



GLOBAL SERVICE DELIVERY FOR THE IT INDUSTRY

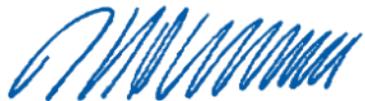
Annual Sustainability Report

Foreword

Hemmersbach is The Social Purpose 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 2024 was a transformative one for Hemmersbach, marked by significant milestones and meaningful progress. We were proud to earn the Bronze Medal from EcoVadis for the second year in a row, 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.



Ralph Koczvara
CEO Hemmersbach

August 2025



About us

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 deliver world-class IT Field Services and Device Lifecycle Services on behalf of industry leaders worldwide.

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.

As experts in process optimization and service delivery, we are uniquely positioned to transform and consolidate global field services for workplace computing and printing technology, 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.

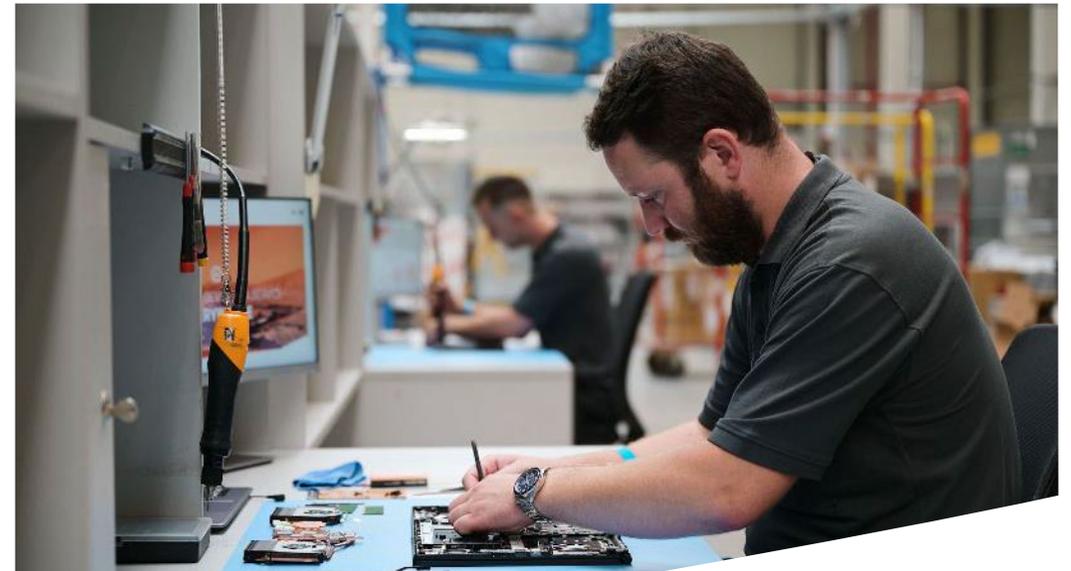
By leveraging our deep expertise and global infrastructure, we enable the seamless management of IT devices across their entire lifecycle – maximizing device utility and reducing waste.



About us

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.



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.

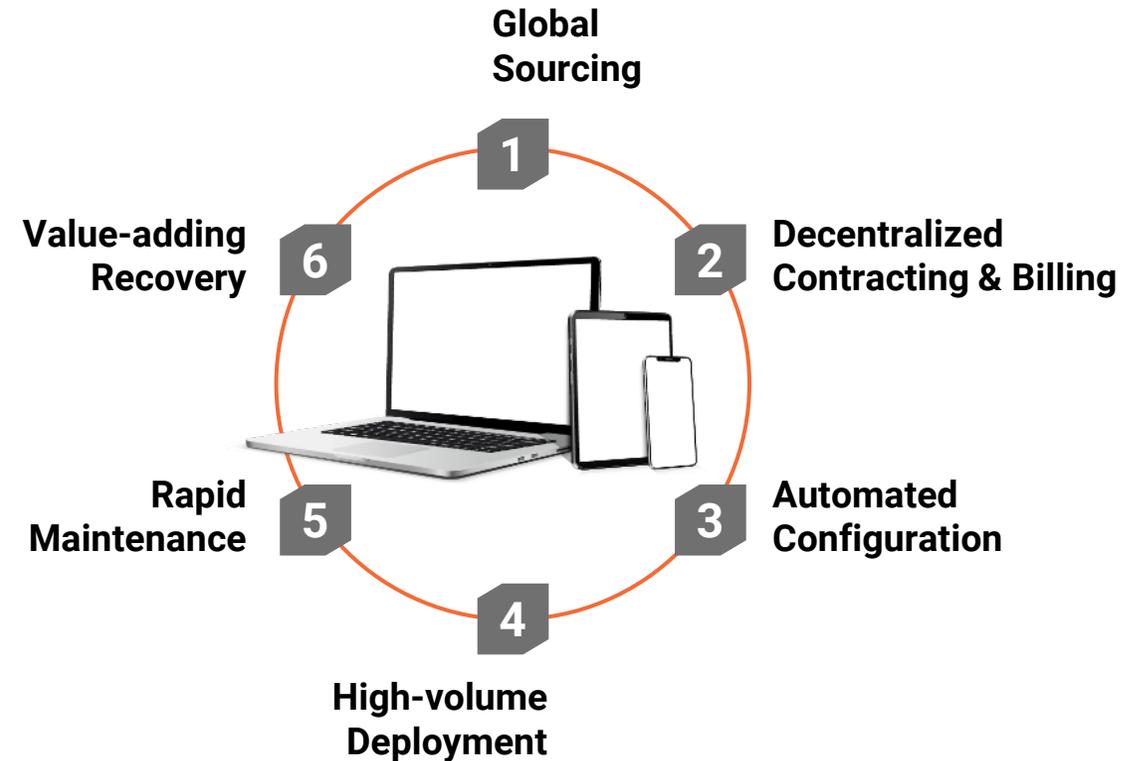
Global Device Lifecycle Services

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.





01

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.

Our people structure reflects our commitment to fostering a diverse and inclusive workplace. With over 5,000 colleagues worldwide, we prioritize creating positive working conditions for everyone. Non-discrimination is a core value embedded in our DNA, ensuring that every individual is treated with respect and fairness.

We are also proud to report that 33.7% of our leadership positions are held by women, a figure that surpasses the German average for 2024. Our workforce reflects a rich diversity of ages, contributing to a dynamic and multi-generational environment.

Here's a closer look at the age distribution of our team.

**5547**

Total number
of colleagues

**33.7%**

Women in
leadership position

**23.2%**

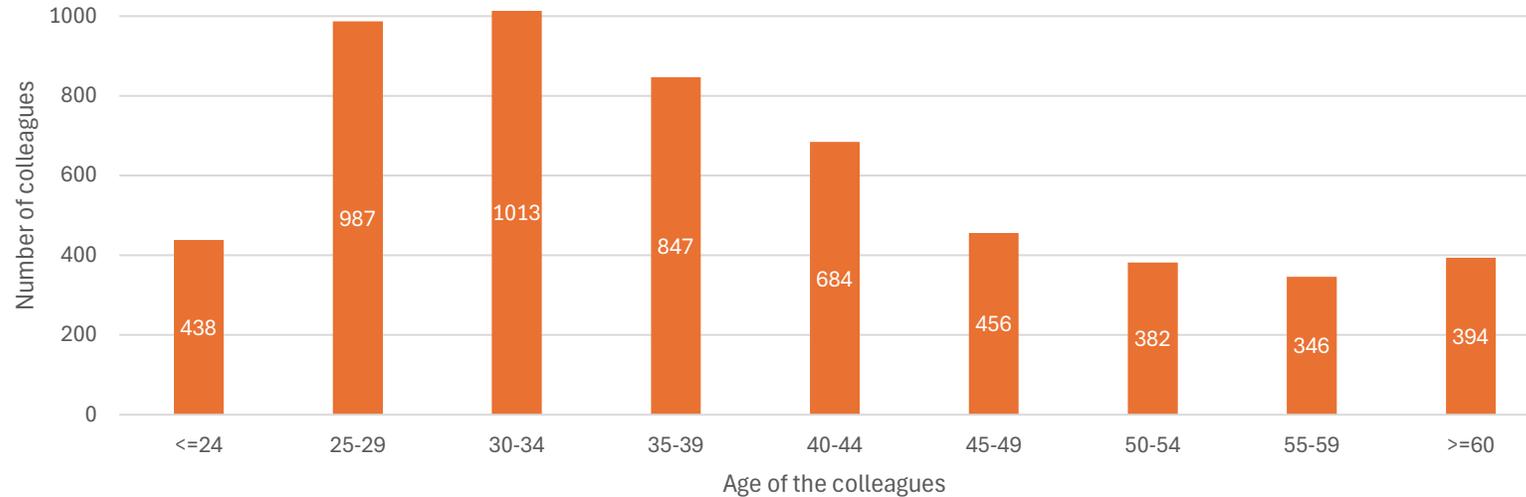
Female
quota

**50+**

Country
subsidiaries

¹ Anteil von Frauen in Führungspositionen in Europa 2024 | Statista

Age distribution



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.

Professional development and growth

Global Campus

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 mandatory 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 training platform accessible to everyone, offering a wide range of programs tailored to different positions.

From technical skills for our technicians to advanced leadership training through our Leadership Academy, the Global Campus supports every aspect of our colleagues' professional development.



Professional development and growth

Global Campus

In 2024, our Global Campus saw impressive engagement across the board. A total of **80.385 hours** was spent on e-learning, with an average of 17 hours per user. Our colleagues enrolled in **87.583 courses**, with an average of **2.011** active users per month.

To meet the evolving needs of our people, we introduced **75 new courses**, all of which received an average star **rating of 4.78 out of 5**, reflecting the high quality and relevance of the content. Furthermore, **1.433 certificates** were issued, marking the successful completion of various courses and the acquisition of valuable new skills.





Enhancing communication across borders

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.

In 2024, we conducted **2.938 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.

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.

My People Development

The Development Dialogue is a key component for professional growth and career development at Hemmersbach.

This annual, formal meeting between supervisor and colleague provides a dedicated space to focus on the colleague's individual career path, current tasks, and potential future positions. During the Development Dialogue, colleagues have the opportunity to reflect on their achievements, discuss any challenges, and explore new opportunities for growth. It's a personalized conversation designed to align aspirations with our goals, ensuring that both are working towards a shared success.

In 2024, **98.50%** of My People Development Assessments were completed, following a **92.09%** completion rate of Development Dialogues.





Empowering future IT experts

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



Empowering future IT experts

Technician Academy

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 2024, **1,513 participants** attended the courses, and around **400 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.

Prioritizing safety and health

Employee well-being

At Hemmersbach, the well-being and safety of our colleagues is a core commitment. We actively maintain a safe, healthy, and supportive environment by identifying risks early, promoting wellness, and continuously improving our global Health & Safety (H&S) standards.

In 2024, we focused on reducing occupational accidents by providing targeted training — such as correct lifting techniques for technicians — and implementing preventative measures like replacing shoulder bags with ergonomic backpacks for our field service technicians. We supported colleagues involved in heavy lifting with personalized guidance and documentation. These initiatives contributed to a measurable drop in incidents.



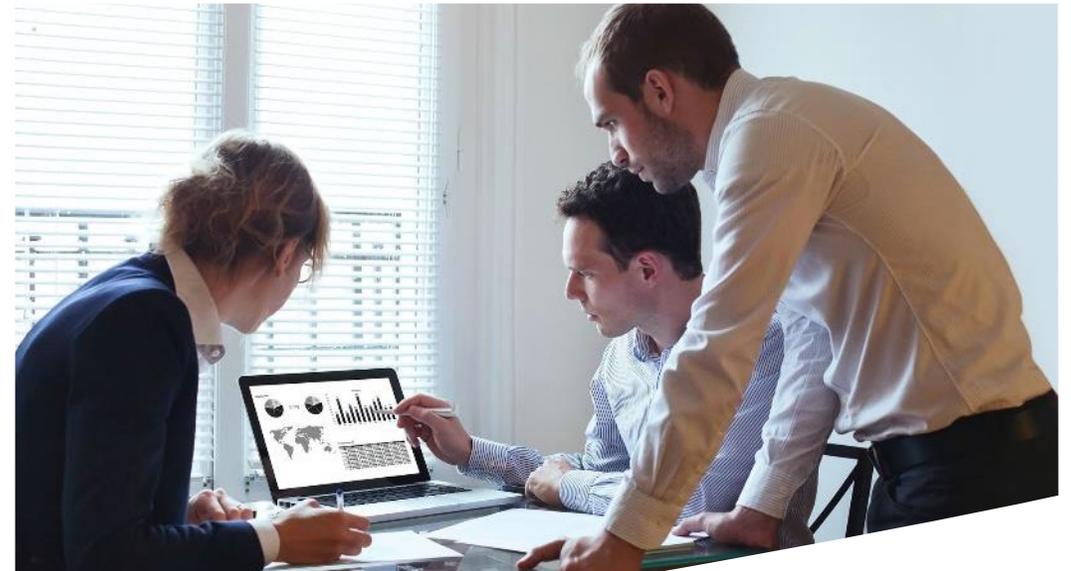
Prioritizing safety and health

Employee well-being

A Global Health & Safety Committee was established to monitor key indicators, and monthly reviews revealed no abnormalities. In parallel, we developed role-specific training modules and introduced country-specific wellbeing benefits, including sports memberships and After Work Yoga sessions.

To align safety with strategic planning, we set measurable objectives, review progress regularly, and integrate them into our decision-making processes. In 2024, we standardized H&S documentation and made it accessible via SharePoints, enhancing global coordination.

Our expanded KPI reporting allows for better comparability, targeted management, and early risk detection – ensuring sustainable improvements over time.



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. Moreover, 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 2024 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 2024 alone, Hemmersbach colleagues logged a total of **179 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 2024, we held 88 all-hands country calls to share key updates and celebrate team achievements. We also organized a variety of remote team activities, such as photo contests and scavenger hunts, offering fun and engaging ways to connect virtually.

Across 50 events, more than 4.000 colleagues actively participated – strengthening their connection to our culture and reinforcing alignment with our mission and values.

In addition, we shared **245 internal newsletters** (in multiple languages) to communicate important updates and promote both global and local initiatives – keeping everyone informed, connected, and inspired.

Sustainable Supply Chain



At Hemmersbach, we are dedicated to building a diverse and sustainable supply chain. Our approach starts thorough our supplier assessments and classifications based on sustainability criteria. This helps us ensure that our supply chain partners align with our values and contribute positively to our environmental and social goals.

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. Our commitment to a sustainable supply chain is further reflected in our key performance indicators (KPIs), which measure the diversity of our suppliers.

Currently, nearly **87% of our suppliers are small businesses**. Additionally, almost half of our suppliers have a female representation that exceeds **24% on a global level**. These metrics underscore our dedication to supporting diverse and inclusive supply chain practices, reinforcing our role in promoting sustainability and community development.





02

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.

Mission Zero

Reducing CO₂ emissions is a key focus of our Mission Zero initiative as we work towards reaching Net Zero emissions. To meet this goal, we have set ambitious targets aimed at reducing our Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 42% by 2030, in alignment with the 1.5°C degree Paris Agreement. In 2024 we have achieved our annual target of **10% CO₂ reduction** in scope 1 and 2, marking a significant first step in our sustainability journey. For 2025 we have set a goal of 7.5% reduction in the same scopes.

A key component of our strategy is transitioning to renewable energy wherever possible by 2030. We are targeting the procurement of 100% of our electricity from renewable sources by 2030. We have already made considerable progress, with a major milestone for 2024 being the inauguration of a new photovoltaic system in South Africa, which now covers nearly **34,05% of the energy requirements** for our office there.

Another significant area of focus is reducing emissions from our fleet of technician vehicles. Currently, **11% of our fleet** in Germany consists of **electric or hybrid cars**, contributing to an **8.82% decrease in CO₂** emissions per car. To further enhance our fleet's environmental performance, we have made substantial progress in consolidating global data sources and migrating to a unified tool that will streamline our emissions tracking and management.



Achievements



**14.71% Increase
of CO₂ neutral
energy at our
facilities**



**Inauguration of new Photovoltaic
System in South Africa
that covers 34,05%
of the energy needed**



**Decrease Fleet
Germany CO₂
per car by 8,82%**



**11% electric /
hybrid cars
in German Fleet**

Planet

New initiatives

In 2024, our efforts focused on advancing our SBTi target-setting process and disclosing our annual progress to the CDP.

Ecovadis rating: bronze medal



We are thrilled to have earned the Bronze Medal from EcoVadis for second time in a row, a recognition of our ongoing efforts to improve our sustainability practices. This achievement reflects the progress we've made in all subcategories of the EcoVadis assessment, and it reinforces our dedication to responsible and sustainable business practices. It also motivates us to continue striving for even greater impact.our hard work to get improved in all subcategories of EcoVadis.

In this year's assessment, we achieved strong results across key focus areas:

- Hemmersbach Holding GmbH (GROUP) is in the top 25% of companies rated by EcoVadis in the Computer programming, consultancy and related activities industry based on the Overall Score.
- Hemmersbach Holding GmbH (GROUP) is in the top 5% of companies rated by EcoVadis in the Computer programming, consultancy and related activities industry based on the Environment Section.
- Hemmersbach Holding GmbH (GROUP) is in the top 17% of companies rated by EcoVadis in the Computer programming, consultancy and related activities industry based on the Labour & Human Rights Section.

Automated environment dashboard

To support our sustainability initiatives, we enhanced our automated Environment Dashboard in Power BI by adding a detailed breakdown of CO₂ emissions per project—further strengthening transparency and data-driven decision-making. Overall, this tool plays a crucial role in efficiently monitoring and reporting our environmental performance, enabling us to track progress toward our sustainability targets more effectively. These efforts reflect our commitment to embedding sustainability into our core operations and contributing meaningfully to global environmental goals.



Circular Economy

Driving sustainability through resource efficiency

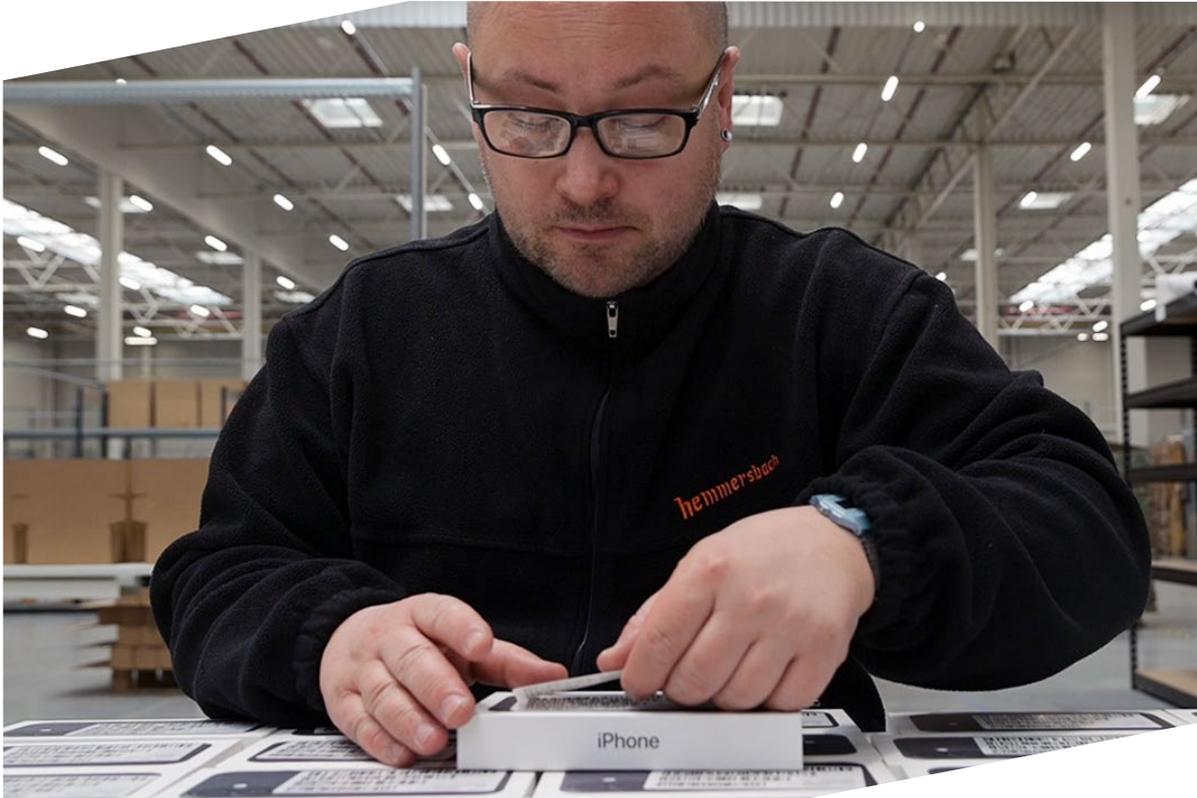


In our commitment to sustainability, we actively promote a circular economy approach to minimize waste and maximize the value of resources. We focus on extending the lifecycle of our internal IT equipment through refurbishment, repair, and reuse, ensuring that devices are kept in use for as long as possible.

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.

Circular Economy

Driving sustainability through resource efficiency



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.

Planet

Hemmersbach Rhino Force





Protect rhinos

Rhinos have been relentlessly hunted by crime syndicates for their horns, making them one of the most endangered species on the planet.

To combat this, Hemmersbach Rhino Force is on the front lines, fighting poachers with advanced technologies such as night vision, stealth boats, drones, and, when necessary, armed force. Our rangers, patrolling the bush and risking their lives daily, are dedicated to ensuring the survival of rhinos and other wildlife.



Preserve rhino genes

In addition to direct protection, Hemmersbach Rhino Force is committed to preserving the genetic diversity of rhinos through our Cryovault project.

This initiative involves collecting and cryopreserving rhino sperm, egg cells, and other biological material from both living and deceased rhinos. Our biobank is on track to become the largest genetic reservoir for African rhinoceros in the world. The stored genetic material will support assisted breeding efforts, creating a crucial safety net against extinction.



Support local communities

Recognizing the importance of community involvement, Hemmersbach Rhino Force works to improve living conditions in Southern Africa, offering viable alternatives to poaching. Initiatives like the Marara Ladies project help clean up trash and waste in local communities, reducing the risk of diseases for both people and animals. We also contribute by restoring and equipping schools and supporting initiatives led by local chiefs, thus fostering sustainable community development.



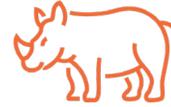
Enhanced situational awareness

Effective conservation requires not only action but also awareness. Hemmersbach Rhino Force employs advanced radio and GPS communication systems to maintain real-time knowledge of the location, speed, and direction of our rangers and vehicles. Our operations room provides a 24/7 overview of activities within the reserves, enabling us to respond swiftly to emerging threats.

Achievements



**90,000 hectares
safeguarded**



**650+ rhinos
under protection**



**16
arrests**



**1 ivory
recovered**



**8 firearms and
ammunition confiscated**

Mozambique farming project

Support for local communities

In Mozambique, close to the Kruger National Park's border, we offer locals legal alternatives to poaching, helping them build sustainable livelihoods.

Through our community work project, we train people in permaculture farming and support with infrastructure and basic needs. There we explore and teach them to grow vegetables organically with minimal water and maximum harvest. This ensures self sufficiency with food supply and opens an economical opportunity by selling produce on local markets.

By addressing poverty – the root cause of poaching – we support both local communities and wildlife.





03

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 access to education, medical and psychological help, and decent living conditions

Hemmersbach Kids' Family Poland



Hemmersbach Kids' Family (HKF) Poland is our Direct Action dedicated to supporting children, through a range of educational, therapeutic, and developmental programs. The foundation focuses on providing essential resources and opportunities to children who face challenges due to their personal circumstances.

By offering a nurturing environment and access to specialized care, HKF Poland aims to empower these children to overcome obstacles and achieve their full potential.



Achievements in 2024

In 2024, the Hemmersbach Kids Family (HKF) continued its mission to support children and youth in both institutional and family foster care across Poland and beyond. Our initiatives focused on four key areas:

Education, therapy, technology, and community development.



Educational empowerment: Skillplanet.io and beyond

skillplanet.io

A major priority this year was the continued development of Skillplanet.io, our free educational platform tailored for foster children, caregivers, and educators. The platform offers structured courses that support school learning, personal development, and preparation for adulthood.

Highlights include:

- Access to individual online tutoring sessions for children.
- Summer internships at Hemmersbach for teenagers, offering valuable work experience.
- A growing user base, with 1,865 registered users engaging with the platform's resources.

Training and support for caregivers



To further strengthen the foster care system, HKF organized four comprehensive webinar series for foster parents, psychologists, and educators, attended by over 2,000 caregivers.

These sessions covered essential educational and therapeutic topics, including:

- Therapeutic approaches for trauma-affected children
- Addressing fresh and deferred trauma in youth
- Addictions and risky behaviors among children and adolescents online

Specialized diagnostics and therapeutic interventions



In partnership with the HKF Child Development Support Centre in Wroclaw, we provided specialized diagnostics for over 70 children in foster care, assessing conditions such as autism spectrum disorders, ADHD, and sensory integration issues. Based on these assessments, many children are now receiving ongoing support, including:

- Individual therapy
- Physiotherapy
- Psychological consultations
- Rehabilitation camps
- Medical and educational equipment

Technological support



We enhanced learning conditions for children by:

- Donating 95 computers to childcare and educational institutions.
- Equipping these institutions with audiovisual and household appliances to improve overall development environments.

Community and creative engagement



Through the “Come, Paint My World” campaign, HKF volunteers renovated child-centered spaces, creating warmer, more supportive environments. Additionally, holiday contests were organized to promote creativity and regional integration among foster children.

International outreach



On the international stage, we continued our project in India, supporting children from challenging environments in Bangalore by providing them with education, medical care, and safe conditions for growth.

Hemmersbach Kids' Family India



The HKF India is dedicated to creating a nurturing environment for vulnerable children from disadvantaged communities in Bengaluru, Karnataka. Currently, **70 children live in the Kids' Home**, where they are safeguarded from risks and violence, and supported in their growth through education, nutrition, medical and psychological care, along with various extracurricular activities.

Children participate in a variety of weekly activities:

- Participation in literature, dance, and music clubs
- Engaging sessions in computer skills, cooking, and gardening
- Creative arts and crafts workshops
- Stitching classes tailored for older children
- Digital literacy programs to enhance tech skills
- Access to a well-stocked library for reading and learning
- Involvement in creating content for the newsletter board



Child and family wellbeing services



Under this project, some of the specialized services provided include single session support, trauma informed counselling, crisis intervention, family sessions and family tracing of children and more. In total more than **55 children have gotten counselling services** in 2024.

Daily water distribution:

- better hygiene, health, and well-being for approximately **369 families**.
- **10,000 litres of clean water** were distributed daily to families living in the Akshaya Nagar community – 5,000 liters in the morning and 5,000 litres in the evening.

Nutrition:

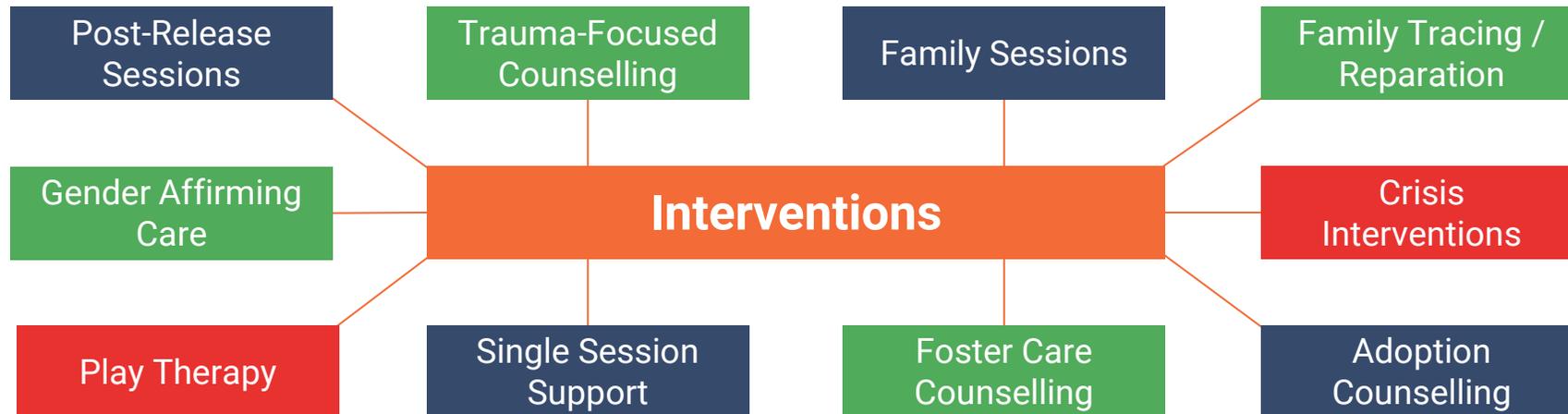
- hot snacks are provided to all children
- approximately **280 meals provided daily** in 2024

Clothing:

Over **1,300 essential items**, including 1,088 pieces of clothing, 107 bags, and 182 pairs of shoes, were distributed to 454 individuals from the Akshayanagara slum community.

Goals for the upcoming year

The Container School continues to play a vital role in advancing our community-based approach. In the coming year, we aim to strengthen educational outcomes by restructuring classes to prioritize foundational literacy and numeracy. We also plan to set up a dedicated library to enhance reading proficiency and foster consistent reading habits among children. Additionally, we intend to establish a stitching unit as part of a skill development initiative aimed at increasing employability opportunities for women in the community.



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

hemmersbach

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