



WE'RE A
TOP 5
GREAT PLACE
TO WORK!

Great
Place
To
Work®

Best Workplaces™

Large Category

UK

No.
4

2019






A WARM WELCOME From the Leadership Team

We are a purpose and values driven organisation and as such place immense focus on the employee experience; enabling you to be the best you can be through creating a culture of support, learning and purposeful performance.





We're a high growth business, achieving category-leading double digit growth for the last 10 years. We believe that these business results are only achieved as a result of individual growth and development. We therefore work incredibly hard to create an environment where our employees can learn, develop and grow and ultimately be at their best.

We feel so proud of our Number 4 ranking and hope you do too.

Here's to another brilliant year.



We have been recognised as a **Top 5** great place to work and are now ranking at **position 4!** An outstanding achievement and one that we should all be really proud of. In addition to that, we have also been recategorised from a Medium business (0-250 people) to a Large business (251-1000 people), which further adds weight to our incredible achievement.

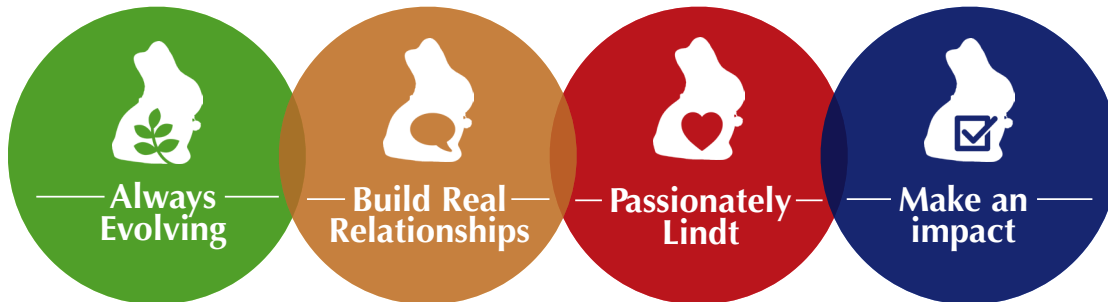


"As a Leadership Team, we are so proud of our achievements this year."

OUR VALUES

How we do things at Lindt

Our success depends entirely on the quality of the decisions we all make and the way in which we work together. Our values of Passionately Lindt, Build Real Relationships, Make an Impact and Always Evolving, capture how we work at Lindt when we are at our best. They anchor us in making good choices and support our ambitions for growth, supporting us professionally and personally as our business continues to evolve.



"Having a Company purpose of making people feel special touches all parts of the business."

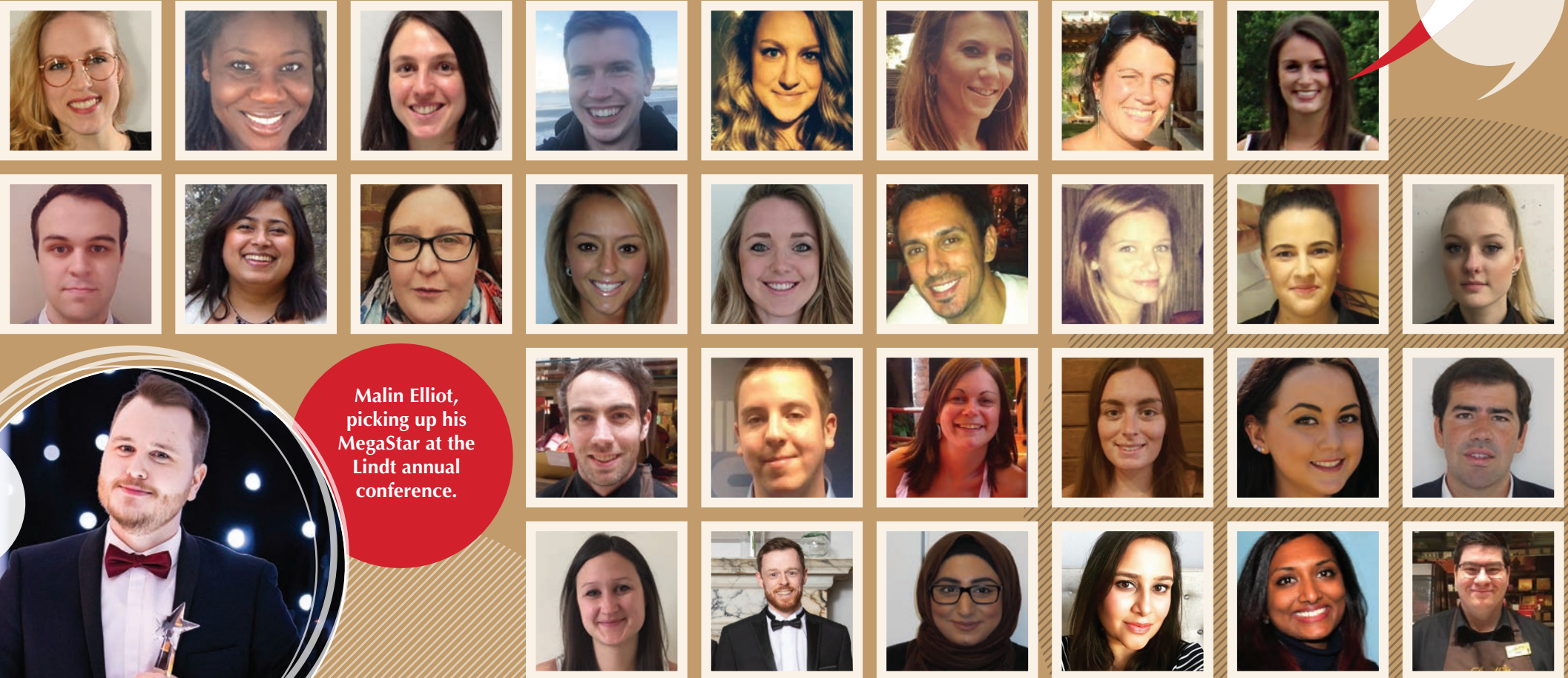
"Our values really are part of the fabric of our organisation. They're a fundamental part of our recognition scheme, the Star Awards, which celebrates our values being lived at Lindt UK."



STAR AWARDS

Our business is full of shining stars – people who make a positive impact on our business every day. The Star Awards recognises those incredible people and the unique approach to this recognition scheme, means that all employees are empowered to recognise a colleague whenever they like with a You Star award or even a RockStar award and a £25 voucher. Those colleagues can then be put through to our quarterly ShootingStar stage and then even win our annual Mega Star at the annual conference.

As we celebrate
1 year of the Star
Awards, we are proud
to have awarded 300
YouStars, 450 RockStars,
12 ShootingStars and
1 MegaStar!



Malin Elliot,
picking up his
MegaStar at the
Lindt annual
conference.

WE CELEBRATE OUR SUCCESS

Because you work hard throughout the year and contribute to our success, we want to show our appreciation in return. Our Purpose Groups operate throughout the year with the purpose of bringing inclusive, collaborative events and opportunities to you with the aim of rewarding your hard work and making you feel special. From Summer and Christmas events and parties, Christmas hampers for every employee plus our 'Days of Christmas' event throughout December.



Company Conference:

The Fit for the Future conference this year was like no other before it! Here we focussed on how we deliver our ambitions for 2020 through incredible immersive experience rooms, focussing on 4 of our strategic Game Plan pillars. Our annual company conference is an annual celebration of our success and a fabulous opportunity to let our hair down.



Summer Family Event:

As part of our commitment to making people feel special and as a thank you for all your hard work this year, Lindt UK held a summer event at the races where you were able to share a day of racing, live music and events with your families.



GPTW Celebrations

To celebrate our incredible achievement of reaching no. 4 in the GPTW Best Workplace ranking, we held a very special tea party at Head Office and the BDT team and Retail were treated to £10 Costa Vouchers to spend on their very own afternoon tea!



"This company truly lives its purpose of 'making people feel special'. Lindt has a unique and extraordinary culture."

WE MAKE PEOPLE FEEL SPECIAL

We believe that business results are only achieved as a result of individual growth and development. We therefore work incredibly hard to create an environment where our employees can learn, develop and grow and ultimately be at their best. We believe this growth culture feeds our business performance which in turn allows us to invest in our people; it's a mutual way of operating which underpins everything that we have achieved and ultimately makes people feel special.

The Purpose Groups are set up to support this ambition and supports our unique culture through creating the environment in which our people feel special, enabling them to thrive and be at their best as individuals and as a team.

Our Community

Our Community focusses on volunteering and charitable fundraising. We encourage all employees to take two days a year to support a volunteering project and our ambition for fundraising is to raise £25k per year for the NSPCC. This year we're involved in the Thames Path Challenge, the Three Peaks Challenge, the Royal Parks Half Marathon plus lots of extra fundraising events are planned for the rest of the year.



"The purpose groups make a massive difference in enabling everyone to feel special."



Ourselfs

This is all about creating an environment where we can live our purpose, ensuring we remain a great place to work and celebrating hard work throughout the year. This includes a family day at the races across three locations in the UK and Ireland as well as a Christmas Party, Gold Bunny Hunts and Christmas Ice-Skating, 'Days of Christmas' throughout December, seasonal Chocolate drops and Christmas Hampers for all employees.

"The Social events are always fun and there are plenty of them too"



Our Planet

This new group focusses on creating a workplace we can be proud of, that thinks and acts sustainably for the benefit of our planet.



"There's an energy and vibrancy in the way people go about what they do, every day!"



WE'RE RESPONSIBLE

Our commitment to sustainability starts with a bean, a tree, and a farmer. In 2008, the Lindt Cocoa Farming Programme was created to foster sustainable behaviour along the entire value chain. Since 2016, Lindt uses 100% RSPO certified palm and palm kernel oil, helping protect the environment, local biodiversity, local communities and their land.

Lindt Cocoa Farm programme

Cocoa farmers, dairy farmers, vanilla pickers: These are just some of the partners who help the Maîtres Chocolatiers of LINDT to make outstanding chocolate. Everyone who is involved in the success of LINDT should be treated fairly. That is why we comply with high standards of ethics and sustainability in the procurement of our raw materials and in their processing into high-quality chocolate. We now source 100% traceable & verified cocoa beans from Ghana and in 2017 more than 60,448 farmers across Ghana, Ecuador, Madagascar and Papua New Guinea have signed up to the Lindt Cocoa Farm programme, offering training to farmers alongside investment in the farms themselves and nearby communities. By 2020, the entire global cocoa supply chain will be traceable and verified.



Gender Pay Gap

We continue to support new legislation which requires us to publish our gender pay gap information, aligning to our strongly held belief that we should all be treated equally and fairly. We work hard to provide the right environment for our employees to flourish and perform at their best, ensuring that everyone can take advantage of the opportunities to thrive.

Lindt UK Our Planet Purpose Group

This new group's objectives are focussed around being more sustainable in our place of work (office, stores, travel); becoming more ethical about the suppliers we work with, and understanding how we communicate and educate our consumers and our customers on sustainability.

WE LISTEN, WE SUPPORT

Helping you to thrive is the basis of our internal culture and we're proud to be able to offer a number of benefits, programmes and initiatives to help create the environment in which you can flourish.

Our Evolve ideas forum allows you to improve or shape the future direction of our business through sharing your great ideas. Our new online Q&A tool, is a way to have all those Burning Questions you have about the business answered by the Leadership Team every month. Submit your question online and read the answer in the monthly Digest.



Leadership Team focus groups

These focus group sessions held at Head Office from a cross-section of people, were intended to provide critical feedback to the Leadership Team to support their evolution as a recently formed team.

Fit for the Future sessions

The workshops act as interventions around key business development objectives the Leadership Team have identified. They focus on personal & team development to support future business growth.



"There is an incredible level of genuine support for each other at all levels in the organisation, like nothing I've experienced in other organisations."

"The balance between both mental and physical health is seen as equal and a big part of our working environment on a daily basis."

Mental Health Awareness

The Mental Wellbeing Team's purpose is to enable each individual to be at their best in all aspects of their lives. Our lunch time walk at Head Office is a great way to have an active break, fresh air and mix with colleagues.

Increase to Pension

Scheme contribution Lindt has increased its employer pension contribution. This is good news and is our way of supporting you and your financial wellbeing for the future.



"The Lindt Academy sets Lindt apart from other companies – it shows there is a deep rooted connection between the organization and employee wellbeing."

OUR LEARNING AND DEVELOPMENT

Our learning offer at Lindt is designed to create a learning culture, where we all take ownership for our development. We approach it via our 70/20/10 learning model on the premise that 70% of your learning is based on Experience; 20 is based on Learning through others and 10 is based on Education via courses and classroom.

Learning Fest

Our 8-week shared learning that has been focused on the 10 Education and the 20 Learning through others. Offering a blend of talks, video, books, articles, team events and bite size sessions it has truly made learning accessible for all.

"The learning approach has made a huge impact on how we approach the what and the how."

Learning for All

This area is made up of induction, Lindt Academy and open learning events, and is accessible to all.

Line Manager Essential Programme

This programme was launched in 2019 to reinforce our learning culture and invest in our people managers, equipping them to lead their teams to be at their best.

Functional Training

For example, our Sales force went through the GAP Partnership negotiation training.

"I loved the variety of content and how there was something there that could appeal to everyone. It felt very relevant to the way people work these days."





"The people at Lindt make it as special as it is, from a friendly and welcoming perspective."



"This truly is an amazing company to work for, where our brand values and people consistently remain at the heart of everything – it's a joy to come to work everyday!"

THANK YOU

We hope you enjoyed looking back at just some of the amazing things we've achieved this year at Lindt. Together we've built a successful business and a vibrant culture, making Lindt a Great Place to Work.

Our ambition to be an industry-leading place to work is genuine and ongoing and something we never take for granted or get complacent about. Receiving the external accreditation – especially no. 4 position – is the icing on the cake for us, it gives us all a huge sense of pride in being recognised so widely and helps us retain and attract the right talent.

A huge thank you to you all for all your hard work and dedication to continually evolving and making Lindt UK such a great place to work.

"The strongest company I've been a part of when it comes to cross-functional collaboration. A real feeling of one team, one goal."



"People can be themselves and make a difference."



"Lindt really goes the extra mile to make their staff feel special and important to the business."



WE'RE PROUD OF OUR SUCCESS...

94%

"I'm proud
to tell others
I work here."

93%

"Management
is competent
at running the
business."

90%

"Management has
a clear view of where
the organisation is
going and how
to get there."

88%

"Everyone
has an opportunity
to get special
recognition."

90%

"We have
unique and special
benefits here."

