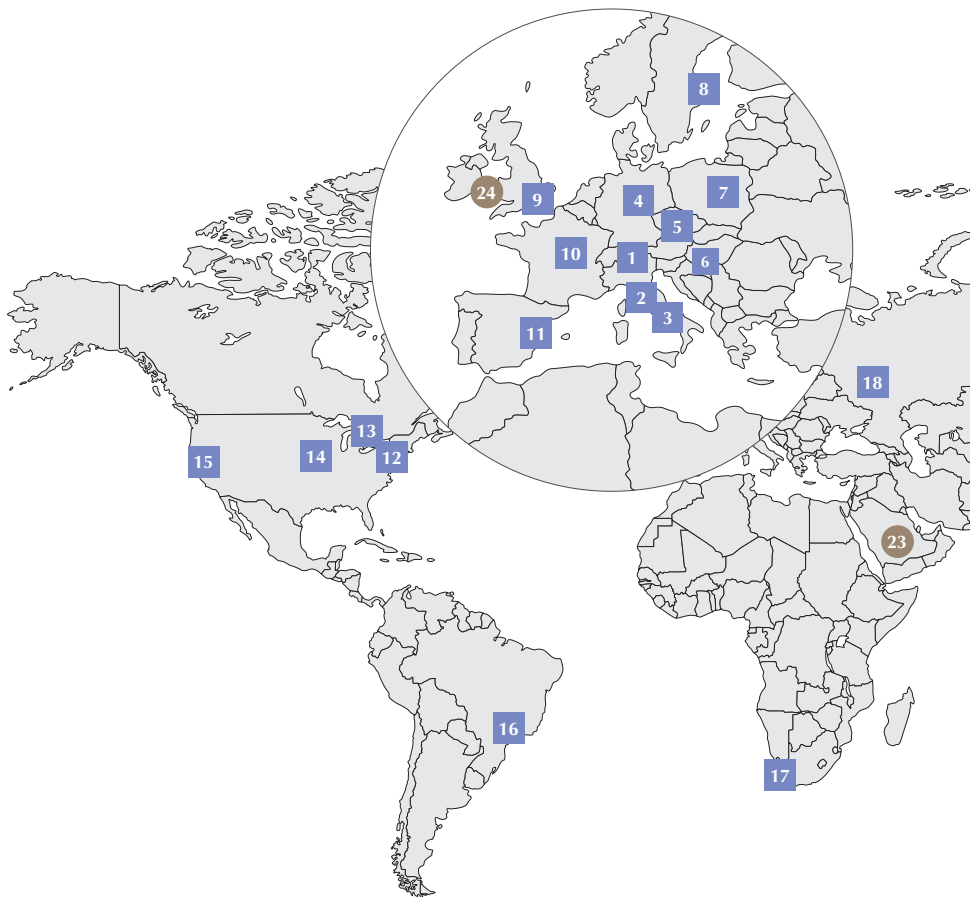
Actively sharing information with our stakeholders such as consumers, suppliers, NGOs, and the general public is a significant part of our corporate culture. In this way, important social, political, and environmental issues can be recognized and incorporated into our business activities.

We make every effort to provide open and truthful information about anything that happens at our company that is relevant to the general public. Through personal interaction with consumers, the media, and investors, we address their concerns and strengthen their confidence in our company.

When buying our chocolate, consumers take note not only of the taste but also of the cocoa content and the composition of the ingredients. All our consumer information and product labeling meets the industry standards, and it goes without saying that we declare all the ingredients used in our chocolate.

Part of establishing and maintaining trust includes transparent communication about our sustainability activities, which are briefly summarized in this brochure. More detailed information is available on the Internet ([www.lindt-spruengli.com/sustainability](http://www.lindt-spruengli.com/sustainability)).

← Clear statements on our packaging make for transparent communication. This enables consumers to find detailed information that meets their needs.





## PRODUCTION, MARKETING, AND SALES

- 1 Kilchberg, Switzerland
- 2 Induno Olona, Italy
- 3 Luserna San Giovanni, Italy
- 4 Aachen, Germany
- 5 Prague, Czech Republic
- 6 Vienna, Austria
- 7 Warsaw, Poland
- 8 Stockholm, Sweden
- 9 London, UK
- 10 Paris, France
- 11 Barcelona, Spain
- 12 Stratham, USA
- 13 Toronto, Canada
- 14 Kansas City, USA
- 15 San Leandro, USA
- 16 São Paulo, Brazil
- 17 Cape Town, South Africa
- 18 Moscow, Russia
- 19 Hong Kong, China
- 20 Shanghai, China
- 21 Tokyo, Japan
- 22 Sydney, Australia

## REGIONAL REPRESENTATION

- 23 Dubai, UAE
- 24 Dublin, Ireland

As the global leader in the premium chocolate sector, Lindt & Sprüngli looks back on a long standing tradition of 170 years which takes its origins in Zurich, Switzerland. Quality chocolate from Lindt & Sprüngli is distributed via own subsidiary companies and representative offices as well as countless independent distributors around the globe. The sustainability practices of the company Russell Stover Candies, Inc., acquired in 2014, will be adapted stepwise to the standards of the Lindt & Sprüngli Group.



You can find out more  
about sustainability at Lindt & Sprüngli here  
[www.lindt-spruengli.com/sustainability](http://www.lindt-spruengli.com/sustainability)

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