



hemmersbach

GLOBAL SERVICE DELIVERY FOR THE IT INDUSTRY

Hemmersbach Holding GmbH

Sustainability Report 2025

[Hemmersbach.com](https://hemmersbach.com)

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Letter from our CEO

Hemmersbach is The Social Purpose IT Company, but what does that actually mean? For us, it's not just about reducing negative impacts; it's about making a positive difference. Recognizing the critical importance of sustainability, we've embedded it into our global company goals to ensure it receives the focus it deserves.

The year 2025 was a transformative one for Hemmersbach, marked by significant milestones and meaningful progress. We were proud to earn the Silver Medal from EcoVadis, a reflection of our dedication and sustained efforts.

Every step we take is driven by our passion for creating a better, more sustainable world — and we believe in shaping that future together.



A handwritten signature in blue ink, appearing to read 'Ralph Koczvara'.

Ralph Koczvara
CEO Hemmersbach

August 2026

About us (c1)

We are the leading global service provider for IT Hardware Manufacturers, Global System Integrators and Device as a Service Providers everywhere. With over **25 years of experience**, we specialise in Field Services and Device Lifecycle Services, empowering IT industry leaders to elevate their service offerings. We operate primarily in the B2B market, supporting IT Hardware Manufacturers, Global System Integrators and Device-as-a-Service providers through tailored global service solutions.

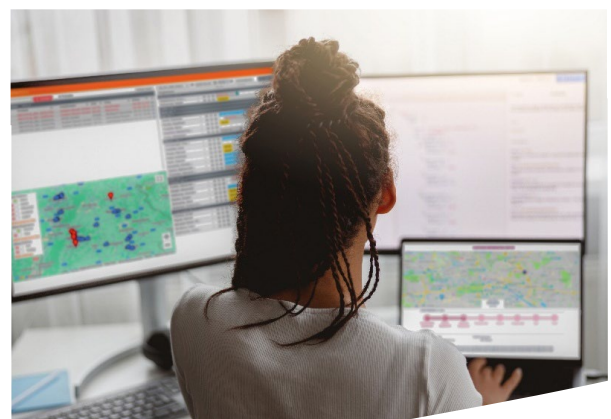
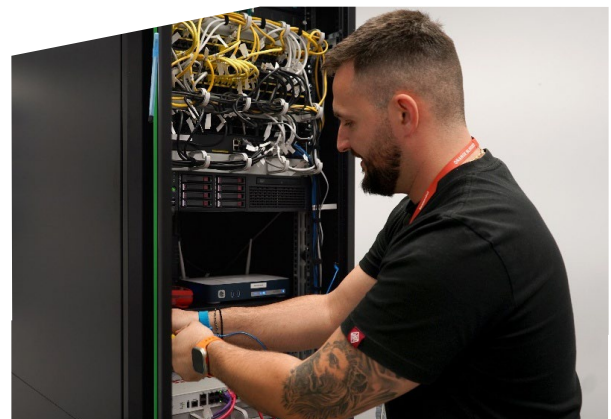
Our reach spans **190+ countries**, supported by more than **50 entities globally**, allowing us to provide consistent service standards no matter where our customer is located. Our services are delivered through a combination of directly managed operations, onsite technicians and authorized partner networks, enabling scalable and locally adapted service delivery worldwide.

As experts in process optimization and service delivery, we are uniquely positioned to transform and consolidate global field services for workplace and industrial computing and printing technology, server, storage and networking technology, point of sale and retail technology, robotic technologies and systems and access control and security technology.

By leveraging our deep expertise and global infrastructure, we enable the seamless management of IT devices across their entire lifecycle — maximizing device utility and reducing waste.

Our commitment to sustainability is integrated into every aspect of our operations. Through process optimization and lifecycle management, we help our clients reduce their environmental impact by extending the life of IT assets, minimizing unnecessary replacements, and supporting responsible recycling efforts.

Hemmersbach's global presence ensures efficient service delivery with minimal carbon footprint, as we remain close to our clients and their needs at all times. We also collaborate closely with suppliers, logistics providers, warehouse partners and recycling partners to support responsible and efficient service delivery across our global value chain.



Our services (c1)

Global Field Services

At Hemmersbach, our Global Field Services are designed to offer seamless, efficient support for IT infrastructure, ensuring minimal disruption to operations and maximizing productivity. Our team of mobile and onsite technicians provide comprehensive repair and maintenance services for critical IT infrastructure, including printers, laptops, and data center hardware.

In addition to our core repair services, we leverage innovative solutions to enhance the sustainability and efficiency of IT service management:

- Locker Systems, Self-Service Units, and Managed IT Bars provide 24/7 access to spare devices, promoting efficient resource use and reducing the need for immediate replacements.
- Process Automation minimizes manual intervention in ticketing and field service operations, lowering resource consumption and streamlining workflows.
- Mobile and Field Service Storage ensures rapid response times, improving service efficiency and reducing the environmental impact of prolonged downtime.

Through our global delivery network and process optimization approach, we help customers improve operational efficiency while supporting more sustainable IT operations.

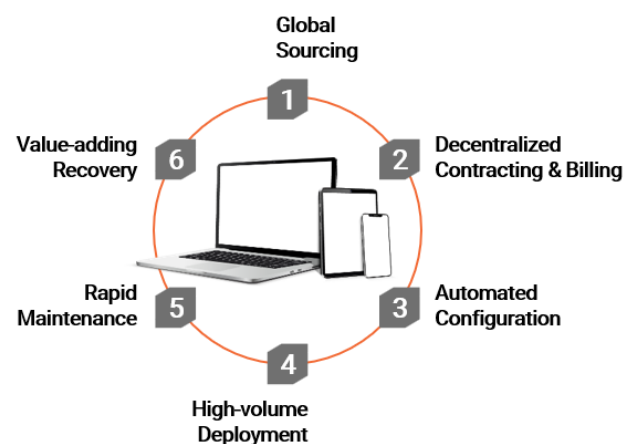
Global Device Lifecycle Services

Hemmersbach's Global Device Lifecycle Services provide a comprehensive, sustainable approach to managing the entire lifecycle of IT hardware.

Our flexible service model allows businesses to cover every stage — from sourcing and financing to recycling and remarketing — ensuring that devices are handled responsibly from start to finish.

Customers can customize their service offerings by selecting from our modular solutions, creating tailored subscription models that suit their unique needs.

This approach promotes both operational efficiency and sustainability by extending the life of IT hardware, reducing waste, and ensuring environmentally friendly recycling practices. Our lifecycle management approach contributes to circular economy principles by supporting repair, refurbishment, reuse and responsible end-of-life treatment of IT equipment.



How we report (B1)

The Hemmersbach Sustainability Report for 2025 has been prepared in accordance with the Voluntary Standard for Small and Medium Enterprises (VSME), a framework derived from the European Sustainability Reporting Standards (ESRS).

As Hemmersbach does not fall within the scope of mandatory reporting under the Corporate Sustainability Reporting Directive (CSRD), the adoption of the VSME standard represents a first step towards strengthening and further structuring our sustainability reporting. In addition, selected disclosures beyond the VSME requirements have been included to provide a more comprehensive and transparent overview of our sustainability performance.

We follow the voluntary standard from EFRAG which was revised in December 2024 and have chosen reporting combination B, which includes reporting on the Basic and the Comprehensive Module. The ESG report covers the reporting period 01.01.2025 – 31.12.2025.

The Sustainability Report has been prepared on a consolidated basis, covering Hemmersbach Holding GmbH and all its subsidiaries.

The current report has not omitted any disclosures that were deemed as classified or sensitive information.

Hemmersbach Holding GmbH

Legal form	GmbH – Private Limited Liability
NACE classification code	95,11,0 (Hemmersbach GmbH& Co. KG)
Balance Sheet	144.250.765,65 €
Turnover	320.946.963,87 €
Number of Employees (Headcount – End of reporting period)	5222
Country of primary operations	Nuremberg, Germany

Sustainability commitments & certifications (B1)



CDP (Carbon Disclosure Project)

Hemmersbach participates in CDP's environmental disclosure system and reports on climate-related data and progress. For our latest report, Hemmersbach achieved an overall B Score in the Climate Change Category.

WE SUPPORT



United Nations Global Compact (UNGC)

Hemmersbach supports the principles of the United Nations Global Compact, reinforcing commitments related to human rights, labour standards, environmental protection and anti-corruption.



SCIENCE BASED TARGETS

Science Based Targets initiative (SBTi)

Hemmersbach has approved near- and long-term science-based emissions reduction targets validated by the SBTi, including a net-zero target by 2050. The targets are aligned with climate science and the objectives of the Paris Agreement.



EcoVadis

Hemmersbach undergoes sustainability assessments through EcoVadis and has received recognition for its sustainability performance and continuous improvement efforts.

For the latest report, Hemmersbach achieved the Silver Medal placing us in our sector in the:

Overall Score: Top 5% of companies

Environment: Top 5% of companies

Labour & Human rights: Top 15% of companies

Sustainable Procurement: Top 3% of companies

Ethics: Top 4% of companies



ISO 14064-1: 2018

Hemmersbach applies the ISO 14064-1:2018 standard to quantify, monitor and report greenhouse gas (GHG) emissions across its global operations.

For our initial verification cycle, Hemmersbach's greenhouse gas emissions were externally verified for 21 countries in accordance with ISO 14064-1:2018, strengthening the reliability and credibility of the company's environmental reporting. The number of employees covered under the country scope is 88%. Hemmersbach is currently continuing the next verification cycle as part of its ongoing commitment to transparent climate reporting and continuous improvement.

Rest of our Certificates



ISO 9001:2015 Quality Management

Ensures consistent, high-quality service delivery through standardized processes and continuous improvement across Hemmersbach's global operations.



ISO 45001:2018 Health & Safety Management (HQ)

Protecting the wellbeing of colleagues by promoting safe workplaces and a strong health and safety culture.



ISO 14001:2015 Environmental Management (HQ)

Supports the systematic management of environmental impacts and reinforces Hemmersbach's commitment to reducing its environmental footprint.



ISO/IEC 27701:2019 Privacy Information Management

Enhances the protection of personal data and privacy rights through a structured privacy information management system.



ISO/IEC 27001:2022 Information Security

Provides a robust framework for protecting customer, employee and business information through effective information security controls.

Sustainability strategy (B2), (C2)

Sustainability is an integral part of Hemmersbach's business strategy and supports the company's mission to create long-term value for its customers, employees, partners, communities, and the environment. As a global provider of IT infrastructure services operating in more than 190 countries, Hemmersbach recognizes its responsibility to manage environmental, social and governance (ESG) impacts throughout its operations and value chain.

At Hemmersbach, sustainability is centrally embedded within the management of the company and is the responsibility of the Sustainability team as part of the Quality Management Department.

Our sustainability strategy is guided by the principle of combining business success with responsible corporate conduct. Through our Mission Zero program and broader ESG framework, we aim to reduce our environmental footprint, foster an inclusive and safe workplace, promote ethical business practices, and strengthen sustainability performance across our supply chain.

Responsibility for the implementation and oversight of the Company's sustainability-related policies, practices and initiatives rests with senior management. Sustainability activities are coordinated by the Sustainability Team and implemented in collaboration with relevant functional departments, with overall accountability residing with the Executive Management Team.

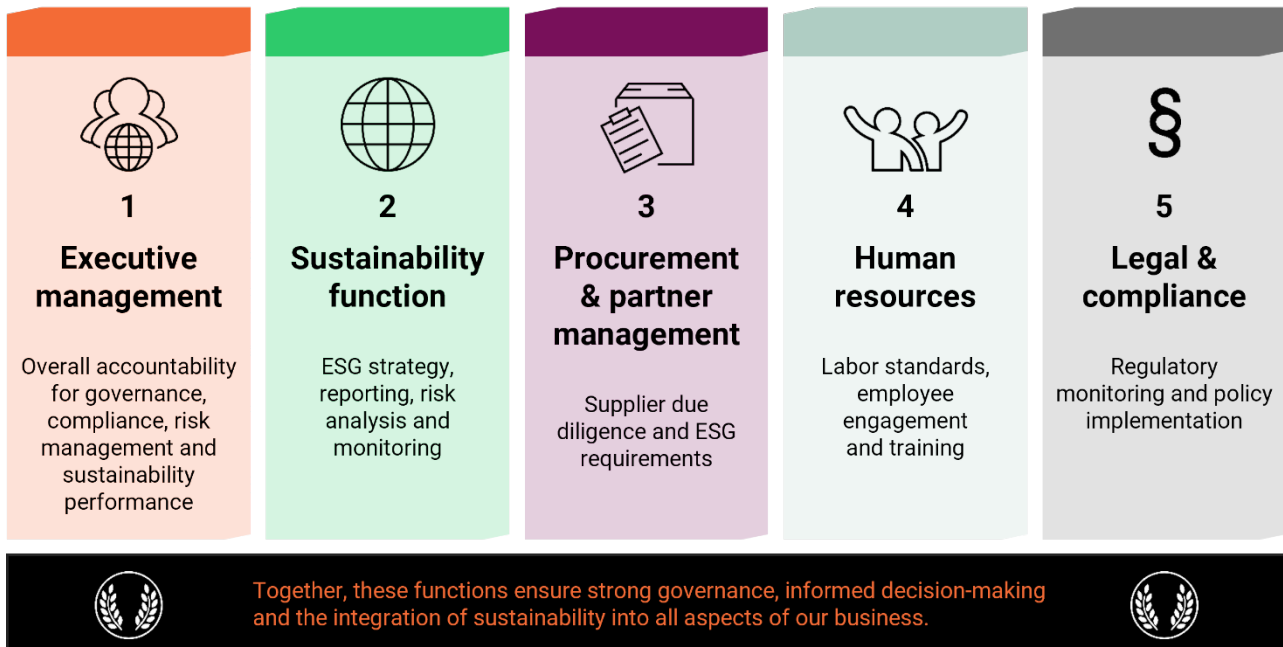
Through clear objectives, policies, performance indicators and continuous stakeholder engagement, Hemmersbach seeks to integrate sustainability into decision-making processes and contribute to long-term sustainable development.

The company will continue to enhance its sustainability management approach and expand ESG initiatives across its global operations while supporting the achievement of relevant United Nations Sustainable Development Goals (SDGs).



Key governance responsibilities

Defined roles. Clear accountability. Strong governance.



Hemmersbach has established a **governance framework** designed to ensure compliance with applicable laws and regulations while promoting ethical behaviour and accountability across all operations.

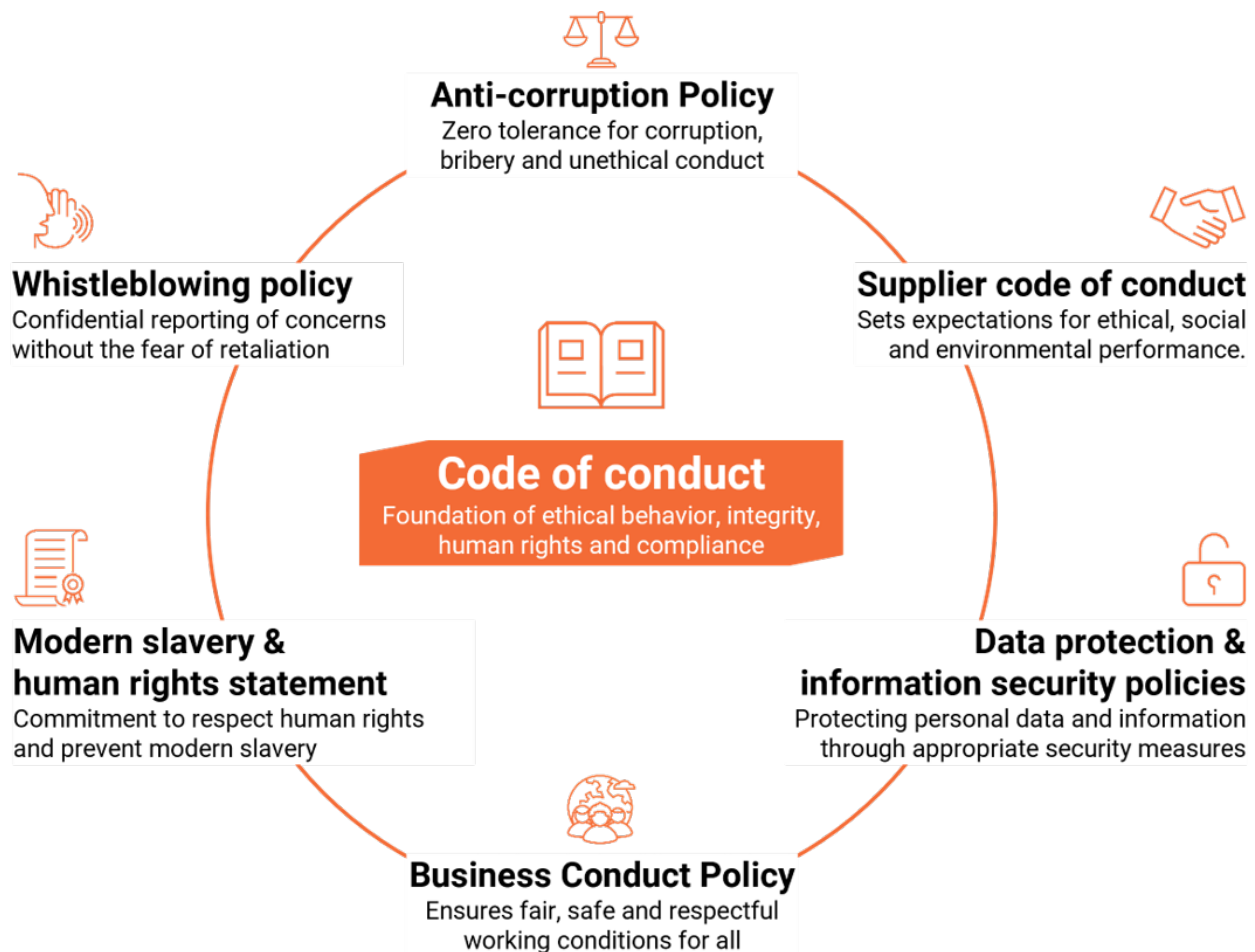
Ultimate responsibility for governance, including sustainability-related matters, lies with **Executive Management**. Sustainability considerations, including human rights, ethical business practices, and environmental impacts, are integrated into existing governance structures rather than managed separately.

The **Sustainability Team** coordinates ESG strategy, reporting, risk assessments, and policy development. Relevant governance and sustainability topics are communicated regularly to senior management to support oversight and informed decision-making.

Board oversight is supported through recurring monthly, quarterly, and annual reporting processes covering sustainability objectives, risks, performance, and compliance developments.

Hemmersbach maintains a structured risk management approach covering operational, sustainability, human rights, supply chain, logistics, and compliance risks.

Stakeholder engagement is conducted through regular interaction with employees, customers, suppliers, and business partners, supported by feedback mechanisms, internal communication channels, and public sustainability disclosures.



Hemmersbach has implemented a comprehensive set of **policies** and standards that define its commitment to ethical conduct, integrity, and respect for human rights.

These policies provide clear guidance to employees and business partners and form the basis for responsible decision-making. They are **communicated** internally to employees and, where relevant, externally to suppliers and partners.

Implementation



Communicated

Internally to employees and externally to relevant partners



Training & awareness

Supported by regular training and awareness programs



Internal controls

Reinforced through compliance processes and governance controls



Monitoring

Monitored through management oversight and reporting



Continuous improvement

Driving responsible decision-making and sustainable business conduct

Our Sustainability Strategy and our Sustainability policies are structured around three core pillars:

Environmental responsibility

- Reducing Greenhouse gas emissions across operations & the value chain
- Increasing energy efficiency & the use of renewable energy
- Promoting circular economy principles through device lifecycle services, refurbishment, repair & responsible end of life management



Social responsibility

- Providing safe, healthy & inclusive working conditions for employees
- Promoting diversity, equity & equal opportunities
- Investing in employee development, training & wellbeing
- Upholding human rights & responsible labor practices throughout the value chain



Responsible governance

- Maintaining high standards of business ethics, integrity & compliance
- Protecting information security & data privacy
- Strengthening sustainable procurement practices & supplier engagement
- Ensuring transparent governance structures & accountability mechanisms



Sustainability is an integral part of the Hemmersbach's business strategy and long-term vision. Through a combination of established practices, internal policies and ongoing initiatives, Hemmersbach seeks to create lasting value for its stakeholders while contributing to a more sustainable and responsible economy.

Our sustainability efforts focus on key environmental, social and governance priorities, including climate change, circular economy, own workforce, workers in the value chain and responsible business conduct. Across these areas, we promote responsible resource use, support a safe, inclusive and engaging workplace, foster sustainable partnerships throughout our value chain, and uphold high standards of ethics and integrity in our operations.

These practices and policies are embedded within our management processes and day-to-day activities. While they are currently intended for internal use and are not publicly available, they play an important role in guiding decision-making and driving continuous improvement across the organization.

To support our sustainability ambitions, we have established a range of measurable targets and objectives across the relevant sustainability topics. These targets provide a framework for monitoring progress, strengthening accountability and advancing our contribution to environmental stewardship, social responsibility and good governance.

Further information on these targets and related performance indicators is provided in the following sections of this report:

Planet / People / Governance / Community



Impact materiality assessment

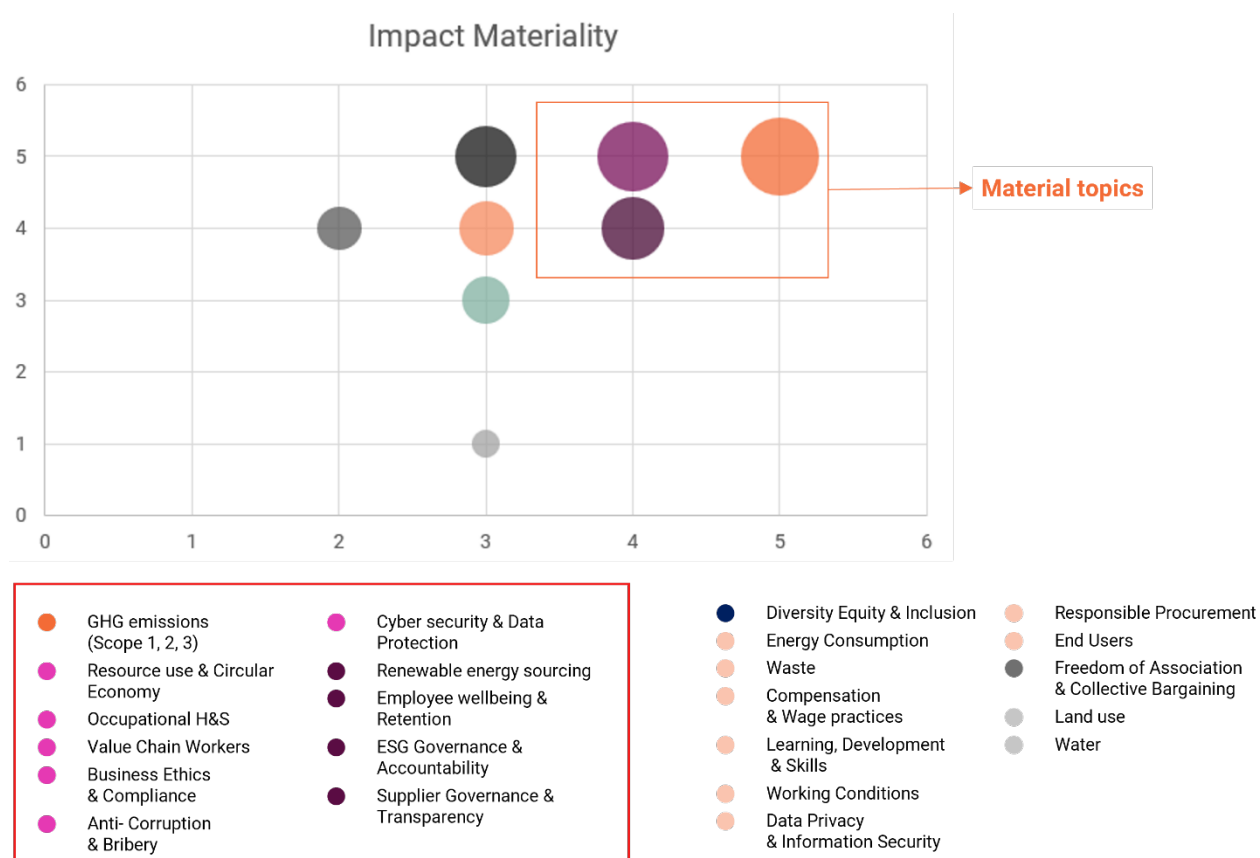
To support the development of our sustainability strategy and identify the sustainability topics most relevant to its business activities, Hemmersbach conducted an Impact Materiality Assessment throughout the reporting period. The assessment considered the actual and potential positive and negative impacts of the company's operations, processes, services and business relationships on people, society and the environment.

The assessment covered environmental, social and governance (ESG) topics across Hemmersbach's own operations and value chain. Potential impacts were evaluated based on their severity and likelihood of occurrence, allowing topics to be prioritized according to their significance.

Input from relevant internal stakeholders and subject matter experts was incorporated to ensure that the assessment reflected the company's operational realities, stakeholder expectations and sustainability objectives.

For our initial materiality assessment, we focused on impact materiality and plan to incorporate financial (double) materiality in future iterations.

As shown in the matrix, **GHG emissions** are considered our most material topic from an environmental perspective. Additional high material topics assessed are **Occupational Health & Safety, Value Chain Workers, Business Ethics & Compliance** and **Cybersecurity & Data Protection**.





01 PLANET



We recognize the urgent need to address environmental challenges and are actively engaged in initiatives that drive positive change for our planet. Since 2023, CO₂ reduction goals are a key component of our strategic company objectives.

Environmental considerations

As a global provider of IT services and device lifecycle solutions, Hemmersbach recognizes the importance of managing its environmental impacts and contributing to the transition towards a more sustainable and resource-efficient economy.

Hemmersbach drives environmental action across its operations by promoting greenhouse gas emissions reductions, resource efficiency, circular economy practices, and sustainable business operations.

Environmental considerations are integrated into operational decision-making across the organization and are supported by internal policies, management systems, and continuous improvement initiatives.

The environmental disclosures presented in this section provide an overview of the Company's performance, initiatives, and progress in addressing the environmental matters identified as relevant to its operations.



Environmental metrics – Energy & GHGs (B3)

Energy consumption is an important aspect of Hemmersbach's environmental performance and reflects the resources required to support our global operations. Our energy use consists of electricity and fuel consumed within our facilities, including offices and warehouses.

To provide greater transparency, electricity consumption is reported separately for renewable and non-renewable sources. Renewable electricity includes energy generated from renewable technologies and electricity procured through contractual arrangements that convey renewable energy attributes. Non-renewable electricity represents electricity sourced from the grid without associated renewable attributes.

In addition to electricity, Hemmersbach consumes fuel for facility-related operations. This primarily consists of natural gas used for heating and diesel used in backup generators to ensure business continuity where required.

By monitoring our energy consumption and increasing the use of renewable energy sources where feasible, we aim to support the transition towards a lower-carbon and more sustainable operation.

The following table provides an overview of Hemmersbach's energy consumption during the reporting period, including the breakdown of renewable and non-renewable electricity as well as fuel consumption within our facilities.

During 2025, a total of 1.333,33 MWh of renewable electricity from photovoltaic installations located across our facilities was generated. This electricity contributes to the use of renewable energy sources and supports the reduction of energy purchased from external suppliers.

Overall, 44% of our facilities utilize renewable energy, either through on-site photovoltaic generation or the procurement of renewable electricity.

Country	Electricity produced
Poland	1.234,60 MWh
South Africa	51,93 MWh
Germany	45,28 MWh
Spain	1,52 MWh

	Renewable energy	Non-renewable energy	Total consumption
Electricity (as reflected in the utility billings)	4.091,76 MWh	1.971,04 MWh	6.062,80 MWh
Fuels	-	6.069,32 MWh	6.069,32 MWh
Total	4.091,76 MWh	8.040,36 MWh	12.132,12 MW

Environmental metrics – Energy & GHGs (B3)

Understanding and managing greenhouse gas (GHG) emissions is a key component of Hemmersbach's environmental strategy.

By measuring emissions across its operations and value chain, Hemmersbach seeks to identify emission hotspots, monitor progress towards its environmental objectives, and support informed decision-making.

The following disclosures present the Company's gross GHG emissions for the reporting period, including Scope 1, Scope 2, and material Scope 3 emission categories, expressed in tons of carbon dioxide equivalent (tCO₂e).

Scope 3 category	Total TCO ₂ e
Purchased Goods and Services	77,44
Capital Goods	-
Fuel and Energy related Activities	885,72
Upstream Transportation and Distribution	-
Waste Generated in Operations	77
Business Travel	1.117,55
Employee Commuting	4.470,70
Upstream Leased Assets	-
Downstream Transportation and Distribution	594,03
Processing of Sold Products	-
Use of Sold Products	1.481,14
End-of-Life Treatment of Sold Products	3,17
Downstream Leased Assets	4.659,41
Franchises	-
Investments	-

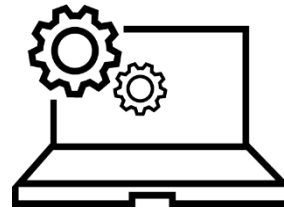
Year (date)	2025
Gross Scope 1 GHG Emissions	3.726,72 tCO ₂ e
Gross Scope 2 location-based GHG Emissions	1.760,46 tCO ₂ e
Gross Scope 2 market-based GHG Emissions	1.141,47 tCO ₂ e
Total Scope 1 and Scope 2 GHG Emissions (location - based)	5.487,18 tCO₂e
Total Scope 1 and Scope 2 GHG Emissions (market - based)	4.868,19 tCO₂e



ISO 14064:2018-1: Verification of GHG Emissions

To ensure the accuracy of our emissions reporting, our greenhouse gas (GHG) emissions inventory for the 2024 base year was independently verified in accordance with the ISO 14064-1:2018 standard.

The verification covers the reported emissions within the defined organizational and reporting boundaries, including direct and indirect emission sources across the relevant entities in scope under ISO 14064-1:2018 (Appendix B ISO 14064 scope locations). The verified 2024 baseline will serve as the foundation for tracking future emissions performance and measuring progress towards our environmental targets.



Automated environmental dashboard

To support our environmental management and reporting capabilities we enhanced our automated Environmental Dashboard in Power BI, by introducing a more detailed breakdown of CO₂ emissions at project level, improving the visibility, traceability, and analysis of emissions data across our operations.

The dashboard serves as a key tool for monitoring environmental performance, supporting timely decision-making, and facilitating the consistent tracking of progress against our environmental objectives and targets.

In addition to reporting absolute greenhouse gas (GHG) emissions, Hemmersbach monitors GHG emissions intensity as a key indicator of its environmental performance and carbon efficiency.

While total emissions provide an overview of Hemmersbach's overall carbon footprint, emissions intensity enables performance to be assessed in relation to the scale of business activities, taking into account changes in revenue and operational growth over time.

By measuring GHG emissions relative to turnover, Hemmersbach can better understand the relationship between business growth and environmental impact, identify opportunities for improving operational efficiency, and monitor progress towards its climate-related objectives.

This approach supports informed decision-making and helps evaluate whether emissions are increasing or decreasing proportionately to the Company's economic activity.

The following metrics present Hemmersbach's GHG emissions intensity for the reporting period.

The indicators have been calculated by dividing gross greenhouse gas emissions, expressed in tons of carbon dioxide equivalent (tCO₂e), by annual turnover, providing a consistent measure of carbon performance across reporting periods.

Scope 1 and Scope 2 GHG Emissions intensity (location-based)	17.10 tCO₂e per €1 million turnover
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Scope 1 and Scope 2 GHG Emissions intensity (market-based)	15.17 tCO₂e per €1 million turnover
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Total Scope 1, Scope 2 and Scope 3 GHG Emissions intensity (location-based)	58.74 tCO₂e per €1 million turnover
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Total Scope 1, Scope 2 and Scope 3 GHG Emissions intensity (market-based)	56.82 tCO₂e per €1 million turnover
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Circular economy & Device as a Service (B7)

In our commitment to sustainability, we actively promote a circular economy approach to minimize waste and maximize the value of resources. We focus on extending the lifecycle of our internal IT equipment through refurbishment, repair, and reuse, ensuring that devices are kept in use for as long as possible.

A key part of our circular economy strategy is our Device-as-a-Service (DaaS) model, which we have thoroughly assessed to confirm its sustainability throughout its entire lifecycle. The DaaS model extends the device lifecycle by managing devices through maintenance, upgrades, and repairs, significantly reducing the frequency of replacements and minimizing electronic waste. By refurbishing devices at our own premises, we further support the circular economy by reusing devices instead of discarding them after their first use, thus contributing to lower electronic waste.

The DaaS model also enhances efficient resource utilization by centralizing device management, optimizing updates, repairs, and redeployments.

This approach conserves resources by reducing the need for new device production. In addition, the subscription model of DaaS provides cost-efficiency and scalability, allowing businesses



to adjust their usage based on demand, avoiding over-purchasing or under-utilizing devices.

To ensure transparency and continuous improvement, we have established reporting for our customers on DaaS performance and figures.

By embracing these circular economy principles, we are supporting the transition to a more sustainable and resource-efficient economy, driving both environmental and economic benefits for our company and the communities we serve.



Environmental metrics – Waste data (B7)

Effective waste management and the promotion of circular economy principles are important components of Hemmersbach's environmental strategy.

Through our repair, refurbishment, reuse, and lifecycle management services, we seek to extend product lifecycles, reduce waste generation, and maximize the recovery of valuable materials wherever possible.

For the reporting year 2025, waste data were reported for Hemmersbach's warehouse facility in Poland, which serves as our largest operational hub and supports a significant share of our repair, refurbishment, storage, and distribution activities.

During the reporting period, a total of 340.71 Megagrams (Mg) of waste was generated at the facility. Waste streams comprised both hazardous and non-hazardous waste, including electronic scrap, packaging materials, and used batteries.

Hemmersbach works to ensure that electronic waste and other waste streams are managed responsibly through appropriate recycling, recovery, and disposal channels in accordance with applicable legal and environmental requirements, as well as customer requirements where applicable.

The following table presents the waste generated during the reporting period, broken down by waste type.

Type of waste	Amount of waste (Mg)
Total hazardous waste generated	0,18
Total non-hazardous waste generated	204
Electronic scrap	136,53



In alignment with applicable EU and Polish WEEE regulatory requirements, Hemmersbach ensures that waste electrical and electronic equipment generated at its operations is managed in accordance with defined collection, recovery, and recycling obligations.

We work with authorized partners to support proper collection, treatment, and documentation of waste streams, while prioritizing preparation for reuse and material recovery.

These practices are guided by regulatory performance thresholds, including minimum collection rates of 65% of equipment placed on the market (or 85% of WEEE generated) and recovery and recycling targets ranging between 55% and 85% depending on equipment category.

Through this approach, Hemmersbach strengthens circular economy outcomes while ensuring compliance with applicable environmental legislation and best-practice standards.



GHG reduction targets

& Climate Transition (B2), (C2), (C3)

Hemmersbach achieved validation of its near- and long-term greenhouse gas emissions reduction targets by the Science Based Targets initiative

(SBTi) in 2025, establishing a science-based pathway towards its 2030 and 2050 decarbonization objectives.

Targets	Base year	Target year
Hemmersbach Holding GmbH commits to reduce absolute scope 1 and 2 GHG emissions 42.0%	2024	2030
Hemmersbach Holding GmbH also commits to increase active annual sourcing of renewable electricity from 38,23% in 2024 to 100.0%	2024	2030
Hemmersbach Holding GmbH further commits to reduce absolute scope 3 GHG emissions from purchased goods and services, fuel- and energy-related activities, upstream transportation and distribution, waste generated in operations, business travel, employee commuting, downstream transportation and distribution, use of sold products and downstream leased assets by 37.5%	2024	2035
Hemmersbach Holding GmbH commits to achieve net-zero greenhouse gas emissions across the value chain by 2050	2024	2050



Progress against our targets

Hemmersbach is committed to reducing the environmental impacts of its operations through climate objectives aligned with its Science Based Targets initiative validated emissions reduction targets, which are embedded within the Business Conduct Policy.

During the reporting year, total Scope 1 and Scope 2 greenhouse gas emissions increased by 1.77% compared with the baseline year. This increase was primarily driven by approximately 5% business growth, including higher operational activity and expanded service requirements. As a result, emissions growth remained significantly below the rate of business growth, indicating improved emissions efficiency.

In addition, Scope 2 emissions decreased by 3.12%, reflecting the positive impact of energy-efficiency measures and renewable electricity procurement initiatives implemented during the year.

While the first year following target validation did not yet result in an absolute reduction of combined Scope 1 and Scope 2 emissions, substantial progress was made in implementing the measures required to achieve Hemmersbach's long-term decarbonization objectives.

We are actively investing in the generation and procurement of renewable energy to cover our energy needs and continue to improve the energy performance of our facilities through office-space consolidation, installation of energy-efficient windows, and upgrades to mechanical and electrical systems, including more efficient air-conditioning equipment at the global headquarters in Germany.

Hemmersbach is also progressing the transition of its vehicle fleet towards lower-emission alternatives, increasing the number of electric vehicles from 18 in 2024 to 50 in 2025, representing an increase of approximately 178%.



Progress against our targets

Beyond its direct operations, Hemmersbach seeks to reduce value-chain emissions through active collaboration with customers, suppliers, logistics providers and service partners.

We are committed to prioritizing:

- Partnerships with Hemmersbach Authorized Partners that utilize alternative lower-emission methods wherever such options are available.
- Working closely with customers to support emissions reduction initiatives and maintain transparency regarding customer sustainability requirements.
- Engaging with logistics partners and evaluation of low-carbon transport services as they become available in the market.
- Partnerships with specialized recycling companies to maximize circular economy solutions and reduce waste-related impacts.
- Setting strict travel policies, promoting virtual meetings, reducing of non-essential business travel, and setting policies enabling remote and hybrid work arrangements.

Management reviews progress against the emissions reduction pathway monthly and evaluates the effectiveness of implemented actions.

Although several initiatives are still in the implementation phase and their full benefits are expected to materialize progressively from 2026 onwards, Hemmersbach remains committed to achieving its SBTi-validated targets and will continue to identify and invest in opportunities that support its climate transition and long-term decarbonization goals.



Mission Zero Initiative (B2), (C2), (C3)



MISSION ZERO

To support our decarbonization pathway, we have established internal mechanisms that enable employees across all locations to contribute to emissions reduction efforts such as the Mission Zero Initiative.

Colleagues can submit ideas for reducing CO₂ emissions within our operations or log specific contributions resulting from changes in their daily activities or working practices. This includes both operational improvements and behavioral changes that lead to measurable or estimated reductions in environmental impact.

Employee contributions are recognized through our internal reward system, which awards points (“coins”) to incentivize and encourage active participation in sustainability initiatives.

This approach supports a culture of continuous improvement and strengthens employee engagement in our Mission Zero ambition to reach Net Zero by 2050.



Climate transition plan (B2), (C2), (C3)

Hemmersbach has established and formally approved a Climate Transition Plan that is integrated into the Company's business strategy, operational planning, and investment decisions. The plan provides a structured framework for reducing greenhouse gas (GHG) emissions across operations and the value chain while supporting long-term business resilience and sustainable growth.

The climate transition plan focuses on five key decarbonization pillars.

The **first pillar** addresses energy efficiency through measures such as LED lighting, energy-efficient buildings, smart building management systems, HVAC optimization, and the adoption of digital and cloud-based solutions.

The **second pillar** focuses on fleet decarbonization through vehicle optimization, the gradual introduction of hybrid and electric vehicles, and the evaluation of lower-carbon fuel alternatives. During the reporting period, Hemmersbach conducted pilot testing of HVO100 fuel within parts of its fleet to assess its suitability as a lower-emission alternative to conventional diesel.

The **third pillar** aims to increase the use of low-carbon energy sources across operations through the procurement of renewable electricity and the deployment of renewable energy technologies where feasible.

The **fourth pillar** focuses on digitalization, leveraging technologies such as artificial intelligence, automation, and route optimization tools to improve operational efficiency and reduce emissions associated with travel and service delivery.

The **fifth pillar** supports circular economy principles by extending the lifespan of IT equipment through repair, refurbishment, reuse, responsible recycling, and lifecycle management services.

Implementation of the Climate Transition Plan is supported by dedicated investments, environmental performance monitoring, and regular management reviews. Oversight of the plan is provided by executive leadership, ensuring that climate considerations are integrated into strategic decision-making and business operations.



Climate risks & resilience (c4)

As part of its environmental management approach and Mission Zero initiative, Hemmersbach assesses climate-related risks that could affect its operations, employees, assets, customers, and value chain.

Understanding potential physical and transition risks enables Hemmersbach to strengthen its resilience, support long-term business continuity, and identify opportunities associated with the transition to a low-carbon economy.

The assessment is informed by climate scenario analysis aligned with the Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6) and Shared Socioeconomic Pathways (SSPs). The analysis considers potential impacts across short-term (2025–2030), medium-term (2031–2040), and long-term (2041–2100) time horizons and evaluates the exposure and sensitivity of Hemmersbach's operations, infrastructure, workforce, logistics network, and value chain.

Physical climate risks

The assessment identified several physical climate hazards that may affect Hemmersbach's operations and service delivery. These include increasing temperatures and heatwaves, extreme weather events, flooding, storms, deteriorating air quality, and disruptions to energy supply and critical infrastructure. Such events may affect employee health and wellbeing, technician mobility, logistics operations, operational continuity, and energy consumption across Hemmersbach's global footprint.

Climate transition risks

In addition to physical risks, Hemmersbach faces transition risks associated with the global shift towards a low-carbon economy. These include evolving climate-related regulations, carbon pricing mechanisms, enhanced sustainability reporting requirements, technological changes, and increasing customer expectations regarding environmental performance.

Failure to respond effectively to these developments could result in increased operating costs, compliance obligations, or competitive disadvantages.

Exposure, sensitivity and time horizons

Hemmersbach evaluates climate-related risks through its broader risk management processes and climate scenario analysis. The assessment considers how assets, activities, employees, suppliers, and business operations may be affected under different climate scenarios and time horizons.

To further strengthen its understanding of local climate impacts, we are progressing a location-specific vulnerability assessment that will support the identification of regional climate risks and adaptation priorities.

Climate adaptation actions

Hemmersbach has implemented and continues to develop measures aimed at increasing organizational resilience and reducing exposure to climate-related risks. Climate considerations are integrated into our risk management framework, business continuity planning, and sustainability governance processes. Climate risks are reviewed annually to ensure that emerging risks and opportunities are appropriately assessed and managed.

Adaptation measures include strengthening business continuity and operational resilience, improving energy efficiency, evaluating opportunities for renewable energy procurement,

monitoring regulatory developments through dedicated compliance processes, and enhancing greenhouse gas measurement and reporting practices. We also continue to assess opportunities for fleet optimization and lower-emission technologies as part of its broader decarbonization strategy.

While climate-related risks may create operational, financial, and regulatory challenges, they also present opportunities to improve efficiency, drive innovation, strengthen customer relationships, and support the transition towards a more sustainable and resilient business model.

Summary of key climate-related risks and potential impacts

Risk category	Potential impact	Time horizon	Risk level
Increased energy and cooling demand	Higher operational costs	Medium–Long term	Medium
Extreme weather events	Service disruption and infrastructure damage	Medium–Long term	Medium
Heat stress and air quality impacts	Reduced employee productivity and wellbeing	Medium–Long term	Medium
Logistics and mobility disruption	Delays in service delivery and increased costs	Short–Long term	Medium
Regulatory and disclosure requirements	Higher compliance burden and reporting costs	Short–Medium term	High
Carbon pricing mechanisms	Increased operating costs	Short–Medium term	Medium
Technology transition requirements	Capital investment in fleet and equipment	Short–Medium term	Medium
Changing customer expectations	Competitive pressure in the market	Short–Medium term	Medium

Hemmersbach Rhino Force



In 2025, Rhino Force continued its mission to protect endangered wildlife and strengthen ecosystem resilience across the Greater Kruger region. Through anti-poaching operations, advanced surveillance technologies, intelligence-led investigations, scientific conservation initiatives, and community development programs, Rhino Force contributed to the protection of rhinoceros populations and the preservation of critical wildlife habitats.

The initiative combines direct conservation action with long-term scientific research and community engagement. Alongside safeguarding wildlife, Rhino Force supports local livelihoods through the Gaza Family Project in Mozambique, helping address the underlying socio-economic drivers of poaching through agricultural training, food production, infrastructure support, and sustainable income-generating opportunities.

Through this integrated approach, Rhino Force contributes to biodiversity conservation, scientific advancement, environmental stewardship, and positive social outcomes across the region.

The following performance indicators provide an overview of Rhino Force’s biodiversity conservation activities and outcomes during 2025, reflecting its contribution to wildlife protection, ecosystem preservation, and the fight against wildlife crime.



Protected Area Safeguarded	92.500 ha
Rhinoceroses Under Protection	~800
Distance Patrolled	160.800 km
Arrests Made	8
Illegal Firearms Recovered	2
Illegal Items Recovered	1.000+
Rhino Carcasses Recorded	9
Snares Removed	2



Three specialized anti-poaching units, supported by K9 teams, intelligence networks, forensic capabilities, and surveillance technologies, conducted extensive patrols throughout the year, covering more than 160,000 kilometers across protected areas.

These efforts contributed to the protection of approximately 800 rhinoceroses and the safeguarding of 92,500 hectares of biodiversity-rich habitat.

During 2025, Rhino Force supported law enforcement activities that resulted in eight arrests, the recovery of illegal firearms, and the seizure of more than 1,000 illegal items associated with wildlife crime.

Continued investment in ranger training, operational readiness, and monitoring technologies strengthened conservation effectiveness and helped deter illegal wildlife activities.

Beyond direct field operations, Rhino Force continued to advance scientific conservation through its Cryovault program, which focuses on preserving critical rhinoceros' genetic material and supporting research into assisted reproductive technologies.



During 2025, successful oocyte collections were conducted in collaboration with the University of Pretoria, while construction commenced on a dedicated research station to further support conservation research, innovation, and future breeding programs.

Recognizing that sustainable conservation depends on thriving local communities, Rhino Force continued its support of the Gaza Family Project in Mozambique.

The initiative provides agricultural training, food production support, infrastructure development, and alternative livelihood opportunities for families living in areas affected by poaching.

By strengthening community resilience and creating sustainable economic opportunities, the project helps reduce pressures on wildlife while supporting long-term environmental stewardship.



02 PEOPLE



People are our most valuable asset, especially as a service company. We are committed to creating a workplace where our colleagues feel safe, valued, and genuinely enjoy coming to work. Our goal is to create an environment that is secure, supportive, and truly engaging for everyone.

Company targets

At Hemmersbach, we recognize that our colleagues, partners, and communities are fundamental to our long-term success. To support a positive and inclusive working environment, we have established a range of social targets focused on employee wellbeing, learning and development, health and safety, and responsible business practices. These targets help guide our efforts, measure progress, and drive continuous improvement across our global operations.

Targets	Base year	Target year
Achieve a completion rate of more than 95% on mandatory courses (H&S Instructions, Sustainability & environmental Protection, AI foundations, Matrix Certification Essentials, Information Security & Data Protection)	2025	2026
100% of employees paid above legal minimum wage	2025	2026
Average sick days per employee: Less or equal to 5 sickness days	2025	2026
Average number of participants in health courses to increase by at least 30%	2025	2026
Implementation of three comparable indicators in the international H&S committee in accordance with sustainability reporting requirements -- (TRIR "Total Recordable Incident Rate" (All reportable incidents per 1 million working hours), LTIFR "Lost Time Injury Frequency Rate" (Accident rate with time lost per 1 million working hours), Near-Miss-Rate (Number of reported near-misses per month)	2025	2026
Creation of a yearly Discrimination & Harassment Training	2025	2026
Reach 12 average training hours per employee	2025	2026
80% of colleagues participating in annual performance reviews	2025	2026

Workforce human rights and employee wellbeing (B2), (C2), (C6), (C7)

Hemmersbach has implemented a global Business Conduct Policy that establishes our commitment to human rights, ethical business conduct, fair labour practices, occupational health and safety, environmental responsibility, data protection and workplace integrity.

Our Policy applies to all employees, contractors, suppliers and business partners worldwide and is based on internationally recognized frameworks, including the Responsible Business Alliance (RBA) Code of Conduct, the ILO Declaration on Fundamental Principles and Rights at Work and the Universal Declaration of Human Rights. The Policy is supported by reporting and grievance mechanisms that enable employees to raise concerns confidentially and without fear of retaliation.

Specifically, our Policy explicitly prohibits child labour, forced labour, bonded labour, modern slavery and human trafficking and requires all employment relationships to be freely chosen and conducted in accordance with applicable labour laws. All our employees are given contracts to sign in a language they understand.

Hemmersbach is committed to providing equal opportunities and maintaining a workplace free from discrimination, harassment, bullying and retaliation, while promoting diversity, inclusion, dignity and respect for all employees. Our Policy further supports freedom of association, collective bargaining and freedom of expression and requires fair remuneration, compliance with working time regulations and respect for employee wellbeing.

Occupational health and safety are managed through established processes designed to identify, assess and mitigate workplace risks,

prevent accidents and occupational illnesses and provide employees with appropriate training and support.

In addition, Hemmersbach maintains grievance and **Whistleblowing mechanisms** that enable employees to report concerns related to human rights, labour practices, discrimination, harassment, health and safety, corruption, fraud, data privacy and other compliance matters through confidential and anonymous reporting channels. All reports are investigated in accordance with established procedures and Hemmersbach maintains a zero-tolerance approach towards retaliation against individuals who raise concerns in good faith.

Hemmersbach's commitment to human rights and responsible business conduct extends to its value chain. Service providers are required to acknowledge and comply with the Hemmersbach **Service Provider Code of Conduct**, which outlines expectations regarding human rights, labour standards, health and safety, non-discrimination and ethical business practices. This requirement helps promote responsible conduct across the Company's supplier network.

During the reporting period, No confirmed incidents of child labour, forced labour, human trafficking, discrimination or other severe human rights violations were identified within Hemmersbach's own workforce or value chain.



Fostering engagement & togetherness

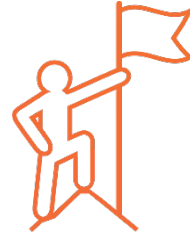
We prioritize our colleagues' engagement in alignment with our company's mission & principles and the feedback we receive through various channels throughout the employee lifecycle.

Using this as a guiding compass, we continuously review, improve, and enhance all key touchpoints a colleague experiences at Hemmersbach, enabling us to cultivate a positive and thriving work culture.

To this extend, we've implemented a system that connects with new hires well before their first day, ensuring they feel valued and get to know us better.

Once they join, they undergo an on-boarding program that provides a comprehensive overview of the company's global and local operations through in-person meetings, real-life testimonials, and interactive, gamified tasks.

We support them every step of the way with our Buddy Program, where experienced colleagues mentor new team members, making sure they feel connected and invested in the company right from the start, since it's crucial that colleagues feel valued and appreciated. To this end, we offer several reward touchpoints to express gratitude, boost motivation, and provide ongoing opportunities that reinforce their sense of worth. Some of these include:



Our WOW! Maker initiative



Our Buddy Reward Program



Our Referral Program

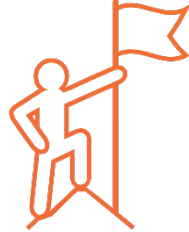


Additional rewards through Global Campus



Log Improvement Tool submissions

WOW! Maker initiative



Our WOW! Maker initiative with which our people make us leaders in solving even the toughest challenges. Colleagues recognized as WOW! Makers receive coins as a token of our appreciation, with the WOW! Maker of the Month earning extra coins. This program allows supervisors and team leaders to show their appreciation for colleagues who go above and beyond. In 2025 alone, we celebrated over **2,000 WOW! Makers** — each contributing to the vibrant culture of recognition and appreciation that drives us forward.

Buddy Reward Program



Our Buddy Reward Program, where mentors guide new starters as they learn the ropes, with the opportunity to earn prizes based on their performance.

Referral Program



Our Referral Program, giving every colleague the chance to earn a bonus for each successful referral they make.

Global Campus Training



Additional rewards are available for upskilling or reskilling through our Global Campus training platform, empowering continuous growth and development.

Log Improvement Tool submissions



We recognize innovation through our Log Improvement Tool, where colleagues can submit improvement ideas and are rewarded after successful approval. In 2025 alone, Hemmersbach colleagues logged a total of **90 improvement suggestions**.

At Hemmersbach, we prioritize building a strong sense of togetherness among our global colleagues — going far beyond typical office gatherings.

Through a blend of global and local initiatives, we foster team spirit across borders through both online and in-person events.

In 2025, we organized **more than 20 events worldwide**, ranging from large-scale country gatherings and annual celebrations to local team initiatives, employee get-togethers, sports events, and community engagement activities.

Alongside our global initiatives, numerous **local events** were organized across our operations.

These included social impact activities in Greece, team meetings in Turkey, the opening of our new office in France, and sports and team-building events in Poland, Germany, and Greece.

These activities provided valuable opportunities for colleagues to connect, collaborate, and celebrate shared achievements within their local communities while remaining part of a global organization.

Our events play an important role in strengthening our culture, fostering employee engagement, and supporting a sense of belonging across geographically dispersed teams.

By creating spaces for meaningful interactions, knowledge sharing, and community involvement, we help reinforce our values while building stronger connections between colleagues and cultivating a unified global workforce.

In addition, we shared **232 internal newsletters** (in multiple languages) to communicate important updates and promote both global and local initiatives — keeping everyone informed, connected, and inspired.



General characteristics (B8), (C5)

Hemmersbach's sustainability approach is strongly connected to its responsibility towards employees, value chain workers, business partners, and local communities.

Operating globally across more than 190 countries, the company acknowledges the importance of maintaining fair working conditions, respecting internationally recognized human rights principles, supporting diversity and equal opportunities, and promoting employee wellbeing, safety, and development throughout its operations.

In line with the company's role as "The Social Purpose IT Company", Hemmersbach seeks to generate positive social impact not only through its services but also through its internal practices, stakeholder relationships, and direct-action initiatives.

The following section presents key social metrics, and initiatives relevant to the reporting year.

For the reporting year 2025, including both active and inactive accounts that were created during 2025, the total number of our employees was 5222.

More extensive Social Metrics on employees can be found in **Appendix C**.

Out of those employees:

Number of employees (headcount) by gender

Female	1058 / 20,26%
Male	4153 / 79,53%
Diverse	10 / 0,19%
Unknown	1 / 0,02%

Female Distribution on a management level

In the organization Board	8,33%
In top executive positions	10,91%
In leadership positions	31,01%

Type of Employment Contract

Fix term contract	976 / 18,69%
Permanent Contract	4220 / 80,81%
Project Contract	1 / 0,02%
Temporary Personnel	25 / 0,48%

Non-Employees

Contract Workers	1
Externals on Payroll	146

Employee turnover rate

28,3%

Shown below is the age distribution within our company. This diverse age range enriches our company culture, bringing together a blend of fresh perspectives and valuable experience. By embracing the strengths and insights of colleagues from all age groups, we continue to cultivate an inclusive environment that drives innovation and success across the organization.

Age distribution

Age ranges	Employees
<24	126
24 – 29	672
29 – 34	988
34 – 39	882
39 – 44	725
44 – 49	583
49 – 54	416
54 – 59	393
>59	437
Grand Total	5222



Health & Safety (B9)

At Hemmersbach, the health, safety, and wellbeing of our employees are fundamental to our business operations and corporate culture.

We are committed to providing a safe and healthy working environment by promoting risk awareness, implementing preventive measures, and continuously improving our health and safety practices across our global operations.

Our EMEA Headquarters operate under an **ISO 45001-certified Occupational Health and Safety Management System**, reflecting our commitment to internationally recognized standards for managing occupational health and safety risks and fostering a culture of continuous improvement.

During the reporting year, Hemmersbach recorded **8 recordable work-related accidents in Germany**, corresponding to a **recordable accident rate of 12.56 per 1,000 employees**. No cases of **work-related ill health** were reported, resulting in a rate of **0 per 1,000 employees**, and we recorded **zero work-related fatalities**. The recorded accidents

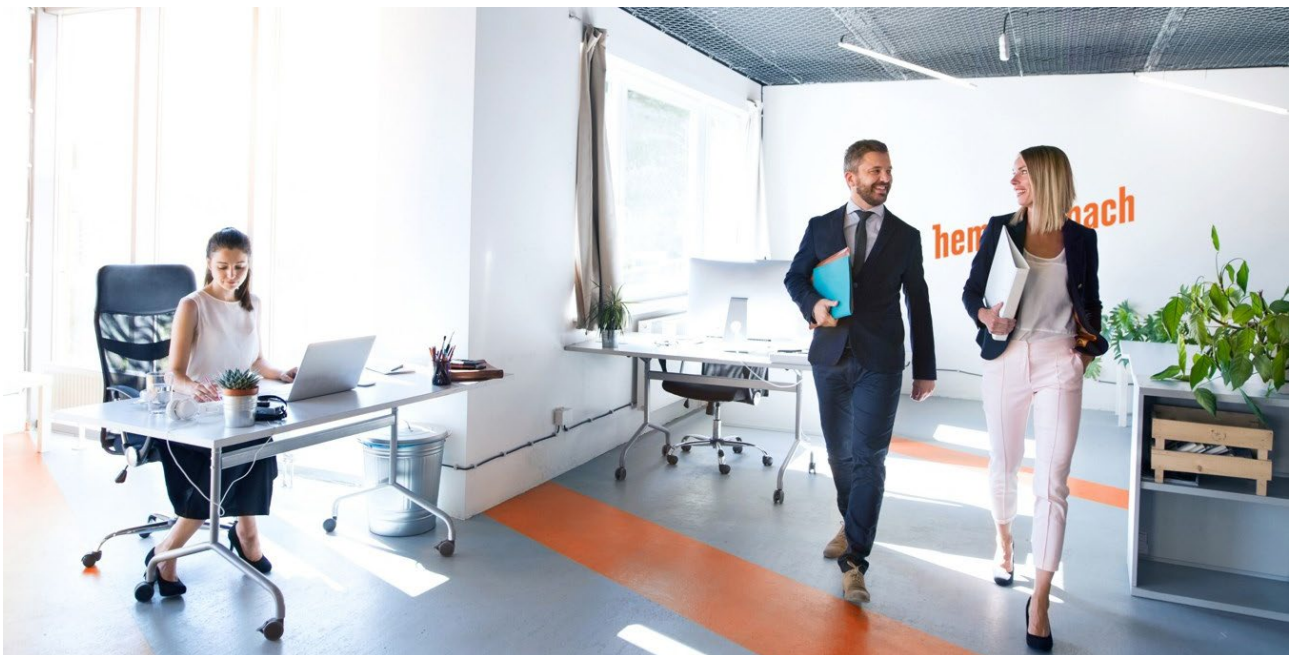
resulted in a total of **143 working days lost** during the reporting period.

More information on Health & Safety Metrics can be found in **Appendix D**.

To further strengthen our health and safety culture, Hemmersbach introduced additional health-related training courses for employees, supporting awareness and prevention efforts across the organization.

Furthermore, new country-specific Health & Safety SharePoint platforms were launched to improve access to health and safety information, local procedures, and guidance materials.

These initiatives contribute to fostering a proactive safety culture, encouraging employee engagement in health and safety matters, and supporting the continuous improvement of workplace conditions across the Company.



Employee well-being

At Hemmersbach, the well-being and safety of our colleagues remain a core commitment. We actively maintain a safe, healthy, and supportive work environment by identifying risks early, promoting holistic well-being, and continuously improving our global Health & Safety standards.

In 2025, we placed a stronger emphasis on mental and physical well-being. We conducted dedicated workshops on mental health to raise awareness, reduce stigma, and equip employees with practical tools to manage stress and maintain resilience.

In addition, we carried out a company-wide survey to better understand psychological stress factors and identify targeted improvement measures.

To further promote a healthy lifestyle, we introduced structured after-work sports programs led by certified trainers.

These initiatives provided employees with accessible opportunities to stay active, strengthen team spirit, and improve overall well-being.

Preventive healthcare also remained a key priority. We expanded the offer and participation in regular preventive medical check-ups, supporting early detection of potential health risks and encouraging employees to take a proactive approach to their health.

Our global H&S framework continues to be supported by standardized processes, regular monitoring, and transparent reporting.

We define measurable objectives, review progress continuously, and integrate health and safety considerations into our strategic decision-making.

Through these combined efforts, we continue to foster a culture where well-being, safety, and prevention are integral parts of everyday work life and long-term organizational success.



Employee remuneration (B10)

Hemmersbach is committed to ensuring fair, equitable, and lawful remuneration practices across all countries in which it operates. During the reporting period, all employees received compensation equal to or above the applicable minimum wage requirements in their respective countries of employment. Remuneration levels are regularly reviewed through established HR and payroll processes to ensure compliance with legal requirements, alignment with market conditions, and the Company's commitment to providing competitive and fair pay. These practices support employee wellbeing, financial security, and equal opportunities across the workforce.

As part of this commitment, Hemmersbach monitors remuneration outcomes across its global workforce to identify potential disparities and support transparency in compensation practices.

Remuneration Metrics (January–June 2026)

The metrics presented below are based on payroll data covering all Hemmersbach entities and countries of operation for the period **January to June 2026**, including both active and inactive employees. Monthly figures reflect each month's actual payroll run and include all remuneration elements available in local payroll systems, including salary, bonuses, overtime payments, benefits, and other cash or in-kind allowances.

**Hourly Average Gender
Total Pay Gap: 25.8%**

Measures the percentage difference between the average gross hourly total pay of male and female employees. Total pay includes base salary, variable pay, benefits, and allowances, while hourly pay is calculated using contractual and overtime hours. To improve comparability, employees' first and last calendar month of employment and employees with an undefined/diverse gender are excluded from the calculation.

**Annual Total Remuneration Ratio
(Highest Paid vs. Median Employee):
15.8 : 1**

Represents the ratio between the annual total remuneration of the highest-paid individual and that of the median employee (excluding the highest-paid individual). Total remuneration includes all salary components, termination payments, and benefits in kind and is normalised to a full-time equivalent annual basis to ensure comparability across the workforce.

Employee social protection and family support

At Hemmersbach, we recognize that employee wellbeing extends beyond the workplace and includes providing support during important life events and periods of personal need.

We are committed to ensuring that our employees have access to social protection and family-related leave benefits in accordance with applicable local legislation and employment practices across the countries in which we operate.



These measures help provide financial security, promote work-life balance, and support employees throughout different stages of their personal and professional lives.

The majority of our workforce is covered by social protection schemes that address significant life events, including sickness, unemployment, employment injury, acquired disability, and maternity leave.

While the specific provisions vary between jurisdictions, these protections are generally provided through national social security systems and statutory employment frameworks.

Hemmersbach continuously monitors local requirements and is in constant communication with the local representatives to ensure compliance and to support the wellbeing of employees across its global operations.

Family-related leave is an important component of our people-focused approach.

During the reporting year, maternity and paternity leave entitlements were available in 100% of the countries where Hemmersbach operates.

In addition, parental leave was available in 74% of countries and carers' leave in 78% of countries.

By providing access to these benefits, we support employees in balancing their professional responsibilities with family and caregiving commitments, contributing to a more inclusive, supportive, and resilient workplace.

Collective bargaining (B10)

As a global organization operating across numerous jurisdictions, Hemmersbach's approach to employee representation and collective bargaining is influenced by the diverse legal, regulatory and labor relations frameworks applicable in each country of operation.

Where employee representative bodies are established, they serve as a channel for dialogue between employees and management on matters relating to working conditions, workplace wellbeing, organizational changes and other employment-related topics.

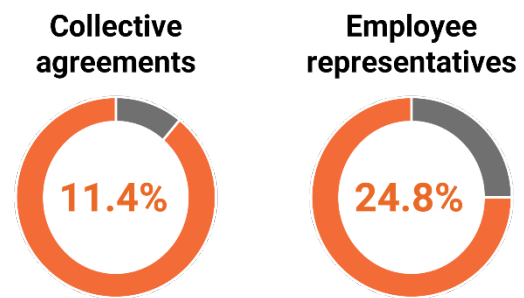
Similarly, collective bargaining agreements provide a framework for regulating certain employment terms and conditions in accordance with national legislation and sector-specific practices.

Hemmersbach respects the rights of employees to freedom of association and collective representation and is committed to maintaining open, transparent and constructive communication with its workforce.

Regardless of whether employees are formally represented through employee representatives or collective bargaining arrangements, the company promotes employee engagement through regular communication, feedback mechanisms, grievance channels, performance discussions and local management interaction.

This approach helps ensure that employee perspectives are considered and that workplace concerns can be raised and addressed in a timely and appropriate manner.

The metrics presented below provide an overview of employee representation and collective bargaining coverage across Hemmersbach's global workforce during the reporting period and reflect the varying labor relations environments in which the company operates.



Development dialogues

At Hemmersbach, continuous learning and professional development are fundamental to supporting employee growth, engagement and long-term career success.

Through structured performance and development processes, colleagues are encouraged to reflect on their achievements, discuss career aspirations, identify development needs and align individual objectives with organizational goals.

These initiatives are complemented by a wide range of training opportunities available through our Global Campus platform, supporting both professional and personal development across all levels of the organization.

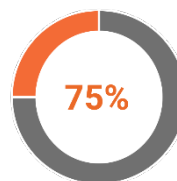
The **My People Development** process provides a structured framework for annual performance and career development discussions between colleagues and their supervisors.

These conversations create an opportunity to review individual performance, discuss strengths and development areas, identify future career opportunities and establish objectives for the coming year.

The process supports open dialogue, encourages continuous feedback and helps ensure that employees have the resources and guidance needed to achieve their professional goals.

The metric below provide an overview of participation in development dialogues and performance assessments during the reporting year.

**Development
dialogue completion**



Global Campus (B10)

At Hemmersbach, professional development is a cornerstone of our company culture. To ensure that all our colleagues are equipped with essential knowledge, we offer a range of courses that cover critical areas of our operations.

These courses are fundamental to maintaining the high standards we set for ourselves and our services. Beyond mandatory training, we are committed to fostering continuous learning and growth.

Our Global Campus serves as a comprehensive digital learning platform accessible to all colleagues worldwide, providing a central hub for learning, knowledge sharing, and professional development. The platform offers a broad portfolio of training opportunities tailored to different roles, career stages, and areas of expertise, enabling colleagues to continuously expand their skills and capabilities.

From technical certifications and service-related training for our technicians to soft skills development, compliance training, language courses, and advanced leadership programs through our Leadership Academy, Global Campus supports every aspect of professional growth.

The platform also facilitates onboarding for new colleagues and helps ensure consistent standards, processes, and knowledge across our global organization.

By providing flexible, self-paced learning opportunities, Global Campus empowers colleagues to take ownership of their personal development while supporting Hemmersbach's commitment to building a highly skilled, engaged, and future-ready workforce.

In 2025, our Global Campus saw impressive engagement across the organization. A total of **62,559 hours** was spent on e-learning, with an average of **16,9 hours per user**, demonstrating our colleagues' strong commitment to continuous learning and development. The total number of enrollment in courses reached 76,586.



New courses available:

138



Average training hours:

16,9 h



Average training hours:

Females

18,3 h

Males

16,6 h

Other

12,2 h

Language Learning

English is our official company language, and we are committed to ensuring that all our colleagues have the opportunity to develop their language skills. To support this, we offer dedicated English language courses tailored to various proficiency levels.

By investing in language learning, we aim to break down communication barriers, foster collaboration, and ensure that everyone at Hemmersbach can fully participate in our shared mission and goals.

In 2025, we conducted **3,216 hours of English classes** led by experienced teachers. These courses are designed to enhance our colleagues' ability to communicate effectively, both within their teams and across our global network.



English language:

3,216 h

German language:

1,776 h

Any language:

8,736 h



Technician academy

In our Technician Academy, we empower individuals with a passion for IT to elevate their skills and expertise.

Through a range of free online courses, participants can gain both technical knowledge and practical experience.

The training covers all topics related to computing and printing.

Participants also learn the fundamentals of operating systems, with a focus on Windows Administration and the Command Prompt. Networking topics include TCP/IP protocols, Windows networks, WLAN, and security measures.

A structured approach to troubleshooting is provided, along with practical tips to help resolve technical challenges.

Participants benefit from a comprehensive IT education at no cost, with the flexibility to learn at their own pace and from the comfort of their homes.

The academy offers more than 20 hours of interactive online courses, and upon completion, participants receive a certificate that validates their knowledge and skills.

In 2025, **894 participants** attended the courses, and around **237 certificates** were issued.

This extensive technical training prepares individuals for potential careers in IT at Hemmersbach or to enhance their personal PC projects.

We believe that education is essential and should be accessible to everyone. This commitment drives our efforts at the Technician Academy, ensuring that quality IT education is within reach for all.

Through this initiative, we are proud to contribute to the United Nations Sustainable Development Goal 4 (SDG 4), which aims to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



Sustainable Supply Chain

As a global provider of IT services operating in nearly 190 countries, Hemmersbach recognizes that responsible supply chain management is essential to delivering sustainable value.

We are committed to working with suppliers and service providers who share our expectations regarding ethical conduct, human rights, environmental stewardship, and responsible business practices.

Our approach to sustainable procurement is guided by our Sustainable Procurement Guidelines and **Service Provider Code of Conduct**, which establish minimum requirements relating to labor practices, health and safety, environmental management, business ethics, information security, and responsible sourcing. These requirements are integrated throughout the supplier lifecycle, from onboarding and due diligence to ongoing performance monitoring and periodic reassessments.

Our service providers are required to acknowledge and comply with our Service Provider Code of Conduct, which is based on internationally recognized frameworks including the Responsible Business Alliance (RBA) Code of Conduct, International Labor Organization (ILO) Conventions, the United Nations Universal Declaration of Human Rights, and the United Nations Global Compact as well as our Customers' CoCs.

Through these requirements, we seek to promote responsible business conduct, protect human rights, support safe and fair working conditions, and encourage sound environmental management throughout our value chain.

To assess supplier sustainability performance, Hemmersbach conducts annual Compliance & ESG

self-assessments covering quality topics along with environmental, social, and governance topics.

Service providers are evaluated against a range of criteria including labour practices, human rights, health and safety, environmental management, anti-corruption measures, diversity and inclusion, certifications, and business ethics.

Assessment results are used to identify improvement opportunities, support corrective action plans, and inform procurement decisions.

Suppliers demonstrating strong performance are recognized within our supplier management systems, while suppliers that fail to meet our requirements may be subject to additional monitoring or termination of the business relationship.



Beyond compliance, we actively engage with suppliers to strengthen sustainability performance across our value chain.

Through regular communication, ESG-focused newsletters, training materials, and corrective action support, we promote continuous improvement and encourage the adoption of responsible environmental, social, and governance practices.



During 2025, Hemmersbach distributed newsletters covering sustainability-related topics, regulatory developments, and best practices to its partner network.

In addition, dedicated ESG training sessions were provided to Key Partners to increase awareness of sustainability requirements, support knowledge sharing, and strengthen their ability to address environmental, social, and governance challenges.

These engagement activities are designed to build long-term partnerships that contribute to a more resilient, ethical, and sustainable supply chain.

All suppliers and service providers also have access to Hemmersbach's Whistleblowing platform, enabling the confidential reporting of concerns related to human rights, labour practices, discrimination, corruption, environmental issues,

or breaches of our Service Provider Code of Conduct. These engagement activities are designed to build long-term partnerships that contribute to a more resilient, ethical, and sustainable supply chain.

At the end of 2025, 97.4% of active partners had signed Hemmersbach's Service Provider Code of Conduct, demonstrating a high level of commitment to our ethical, social, and environmental standards which we aim to reach 100% in 2026.

We place a strong emphasis on collaborating with small and medium-sized enterprises (SMEs), recognizing the importance of strengthening local communities and fostering economic growth.

In 2025, 72% of assessed service providers were classified as small businesses, supporting local entrepreneurship and economic development within the communities where we operate.

By integrating sustainability considerations into procurement decisions, monitoring supplier performance, and maintaining active engagement with our partners, Hemmersbach aims to strengthen the resilience of its supply chain while creating positive environmental, social, and economic impacts throughout its global value chain.



03 GOVERNANCE



Our governance framework promotes ethical conduct, transparency, accountability, and compliance across our global operations and value chain. Through clear policies, effective oversight, and robust reporting mechanisms, we support responsible decision-making, manage risks, and maintain the trust of our stakeholders.

Governance metrics

Anti-corruption & compliance performance



Number of reported corruption and bribery incidents

0



Number of confirmed corruption and bribery incidents

0



Number of supplier audits conducted

1



Zero tolerance for corruption and bribery. Integrity in all we do.

Training & awareness

Percentage of employees trained on



Code of Conduct

100%



Anti Corruption Policy

100%



Whistleblowing Policy

100%



Sustainable Procurement Guidelines

100%



Zero tolerance for corruption and bribery. Integrity in all we do.

Gender diversity on boards (c9)

Hemmersbach has established a management body within the meaning of the VSME standard, consisting of two members: the Chief Executive Officer (CEO) and the Chief Operations Officer (COO), both of whom are male.

Within this structure, overall operational decision-making authority is primarily vested in the CEO, who is responsible for the strategic direction and day-to-day management of Hemmersbach, supported by the COO in the execution of operational activities.

Hemmersbach recognises that contributes to stronger governance, broader perspectives, and enhanced decision-making. While leadership representation remains predominantly male at the highest governance level, women represented 33% of managerial positions across the organisation.

The company continues to promote equal opportunities, merit-based advancement, and inclusive leadership development as part of its commitment to continuous improvement and good governance practices



30%

Women in managerial positions

Across the organization



Balanced gender representation

Acknowledged as important for strong governance and performance



Diversity matters

We value diversity, including gender diversity, at all levels



Continuous improvement

We continue to review our governance and leadership composition

Highest Governance Body (2025)

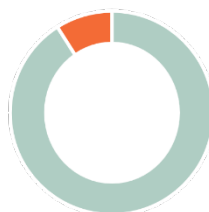


35

Members

All executive functions

Gender representation



91.43%

Male

9.57%

Female

Age distribution

0%

< 30 years

57.14%

30 – 50 years

42.86%

> 50 years

Minority or vulnerable group representation

0%



Committed to integrity, diversity and strong governance

Whistleblowing (c2)

Hemmersbach recognizes the importance of providing safe and accessible channels through which concerns can be raised and addressed.

The company has established **whistleblowing mechanisms** that allow employees and external stakeholders to report concerns confidentially and without fear of retaliation. These channels support the reporting of actual or suspected violations of laws, regulations, internal policies, ethical standards, human rights commitments, and other governance requirements.

Reports received through the whistleblowing process are managed in accordance with established procedures and are reviewed and investigated as appropriate. The company is committed to **ensuring fair treatment** of all parties involved and maintaining confidentiality throughout the process.

By fostering an **open reporting culture**, Hemmersbach aims to strengthen transparency, identify areas for improvement, and support effective risk management and compliance across its operations and business relationships.

Speak up Journey



Confidential. Protected. Doing the right thing.

Convictions and Fines for corruption and bribery (B11)



In accordance with applicable reporting requirements, Hemmersbach discloses information on any convictions and fines incurred during the reporting period in relation to violations of anti-corruption and anti-bribery laws. This includes both the number of legally binding convictions and the total monetary value of any fines imposed.

During the reporting period, no legally binding convictions and no officially imposed fines in connection with **violations of corruption or bribery regulations** were identified or reported within Hemmersbach.

This reflects the company's ongoing commitment to maintaining high standards of ethical conduct across its operations.

Hemmersbach follows a clear **zero-tolerance approach** towards corruption, bribery, and any form of dishonest or unethical behaviour. Principles such as integrity, fair competition, and strict compliance with legal requirements are firmly embedded in the company's Code of Conduct and apply equally to all employees as well as business partners.

Cybersecurity, information security management & data privacy (c2)

Hemmersbach is committed to protecting personal, customer, employee, and business information through an integrated framework of **Data Protection, Privacy, Information Security, and Cybersecurity policies**.

These requirements are embedded within the company's governance and risk management processes and support compliance with applicable laws and regulations, including the **General Data Protection Regulation (GDPR)** and other relevant privacy and security requirements.

The company applies a risk-based approach to identify, assess, and manage privacy, information security, and cybersecurity risks across its operations. Personal and business data are processed, stored, and retained securely, with access restricted to authorized individuals based on business needs and supported by confidentiality obligations.

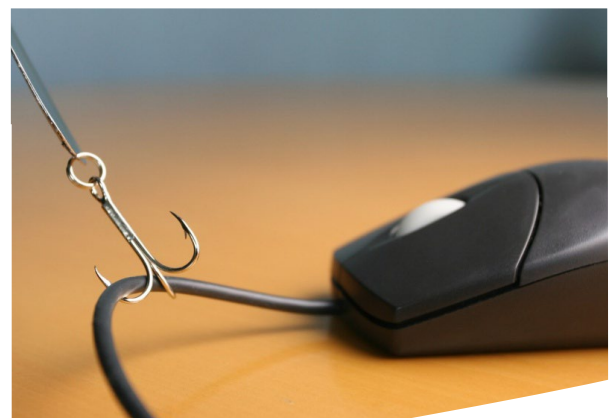
Information security controls include access management, authentication requirements, endpoint protection, cybersecurity monitoring, incident response procedures, and business continuity measures, helping to protect the confidentiality, integrity, and availability of information assets and digital services.

To strengthen awareness and compliance, Hemmersbach provides regular employee training and guidance on data protection and information security responsibilities.

Privacy and information security requirements are also integrated into supplier and partner management processes to support the responsible handling of information throughout the value chain.

Hemmersbach's commitment to effective information governance is further demonstrated through its **ISO 27001-certified Information Security Management System (ISMS)** and **ISO 27701-certified Privacy Information Management System (PIMS)**, which provide structured frameworks for managing information security and privacy risks, ensuring regulatory compliance, and driving continuous improvement.

The company regularly reviews and enhances its privacy, information security, and cybersecurity practices to address evolving threats, technological developments, stakeholder expectations, and regulatory requirements.



ESG & Reporting Compliance (c2)

Hemmersbach continues to strengthen its approach to ESG governance and reporting in order to support transparency, accountability, and informed decision-making.

Responsibilities for ESG data collection, validation, review, and reporting are clearly defined across relevant functions and coordinated by the Sustainability Function, ensuring that reporting processes are managed consistently throughout the organization.

To support the quality and reliability of reported information, ESG data is subject to review and validation procedures designed to improve accuracy, consistency, and completeness.

These processes contribute to alignment with applicable reporting frameworks and support the company's ongoing efforts to enhance sustainability disclosures and performance monitoring.

The company also integrates ESG considerations into its supply chain governance activities. Suppliers and business partners are expected to comply with the **Supplier Code of Conduct**, which includes requirements related to human rights, labour standards, environmental protection, and business ethics.

Through supplier due diligence, risk assessments, contractual obligations, and ongoing monitoring activities, Hemmersbach works to identify and manage **sustainability-related risks** throughout its value chain.

Performance is monitored through a range of governance indicators, including employee participation in training programs, supplier due diligence coverage, reported concerns, corrective action implementation, and reporting quality measures. These activities support continuous improvement and help strengthen the effectiveness of the company's ESG governance framework.



Revenues from certain sectors and exclusion from EU benchmarks (c8)

Hemmersbach confirms that it is not active in, and does not generate any revenue from, sectors that are commonly associated with significant environmental or social risks.

In particular, the company does not engage in activities related to controversial weapons, including anti-personnel mines, cluster munitions, or chemical and biological weapons.

Furthermore, Hemmersbach is not involved in the cultivation or production of tobacco, nor does it participate in the fossil fuels sector, including the exploration, extraction, processing, trade, or transportation of coal, oil, or gas.

The company is also not engaged in the production of pesticides or other agrochemical products.

Hemmersbach's core business activities are focused on the provision of **global IT services**, including infrastructure support, device lifecycle management, and related technical solutions, delivered through its international service network.

These activities are aligned with the company's commitment to **responsible and sustainable business practices**.

Hemmersbach is a **privately held** company and is not listed on any stock exchange. The company has not been explicitly excluded from European Union reference benchmarks aligned with the goals of the Paris Climate Agreement, such as the EU Paris-Aligned Benchmark (PAB) or the EU Climate Transition Benchmark (CTB). While such benchmarks are primarily applicable to listed entities, Hemmersbach monitors relevant developments in this area.

Should any exclusion from such benchmarks arise in the future, this will be disclosed and appropriately assessed as part of the company's sustainability reporting processes. At the time of reporting, no such exclusion has been identified.



Continuous improvement & future commitments (c3)

Hemmersbach recognizes that governance, compliance, and sustainability expectations continue to evolve, and remains committed to continuously strengthening its governance framework in response to emerging risks, stakeholder expectations, and regulatory developments.

Future priorities include the further integration of ESG considerations into enterprise risk management processes, the expansion of supplier due diligence activities, and the continued enhancement of human rights and supply chain oversight.

The company also aims to improve ESG data management systems and reporting processes to further increase the quality, consistency, and reliability of sustainability-related information.

In addition, Hemmersbach will continue to enhance its cybersecurity and information security controls, strengthen employee awareness and training initiatives, and regularly review governance policies and procedures to ensure continued alignment with applicable legal requirements and best practices.

These efforts support the company's long-term commitment to responsible business conduct, transparency, and sustainable value creation.





04 COMMUNITY



We help children across the globe who live in poor conditions with our Direct-Action Hemmersbach Kids' Family. Our mission is to provide children with access to education, medical and psychological help, and decent living conditions.

Hemmersbach Kids' Family India

– Community Impact



At Hemmersbach, we believe that sustainability is about creating value not only for our business and stakeholders, but also for the communities in which we operate.

Through the Hemmersbach Kids' Family Foundation in India, we are committed to supporting children, families and communities by addressing social challenges and creating opportunities for long-term development. Our initiatives focus on providing safe and nurturing environments for children, improving access to quality education and healthcare, strengthening psychosocial wellbeing, and empowering individuals through skills development and community support programs.

In 2025, we continued to expand and strengthen these efforts through a wide range of interventions designed to foster resilience, inclusion and equal opportunity. From residential childcare and educational support to health initiatives, women's empowerment programs and community outreach activities, our work seeks to create meaningful and lasting positive impacts.

The highlights below demonstrate the tangible outcomes achieved during the reporting year and reflect our ongoing commitment to contributing to the wellbeing and development of the communities we serve.





Supporting children

- **75 children** provided with safe residential care through the Kids' Home program.
- **121 children** supported since the program's inception.
- **9 children successfully reintegrated** with their families during 2025 through structured restoration and follow-up support.



Empowering through education

- **75 children** participated in the after-school tuition program, receiving homework support, digital learning resources and library access.
- Launch of the **Foundational Literacy & Numeracy (FLN) Program**, helping children strengthen core reading and numeracy skills through structured learning pathways.
- Delivery of life-skills education covering child protection, anti-bullying, internet safety, consent and gender awareness.



Promoting health & wellbeing

- **Quarterly health camps** delivered with specialist medical support, including dental, dermatology, ENT and ophthalmology services.
- **50 counselling sessions per month on average**, supporting children's mental health and emotional wellbeing.
- Introduction of a dedicated **Sensory Room** to promote self-regulation, emotional resilience and psychological wellbeing.



Long-term social impact (2019–2025)

- **442 individual counselling interventions** delivered through the Child and Family Well-Being Services (CFWBS) program.
- **51 trauma-informed counselling interventions** and **43 family counselling sessions** delivered.
- More than **3,750 community beneficiaries** supported through water distribution initiatives.
- Over **3,000 essential items distributed**, and **500+ beneficiaries reached** through health camps.



Supporting local communities

- Distribution of **10,000 liters of clean drinking water daily** to underserved communities.
- Support provided to **359 families**, benefiting approximately **1,500 individuals** through the water distribution initiative.
- More than **250 essential items distributed monthly**, including clothing, footwear, school supplies and household necessities.



Women empowerment

- Launch of the **Kaushalya Hadi (Path of Skill)** tailoring program.
- **15 women enrolled** in practical vocational training focused on stitching, garment finishing and income-generation opportunities.
- Supporting pathways towards **financial independence and economic empowerment** for women in local communities.



Community outreach & scholarships

- Delivery of **life-skills and digital literacy training** in local government schools.
- Provision of **5 educational scholarships**, supporting both school-age children and higher education students.
- Ongoing grocery support to local charitable organizations serving vulnerable populations.

Hemmersbach Kids' Family Poland

– Community impact

Through the Hemmersbach Kids' Family Foundation in Poland, we support children and young people in foster care by improving access to education, specialist healthcare, therapeutic services and digital learning opportunities. Our programs are designed to help children overcome developmental and social barriers while equipping caregivers with the knowledge and tools needed to provide effective support.

During 2025, we continued to expand our impact through nationwide awareness campaigns, specialist diagnostic and therapeutic services, educational platforms and targeted support programs. These initiatives contributed to creating better opportunities for children in foster care, supporting their development, wellbeing and successful transition into adulthood.

Advancing child development and early intervention

- **74 free diagnostic assessments** conducted through the nationwide *"Support Starts with Diagnosis"* campaign.
- Publication of a **free educational guide** on child development and developmental difficulties.
- Delivery of expert-led awareness webinars aimed at foster parents, caregivers and professionals.

Expanding access to specialist therapy

- **50 children in foster care** received ongoing specialist therapy and developmental support.
- Access provided to a wide range of **services** including autism and ADHD diagnostics, speech therapy, sensory integration therapy, psychological counselling, biofeedback and Neuroflow training.
- Expansion of services to include **child and adolescent psychiatric consultations** and psychodietetics.

Promoting digital inclusion and equal access to education

- **122 computers donated** to childcare institutions and foster families across Poland.
- **Ongoing IT support programs** helping children and caregivers strengthen digital skills and access educational resources.
- Increased access to technology supporting learning, communication and future employability.



Expanding access to knowledge and mental health awareness

- HKFedu provided **24/7 access to online training, courses and webinars** focused on child and adolescent mental health.
- **Educational content** covered ADHD, autism spectrum disorders, sensory integration, anxiety disorders, peer aggression and positive psychology.
- **Awareness campaigns** extended educational resources beyond direct beneficiaries to reach a wider community of parents, caregivers and professionals.



Empowering foster caregivers and specialists

- More than **2,000 caregivers, educators and specialists trained** through webinars and educational sessions.
- **Training topics** included trauma-informed care, neurodevelopmental disorders and online safety.
- Continuous professional development opportunities provided through **the HKFedu educational platform**.



APPENDICES

Appendix A: Subsidiaries

Country	Legal Entity	Asset	Address	Geolocation
Argentina	Hemmersbach Argentina S.R.L.	-	INT. Tomkinson Nra. 3381 LOC. Beccar Lomas de San Isidro Provincia de Buenos Aires ARGENTINA	-
Australia	Hemmersbach Australia Pty Ltd	-	Unit 6 69-11 Blake Street Mornington, 3931 VIC AUSTRALIA	-
Austria	Hemmersbach Austria GmbH	Office	Altmannsdorferstraße 89 / Top 41120 Wien AUSTRIA	48.16434064226627, 16.31734839921021
		Warehouse	Modecenterstraße 22, Top.Nr. C01–C03, C-Ebene, 1030 Vienna	48.18425481775817, 16.41161123968638
Belgium	Hemmersbach GmbH & Co. KG	Office	Excelsiorlaan 51, 1930 Zaventem BELGIUM	50.88515116323373, 4.4548126128456325
Brazil	Hemmersbach Solutions do Brasil Ltda.	Office	Avenida Francisco Matarazzo, 1752, 15o. Andar, conj. 1.508, Água Branca, São Paulo, SP CEP 05001-200 BRAZIL	- 23.525066722404556, - 46.67936189768063
Bulgaria	Hemmersbach Bulgaria EOOD	-	30-32' Gen.E.I.Totleben Blvd., floor 2 Krasno selo District 1606 Sofia BULGARIA	-
Canada	Hemmersbach Canada Ltd.	-	375 University Avenue E. Suite 205 A Waterloo Ontario N2K 3M7 CANADA	-
China	Hemmersbach IT Services (Beijing) Co. Ltd.	-	B1160, Floor 11, Block A Sanlitun SOHO No. 8 Yard North Road of the Workers Stadium Chaoyang District, Beijing PEOPLE'S REPUBLIC OF CHINA	-
Czech Republic	Hemmersbach Czech s.r.o.	Office	Jeremenkova 763/88 Podolí, 140 00 Praha 4 CZECH REPUBLIC	50.04330087644755, 14.428390997456146
		Warehouse	Pavlovská 324, 273 51 Červený Újezd-Unhošť Czech Republic	50.07414170062271, 14.166532712802173
Denmark	Hemmersbach Denmark ApS.	-	c/o Rödl & Partner Store Kongensgade 40 H, 2. floor 1264 København K DENMARK	-
Egypt	Hemmersbach Egypt Limited Liability Company	-	Othman Ibn Affan Street Second Floor at Property No.: 88 Triumph Square Heliopolis Cairo EGYPT	-
Finland	Hemmersbach Finland Oy	-	c/o Satakerta Rödl & Partner Kalevankatu 600100 Helsinki FINLAND	-
France	Hemmersbach France SAS	Office	35 Ter Avenue André Morizet 92100 Boulogne-Billancourt FRANCE	48.8363154992376, 2.2378820550646568
		Warehouse	32 Avenue de l'Océanie, Bâtiment C2 U5, ZAC de Courtaboeuf, 91140 Villejust, France	48.68188501069618, 2.205956983892681
Germany	Hemmersbach GmbH & Co. KG	Office	Sulzbacher Straße 9 90489 Nürnberg GERMANY	49.45805497364933, 11.090735783933384
	Hemmersbach Worldwide GmbH	-		
	Hemmersbach Holding GmbH	-		
Georgia	Hemmersbach Georgia LLC	-	Vake district, Ferdobi Nutsbidze, micro/district IV, building 21, b. No. 103 Tbilisi GEORGIA	-
Greece	Hemmersbach Hellas M.E.P.E.	Office	Chrimatistiriou 7 10442 Athens GREECE	37.99204793459493, 23.70502855454773
		Warehouse	Periandrou 3, 15771 Athens, Greece	37.97543556126281, 23.76696735454695

Hungary	Hemmersbach Hungary Kft.	-	Fogarasi út 5. 1148 Budapest HUNGARY	-
India	Hemmersbach India Pvt. Ltd.	Office	M/s. Whitefield Area Commerce and Industries Association (WACIA), No. 40-J, WACIA Road, Mahadevapura post, Bangalore, Karnataka, India	12.990760335090616, 77.70681641147829
		Warehouse		
Indonesia	PT. Hemmersbach Information Technology Services Indonesia	-	Gedung Equity Tower LT 35 Sudirman Central Business District Jalan Jenderal Sudirman Kav 52-53Kebayoran Baru Jakarta – 12190 INDONESIA	-
Ireland	Hemmersbach UK Limited	-	Falty, Old town Athlone, Co. Roscommon IRELAND	-
Israel	Hemmersbach Israel Ltd.	-	At Dr. Katy Elmaliyah Attorneys & Notary Office Ben Gurion 1A LYFE Tower B 5120149 Bnei Brak ISRAEL	-
Italy	Hemmersbach Italia S.r.l.	Office	Via Magenta 77 - Edificio 1 D20017 Rho (Mi) ITALIA	45.520548766836974, 9.03658122420698
		Warehouse		
Japan	Hemmersbach Nippon K.K.	-	Level 14 Hibiya Central Building1-2-9 Nishi Shimbashi, Minato-Ku105-0003 Tokyo JAPAN	-
Kazakhstan	Hemmersbach Kazakhstan LLP	-	Aiteke Bi St., 83 Almaty District Almaty 050000 KAZAKHSTAN	-
Malaysia	Hemmersbach Malaysia Sdn. Bhd.	Office	LO-B, Concourse Level, PJX-HM Shah Tower, No 16A, Persiaran Barat, 46050 Petaling Jaya, Selangor Darul Ehsan, Malaysia	3.1051327978315806, 101.64556436534906
		Warehouse		
Mexico	Hemmersbach Mexico, S. de R. L. de C. V.	Office	Avenue Armando Birlain Shaffler, 2001 Corporativo II 4th floor – room 4-B2 Centro Sur 76090 Querétaro MEXICO	20.574069409984162, - 100.3613021013164
Netherlands	Hemmersbach GmbH & Co. KG	-	Johan Crujfff Boulevard 65 Amsterdam 1101 DL NETHERLANDS	-
Norway	Hemmersbach Norway AS	Office	Rolfsbuktveien 4B 1364 Fornebu NORWAY	59.894472460889894, 10.627992098015671
Philippines	Hemmersbach Philippines Inc.	Office	7F, Finman Centre Building, 131 Tordesillas St., Salcedo Village, Makati City PHILIPPINES	14.561051822839921, 121.02423911547105
Poland	Hemmersbach GmbH & Co. KG	Office	ul. Wyscigowa 58 53-012 Wroclaw POLAND	51.06353793764184, 17.00424645518308
		Warehouse	Logistyczna 4, 55-040 Bielany Wroclawskie, Poland	51.03862268951711, 16.951964170526136
Portugal	Hemmersbach Portugal, Unipessoal LDA	-	Avenida Fontes Pereira de Melo No. 16ldeia Spaces1050 -121 Lisbon PORTUGAL	-
Romania	Hemmersbach RO SRL	-	Calea Baciului no. 47 400277 Cluj Napoca Cluj ROMANIA	-
Serbia	Hemmersbach d.o.o. Beograd	-	Generala Ljubomira Milica 5, 1st floor, Apt 7, (Vozdovac)11010 Belgrade SERBIA	-
Saudi Arabia	Hemmersbach SA LLC	Office	1st Street Al-Jazeera, Sulay District Exit-17 Al Rashid Building Block#18 RIYADH	24.65578060190018, 46.804368351281376
		Office	Computer City, Palestine Street, Opposite National Guard Office Al Rehab 3892, Jeddah 23343, Saudi Arabia	21.538622690219707, 39.22025633863782
		Office	Business Gate, Khobar Dammam Highway - Showroom No 6 Dammam	26.419689062930253, 50.13305380380638
Singapore	Hemmersbach Singapore Pte. Ltd.	Office	60 Paya Lebar Road #09-19 Paya Lebar Square Singapore 409051 SINGAPORE	1.3194809044105822, 103.89252136719693
Slovakia	Hemmersbach Slovakia s.r.o.	-	Suché myto 1811 03 Bratislava SLOVAKIA	-

South Africa	Hemmersbach South Africa (Pty.) Ltd.	Office	13 Challenger Avenue, International Business Gateway Office Park, Precision House Building, Midridge Park, Midrand 1685	-25.97934694792951, 28.12450248931083
		Office	Block B, First Floor, Doncaster Road, Kenilworth	-33.98886225925379, 18.48515000001664
		Office	47 Manhattan Street, Airport Industria	-33.972037727644185, 18.586942312055864
		Office	Unit G002, GR Floor, 34 Essex Terrace, Westville, 3610.	-29.83059928792389, 30.9491901830679
		Warehouse	13 Challenger Avenue, International Business Gateway Office Park, Precision House Building, Midridge Park, Midrand 1685	-25.97934694792951, 28.12450248931083
South Korea	Hemmersbach South Korea LLC	-	Unit# 8-115 8, Gangnam-daero 53-gil Seocho-gu Seoul Republic of South Korea	-
Spain	Hemmersbach Spain S.L.U.	Office	Calle Dublín, 39 – Local “i” Polígono Industrial Európolis 28232, Las Rozas Madrid SPAIN	40.5059034802532, - 3.8913689880145896
Sweden	Hemmersbach Sweden AB	Office	Esbogatan 18 164 74 Kista Stockholm SWEDEN	59.42008576236702, 17.926083396134544
Switzerland	Hemmersbach Switzerland AG	Office	Ifangstrasse 6CH-8952 Schlieren SWITZERLAND	47.400740193316025, 8.45468992398404
		Warehouse		
Thailand	Hemmersbach (Thailand) Co., Ltd.	-	19/61 Soi Sukhumvit 13 (Saengchan) Khlong Toei Nuea, Watthana Bangkok 10110 THAILAND	-
Turkey	Hemmersbach Turkey Bilgi Teknolojileri Ltd Sti	Office	Kosuyolu Mahallesi Muhittin Ustundag Caddesi No. 15Kadıköy-Istanbul Türkiye TURKEY	41.0064655313805, 29.03696228166446
UAE	Hemmersbach Information Technology Consultancy L.L.C.	Office	Fatima Bint Ali Al Rumaithi St, Al Danah, Building no. 87, Office 104 United Arab Emirates, Abu Dhabi	24.48644227535303, 54.37242893833856
UK	Hemmersbach UK Ltd.	Office	Lime Tree Gate Crockford Lane Chineham Basingstoke RG24 8WH GREAT BRITAIN	51.29858573026117, - 1.0600576466569183
		Warehouse		
Ukraine	Limited Liability Company "Hemmersbach Ukraine"	-	Vasylia Tiutiunnyka St, 58/1, office 803150 Kyiv UKRAINE	-
USA	Hemmersbach US LLC	Office	1512 Center Street, Suite 530 Houston TX 77007	29.768583318504895, - 95.37322600159
		Warehouse	1110 Henderson St, Houston, TX 77007, USA	29.769507950959454, - 95.37893874798975
Vietnam	Công ty TNHH Hemmersbach Vietnam	-	3rd Floor, Business Center, 258 Nam Ky Khoi Nghia Street, Xuan Hoa Ward Ho Chi Minh City VIETNAM	-

Appendix B: ISO 14064 – 1: 2018 Scope locations

Country	Type of facility
Germany	Office
Greece	Office
South Africa	Office
UK	Office
Poland	Office
Germany	Office
Turkey	Office
Belgium	Office
France	Warehouse
Greece	Warehouse
Poland	Warehouse
Spain	Office
UK	Warehouse
India	Office & Warehouse
Italy	Office & Warehouse
Switzerland	Office & Warehouse
Austria	Office
USA	Warehouse
Singapore	Office
UAE / emirates	Office
Saudi Arabia	Office
Hungary	Office & Warehouse
Malaysia	Office & Warehouse
Sweden	Warehouse
Romania	Warehouse

Appendix C: Social Metrics

– General characteristics

Country	Total workforce (Headcount)	Female	Male	Unknown	Permanent contracts	Fixed- term contract	Project contract	Temporary personnel
Argentina	16	2	14	-	16	-	-	-
Australia	40	4	36	-	27	12	1	-
Austria	52	2	50	-	50	1	-	1
Belgium	49	3	46	-	49	-	-	-
Brazil	22	1	21	-	22	-	-	-
Bulgaria	19	5	14	-	19	-	-	-
Canada	40	4	35	1	40	-	-	-
China	19	1	18	-	11	8	-	-
Czech Republic	52	3	49	-	31	21	-	-
Denmark	13	-	13	-	10	3	-	-
Egypt	15	5	10	-	-	15	-	-
Finland	17	-	17	-	13	1	-	3
France	144	17	127	-	140	4	-	-
Georgia	3	2	1	-	2	1	-	-

Country	Total workforce (Headcount)	Female	Male	Diverse	Permanent contracts	Fixed- term contract	Project contract	Temporary personnel
Germany	801	126	675	-	611	181	-	9
Greece	255	129	126	-	245	5	-	5
Hungary	56	2	54	-	55	1	-	-
India	491	148	343	-	172	319	-	-
Indonesia	24	-	24	-	23	1	-	-
Ireland	24	1	23	-	24	-	-	-
Israel	1	-	1	-	1	-	-	-
Italy	81	12	69	-	74	7	-	-
Japan	5	1	4	-	4	1	-	-
Kazakhstan	6	1	5	-	6	-	-	-
Malaysia	62	18	44	-	57	4	-	1
Mexico	54	12	42	-	54	-	-	-
Netherlands	86	4	82	-	19	66	-	1
Norway	12	4	8	-	10	-	-	2
Philippines	39	15	24	-	35	4	-	-
Poland	900	302	598	-	659	241	-	-
Portugal	16	2	14	-	16	-	-	-
Romania	27	-	27	-	22	5	-	-
Russia	63	34	29	-	62	1	-	-
Saudi Arabia	22	-	21	1	22	-	-	-
Serbia	1	-	1	-	-	1	-	-
Singapore	26	5	21	-	16	10	-	-
Slovakia	7	-	7	-	4	3	-	-
South Africa	127	42	85	-	89	38	-	-
South Korea	5	-	5	-	5	-	-	-
Spain	93	17	76	-	90	3	-	-
Sweden	39	5	34	-	38	1	-	-
Switzerland	112	9	103	-	109	-	-	3
Thailand	9	-	9	-	1	8	-	-
Turkey	46	7	39	-	46	-	-	-
UK	410	38	372	-	405	5	-	-
Ukraine	1	1	-	-	1	-	-	-
UAE	21	1	20	-	19	2	-	-
USA	797	73	715	9	795	2	-	-
Vietnam	2	-	2	-	1	1	-	-

Appendix D: Social Metrics – Health & Safety

Country	Argentina		Australia		Austria		Belgium		Brazil	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	95,45	0	95,14	0	94,15	0	92,47	0	97,14	0
February	100,00	0	96,78	0	95,84	0	93,12	0	97,45	0
March	100,00	0	98,32	0	96,31	0	94,56	0	97,89	0
April	94,21	0	95,89	0	94,78	1	95,21	0	98,03	0
May	100,00	0	97,55	0	98,42	0	96,05	0	98,21	0
June	100,00	0	98,91	0	99,05	0	97,33	0	98,47	0
July	100,00	0	96,12	0	95,12	0	98,78	0	98,62	0
August	100,00	0	97,04	0	97,66	0	99,14	0	98,95	0
September	100,00	0	98,67	0	94,99	0	92,84	0	99,12	0
October	100,00	0	95,35	0	99,53	0	94,09	0	99,41	0
November	100,00	0	97,21	0	96,87	0	95,67	1	99,78	0
December	98,03	0	98,46	0	95,43	0	98,11	0	99,94	0
Average/ Total	98,97	0	97,12	0	96,51	1	95,61	1	98,58	0
1000 – colleague - rate	0,00		0,00		21,74		25,00		0,00	

Country	Bulgaria		Canada		China		Czech Republic		Denmark	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	96,75	0	98,42	0	95,45	0	94,25	0	96,93	0
February	99,25	0	97,15	0	100,00	0	94,05	0	94,14	1
March	100,00	0	99,08	0	100,00	0	92,18	0	91,28	0
April	99,32	0	97,84	0	94,21	0	93,62	1	92,52	0
May	100,00	0	98,91	0	100,00	0	96,02	0	93,24	0
June	100,00	0	97,63	0	96,45	0	94,74	0	95,32	0
July	100,00	0	99,57	0	100,00	0	96,20	0	96,04	0
August	99,43	0	98,11	0	97,85	0	93,01	0	96,18	0
September	99,40	0	99,39	0	97,47	0	94,26	1	93,26	0
October	100,00	0	97,28	0	100,00	0	94,33	0	96,13	0
November	97,69	0	98,75	0	99,88	0	92,98	0	95,53	0
December	95,68	0	99,82	0	98,03	0	93,46	0	96,39	0
Average/ Total	98,96	0	98,50	0	98,28	0	94,09	2	94,75	1
1000 – colleague - rate	0,00		0,00		0,00		46,51		200,00	

Country	Egypt		Finland		France		Georgia		Germany	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	99,18	0	97,70	0	93,26	0	98,68	0	94,47	2
February	99,76	0	99,60	0	93,55	0	99,35	0	93,65	2
March	99,27	0	98,60	0	93,95	0	97,96	0	94,75	2
April	99,01	0	99,25	0	93,62	1	97,07	0	95,71	0
May	98,92	0	100,00	0	94,86	0	97,23	0	96,56	1
June	99,71	0	100,00	0	94,13	0	95,93	0	97,38	0
July	99,42	0	100,00	0	94,59	1	98,00	0	95,39	0
August	99,50	0	99,78	0	94,92	1	98,22	0	94,86	1
September	98,75	0	100,00	0	94,27	0	97,49	0	94,84	0
October	98,25	0	99,85	0	93,44	0	97,42	0	95,25	0
November	98,90	0	99,69	0	93,50	0	98,60	0	94,60	0
December	100,00	0	100,00	0	95,45	0	99,48	0	94,73	0
Average/ Total	99,22	0	99,54	0	94,13	3	97,95	0	95,18	8
1000 – colleague - rate	0,00		0,00		27,78		0,00		12,56	

Country	Greece		Hungary		India		Indonesia		Ireland	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	97,12	0	99,18	0	96,03	0	100,00	0	96,75	0
February	96,39	0	98,10	0	95,67	0	100,00	0	99,25	0
March	98,61	0	99,27	0	94,06	0	99,40	0	99,36	0
April	98,68	0	99,01	0	97,88	0	98,81	0	99,32	0
May	97,88	0	98,92	0	97,70	0	98,69	0	94,52	0
June	99,17	0	99,71	0	98,41	0	99,18	0	100,00	0
July	98,48	0	99,42	0	96,92	0	99,76	0	100,00	0
August	97,12	0	99,50	0	99,03	0	99,27	0	99,43	0
September	99,50	0	98,75	0	98,24	0	99,01	0	99,40	0
October	98,21	0	98,25	0	97,99	0	98,92	0	100,00	0
November	98,34	0	98,90	0	95,31	0	99,71	0	97,69	0
December	98,18	0	98,10	0	95,03	0	99,42	0	95,68	0
Average/ Total	98,14	0	98,93	0	96,86	0	99,35	0	98,45	0
1000 – colleague - rate	0,00		0,00		0,00		0,00		0,00	

Country	Israel		Italy		Japan		Kazakhstan		Malaysia	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	100,00	0	95,44	0	100,00	0	100,00	0	98,99	0
February	100,00	0	93,36	0	100,00	0	100,00	0	99,00	0
March	100,00	0	97,12	0	100,00	0	100,00	0	98,40	0
April	100,00	0	96,61	0	100,00	0	100,00	0	98,89	0
May	100,00	0	94,22	0	93,57	0	100,00	0	99,45	0
June	100,00	0	95,35	0	100,00	0	100,00	0	99,27	0
July	100,00	0	95,29	0	100,00	0	100,00	0	97,17	0
August	100,00	0	96,16	0	99,40	0	100,00	0	98,31	0
September	100,00	0	99,89	0	98,81	0	100,00	0	97,73	0
October	100,00	0	94,92	0	98,69	0	99,00	0	97,69	0
November	100,00	0	98,51	0	94,90	0	100,00	0	97,82	0
December	100,00	0	99,56	0	96,53	0	100,00	0	97,07	1
Average/ Total	100,00	0	96,37	0	98,49	0	99,92	0	98,32	1
1000 – colleague - rate	0,00		0,00		0,00		0,00		22,22	

Country	Mexico		Netherlands		Norway		Philippines		Poland	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	93,57	0	97,51	0	98,41	0	99,18	0	95,44	0
February	99,75	0	95,67	0	99,12	0	99,76	0	94,98	1
March	100,00	0	94,06	0	98,33	0	99,27	0	97,12	0
April	100,00	0	97,88	0	98,41	0	99,14	0	96,61	1
May	99,19	0	97,70	0	98,21	0	98,92	0	97,98	0
June	99,75	0	98,41	0	98,00	0	99,71	0	95,35	0
July	100,00	0	98,43	0	99,42	0	99,69	0	95,29	0
August	99,17	0	99,03	1	99,50	0	99,50	0	96,16	0
September	99,65	0	98,24	0	98,75	0	98,75	0	99,89	1
October	99,12	0	97,99	0	98,25	0	98,25	0	96,51	0
November	96,93	0	96,57	0	98,90	0	98,90	0	98,51	0
December	98,57	0	97,69	0	97,54	0	98,79	0	99,56	0
Average/ Total	98,81	0	97,43	1	98,57	0	99,16	0	96,95	3
1000 – colleague - rate	0,00		17,86		0,00		0,00		6,99	

Country	Portugal		Romania		Russia		Saudi Arabia		Singapore	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	99,66	0	97,70	0	97,89	0	98,68	0	98,23	0
February	99,95	0	99,60	0	97,50	0	99,35	0	98,41	0
March	99,91	0	98,60	0	96,35	0	97,96	0	98,62	0
April	99,84	0	99,25	0	97,59	0	98,56	0	97,87	0
May	99,95	0	99,87	0	97,86	0	98,95	0	98,86	0
June	99,95	0	97,22	0	97,92	0	95,93	0	96,99	0
July	99,81	0	99,35	0	97,17	0	98,00	0	98,78	0
August	99,89	0	99,78	0	96,37	0	98,22	0	98,60	0
September	99,80	0	100,00	0	97,73	0	97,49	0	98,50	0
October	99,70	0	99,85	0	97,69	0	97,42	0	98,48	0
November	99,85	0	99,69	0	97,82	0	98,60	0	98,40	0
December	99,49	0	98,87	0	97,07	0	99,48	0	98,03	0
Average/ Total	99,82	0	99,15	0	97,41	0	98,22	0	98,31	0
1000 – colleague - rate	0,00		0,00		0,00		0,00		0,00	

Country	Slovakia		South Africa		South Korea		Spain		Sweden	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	100,00	0	97,99	0	99,17	0	96,60	0	99,01	0
February	100,00	0	95,67	0	99,65	0	93,70	0	98,68	0
March	100,00	0	97,58	0	99,12	0	99,00	0	96,20	0
April	100,00	0	97,88	0	100,00	0	96,30	0	98,89	0
May	99,19	0	97,70	0	100,00	0	94,80	0	96,50	0
June	100,00	0	98,41	0	99,00	0	92,17	0	97,21	0
July	100,00	0	96,92	0	100,00	0	94,69	0	97,68	0
August	99,17	0	99,03	0	100,00	0	96,14	0	98,44	0
September	99,65	0	99,02	0	98,95	0	95,62	0	97,20	0
October	99,12	0	97,99	0	100,00	0	95,33	0	98,90	0
November	100,00	0	95,31	0	98,74	0	93,57	0	97,93	0
December	100,00	0	96,37	0	100,00	0	92,53	0	98,33	0
Average/ Total	99,76	0	97,49	0	99,55	0	95,04	0	97,91	0
1000 – colleague - rate	0,00		16,95		0,00		0,00		0,00	

Country	Switzerland		Thailand		Turkey		UK		USA	
KPI	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents	Health Rate	Incidents
January	96,98	0	100,00	0	98,99	0	96,98	0	97,89	0
February	97,62	0	99,25	0	99,00	0	97,62	1	97,50	0
March	97,20	0	100,00	0	98,40	0	97,20	0	98,96	0
April	97,27	0	99,32	0	98,89	0	97,27	0	98,55	0
May	96,60	0	100,00	0	99,45	0	96,60	0	97,86	0
June	97,65	0	100,00	0	99,27	0	97,65	0	97,92	0
July	96,85	0	96,75	0	99,04	0	96,85	0	97,17	0
August	96,67	0	99,25	0	99,09	0	96,67	0	98,31	0
September	97,85	0	100,00	0	98,76	0	97,85	0	97,73	0
October	97,47	0	99,32	0	98,78	0	97,47	0	97,69	0
November	97,16	0	100,00	0	99,21	0	96,87	2	97,82	0
December	97,40	0	100,00	0	98,93	0	94,89	1	97,07	0
Average/ Total	97,23	0	99,49	0	98,98	0	96,99	4	97,87	0
1000 – colleague - rate	0,00		0,00		0,00		13,56		0,00	

Country	Vietnam	
KPI	Health Rate	Incidents
January	100,00	0
February	100,00	0
March	100,00	0
April	100,00	0
May	100,00	0
June	100,00	0
July	100,00	0
August	100,00	0
September	93,57	0
October	100,00	0
November	100,00	0
December	100,00	0
Average/ Total	99,46	0
1000 – colleague - rate	0,00	

**Turning commitments
into measurable impact
for the people & the planet.**

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