DATAGROUP

Sustainability Report 2023

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Foreword of the Management Board

"Responsibility, Partnership, Stability, Security and Sustainability. We are living these values every day for our customers, employees, business partners and stakeholders."

DATAGROUP Management Board

Oliver Thome
Chief Financial Officer, Investor Relations and M&A

Andreas Baresel
Chief Executive Officer

Dr. Sabine Laukemann
Chief Human Resources Officer, Strategy and Organization

Dear Readers,

As a company we always remain focused on the future: We aim to achieve long-term and sustainable success. We stand by our company values – anytime and anywhere: Responsibility, Partnership, Stability, Security and Sustainability. We are living these values every day for our customers, employees, business partners and stakeholders. Our Sustainability Report is meant to be seen as an addition to our financial report and provides an overview of how we do this in the different areas and promote it on a daily basis: as a company, an employer and a regional partner.

We bear a special responsibility for our customers as an IT service provider. IT is the solid foundation on which their business is built. It is therefore essential that IT is secure and reliable. On the basis of the DATAGROUP production model we are working on ensuring that we meet our high demands on the quality of our services every day.

In this respect, our local companies are our ambassadors in their region. The idea of a regional partnership does not only pertain to our customer relationships but also to the communities in which we are active. Numerous regional projects, which are often initiated and implemented by our employees, ensure that we contribute back to the society in the communities where we work: whether promotion of young talents in cooperation with universities and sports clubs, or support of charities.

As an employer, we are now responsible for some 3,500 employees. We want to be their job-related life partner: Regardless of our employees' life situation, we want them to find a reliable and solid professional basis here where they can build up their life. We invest a great deal in this and would like to present it to you in this Sustainability Report as well. Our Career Box shows how employees can join our company and which career path they can follow. Whether specialist or leadership career – both paths are equally important and of equal value at DATAGROUP.
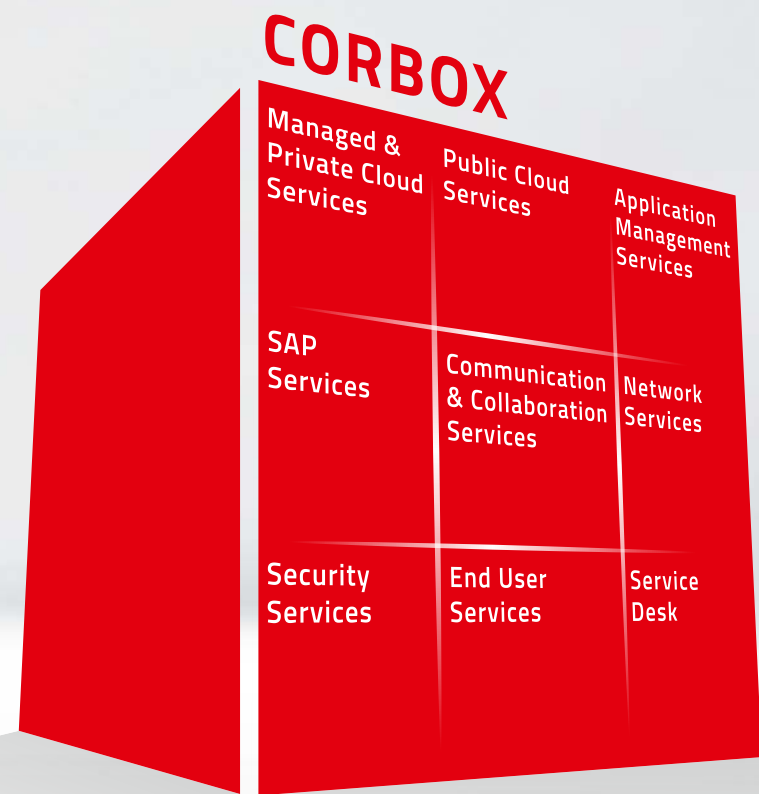
Enjoy diving into the diverse world of sustainability at DATAGROUP!

Pliezhausen, March 2023

About DATAGROUP

DATAGROUP SE, PLIEZHAUSEN	
SERVICES	**SOLUTIONS AND CONSULTING**
DATAGROUP BIT Düsseldorf	DATAGROUP Business Solutions
DATAGROUP BIT Hamburg	DATAGROUP Consulting Services
DATAGROUP BIT Oldenburg	DATAGROUP IT Solutions
DATAGROUP Bremen	ALMATO
DATAGROUP Frankfurt	Mercoline
DATAGROUP Hamburg	
DATAGROUP Köln	
DATAGROUP Ludwigsburg	
DATAGROUP Offenburg	
DATAGROUP Operate IT	
DATAGROUP Stuttgart	
DATAGROUP Ulm	
Hövermann IT	
URANO Informationssysteme	
Cloudeteer	

CENTRAL SUPPLY UNITS			
DATAGROUP Operations	DATAGROUP Enterprise Services	DATAGROUP Inshore Services	DATAGROUP Service Desk

DATAGROUP Group[1]

CORBOX

Managed & Private Cloud Services	Public Cloud Services	Application Management Services
SAP Services	Communication & Collaboration Services	Network Services
Security Services	End User Services	Service Desk

Organizational Profile

DATAGROUP SE is the holding company of IT service provider DATAGROUP, which is active throughout Germany. The operating subsidiaries (see above) are under the umbrella of DATAGROUP SE, which is headquartered in Pliezhausen.

DATAGROUP is one of the leading IT service providers for German Mittelstand companies, works exclusively for business customers which are based in Germany and is focused on mid-sized and large companies as well as public authorities.

HHS Beteiligungsgesellschaft mbH is the asset-managing investment holding of Max H.-H. Schaber, company founder and Supervisory Board member of DATAGROUP SE. The company is fully owned by Max H.-H. Schaber and his family. HHS Beteiligungsgesellschaft mbH holds approx. 53.5% in DATAGROUP SE. HHS Beteiligungsgesellschaft mbH is also invested in other companies which, however, are not in competition with DATAGROUP.

DATAGROUP's market capitalization, the consolidated balance sheet containing information on current assets, fixed assets, equity and liabilities can be found in the financial section of the consolidated financial statements of DATAGROUP SE:

Publications:
datagroup.de

In FY 2021/2022 DATAGROUP employed on average 3,091 people (previous year 2020/2021 2,825). On 30 September 2022, the number of employees totaled 3,117 (3,068 on 30 September 2021). DATAGROUP employed 149 apprentices on 30 September 2022.

ACTIVITIES, BRANDS, PRODUCTS AND SERVICES

The CORBOX, DATAGROUP's modular full IT outsourcing portfolio, provides basic IT services as well as the foundation for the digitalization of companies. The CORBOX portfolio is complemented by services in IT solutions and IT transformation.
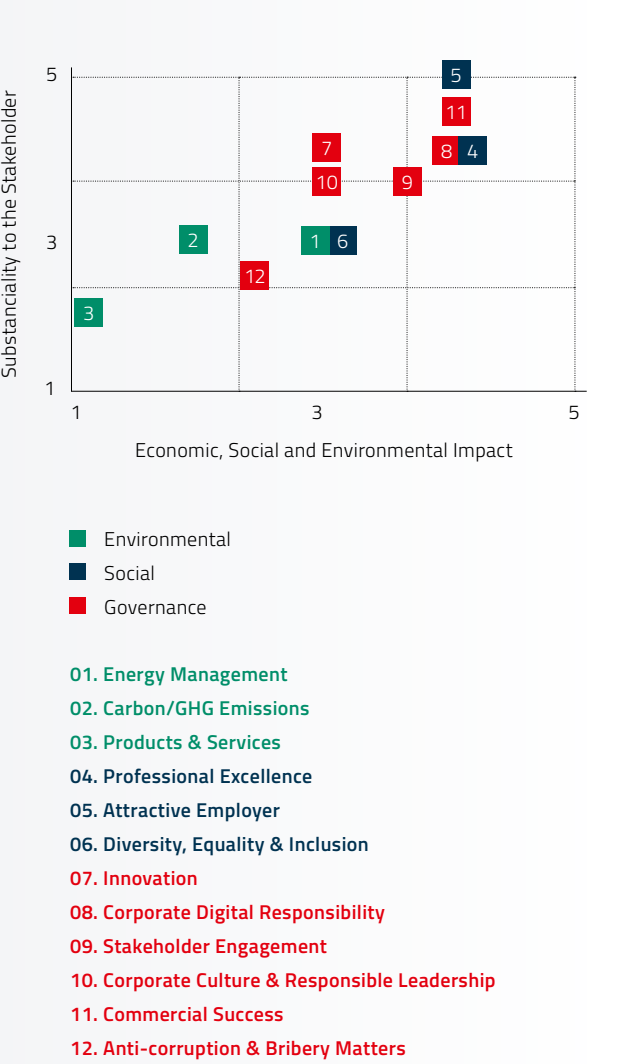
Standardized processes and services, which are continuously being fine-tuned, are one side of the medal of success – proximity to customers is the other one. DATAGROUP is achieving this through an optimal combination of local and central production. This means: Parts of the service production – Service Desk, Data Center Operations, Application Management Services and SAP Services – are virtually combined in central supply units. This leads to economies of scale and quality advantages thanks to the specialization and better utilization of experts and systems. The remaining CORBOX services such as end user services are produced at the local sites in all the important economic regions of Germany. The entire service management, and thus responsibility towards the customers that our service promise is kept, likewise is carried out by the local DATAGROUP companies. These companies and their managers at the helm are the central contact at eye level for our customers.

[1] DATAGROUP Berlin, DATAGROUP Munich and DATAGROUP Defense IT Services are sub-areas of DATAGROUP Business Solutions. Hövermann IT consists of Hövermann IT-Gruppe GmbH, Hövermann ERP Consulting GmbH and Hövermann Rechenzentrum GmbH (limited liability).

Materiality

DATAGROUP has completed a comprehensive process in cooperation with Landesbank Baden-Württemberg to review the existing sustainability programs within the company as well as their potential for expansion. One result of this process was the verification of stakeholder groups and the materiality analysis. The materiality analysis has helped significantly to collect and classify the interests of our different stakeholders. In the context of the analysis, an aspect was described as material if it was significant from an internal company perspective and/or from the perspective of a stakeholder.

MATERIALITY MATRIX

Environmental
Social
Governance

01. Energy Management
02. Carbon/GHG Emissions
03. Products & Services
04. Professional Excellence
05. Attractive Employer
06. Diversity, Equality & Inclusion
07. Innovation
08. Corporate Digital Responsibility
09. Stakeholder Engagement
10. Corporate Culture & Responsible Leadership
11. Commercial Success
12. Anti-corruption & Bribery Matters

Economic Performance

Digitalization is fundamentally changing the economy as well as the society. Companies addressing the challenges associated with it have many opportunities to conserve resources, enhance efficiencies and grow sustainably. To seize these opportunities as best as possible, however, partners at eye level are indispensable. DATAGROUP has been supporting customers for 40 years exactly with regard to such future-oriented, sustainable growth. After all, efficient, standardized and quality-assured IT where processes and systems are optimally coordinated is key for successful digitalization. DATAGROUP's CORBOX provides an innovative solution for customers to support the efficient operation of their IT 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 digitalization and thus also an enabler in the field of sustainability for our customers, as we support our customers with standardization, high quality and maximum flexibility exactly where it is needed and where resources can be saved.

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

Revenue increased by TEUR 56,702 or 12.8 % to TEUR 501,410 (previous year TEUR 444,708) in FY 2021/2022, which was above the guidance of EUR 480 – 500m announced at the Annual General Meeting in March 2022. EBITDA was up TEUR 9,173 or 13.6 % to TEUR 76,459 (previous year TEUR 67,286), also exceeding the guidance of EUR 72 – 75m. EBIT reached a record level of TEUR 41,453 after TEUR 28,653 in the previous year (TEUR +12,799 or +44.7 %).

DATAGROUP has not received any subsidies or other financial support by public authorities in the year under review.

The company has been an economically successful and solid partner for many years. Details on the economic performance of the group can be found in the Annual Report, including payments to capital providers and details on operating costs.

Risk Management

DATAGROUP SE has a group-wide risk management for early identification of major corporate risks or those jeopardizing the company's continued existence. Management Board and Supervisory Board are regularly and promptly informed about any identifiable risk. Risk management is based on uniform risk catalogs, regular risk communication through risk reports and finally, central risk management and risk control. Risk management includes monitoring and control measures to be able to implement measures for the prevention and handling of risks in a timely manner. It is the aim of risk management to identify risks at an early stage, to assess and control them and to reduce them with targeted measures. For this reason, every business decision is taken against the background of the possible risks and opportunities associated with it.

Based on standardized early warning systems, the operating entities compile standardized half-yearly risk reports according to uniform risk catalogs. Risks are identified with the help of the risk catalog and assessed according to their extent and probability of occurrence. The consolidation of the risk reports, the assessment of risks and the development of measures are centrally managed by the parent company.

The early warning systems include sales planning, liquidity planning, short-term income statement and a qualitative management summary. A separate risk assessment takes account of the specific risks arising from the acquisition of companies. Measures documented in risk assessment must be implemented by the management at the level of the individual companies, while the Management Board is responsible for implementation at the level of DATAGROUP SE.

RISKS AND OPPORTUNITIES

The CORBOX services, including the data center services that are produced with green electricity, are an opportunity for our customers to procure IT services which are resource-efficient and climate-friendly.

The technological environment in which DATAGROUP is active is subject to constant changes, particularly due to the development of new technologies such as the provisioning of infrastructure services or of software with the help of cloud technologies. Business applications are increasingly built mobile-ready and can be used on different end devices. The portfolio of applications used by our customers is continuously expanded. DATAGROUP constantly strives to adapt its service portfolio to the customers' changing needs and to adapt the corresponding qualifications of the employees as well. However, we currently consider the risk of major technological disruptions to be rather low.

Changes in the technological and geopolitical conditions increasingly lead to threats and IT risks for our customers. As part of a care-free IT support, we believe it is important to support our customers with comprehensive additional security services so as to ensure the integrity of the entire IT systems and data and guarantee the availability of IT infrastructure and data.

Risks may also arise from potential fluctuations of employees and managers in key positions. The undesired resignation of managers and employees can have an adverse effect on DATAGROUP, one of its subsidiaries or on customer relationships unless measures are taken to attract qualified and suitable candidates in due course and at fair market conditions. For this reason, the employees' motivation, retention and development are important targets of employee management and the personnel policy within the DATAGROUP Group. However, the risk of a material adverse impact on the business development caused by the loss of top performers is currently regarded as low because of the high staff retention in the past years. Other risks related to personnel management may result from the lack of qualified personnel in the IT industry with a corresponding increase in wage costs. Digitalization in the German economy and administration still drives demand for qualified staff. Lastly, there is the risk that the rising prices and inflation tendencies, which are felt to an increasing extent, will lead to a general wage inflation. With a view to these developments, DATGROUP continues to use its best efforts to retain employees over the long term. To this end, the company has developed the so-called DATAGROUP Career Box. It summarizes the pathways to join as well as the development and career options at DATAGROUP and points out opportunities for advancement for all employees. This is a key element to maintain and continuously improve the performance of DATAGROUP.

Governance

Content

Board Structure

The Board structure presented here shows the composition of the highest governance body and its chairman:

SUPERVISORY BOARD

- Heinz Hilgert (Chairman) is CEO and founder of TransVise GmbH, Senior Management Consulting in the financial services industry. Before that Mr. Hilgert was CEO of the WestLB in Düsseldorf und Deputy CEO of the DZ Bank in Frankfurt. His areas of responsibility included investment banking, private banking and asset management. Previously, he held leading positions at Sal. Oppenheim KGaA, Cologne and Frankfurt, and at Chase Manhattan Bank N.A., London and Frankfurt. Heinz Hilgert studied business administration at the University of Duisburg.

- Hubert Deutsch (Deputy Chairman) is Managing Partner of Synth Group GmbH, an investment and consulting company specializing in corporate succession. Previously, he was CEO of BLANK Holding GmbH, an internationally active industrial company in the investment casting sector, and CFO in various companies of the Liebherr Group. He also holds advisory board mandates in various start-ups and is on the university council of the SRH Mobile University in Riedlingen. Hubert Deutsch holds a degree in business administration (BA) with a focus on banking and financial management. He was a part-time lecturer at the SRH Mobile University and the Baden-Württemberg Cooperative State University.

- Max H.-H. Schaber[2] is the founder of DATAGROUP SE and was Chairman of the Management Board from 2006 to 2022. Max H.-H. Schaber founded DATAPEC, Gesellschaft für Datenverarbeitung mbH, later DATAGROUP GmbH, in 1983. Prior to that, he worked first as a systems engineer and later as an assistant to the management of Friedrich Co. Gesellschaft für Software- und System-Entwicklung mbH. He completed his studies in mechanical engineering at the University of Stuttgart and at the Universities of Applied Sciences in Augsburg and Reutlingen in 1981 with a degree in engineering (FH). Mr. Schaber is active in several advisory boards as well as a member of a committee of the IHK Reutlingen.

The Supervisory Board currently has no subcommittees.

[2] The founder and former CEO of DATAGROUP SE moved to the Supervisory Board at the end of the Annual General Meeting on 10 March 2022.

MANAGEMENT BOARD

- Andreas Baresel has been Chief Executive Officer of DATAGROUP SE since March 2022 and has been a member of the Management Board since 2018. He oversees Production. He is responsible for the overall management and coordination of the individual service factories within the Group. Following his studies in business administration, Andreas Baresel worked in several management positions with a focus on business and portfolio development in IT consulting and managed IT services. Andreas Baresel joined DATAGROUP in 2012 with the acquisition of DATAGROUP Business Solutions GmbH (previously Consinto GmbH),en.

- Dr. Sabine Laukemann has been a member of the Management Board of DATAGROUP since April 2022, responsible for Human Resources, Organization and Strategy. Dr. Sabine Laukemann studied communication science and received her PhD in M&A on the topic of communication in change management. Following several public relations positions, she has been involved in major IT projects at an early stage. She has held several management positions at DATAGROUP since 2003, including Head of Corporate Communications and Managing Director of a predecessor company of today's DATAGROUP Consulting Services GmbH, and finally as Representative Director HR since 2018.

- Oliver Thome has been a member of the Management Board of DATAGROUP SE since October 2021 and is responsible for Finances, Investor Relations and M&A. Having graduated in business administration (VWA), he has 17 years of management experience in the IT sector both in listed and family business Mittelstand companies. Before joining DATAGROUP, Oliver Thome had been Managing Director and CFO in a dual role at a Managed service provider in Germany.

The Management Board of DATAGROUP either involves the Supervisory Board in landmark and long-term decisions, which have a major impact on the group's strategy and goals, or decisions can only be taken by common accord.

LEADERSHIP STRUCTURE

Preserving a common culture and working closely together across the entities, the group companies are managed in a decentralized manner by the local Managing Directors. The Managing Directors of the subsidiaries report to the Management Board, which regularly reports to the Supervisory Board as the highest governance body.

All Managing Directors and the Management Board are working within the common framework of the DATAGROUP 2025 group strategy. This strategy outlines the company's development goals. The vision "We are the best IT service provider with the highest customer satisfaction" is backed by concrete strategic and cultural guidelines. The 2025 strategy also builds the foundation of the target visions of the individual companies. The management profile "We are masters of leadership" has been established in the strategy from the very beginning. After all, good leadership is a fundamental factor for the loyalty and motivation of employees. "Masters of leadership" stands for a uniform target vision for the entire DATAGROUP, based on our values and principles. It is defined for each management level and focuses on three areas of equal value: manage the business, manage yourself and manage others. "Masters of leadership" also includes a catalog of practice-oriented measures as well as individual measures such as coaching and mentoring. These measures aim to optimally prepare managers for their role and support them in their day-to-day business.

Sustainability aspects are discussed with all members of the Management Board because of their strategic importance. Focal points and campaigns are promoted by the competent Management Board member based on the allocation of responsibilities and the results are discussed across the Board. In addition, developments of all relevant sustainability aspects are discussed between the Management and Supervisory Boards at regular intervals.

COMMUNICATION OF CRITICAL ISSUES

DATAGROUP takes information about possible or actual legal violations or possible or actual breaches of internal regulations very seriously. This can include issues pertaining to our supply chains, but also those in our own area of business.

For this reason, we have introduced a complaint and whistleblower system for all our employees, suppliers and/or business partners and third parties. DATAGROUP carefully investigates any indications and responds appropriately to detected violations.

The following non-compliances can be reported using the whistleblower system of DATAGROUP

- human rights violations
- environmental violations
- bribery, corruption, money-laundering
- antitrust violations
- conflicts of interest
- financial crime
- theft, fraud and other criminal offences, provided they may lead to a termination if evidence is provided
- harassment and discrimination
- violations of international trade controls
- deficiencies in product safety and quality problems
- deficiencies in the protection of personal data
- Significant breach of health and safety regulations
- Other infringements of DATAGROUP's value propositions and guidelines

Moreover, our employees and their superiors can contact the local works councils at any time.

There has been one report of non-compliances through our whistleblower system in the period under review.

Corporate Digital Responsibility

IT systems today make up the core of a company. These systems are being threatened from the outside ever more often and data must be protected from unauthorized access. We provide our customers with integrated and product-independent security strategies for early identification of threats and initiation of appropriate countermeasures.

DATAGROUP addresses these cyber security challenges with coordinated CORBOX Security Services along several lines of defense for prevention, detection and reaction and our own Security Operation Center (SOC) with in-depth security experience and tooling for protection and monitoring of the CORBOX platforms and the customers' own IT landscape.

Our CORBOX Security Services currently comprise the following services:

- Data Security
- Managed Net Security
- IOC Scanner
- Managed Mail Security
- Security Information and Event Management
- Immutable Backup
- Vulnerability Management

In this way, we can meet our responsibilities as an IT service provider towards our customers by actively protecting their IT infrastructure, IT systems and data.

Innovation Management

When it comes to innovation, DATAGROUP does not only rely on a structured service design process in the context of the portfolio management but also on collaborations with universities and colleges in various locations, start-up investments and the cooperation in so-called "Communities" across all levels of the group.

Thanks to the collaboration on projects with local universities and active involvement of some of our managers and experts at colleges, who hold lectures there and develop joint projects with the students, we always have access to recent scientific methods and can also reduce our recruitment and R&D costs in the context of these university and college activities.

Furthermore, we as a company actively promote and support collaboration in work groups concerned with important and novel topics which may be decisive for the future of our company. We do not restrict these "Communities" to the services currently provided by us but promote the innovation process of our employees to provide impetus for an innovative services portfolio. One of the key strengths of this way of working is that the "Communities" are composed of employees from different subsidiaries and cross-functional experts (sales, technology experts, business development, etc.). The "Security Community" in our company, which is focused on all topics related to IT security, is a good example of this. In the past months, this work group has co-developed three new CORBOX services for our portfolio which are very successful on the market and contribute to the corporate digital responsibility of DATAGROUP.

In the period under review, DATAGROUP has also increased its stake in subsidiary Cloudeteer to become majority shareholder in the company, and now reinforces its expertise in the strategically important technology segment of public cloud solutions. The successful integration of Cloudeteer, our "speed boat", into the DATAGROUP group while maintaining its individual corporate culture of a tech startup has underlined our approach to facilitate new technologies using well-grounded and high-quality training programs, innovative collaborations or by acquiring innovative start-ups.

Involvement of Stakeholders

DATAGROUP takes the interests of its stakeholders seriously and involves them actively. This is meant to encourage an open and honest exchange.

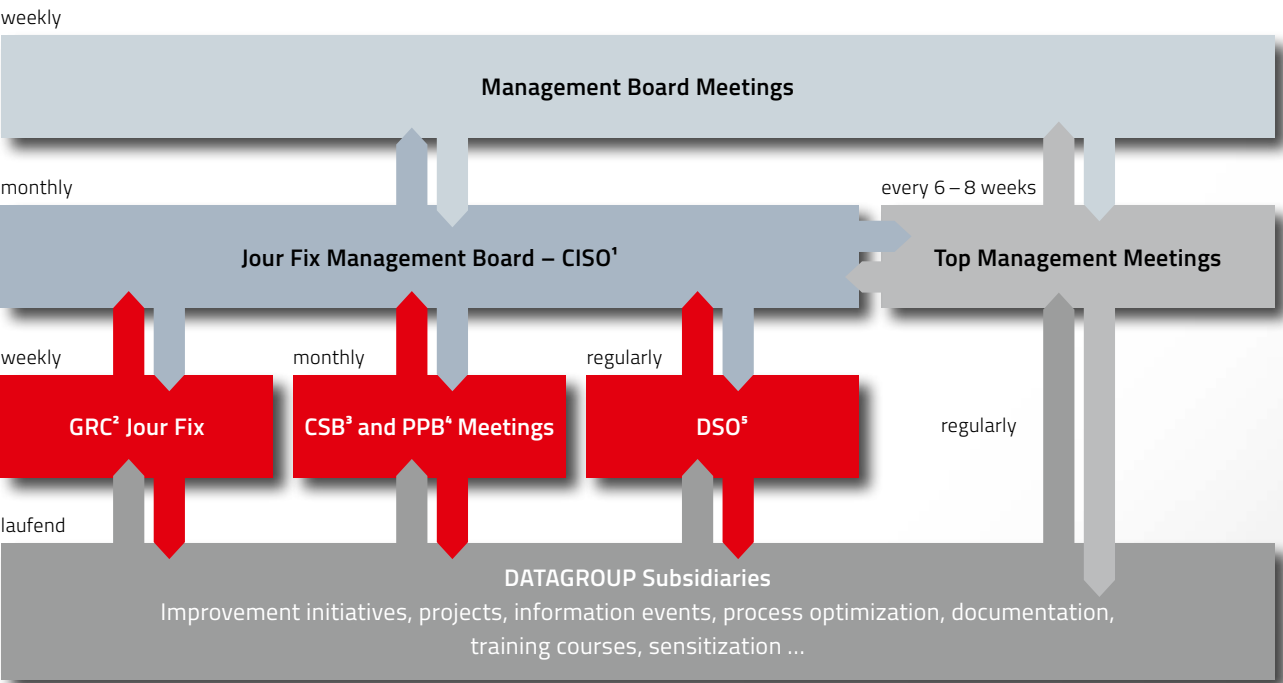| Stakeholders	Inhalt/Beschreibung	Intern/Extern
Investors/Shareholders	Asset Managers, Funding (Public/Private), Banks, (SRI) Rating Agencies, Shareholders, Financing Partners (VC / Private Equity), Small Investors	Internal/External
Customers/Business Partners	Large Companies, SMEs, Public Authorities, Consumer Organizations	External
Employees, their Representatives & Talents/Potential Employees	Employees, Managers, Management Board, Trade Unions and Works Councils, Working Students / Interns, Apprentices, Applicants, Potential Employers, Students	Internal/External
Suppliers	First-Tier Suppliers, Sub-Contractors, Consulting Companies, Auditors, Certifiers	External
Politicians/Regulators	Players at National Level, Supervisory and Regulatory Authorities, Municipalities and their Representatives, International Organizations, Players at EU Level	External

The stakeholders were determined by a group of executives in a workshop on materiality. To start with, a selection of stakeholders was assessed, and a long list reduced to a short list.

DATAGROUP is in regular contact with the different stakeholder groups both personally and through various media of communication. This also includes very intense discussions about economic, social and ecological topics. These firmly established formats ensure that the interests of the stakeholders are based on a dynamic evaluation process.

In the course of discussions with individual customers and investors, the request was raised to also publish data on CO_2 emissions going forward. This concern is being taken into account and work is currently underway to set up the structures within the Group that will enable the publication of emission values.

Communication via Meetings, Jour fix, Webinars, Emails, Reports, Newsletters

weekly

| Management Board Meetings |

monthly   every 6 – 8 weeks

| Jour Fix Management Board – CISO[1] | Top Management Meetings |

weekly   monthly   regularly   regularly

| GRC[2] Jour Fix | CSB[3] and PPB[4] Meetings | DSO[5] |

laufend

DATAGROUP Subsidiaries
Improvement initiatives, projects, information events, process optimization, documentation, training courses, sensitization ...

[1] Chief Information Security Officer [2] Governance Risk Compliance [3] Corporate Security Board [4] Process Performance Board [5] Data Protection Officer

Information Security and Data Protection

DATAGROUP is an IT service provider, meaning that we provide IT services to our customers. They are the center of our business model. Information security therefore is extremely relevant and plays a key role for our customers and for the business success of DATAGROUP. Alongside IT services which we provide to our customers, we also have an own internal IT which is controlled on the basis of the same processes and standards. We are certified with the highest possible ISO certification for IT service management: the international ISO 20000 standard. Other certifications from the field of information security add to this, for instance the ISO 27001 certification. Details on the certification can be taken from the corresponding section in this report.

DATAGROUP has established a comprehensive and effective information security management system. This also includes the Corporate Security Board (CSB), which is responsible for the assessment of the current situation in terms of information security, safety technology-related topics and IT risks. Preparing and coordinating the requirements and implementation proposals related to processes and necessary precautionary measures also belongs to the tasks of the CSB with the aim to have appropriate IT risk provisions.

Additionally, DATAGROUP has a Process Performance Board (PPB) which is responsible for the development and coordination of concepts to control services as well as for the review

of ITSM processes. It has the aim to achieve optimal quality, effectiveness, efficiency and economic efficiency in the company. As well as the preparation of reports on service control and process execution, the tasks of the PPB include the preparation and follow-up of audits and assessments and the ITSM improvement management.

The central IT GRC team (IT governance, risk, compliance) is responsible for the preparation, introduction and control of cross-divisional IT guidelines and internal control systems as well as the definition of goals related to information security. This team also organizes the initiation and control of security campaigns and of IT security certification such as ISO 27001.

Our Chief Information and 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 subsidiaries to ensure the required continuity.

DATAGROUP also teams up with white hat hackers. They continuously simulate external attacks for us. Using different attack techniques, they try to determine vulnerabilities and to gain privileges this way, which would otherwise jeopardize critical corporate values in a real attack. This is how they identify vulnerabilities, assess new risks and help us to improve

our resistance to such attacks. They complement our Security Operations Center (SOC) in protecting our IT infrastructures, detecting attacks early and establishing effective and rapid defense mechanisms.

We have implemented a mandatory, group-wide training program for our employees with a study plan, knowledge questions and training content on the topics of information security and data protection to maintain awareness of all employees for IT security within the group. These measures are supported by voluntary events on IT security awareness, such as live hacking events.

- ISO 9001
- ISO 20000
- ISO 27001 Basic 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
- TISAX
- BSI C5

Customer Privacy

DATAGROUP has a holistic IT service management which in its core includes a state-of-the-art information security management system (ISMS). DATAGROUP ISMS is certified for selected DATAGROUP companies and services according to ISO/IEC 27001 and expanded by ISO/IEC 27018 with a focus on the protection of personal data in cloud environments. Additionally, the IT Operations Management of DATAGROUP Operations is certified according to ISO 27001 on the basis of IT Basic Protection (IT-Grundschutz (BSI)). All central IT platforms are operated in a so-called colocation model in mirrored data centers in Frankfurt and Düsseldorf. The data centers in Frankfurt and Düsseldorf as well as all DATAGROUP locations within the scope are audited on an annual basis according to ISO 27001, the internationally recognized standard. "DATAGROUP IT Service Management", the management system for the comprehensive business process, is reviewed once a year in internal and external audits according to the international standard ISO 20000. This includes all services in the service catalog with all its processes and functions. The most recent recertification by TÜV Süd Management Services GmbH was successfully completed in September 2021. To further protect against business risks, there is an insurance protection for business interruptions both for our own company and for customers, which is regularly assessed for adequacy by management.

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 have the IT services aligned to industry standards and to improve them consistently. To this end, "DATAGROUP IT Service Management", the management system for the comprehensive business process, is reviewed once a year in internal and external audits according to the international standard ISO 20000. This includes all major services in the service catalog with all its processes and functions. The most recent monitoring audit by TÜV Süd Management Services GmbH was successfully completed in July 2022.

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.

The basis of the CORBOX is a holistic IT service management which in its core includes a state-of-the-art information security management system (ISMS). DATAGROUP ISMS is certified for selected DATAGROUP companies and services according to ISO/IEC 27001 and expanded by ISO/IEC 27018

with a focus on the protection of personal data in cloud environments. Additionally, the CORBOX services and the required IT operations management of DATAGROUP Operations are certified according to ISO 27001 on the basis of IT Grundschutz (BSI).

Furthermore, DATAGROUP and individual subsidiaries are certified according to ISO 9001, ISO 14001, TISAX, TSI.Standard V4.1 Level 3 and audited according to IDW PS 951, ISAE 3402 and BSI C5.

All central IT platforms are operated in a so-called colocation model in mirrored data centers in Frankfurt and Düsseldorf. DATAGROUP has rented space at data center operators which provide the corresponding specific expertise. These data centers have state-of-the-art equipment in terms of security, building technology, access control, fire protection and emergency power supply. They are made available by DATAGROUP as a complete service package. This approach reduces the capital intensity of the business, while it ensures the highest possible standard for the basic infrastructure of the Data Center. DATAGROUP operates its own hardware and software for the CORBOX services in these data centers. The data centers in Frankfurt and Düsseldorf as well as all DATAGROUP locations within the scope are audited among others annually according to ISO 27001, the internationally recognized standard.

As for the financial services market with its high and specific requirements, DATAGROUP's subsidiaries, DATAGROUP BIT Düsseldorf, DATAGROUP BIT Hamburg and DATAGROUP BIT Oldenburg have a team of experts enjoying many years of industry experience in the fields of banking and insurance. In addition to the wide range of IT services which are tailored to the specific requirements of this industry, these companies also have certifications from this industry and thus can seize further new growth opportunities offered in this highly regulated area of financial services.

People at DATAGROUP

19-Year Career at DATAGROUP

"We clearly benefit from the fact that we, as Managing Directors, know the company and our customers very well. We have built long-term customer relationships and also have an excellent network within the company."

Jan-Hendrik Wöltjen

KAI-OLE KIRSTEN AND JAN-HENDRIK WÖLTJEN: FROM ENTRY-LEVEL JOBS TO MANAGERS

19 years in a company is an impressive period of time. A time in which DATAGROUP has consistently developed into a powerhouse of the German IT service providers. Jan-Hendrik Wöltjen and Kai-Ole Kirsten, which have been Managing Directors of DATAGROUP in Bremen since 2021, have witnessed and actively helped to shape this development.

They both started out as apprentices at messerknecht, a company with a long tradition in the North of Germany, that had run into financial difficulties during the time of their apprenticeship – until it was acquired by DATAGROUP. They have pursued a career at DATAGROUP since then. "We have both experienced the rise from a classical system house to the service provider world. It has been very exciting to help to expand our CORBOX core portfolio, bring it to the teams and to witness and shape the company's rapid development", says Jan-Hendrik.

They have always worked in tandem, even though both had different focuses, which is of benefit for them now. "I started out in sales and then moved towards project management ", Kai-Ole comments. "It has been very exciting to participate in the different levels of professionalization and maturity in this area and to get to know and support the great variety of customers."

Jan-Hendrik, in turn, has completed a technical apprenticeship and predominantly worked in a classical service house environment at the beginning before he decided to change perspective and initially enter the area of pre-sales and then to become head of Consulting. "What I appreciate most about DATAGROUP is how you can grow and develop as an employee, beyond the limits of your own functional area but also beyond regional borders. If you are interested in a particular topic, DATAGROUP does everything to create new perspectives for its employees and to promote and support their commitment", Jan-Hendrik explains.

Eventually they both were appointed co-Managing Directors in Bremen. Whenever they have taken the next step on the career ladder, the transition has always been exciting and brought with it new challenges. "We clearly benefit from the fact that we, as Managing Directors, know the company and our customers very well. We have built long-term customer relationships and also have an excellent network within the company", Jan-Hendrik explains. However, the responsibility and focus are different as Managing Director. "With each career step you take on more responsibility, but at the same time you have to think more and more entrepreneurially, which means that the focus is expanded. This is quite a challenge, if you have been with the company for such a long time with a great deal of commitment: Letting go of the operational, focusing more on the big picture", Kai-Ole explains.

After 19 years in the company, they are still convinced of the strategy and look forward to help shape the future as Managing Directors. "We are in an extensive exchange with our customers to look at how they and the market develop", Jan-Hendrik states. "Many of them are facing the challenge of having to develop the right IT strategy: Will I do it myself or do I seek support from DATAGROUP and opt for the path to the cloud? It is our task as Managing Director to break down the advantages of our CORBOX portfolio with respect to our market. IT has never been an end in itself, it is about our customers benefiting from it."

Kai-Ole adds: "Consulting services are becoming increasingly important. It is crucial to be proactive, to approach every customer individually, understand the nature of the respective industries and to adjust the solution accordingly. Partnership at eye-level is not just a slogan for us but rather something we are actively living."

Kai-Ole Kirsten and Jan-Hendrik Wöltjen are Managing Directors of DATAGROUP in Bremen.

Social

Content

IT's for the people.

Ethics and Integrity

Sustainable and responsible growth and corporate governance that is based on a bedrock of values, have characterized DATAGROUP since the company's foundation 40 years ago. We are committed to the principles of the United Nations Global Compact, the Universal Human Rights and the Conventions of the International Labour Organization. We also expect this from all our suppliers.

We are continuously optimizing our corporate actions and our products and services associated with sustainability. In accordance with a holistic approach, our suppliers will also have their part to play.

We therefore expect our suppliers (including their entities, employees, representatives, sub-contractors and contract partners) to comply with all applicable domestic and foreign legal requirements and to avoid actions which could have the effect that DATAGROUP or a company affiliated with DATAGROUP violates existing laws or may be punished according to applicable law.
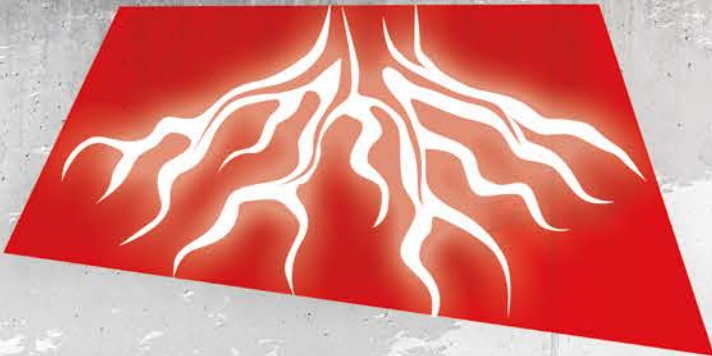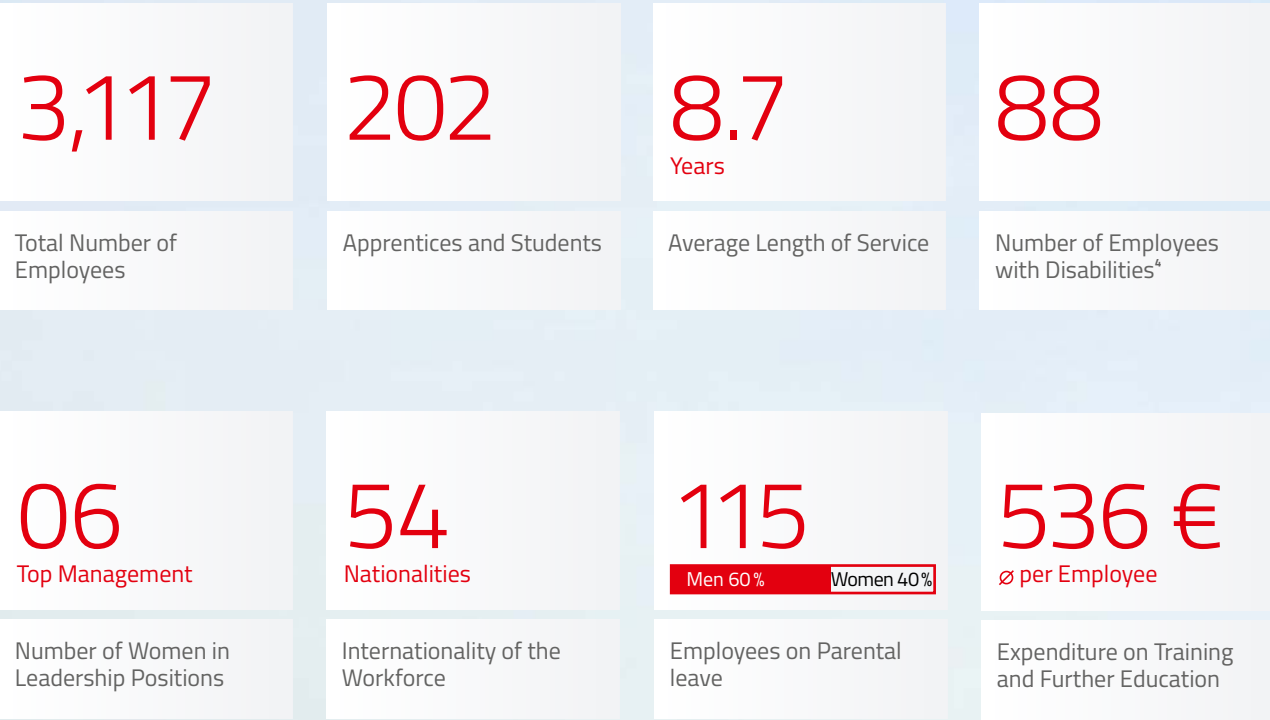
We have laid down the requirements for our suppliers in a "Supplier Code of Conduct". It covers the following aspects:

- recognition of human rights
- ban on child labor and forced labor
- safety, occupational safety and health protection
- avoidance of discrimination and creation of equal opportunities, diversity and inclusion
- fair working times and fair pay
- freedom of association and collective bargaining
- environmental protection
- responsible handling of hazardous materials
- reducing the use of resources, waste and emissions
- fair competition
- prevention of corruption and bribery
- prevention of conflicts of interest
- no money-laundering

As a complement to this, the group has certified advanced policies and guidelines also because of ISO 14001[3]. This includes an Employee Code of Conduct, compliance guidelines, guidelines on health and safety, on sustainability and social responsibility, on payment recipients, dealing with gifts, on entertainment and travel, on donating to charitable organizations, dealing with customers and business partners, on waste management as well as quality and environmental policies

[3] The policies complementing the Supplier Code of Conduct have not yet been rolled out in all our entities. However, the principles described therein are complied with by our employees and especially by our managers in the context of a group-wide cooperation already today.

Workforce Data as of 30.09.2022

3,117

Total Number of Employees

202

Apprentices and Students

8.7
Years

Average Length of Service

88

Number of Employees with Disabilities*

06
Top Management

Number of Women in Leadership Positions

54
Nationalities

Internationality of the Workforce

115

Men 60 %   Women 40 %

Employees on Parental leave

536 €
ø per Employee

Expenditure on Training and Further Education

20 %   **47 %**   **33 %**

| <30 years | 30 – 50 years | >50 years |

Age Structure

* Pursuant to the statutory requirements in Germany, employees are not obliged to disclose a disability. We therefore assume a higher percentage of staff.

YOUR PATH TO US

- Join us directly as expert or executive
- IT and commercial apprenticeship
- »Duales Studium«[1]
- DATAGROUP Academy
- Internship and working student position
- Bachelor and Master thesis

YOUR EXPERT CAREER IN OUR COMPANY

- DATAGROUP Academy
- Studying while in employment
- Options for further training and professional education
- Specialist certifications
- Customized career paths

YOUR EXECUTIVE CAREER IN OUR COMPANY

- Studying while in employment
- Talent community
- Executive training
- Coaching and mentoring
- Master Academy
- Customized career paths

Career by DATAGROUP.

"To us, the idea of the job-related life partner is always the headline above the topic 'People at DATAGROUP'. We want to accompany our employees on their personal way through their different phases of life."

Dr. Sabine Laukemann

Career Box: Jobs and Careers at DATAGROUP

The idea of the "job-related life partner" is always the headline above the topic "People", as we want to accompany our employees on their personal way through the different phases of life and work together for as long as possible.

Motivated creators, experts and decision-makers are needed today, tomorrow and the day after tomorrow for the top position of DATAGROUP in the IT market. DATAGROUP can provide outstanding IT services and solutions and be a trusted contact at eye level for its customers only with excellent employees. The competition of employers for IT specialists and people attracted to IT is strong and getting more intense; keyword: skills shortage. According to industry association Bitkom, almost 100,000 jobs were vacant in the IT industry in Germany at the end of 2021. We are working every day to become and remain attractive as employer. The Career Box was specifically developed for this reason in 2022. Analog to our core product, the CORBOX, it provides a clear framework for the manifold career opportunities and development options and makes the options transparent.

The Career Box merges the pathways for people on how to join and work for DATAGROUP. Its three wings display the different possibilities to join the company as well as the development and career options as a specialist or executive. The Career Box thus is a key element to maintain and continuously improve the performance of the company. Its introduction has also

broadened the portfolio of individual development options at DATAGROUP – for employees looking for a career as either specialist or executive. A range of seminars has been another addition in 2022. These seminars provide aid in deciding which of the two paths is the right one for an individual person. Importantly: Both development options are equally important and of equal value at DATAGROUP.

"Your Path to us" in the Career Box represents the manifold opportunities to join DATAGROUP. You can start you career traditionally by directly applying for an advertised position or with an unsolicited application. Moreover, we offer different training options such as the German "Duales Studium" (dual system of vocational education and academic studies) or vocational training, e.g., as qualified IT specialist in the specialist area of digital networking. Students have the opportunity of getting to know DATAGROUP as interns, working students or doing their thesis in the company – ideally followed by an employment after graduating. Java and SAP Academies are another specific option to join us. IT specialists or IT-savvy people seeking career changes are trained there to become Java or SAP experts within just a couple of months. Hiring by DATAGROUP is guaranteed afterwards. There is no such thing as a "crooked career path" or an allegedly wrong qualification – The doors at DATAGROUP are wide open for anyone motivated and interested in IT. Our numerous career changers are proof of this:

Your start with DATAGROUP can be followed by a specialist career. A wide range of qualifications is available here, for instance options for further training and professional education, certifications or studying while in employment. The DATAGROUP Academy is a special offer by DATAGROUP. For instance, people are trained at the CORBOX Academy for several months and with a comprehensive curriculum to become a specialist for DATAGROUP's core product. A selection can be made between sales management, service management or transition management for a qualification in different roles close to the market as well as to the customer.

There is also a wide range of options for the management track to promote people at DATAGROUP on this pathway. Employees, who are just about to land their first leadership role at the level of a team leader or have just taken one, can join the Bootcamp to learn the leadership basics. The Talent Community focuses on company-wide networks centered around the topic of leadership, for instance in interactive and co-creative workshops. For the path to the top management, for instance as a managing director or in a group-wide central role at DATAGROUP, the Master Academy provides an established option. In a good ten months, a curriculum developed in cooperation with renowned universities in the Stuttgart region offers optimal training content to prepare for these particularly challenging roles in the company.

Independent of your career and your current position at DATAGROUP: The most important design principle of the Career Box is that the wings are transparent, meaning it is possible to change between a specialist or a leadership career. Moreover: We must not go separate ways just because a task, the working hours or a work location do not fit anymore.

Career Box: datagroup.de

Employee Surveys

Many of our local companies conduct surveys on employee satisfaction on a regular basis. We also conduct group-wide surveys on topic-oriented questions. In FY 2021/2022, Corporate Communications completed a group-wide employee survey on the use and improvement of internal communication and leadership communication. It analyzed which contents and functionalities our employees wish for in the intranet to gather information for its relaunch as well as for the improvement of other internal instruments of communication.

The corporate brand "DATAGROUP" has been another focus area. The main question was how employees perceive the common culture and identity of the company and how the brand and the values of DATAGROUP can be strengthened internally and externally in our communication. Next to merely answering questions, our employees were given the opportunity – in interviews and in cooperation with students in communication science at the Hohenheim university – to actively contribute suggestions for improvement regarding the further development.

There are also a couple of external surveys on employee satisfaction, which are not initiated by DATAGROUP but by IT trade press and market research institutes. This has consistently led to very good ratings of DATAGROUP as an employer:

- "Top Employer for IT Jobs in 2023"
  Chip in cooperation with Globis Consulting, 01/2023

- "Top Career Opportunities in 2022"
  Focus in cooperation with Deutschland Test, 11/2022

- "Germany's Best Employer for IT Specialists in 2023"
  golem.de in cooperation with Statista, 10/2022

- "Germany's Best Jobs with a Future"
  Focus in cooperation with Deutschland Test, 05/2022

- "Best Employer in Germany in 2022"
  Stern in cooperation with Statista, 01/2022

- "The 50 Best Employers for IT Specialists"
  golem.de in cooperation with Statista, 11/2021

- "Top Employer Diversity"
  Focus in cooperation with Deutschland Test, 11/2021

We are particularly proud of these excellent external ratings as we have no possibility to influence the outcome of these surveys, apart from what we can do internally to contribute to the satisfaction of our employees.

Customer Satisfaction

Whitelane Research is an independent market research institute which is exclusively focused on IT outsourcing throughout Europe. In its unique and in-depth annual studies on IT outsourcing, Whitelane questions the CIOs of organizations with the highest IT spending in different countries on their outsourcing plans and service providers.

Being specialized in IT benchmarking, IT sourcing and IT transformation for more than 15 years and having completed more than 250 projects, Navisco AG is one of the leading independent sourcing consultancies in Germany, Austria and Switzerland with a growing footprint in the Nordic countries. Navisco supports leading international companies in optimizing their IT infrastructure, IT application and back-office services and positioning in line with market requirements.

In addition to a continuous dialog with our customers, DATAGROUP regularly participates in the study by Whitelane and Navisco on IT outsourcing in Germany. With a customer satisfaction of 78 % – at an average satisfaction of 74 % across all providers – DATAGROUP was among the Top 10 in the eighth year in a row and holds the fourth place in the overall ranking. DATAGROUP is mainly appreciated by customers for its customer support, flexibility in drawing up contracts and the deep understanding of business processes. We have also reached a correspondingly high customer loyalty: 63 % would initially negotiate with DATAGROUP again when a contract expires before checking the market for other providers – the second-best result in this category and an above-average percentage.

Human Rights

We do not invest in countries or in sectors which bear a special risk with a view to human right abuses.

As part of our contractual agreements, our suppliers are obliged to comply with our Supplier Code of Conduct, which includes provisions to protect human rights.

DATAGROUP reserves the right to check whether the requirements in the Supplier Code of Conduct are complied with – for instance by way of self-disclosure, information by third parties, presentation of certificates and by granting permission to conduct field audits to verify whether the rules of the Supplier Code of Conduct have been followed.

In the year under review, no incidents of corruption, bribery, child labor and forced labor have come to our attention.

Diversity and Equal Opportunity

Measures to Improve Attractiveness as an Employer

It is very important for DATAGROUP to cultivate an organizational culture which is characterized by mutual respect and appreciation. We lay the groundwork so that managers and employees alike are aware of, share and live these values. To this end, we review our staff-related processes and ensure they do justice to the manifold skills and talents of all employees as well as to our commitment to performance. We advocate for equal treatment of people with physical impairments. Our offices are in a mostly accessible environment. We offer language courses for employees with linguistic difficulties. Furthermore, we are committed to the principles of the "Diversity Charter of German Companies" and seek to sign it as soon as possible.[5]

Qualified and motivated employees are the foundation of DATAGROUP's success. To find and retain these specialists, it is all the more important to be convincing as an employer. DATAGROUP wants to be the job-related life partner of its employees. Regardless of our employees' life situation – whether they start their career, start a family, or wish for a change in direction – we stand by their side in partnership and offer the right solutions. Examples are:

NET WAGE OPTIMIZATION

- Bike leasing for employees: We pay fully comprehensive insurance for bikes as an employer.
- Employer's contribution of EUR 25 for a digital voucher account as a benefit in kind exempt from taxes and social security with diverse redemption possibilities at participating partners
- Net grant of EUR 15 per month to monthly job ticket, improved conditions compared to normal monthly subscription (10 – 15 % discount).
- Contribution towards private retirement plan
- Participation in corporate benefits program
- Financial support in the context of rising energy costs
- Attractive premium for "Employees recruit employees"

HEALTH PROGRAMS

- Contribution towards computer screens glasses for eye-protection
- Vaccination offers and medical screening
- Digital health offer for all our employees, e. g., yoga, awareness training and cooking sessions
- Online classes or gyms in the offices, or financial support for fitness providers

WORK-LIFE-BALANCE

- Different work models: whether in the office, hybrid models, shared desk, or mobile work; remote work is possible from all over Germany
- We flexibly adjust to the individual needs of our employees (e. g., reduction of working hours, sabbatical)
- Summer party, family party, Christmas party
- Group-wide ski trip
- Meetings and exchange of employees in discipline-specific and thematic communities

[5] DATAGROUP SE has not signed it yet, one subsidiary already belongs to the signatories.

Donations, Sponsorships, Support and Charitable Activities

Not only the support of our employees is close to our heart. Because of our decentralized structure, it is important for DATAGROUP to work side by side with our customers on site but also to support local projects and organizations. We are extremely happy that we are regularly approached by our own staff who produce ideas and proposals as to where and how we can provide support.

Amongst others, DATAGROUP supports the projects below[6]:

NON-PROFIT ORGANIZATIONS

- Support of the RTL-Kinderhaus (children's house) by employees in the context of voluntary work
- Support of SOS Children's Villages (worldwide)
- Child protection association in Bad Kreuznach
- German Red Cross as part of emergency aid for the victims of the flood disaster in Ahrtal
- Children's aid in Bapatla and children's aid Interplast Germany
- Children's clinics and hospices and Verein Trauernde Eltern & Kinder Rhein-Main (mourning parents association)
- Support of Kindertafel (food bank for children) to improve the life of children in need; food charity finances measures in schools and kindergarten such as breakfasts, lunches, homework done under supervision, education in sports and culture and organization of recreational activities
- Cooperation with the Welcome Center Region Rostock, which helps making it easier for people and their families to arrive in the Rostock region and feel at home
- Tierhilfe Ingelheim

SPORTS AND CULTURE
- Sponsoring of sports events
- Charity runs
- Support of local sports clubs, especially in the area of young people and upcoming talents
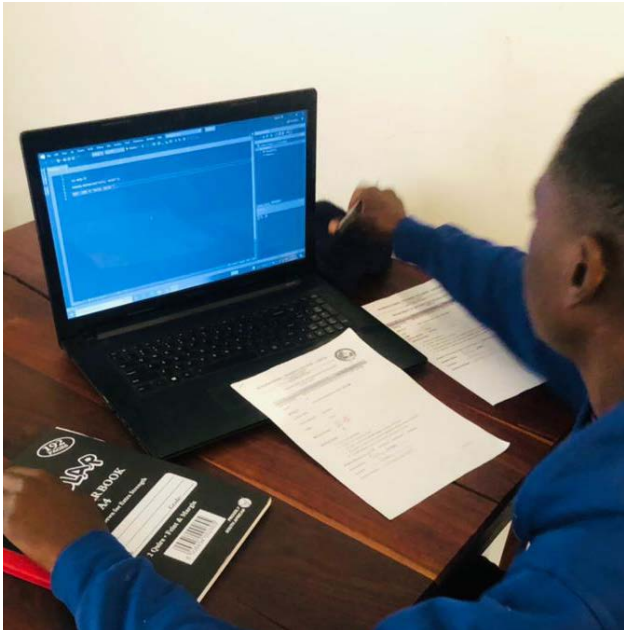
SUPPORT OF PROJECTS ABROAD

- DATAGROUP has teamed up with the new organization Christliche Medizinische Hilfe direkt e.V. (Christian Medical Aid Direct) after the outbreak of war in Ukraine to provide IT infrastructure for smooth communication between the Ukrainian hospitals and the organization. The aim is to transport medical products and drugs to the Ukraine – quickly and needs-based – to improve the medical supply of the civilian population. The support is organized on a monthly basis.

- Donation of medical products for use in the operating theater of a Ukrainian hospital (disposable syringes, infusion devices, surgical equipment, dressings, bandages, etc.)

- Support of Namibian Charity Hilfe für bedürftige Kinder in Otjiwarongo e.V. (helping children in need in Otjiwarongo). There has been a serious shortage of food in the last few years caused by the drought and the coronavirus pandemic, and many people have lost their work so that more and more families are asking for help with food. As a result, no money is left to buy smartphones and laptops for the pupils. We therefore have decided to support this organization by donating hardware.

The above donation projects, sponsorships and support services by DATAGROUP added up to EUR 456,577 (excluding donations in kind) in the last fiscal year.

DATAGROUP has not been active in lobbying regarding political institutions in the period under review.

[6]This is just a selection from the group of companies.

People at DATAGROUP

Master Academy: Training Program for Leading with Respect

"Exchange between the managers who come from different DATAGROUP companies and from different divisions helps a lot to avoid becoming blind from professional routine. Instead, we can learn from each other, gain new perspectives, and take decisions which are sustainable for the entire DATAGROUP cosmos."

Susanne Raisch

SUSANNE RAISCH: FIT FOR LEADERSHIP THANKS TO TRAINING AND EXCHANGE IN THE INTERNAL DEVELOPMENT PROGRAM FOR EXECUTIVE MANAGERS

It is an old truism that employees do not leave the company but their superiors. Managers play a decisive role in the motivation of employees. They can make a difference between a team doing work to rule and a team which is given scope for creative solutions and which starts their working day with enthusiasm. But how do we learn good leadership? This is exactly why DATAGROUP has developed its Master Academy, one of our many comprehensive training programs from the Career Box, specifically aimed at the development of managers.

Each year, managers from the different DATGROUP locations throughout Germany get together to acquire a wide range of skills over a period of ten months, which are required for a manager of today. The training modules span from business management knowledge and contract negotiations to change management and an appreciative approach towards employees.

Susanne Raisch is Head of Demand Management at DATAGROUP Operations in Nuremberg and has joined the Master Academy in the current year. "The Master Academy imparts a great deal of knowledge in a short time. However, this doesn't mean we are just filled with masses of facts, rather the essence of each topic is captured and communicated in a hands-on approach", she explains. "We discuss specific problems and possible solutions and can learn from each other."

Susanne joined DATAGROUP in 2019 as Service Lead. Welding the employees into a new team has been one of the major management tasks at that time. A task which DATAGROUP as a company also has to cope with regularly, for instance when companies are acquired. Decentralization is one of the strengths of DATAGROUP. We have to pull together and be part of the bigger picture at DATAGROUP. It is important to strike the right balance. Cross-divisional exchange through programs such as the Master Academy helps a lot to develop a mutual understanding and work towards a common goal.

"Exchange between the managers who come from different DATAGROUP companies and from different divisions helps a lot to avoid becoming blind from professional routine. Instead, we can learn from each other, gain new perspectives, and take decisions which are sustainable for the entire DATAGROUP cosmos", Susanne adds. "I also highly appreciate that the Master Academy establishes a modern understanding of leadership. An atmosphere of partnership and respect is paramount here. This is very important to me too: Involving employees and looking after our customers together with joy while we develop further at all levels, technically and organizationally."

Susanne Raisch is Head of Demand Management at DATAGROUP Operations and operates at the interface between customer and technology. Her work involves balancing satisfaction of customers and employees and finding good technical and organizational solutions which are working well for all parties.

Environment

Content

Environmental Commitment at the Sites

ENERGY AUDIT

An external energy audit according to DIN EN 16247-1 has been conducted at our sites in the period under review. The following buildings, systems, processes, and technologies were audited at the sites of the companies below:

- DATAGROUP Enterprise Services
- DATAGROUP Inshore Services
- DATAGROUP Business Solutions
- DATAGROUP Bremen
- DATAGROUP BIT Hamburg
- DATAGROUP Hamburg
- DATAGROUP Consulting Services
- DATAGROUP Operate IT
- DATAGROUP SE
- DATAGROUP Köln
- DATAGROUP Service Desk
- DATAGROUP Stuttgart
- DATAGROUP IT Solutions
- Mercoline

The audit covered the areas of electricity and heating/cooling for office and conference rooms as well as for data centers and other rooms with technical equipment. Servers, computers, and workplace lighting are the relevant main energy consumers at the DATAGROUP sites.

The energy audit mainly resulted in measures taken for the lamps which had been very heterogeneous across all locations so far. They can all be converted to LED tubes.

ENERGY EFFICIENCY MANAGEMENT

Given that a continuous recording and control of energy consumption plays a major role to achieve an increased energy efficiency, the awareness of our employees for energy savings measures in the entire company is crucial. We aim to use even small actions of our employees thankfully to become even more efficient with a changed behavior of the users.

ENERGY SOURCES AND THEIR RESPECTIVE USE

The following energy sources are used at DATAGROUP:

- electricity
- gas
- fuel oil
- district heating
- diesel

Energy sources like natural gas, petroleum and district heating are exclusively used to generate heat. We mainly focus on the use of green electricity at our sites. Diesel is only required and held available for emergency power generators.

OTHER MEASURES[7]

Company cars are gradually changed from combustion engines to partially or fully electric drives at our sites and the expansion of charging stations is further accelerated at our office locations. Already today, we also use light electric vehicles when driving into town. We have installed photovoltaic systems at some sites which provide our buildings with electricity. Some buildings are also equipped with intelligent systems which automatically adjust heating and cooling. Illuminated advertising is regularly switched off to make an additional contribution. To avoid plastic and unnecessary transport routes of beverage crates, we provide our employees with water bottles made of glass. These bottles can be filled with water from water dispensers at our sites. Some sites have established a training for new employees, apprentices, and students on careful resource handling of consumables, waste separation and intelligent environmental awareness upon commencing employment. We have also introduced

online trainings on interaction with the environment as well as corresponding environmental guidelines.

ENERGY CONCEPT OF THE HEADQUARTERS

When the building at the headquarters in Pliezhausen was designed, respect for the environment and the resources was a key principle from the very beginning. The building, which was awarded the Hugo Häring architecture prize for exemplary buildings in 1997, today still combines ecology and economy. The building is heated with geothermal energy amongst others. Underground channels built around the building draw up fresh air which is distributed in the office rooms by small ventilators. The air running through the underground channels thus is pre-warmed in the winter and cooled down in the summer. Consequently, cooling energy is almost exclusively obtained from the earth. A waterfall in the middle of the headquarters serves as another cooling element and humidifier.

The building's energy concept uses the sun as an energy supplier. The external facade was built with protruding eaves and balconies. This helps to avoid reflections on the screens at the workplaces. Little direct solar radiation provides for a pleasant light at the workplace.

The building's glass roof was designed with a roof slope. As a result, the heat at the highest point of the glass roof can efficiently be vented through window hatches.

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[7] The measures above have not been established homogeneously within the group.

Operation of the Data Centers

Thanks to the centralization and standardization of the supply units and further digitalization and automation of production and business processes, it is possible to be resource-efficient at work. Our data center infrastructures which are operated in so-called colocations are a key component in our business model when it comes down to adding value for our customers and to increase efficiencies of an infrastructure that is used by our customers. Our data center services are also responsible for the largest share in the consumption of energy. As such, it is of central importance for us to be "clean" here in order to provide our customers with sustainable solutions. DATAGROUP Operations has the largest data center footprint of all companies at DATAGROUP. These data centers are operated using 100% electricity from renewable energies in cooperation with the colocation operators. The measures to optimize the energy efficiency (PUE) outperform existing standards in every aspect. Passive cooling and adiabatic cooling are used as well as a customized cool aisle containment which helps to support high performances more efficiently. This can reduce air conditioning costs by up to 30%.

ELECTRICITY CONSUMPTION OF THE DATA CENTERS USED BY DATAGROUP

In kWh	Consumption 20/21	Consumption 21/22
InterXion Frankfurt	1,696,370	1,415,384
CyrusOne Frankfurt	1,264,353	1,042,435
InterXion Düsseldorf	502,360	544,146
DatacenterOne Leverkusen	543,023	582,740
Datacenter Nuremberg	402,352	1,091,867
Total	**4,408,458**	**4,676,572**

CERTIFICATIONS OF THE DATA CENTERS

ISO 14001:2015
ISO 50001:2018
ISO 45001:2018

CO_2-NEUTRALITY OF THE DATA CENTERS OPERATED BY DATAGROUP[9]

Our owner-operated data center in Hamburg is also operated using 100% green electricity. This leads to additional savings of 799 tons of CO_2 per year.[10] The 250 kWh of electricity generated during the weekly test run of the diesel emergency power generator to check the emergency features are fed back into the grid to be as resource-efficiently as possible.

Emissions

DATAGROUP always strives to keep the generated emissions as low as possible. This includes the above-mentioned measures for power consumption and use of resources in the data centers of DATAGROUP Operations with the use of 100% climate-neutral electricity and thus the prevention of CO_2 emissions. The other emissions have not been systematically recorded so far. To continue on the journey of having the lowest possible emissions, we at DATAGROUP want to establish CO_2 tracking which will then go beyond what is the most significant portion for us: the operation of the data centers.

Waste Management

DATAGROUP produces as little waste as possible. Furthermore, there is a strict separation of waste into paper, plastic, and residual waste at our sites. Electronic devices that cannot be used anymore are put to secondary use. Some of the subsidiaries receive and send a lot of hardware in the context of commercial transactions. Pallets and outer packaging are used several times to purchase as little as possible and to efficiently use the resources available. Our employees try to pack up things as resource-efficiently as possible. We have also implemented a waste management concept in the subsidiaries with higher hardware turnover, such as DATAGROUP Stuttgart which has also been audited as part of the ISO 14001 certification. Additionally, the company is working on zero waste certification (DIN SPEC 91436) with the aim to fully recycle 90 – 95% of accumulated waste. Certification is scheduled for September 2023.

Water Management

Water is primarily used for the sanitary facilities at the DATAGROUP sites. Our business model typically does not involve contamination of water resources or groundwater.

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[8] Power usage effectiveness (PUE) is a metric used to determine the energy efficiency of a data center. PUE is the ratio of the total amount of energy used by a data center to the energy absorbed by the IT infrastructure.

[9] Only applies to the data center of DATAGROUP BIT Hamburg.
[10] Proven by a certificate of Hamburg Energie

Circular Economy and Recycling

Service life of IT and mobile devices that is as long as possible is the best option from a sustainability perspective. The aim of IT refurbishment is to extent the service life of IT devices, because studies confirm that the proportionate emission of carbon dioxide for the new production of communications electronics is higher than the environmental damage caused by their energy consumption over the entire useful life. Moreover, refurbishment does not require an additional exploitation of valuable raw materials. Instead, they are even recovered by professional recycling.

The banking and insurance sector of DATAGROUP has been collaborating with AfB gGmbH for several years. AfB gGmbH is Europe's largest non-profit IT company. As a refurbisher, the company creates jobs for people with disabilities by refurbishing and reselling used IT and mobile devices. Thanks to the partnership, we are making a contribution towards fulfilling seven of the UN Sustainability Development Goals (SDG):

SDG 6: By reusing IT devices, we reduce water use and the impact on water ecosystems due to the emission of toxic substances.

SDG 10: By creating inclusive jobs, AfB promotes the social and economic inclusion as well as the self-determination of people with disabilities.

SDG 13: Reuse and recycling of IT devices leads to savings of emissions, raw materials and energy and thus contributes to climate protection.

SDG 8: IT remarketing contributes to sustainable raw material extraction and to reducing electronic waste landfills in the global south.

SDG 12: AfB helps to reduce consumption of resources, emissions, and electronic waste by reusing IT hardware.

SDG 17: The cooperation between AfB and IT partners significantly contributes to achieving social and environmental goals.

SDG 4: Equal opportunities are associated with access to good learning aids. AfB supports education projects worldwide by providing IT devices.

Our partnership has produced the following results through devices handed over to AfB gGmbH from 01.01.2022 to 31.12.2022:

2,058,659
kWh

Reduced primary energy consumption

6,094,474
t 1.4 DB eq

Reduced water ecotoxicity

3,866,614
kg CO_2 eq

Lower GHG emissions

2
number

Workplaces for people with disabilities

2,563
t 1.4 DB eq

Lower human toxicity

3,866,614
liters

Lower water consumption

185,797
kg Fe eq

Raw materials saved

Materials

DETAILED BREAKDOWN

	Reusable after refurbishment			Raw material recovery from recycling			Total	
	number	%	kg	number	%	kg	number	kg
Notebook	318	100	593	0	0	0	318	593
PC	705	100	5,645	3	0	20	708	5,665
Tablet	0	-	0	0	-	0	0	0
Mobile Phone	0	-	0	0	-	0	0	0
Monitor	1,845	73	10,780	671	27	2,047	2,516	12,827
Server	0	-	0	0	-	0	0	0
Thin Client	0	-	0	0	-	0	0	0
Printer	98	26	1,286	275	74	3,757	373	5,043
Others*	132	38	132	219	62	375	351	507
Total	**3,098**	**73**	**18,436**	**1,168**	**27**	**6,200**	**4,266**	**24,636**

REDUCED EMISSIONS AND RESOURCES SAVED BY REMARKETING OF IT

	Human Toxicity	GHG Emissions	Raw Material Savings	Primary Energy Consumption	Water Consumption	Water Ecotoxicity	
						Sweet Water	Salt Water
	t 1.4 DB eq	kg CO$_2$ eq	kg FE eq	kWh	liters	t 1.4 DB eq	
Notebook	195	36,154	16,631	139,855	188,256	161	293.536
PC	586	99,916	102,930	409,411	739,249	508	789,327
Tablet	0	0	N/A	N/A	0	N/A	N/A
Mobile Phone	0	0	N/A	N/A	0	N/A	N/A
Monitor	1,718	376,355	66.236	1,472,606	2,861,531	1,226	4,972,858
Server	0	0	N/A	0	0	0	0
Printer	64	9,088	N/A	36,786	77,577	33	36,825
Total	**2,563**	**521,513**	**185,797**	**2,058,659**	**3,866,614**	**1,928**	**6,092,546**

DATAGROUP has already started to further develop the part-nership in this area. Several market units of the group will participate in the refurbishment program going forward. In addition, our employees will offer the refurbished devices at a reduced price in the online shop of AfB in order to really close the loop.

In the business model of DATAGROUP, we only receive materials through our supply chain as we are not active in the manufacturing sector. In the context of conflict minerals (tin, tungsten, tantalum, gold) and other raw materials such as cobalt, if required, our suppliers implement processes in accordance with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-High-Risk Areas. Smelting and refining without adequately audited due diligence processes must be prevented.

People at DATAGROUP

Climate Neutrality by 2024

"We want to do justice to our responsibility, also for future generations. If everybody plays its part accordingly, we can contribute to a better future for everyone."

Sascha Patka

VESNA MILENOVIC & SASCHA PATKA: ACTIVE FOR DATAGROUP IN THE MATTER OF CLIMATE NEUTRALITY IN STUTTGART

We want to ensure that our activities today enable us to still have a good life tomorrow – a motto which the Stuttgart subsidiary of DATAGROUP has dedicated itself to. The company wants to be climate-neutral by 2024 at the two sites in Pliezhausen and Leinfelden.

"We have a particular responsibility as a company", explains Sascha Patka, Area Manager Projects & Governance. "After all, industry and trades account for the largest proportion of energy consumption in Germany. We feel the need to do something actively and not just talk about it. Energy transition was never going to be easy – as well as high investments we also need to change our own processes, actions, and work instructions. And it is worth it."

To achieve more sustainability, the company has set itself ambitious targets. Some EUR 550,000 have been invested so far: The heating systems are being converted to climate-neutral variants using pellets, electricity supply is being converted to 100 % green electricity, and a photovoltaic system with 99 kWp was installed on each of the two roofs of the company buildings. 30 % of the company carpool was converted to electric vehicles, although the company is faced with massive challenges as delivery times are currently up to 20 months. Wall boxes were installed at the two sites to

charge the vehicles with the sustainable electricity from the own production. The company has obtained ISO 14001 certification for environmental management in December 2022.

But this is just the beginning: "We want to become climate-neutral by 2024. That's why we are committed to becoming more and more sustainable with small changes and actions alike", says Vesna Milenovic, Environmental Manager at DATAGROUP in Stuttgart. "In addition to our major modifications and investments, it was also important to get our employees on board and create awareness."

After all, the staff contributes their share to the company's sustainability each day. Every device and each lamp in the buildings were counted and tested in an energy management audit to identify power guzzlers and take appropriate measures. The company then made the relevant changes, e.g., a stronger focus on motion detectors which automatically switch off light if this has been forgotten. In sustainability trainings, employees have also been made aware of how they can help: Sorting waste correctly, turn down the heating at the end of the working day and switch off the monitors, all of which contributes to the overall goal.

At present, the company works towards a zero-waste certification (DIN SPEC 91436). It is the aim to fully recycle 90 – 95 % of accumulated waste so that only c. 5 – 10 % eventually ends up in landfill sites. The company's waste separation has been improved in tandem with partner company Leins, which is

also located in Pliezhausen. As a result, accumulated waste is separated into more different elements for its return into the recycling circuit.

As an IT service provider, DATAGROUP has, amongst others, a focus on the roll-out and services in Stuttgart, which means installation, commissioning and deployment as well as the services around the customers' IT devices. Most of the hardware is ordered by the customers and delivered to DATAGROUP for initial setup and provisioning. This leads to massive piles of packaging material which must be separated. In the past, the company relied on reusable cardboard, but goes a step further now by using returnable boxes which can be used longer. Packaging waste is directly separated by DATAGROUP and returned to the recycling circuit.

These investments and the conversion of traditional processes lead to many other positive effects apart from the main goal, which is to work more sustainably. Photovoltaic systems do not only produce sustainable green electricity but also helped to alleviate the increased energy costs in 2022. Waste separation and returnable boxes do not only lead to more recycling, but the hardware can also be unpacked and installed much faster at the customer's facility without the cardboard boxes.

Sustainable management plays an ever more important role for companies. DATAGROUP in Stuttgart feels the need to be future-oriented. The significance of sustainability is also

evidenced by the fact that the company has its own governance department for these kinds of projects. The company has already obtained ISO 14001 certification for environmental management, zero waste certification is expected to be obtained in September 2023 and the level 2 certification for CO2 neutrality by December 2024.

"We want to do justice to our responsibility, also for future generations", Sascha Patka summarizes. "If everybody plays its part accordingly, we can contribute to a better future for everyone."

Sascha Patka is Area Manager Projects & Governance at DATAGROUP in Stuttgart and also responsible for implementing the environmental management system.

Vesna Milenovic is an employee in the Projects & Governance department.

Planned Measures

IT's our future.

We are committed to the principles of the UN Global Compact already today and plan to sign it in the future.

We want to establish a sustainability governance structure in the group, which involves all management levels and the highest governance body in the continuing development of economic, ecologic, and social topics.

It is planned to establish an area-wide[11] training program for the employees, which will cover the following topics:

- human rights
- ban on child labor and forced labor
- safety, occupational safety, and health protection
- avoidance of discrimination and creation of equal opportunities, diversity, and inclusion
- environmental protection
- reducing the use of resources, waste, and emissions
- fair competition
- prevention of corruption and bribery
- handling conflicts of interest
- prevention of money-laundering

We want to implement a uniform and group-wide Code of Conduct for our employees[12].

We have already taken the first steps to expand our cooperation with AfB gGmbH in the area of circular economy that promotes inclusion. This is planned to be further accelerated. Additionally, DATAGROUP Stuttgart is to receive zero waste certification in September 2023 and certification for CO_2 neutrality (Scope 2) by December 2024.

We have already started the first tests with tools for CO_2 tracking and want to meet the demands of our stakeholders and publish the group's emission levels to advance on the path towards controllable climate neutrality.

In fiscal year 2022/2023, we want to revise our sustainability strategy and the resultant targets and measures and start establishing it within the group including the planned sustainability governance structure.

[11] Not all the topics are yet available as a standard training in all companies.

[12] This is not a standard yet in all our companies but has been established on an individual base.

Imprint

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PHOTOGRAPHY
Adobe Stock (cover, p. 17, S. 19, p. 26 – 27)
DATAGROUP (p. 20, p. 34, p. 35 top)
Getty Images (p. 24, p. 50)
Klaus Mellenthin, Stuttgart/Berlin (p. 2 – 3, p. 5, p. 48 right)
Petra Schauenburg (p. 35 below)
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To facilitate reading, some terms refer to only one gender; all referen-
ces to gender shall however be deemed and construed to include any
gender.

Euro amounts in this Sustainability Report are shown in EUR in
accordance with the ISO currency code, and some of the figures
were rounded to thousand euros (TEUR) or million euros (EUR m).

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