

DATAGROUP ESG Report 2020



»As a company, we perceive ourselves as part of society. We are responsible for our employees, customers, investors, and fellow human beings. We want to live up to this responsibility, both internally and externally.«

Max H.-H. Schaber, Chief Executive Officer

Preface of the Management Board

Dear Readers,



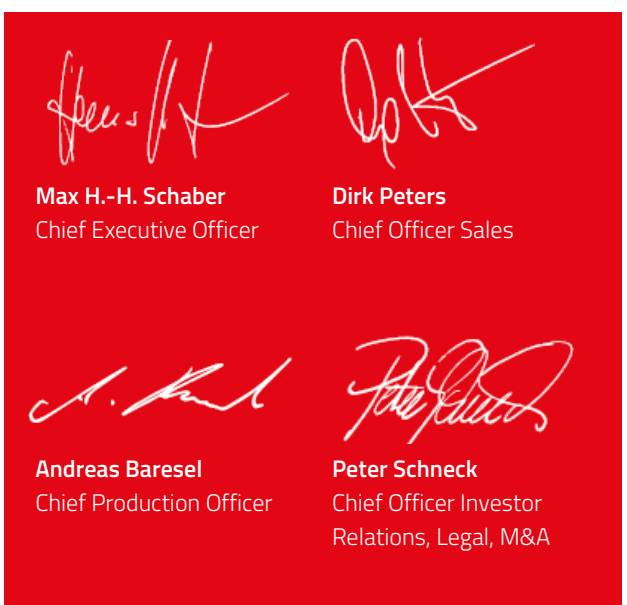
Peter Schneck, Max H.H. Schaber, Dirk Peters, Andreas Baresel (f.l.t.r.)

As an IT service provider, we are active in an ever-changing market. However, there are some constants which are the basis of our success and core to our strategy:

We place a huge emphasis on the quality of our services and processes. We believe in collaborative partnerships with our customers at eye level as well as very high customer satisfaction. We do not only want to be an employer to our employees but a job-related life partner, who encourages and supports them in their different phases of life. And we are aware of our social responsibility and are involved in numerous regional projects.

These aspects are firmly anchored in our corporate culture. As early as in 2013, we have developed our Vision 2020 which includes strategic, growth-oriented, and cultural guidelines. The updated DATAGROUP Vision 2025 is the foundation and our guiding principle in all our decisions.

The purpose of this report is to give you an overview of our company beyond our growth figures – from business model and sustainable growth to our employees and our social responsibility.



Max H.-H. Schaber
Chief Executive Officer

Dirk Peters
Chief Officer Sales

Andreas Baresel
Chief Production Officer

Peter Schneck
Chief Officer Investor
Relations, Legal, M&A

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Our Business Model

Customer Orientation and Loyalty

The high quality of DATAGROUP’s services is one cornerstone of the DATAGROUP 2025 strategy, customer satisfaction is another one. Meeting customers at eye level and having partnership relations is of utmost importance to DATAGROUP. We focus on long-term contracts and are positioned as a high-quality service provider.

The quality of our performance and the satisfaction of our customers is not only proven by our loyal customers but also by numerous external awards.

Top 10 Mid-Sized Family Company
WirtschaftsWoche and Innofact

Best IT Service Provider in 2020
Brandeins and Statista

Top 10 IT Service Provider
Lünendonk List

Top 10 Customer Satisfaction IT Outsourcing
Whitelane and Navisco

Leader Managed Hosting and Managed Services
ISG Provider Lens NextGen Private / Hybrid Cloud

Digitization: Resource-Saving Growth Driver

Digitization is fundamentally changing the economy as well as society. For those companies meeting the associated challenges there are many possibilities to save resources, enhance efficiencies and grow sustainably. However, to seize these opportunities as best as possible it is indispensable to have a partner at eye level.

DATAGROUP has been supporting customers for over 35 years, especially with a view to this future-oriented, sustainable growth. After all, an efficient, standardized and quality-assured IT, where processes and systems are optimally harmonized, is key to successful digitization.

With CORBOX, DATAGROUP has found an innovative approach to support customers in operating their systems. CORBOX is a modular suite that covers the broad range of IT services and from which customers can flexibly choose and combine the solutions which perfectly fit their company requirements. As such, DATAGROUP is the engine room of digitization, supporting customers precisely where it is needed with standardization, high quality, and maximum flexibility.



- ISO 9001
- ISO 20000
- ISO 27001 IT Baseline Protection
- ISO 27001 Native and ISO 27018
- ISO 14001
- IDW PS 951
- ISAE 3402
- Energy Audit DIN EN 16247-1
- TSI.STANDARD V4.1 Level 3
- Etc.



Quality and Certifications

Since September 2012, DATAGROUP has been continuously certified according to ISO 20000 – the highest possible ISO certification for professional IT service management.

DATAGROUP undergoes the extensive testing procedure on a regular basis to design its IT services according to industry standards and to consistently improve them. Most recently, a monitoring audit for ISO 20000 has successfully been carried out in July 2020.

All CORBOX services are based on ISO 20000-certified processes according to ITIL® and meet the quality criteria of industrial production. Customers benefit from a consistently high process quality, service quality and security, making corporate IT a reliable and efficient means of production for success in business.

DATAGROUP's subsidiaries, DATAGROUP Financial IT Services and Portavis, specialized market units enjoying many years of experience, manifold expertise and have all the necessary certifications for the challenging financial services market. As such, the IT service provider is optimally positioned to seize new growth opportunities offered in this highly regulated area.

Information and Data Security

Information and data security play a key role for DATAGROUP as a company as well as for its customers. To meet our high standards DATAGROUP has implemented a great number of internal processes and can provide evidence of comprehensive certifications.

The goals of the central IT Service Management and IT Governance, Risk & Compliance teams are:

- Continuous improvement of the process quality of our IT service production
- Observance of IT compliance guidelines
- Prevention and response to cyber security threats
- Safeguard information security and data protection
- Identify and obtain respective certificates
- Enhance efficiency by standardizing and harmonizing IT processes, tools, and guidelines

To reflect the importance of information security and data protection for DATAGROUP, the Chief Information Security Officer (CISO) reports directly to the Management Board. The CISO is head of the group-wide security organization and monitors the implementation of the IT security regulations in close consultation with the responsible persons in the individual business units to ensure the required continuity.

In 2020, a total of 35 initiatives centered around compliance, certification, security and ITSM have been started and/or completed.

Sustainable Business Growth

As a listed company, DATAGROUP wants to create sustainable value for customers, employees, and investors in line with our social values. As well as a high quality for customers and safety for our employees, this includes the participation of the shareholders in the company's success, including the existing dividend strategy based on 40% of the company's revenue.

Economic Growth

DATAGROUP pursues both organic and inorganic growth through company acquisitions – as many as 25 companies have joined the company since the IPO in 2006.

The key to the success of this strategy is our concept “100 days DATAGROUP”. We do not integrate new companies into the overall group and dissolve them, but rather include these companies, making sure they keep their independence under the umbrella of the brand.

100 Days DATAGROUP

New companies are included according to the specifically developed “100 days DATAGROUP” concept, which has proved to be successful for many acquisitions. The structured approach makes it possible to exchange knowledge between the companies and to bundle competences wherever possible. At the same time, DATAGROUP is particularly concerned that the acquired company's own culture, team spirit and the relationships, which often have grown over many years, also with customers, are preserved.

Buy-and-Build and Buy-and-Turn-Around

DATAGROUP acquires both successful companies to expand them further (buy and build) as well as companies in need of transformation (buy and turnaround). There is always a focus on building on the strengths of the company, leading it to success as an independent unit within the overall group.

All companies within the DATAGROUP group benefit from a mutual exchange of experience and knowledge.

Example: Turnaround of DATAGROUP Ulm

In August 2019, DATAGROUP acquired assets of the insolvent IT-Informatik based in Ulm. As a result, a large proportion of the jobs in this region were secured. The new DATAGROUP Ulm, as an independent company within the group, has been successfully reorganized and is on the way to sufficient profitability.

Employees and Leadership

Employees are the foundation of a successful company. For this reason, it is an integral part of DATAGROUP’s strategy to assist our employees as a reliable and flexible partner and to promote a culture of continuous development which best matches their lifestyle.

„We focus on people. We do not only want to win over our employees but want to retain them in the long term.“

Dr. Sabine Laukemann, Representative Director HR

Job-Related Life Partner

DATAGROUP sees itself as a job-related life partner to the employees. This concept is divided in six aspects:

ATMOSPHERE

Team player, free spirit, old hand – together we create a unique working environment. Clarity, reliability, and friendliness in dealing with each other – these are lived values in our daily routine.

We live the DATAGROUP atmosphere through and through, and we are more than “just” colleagues. We are a circle of friends at work, which is constantly growing. No matter what happens, we can rely on each other.



SENSE

We move the IT that moves the world. Thanks to us, companies throughout Germany can focus on what they can do best. We care for our customers, for care-free IT operations.

We do not regard our employees as a small cog in a big machine using binary code. They are experts, communicators, life-savers – they are moving the world.



SECURITY

As a reliable employer in the future-proof IT industry, we provide solid support and are a strong ally for our employees. We come from the midmarket; we take on responsibility for our action.

We have been security fanatics for over 35 years, both for our customers and – in particular – for our employees and their families.



FREEDOM

Every phase of life has its very own focus. Career, family, building a house, honorary position – work-life-balance to us means that our employees can align their career goals with their private goals, throughout professional life.

We jointly develop individual and reliable solutions which are suitable to them and fit their goals.



SYMBIOSIS

We are agile like a midmarket company and powerful like a big corporation.

We combine the best from two worlds for our employees: short communication channels, a great working atmosphere, good cooperation at eye-level on the one side, stable, plannable and reliable perspectives for the future on the other side.



PERFORMANCE

We take on responsibility for our customers and our colleagues and make every project our own. Professional and human competence is specifically required and fostered.

We all contribute to the success of DATAGROUP. We create true added value which is sustainable.



»It is great that I can combine the two aspects of my life at DATAGROUP. But it is also good to know that DATAGROUP will be responsive if my life situation may change some day.«

Nadine Eisenlohr: Reduction in Working Hours for Social Engagement

Nadine Eisenlohr has been with DATAGROUP since her apprenticeship and is now working in corporate communications, where she manages events and social engagement. She works as an ambulance officer in her private time as well and has even reduced her working hours to do this.



»I am glad I have been given the opportunity to reinvent my career within the company. At DATAGROUP it is possible to pursue your further development and to change the division without having to change the company or the location.«

Vanessa Jeckstaedt: From Sales Assistant to SAP Consultant

Vanessa Jeckstaedt started her career at DATAGROUP as a sales assistant. After some time, however, she was looking for other professional perspectives. DATAGROUP enables this flexibility. She changed the division within the company and was trained to become an SAP junior consultant.



Health and Corona

The employees' health and protection always come first for DATAGROUP, as witnessed during the corona pandemic in 2020. DATAGROUP has implemented protection and hygiene measures at a very early stage. This included a more frequent cleaning and disinfection of highly frequented areas, but also mobile working throughout the company.

As a digital company, DATAGROUP was able to forge ahead very quickly without any restrictions for our employees or our customers. In areas which did not allow for mobile working, DATAGROUP took extended protective measures, e.g. dividing the employees into different groups working at different times to avoid mixing. Furthermore, DATAGROUP has provided employees with face masks that can be used at work and privately.

Another aspect is to particularly protect those employees who are disproportionately affected by the pandemic. This includes measures for employees with an underlying health condition, but also the support of employees who had to face the double burden of work and childcare.

DATAGROUP also protects the health of the employees in normal times, e.g. by offering fitness and sports programs, sponsoring company runs, providing free beverages, leasing bicycles for work, health checks and own canteens.

Master of Leadership

Good leadership is one of the key aspects for a successful company and good cooperation. For this reason, the maxim "master of leadership" is firmly anchored in DATAGROUP's corporate strategy. This program concentrates on the further development of managers, helping them to learn the required skills to successfully lead and promote their team.

Environment



Rooms at DATAGROUP's headquarters in Pliezhausen

Energy-Efficient Headquarters

Back when the company's headquarters were built, energy-efficiency played a key role. Resource-saving architecture, with a glass roof, geothermal energy pipes, a waterfall as a cooling element and air humidifier, ensures that temperatures are comfortable all the time.

Preservation of Resources: Water

DATAGROUP provides all employees with water bottles made of glass instead of plastic. These reusable bottles can be re-filled from sustainable water dispensers at various locations.

Photovoltaic System in Ulm

The offices at our location in Ulm are additionally supplied with energy from a rooftop PV system. The building itself is equipped with intelligent systems that automatically adjust heating and cooling which preserves resources.



Cycling for the Environment

Leaving the car behind and cycle to work instead is good for the environment and for your health. DATAGROUP supports projects at different locations, e.g. "Bike to Work", where employees switch from car to cycle to save CO2.



Sustainable Energy in Frankfurt's Data Centers

The data center of Interxion in Frankfurt covers 100 % of the power requirements with renewable energy. Additionally, numerous measures further reduce CO₂ emission and increase energy efficiency, for instance helped by respective operating processes of the data center and an energy-saving design.

Projects for the Community

Regional Commitment Throughout Germany



Whether social, sports or cultural commitment – local associations and organizations throughout Germany make sure that people get help, children are supported, the environment is protected, and culture promoted.

DATAGROUP supports the work of these organizations locally and throughout Germany. The activities are mainly organized by our committed employees. See some of our projects on the right.

Cultural Commitment: jazzopen in Stuttgart

For seven years, DATAGROUP has sponsored the jazzopen festival in Stuttgart which meanwhile has become the second largest jazz festival in Europe after Montreux. Well-known artists as well as up-and-coming talents can show off their musical talent in numerous concerts.



Help for Mentally Disabled People

Founded in Bergisch Gladbach in 1984, Kette e.V. supports people who are mentally disabled to participate in social life. DATAGROUP supports this association with hands-on activities, e.g. by hosting a lunch on Sunday with live music or by donating Christmas trees for the charity and its associated shared flats.

Part of Society: Donations

DATAGROUP also supports regional initiatives with donations. This includes, for instance, donations to Klinikclowns Aschaffenburg (hospital clowns) and Kinderkrebshilfe Mainz (children's cancer charity). Likewise, DATAGROUP supports schools, e.g. the elementary school in Königstädten, Schiller-schule in Dreieich, Ricarda-Huch-Schule in Dreieich, and the Development Association of the school in Lindenau.



Promotion of New Talent

As well as the internal staff development, DATAGROUP also supports the next generation of specialists by offering various initiatives. Amongst others, there is a cooperation with Hochschule Mainz. DATAGROUP sponsors the award for the best master thesis in Business Informatics.

Sports Commitment

DATAGROUP supports various regional and national sports clubs all over Germany – from football and hockey to golf and tennis. Whether young talents or established athletes, the company supports them in reaching their top performance.



Cooperation with Universities and Colleges

We cooperate with universities and colleges at different locations. For instance, we participate in teaching sessions at the Eberhard Karls University of Tübingen and the Technische Hochschule Georg Simon Ohm in Nuremberg.

We think differently.
We work differently.
We find better solutions.