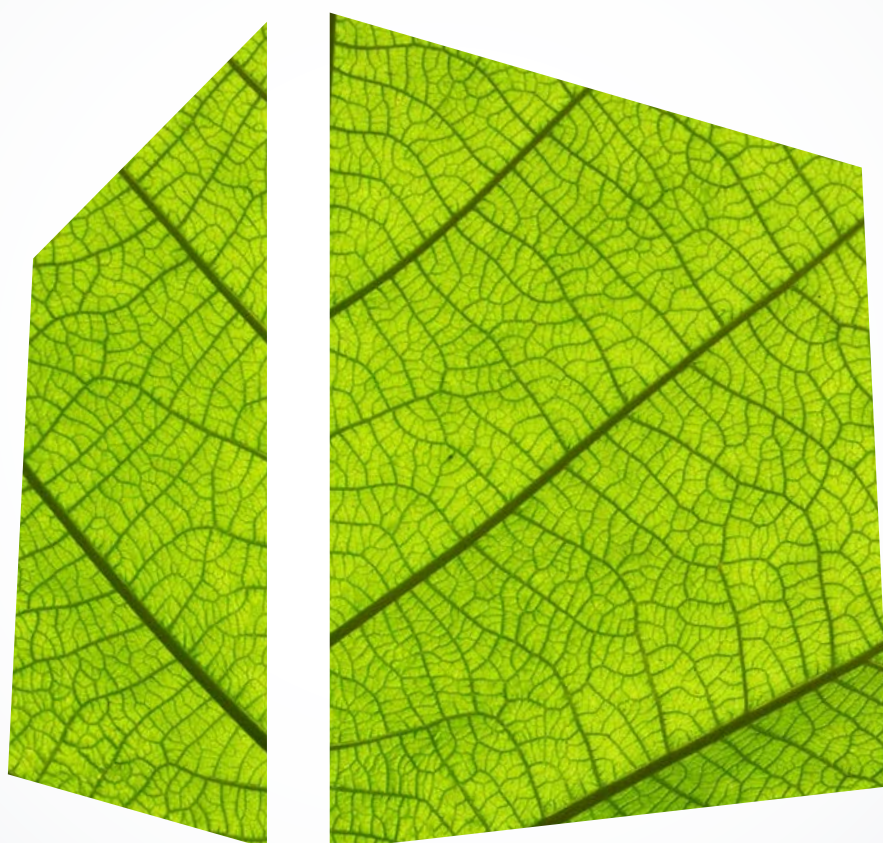




DATAGROUP

Sustainability Report 2024





Foreword of the Management Board

DATAGROUP FOREST

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This Sustainability Report of DATAGROUP has been aligned to the guidelines of the Global Reporting Initiative (GRI) but only reflects selected standards while additional aspects were added. The results of fiscal year 2022/2023 (01.10.2022 – 30.09.2023) are used as a reference.

“Our success is built on decades of sustainable commitment, and we have always remained focused on the future: Because we at DATAGROUP do not only view sustainability as a social responsibility, but also as an integral part of our corporate strategy.”

DATAGROUP Management

Foreword of the Management Board



Dear Readers,

On 1 October 2023, we have celebrated the 40th anniversary of DATAGROUP. Our success is built on decades of sustainable commitment, and we have always remained focused on the future: Because we do not only view sustainability as a social responsibility, but also as an integral part of our corporate strategy. Our commitment to environmental protection, social responsibility and prudent corporate governance is reflected in the following pages.

However, we not only want to look back, but into the future and make a positive contribution for future generations. To mark this special occasion, we have initiated a unique campaign: the DATAGROUP FOREST. Employees, investors, partners, and friends of the company have the possibility to collect points with “good deeds”. Our goal: 40,000 points for 4,000 trees, which will be planted on an area in the Black Forest to create a forest of the future.

This campaign does not only symbolize our commitment to environmental protection, but also our appreciation of the community which has enabled our growth. The good deeds of many help to grow a forest which will make a positive contribution over the course of generations. We would like to invite you to participate in this campaign and to take action together for the world of tomorrow.

The DATAGROUP FOREST is not our only contribution to environmental protection. You will learn about other projects on the following pages. We have committed ourselves to continuously improve our ecological footprint. It is our goal to implement resource-efficient processes and make an active contribution to climate protection. Within the social sector, we are committed to creating a diverse and inclusive working environment, which caters to the needs of our employees. Our efforts are especially focused on promoting diversity, equal opportunities, and professional development.

In the field of corporate governance, we attach great importance to transparency, integrity, and ethical conduct. Complying to the highest standards in business management is a matter of course for us and forms the basis for our corporate actions.

This Sustainability Report provides a comprehensive insight into our progress, challenges, and future goals. We are proud of what we have achieved so far, but also see the necessity of continuous improvement.

We wish you an interesting read as you explore the diverse world of sustainability at DATAGROUP.

Pliezhausen, March 2024

DATAGROUP FOREST

Growing Together – DATAGROUP and ForstBW Create the Forest of the Future

Think about the future today – We are living up to this at DATAGROUP. It is crucial in an environment that is changing as quickly as IT to remain successful in the long term. That said, our future depends on so much more than innovative digital solutions: It is also particularly important to preserve our resources now and for future generations. The forest is one part of our environment that is strongly endangered. It is the habitat of many different species, it protects our soil from drying out or eroding, provides shade and heat relief on hot days and helps us recharge in hectic times. But ever more frequent droughts and pests are threatening the forest's survival.

This is why DATAGROUP has launched a new project in partnership with its customer ForstBW: the forest of the future, the DATAGROUP FOREST. The development of a wooded area in the Black Forest is meant to reflect what constitutes the DNA of DATAGROUP: work sustainably, think differently and create something extraordinary together. Employees, partners, customers, and investors alike can collect points for their good deeds, social and ecological activities throughout the entire jubilee year, which will eventually be "exchanged" to trees.

The goal? 4,000 trees that can turn a heavily damaged area into a "germ cell" for the forest of the future. A wooded area which is characterized by storm damages, browsing by game and spruce monoculture will turn into a robust forest that is prepared for the challenges of the coming decades. On top, this forest of the future will have a positive impact on the surrounding forests. And this commitment has a ripple effect for the important topic of climate-proof forests, which will also be created at many other places in the future.

The DATAGROUP FOREST is more than just a project to us. It is our commitment to create a sustainable future inherited by future generations. We will actively support the development of the forest on a long-term basis. After all, just as DATAGROUP has grown steadily over the years to where it stands now, a forest takes decades to evolve.

The future is what we make of it today.

Anyone interested in joining us to create a healthy, future-proof and diverse forest is welcome to score points on

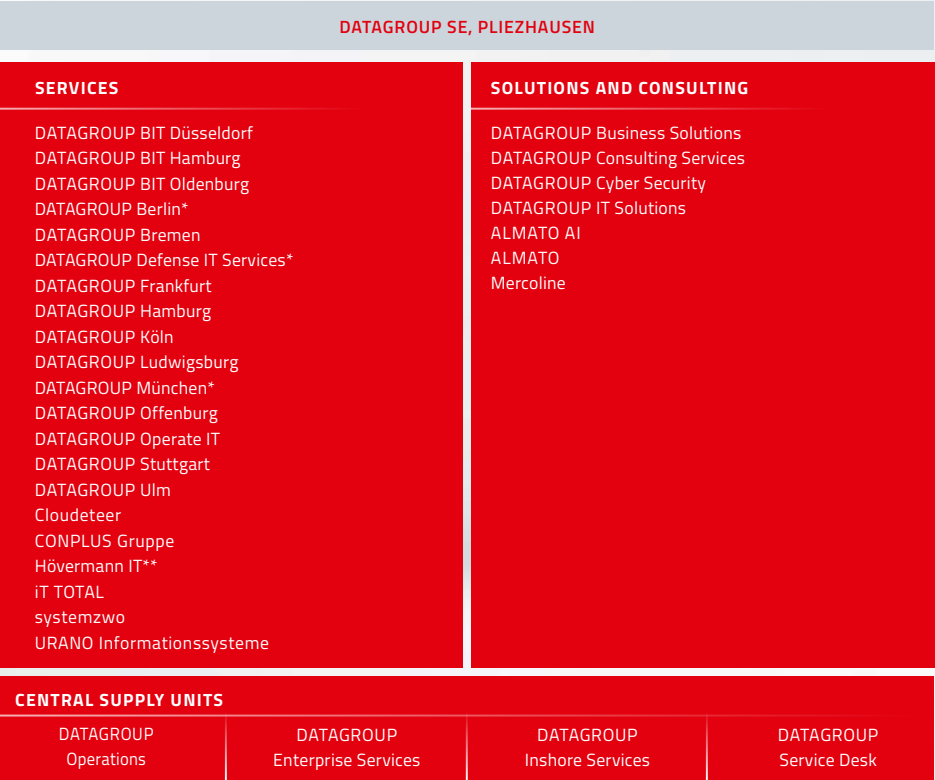


forest.datagroup.de/en/

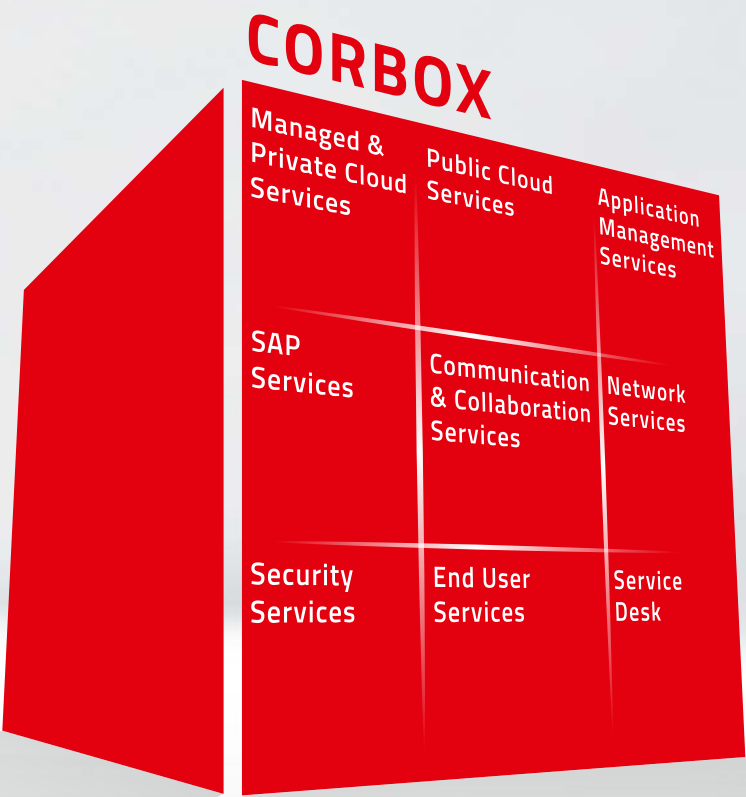


DATAGROUP
SINCE 1983

About DATAGROUP



DATAGROUP-Group as of 01/2024¹



Organizational Profile

DATAGROUP SE is the holding company of IT service provider DATAGROUP (hereinafter »DATAGROUP« refers to the DATAGROUP Group), which is active throughout Germany. DATAGROUP SE mainly includes the entities listed in the diagram above.

The operating subsidiaries under the umbrella of DATAGROUP SE are divided into two segments: Services as well as Solutions and Consulting. The central supply units, DATAGROUP Operations, DATAGROUP Enterprise Services, DATAGROUP Service Desk, and DATAGROUP Inshore Services are specialized production units, providing services for the DATAGROUP market units as internal competence and service centers within the DATAGROUP Group.

CENTRALIZATION WHERE NECESSARY, REGIONALITY WHERE POSSIBLE

DATAGROUP pursues the strategy of an optimal combination of decentral and central approaches regarding the Group's

organization. This approach allows for regional, collaborative partnerships with customers, enables us to preserve agility and quickly respond to regional characteristics. However, customers will see the same DATAGROUP at every point, and the individual companies benefit from the common brand.

Furthermore, some services are centralized to benefit from synergies. In addition to the central supply units for the individual companies, DATAGROUP SE also provides central controlling, financing and management functions well as central services such as IT, accounting and human resources for the group companies.

DATAGROUP SE also provides human resources services for the main shareholder, HHS Beteiligungsgesellschaft mbH and its subsidiaries against payment of customary compensation. HHS Beteiligungsgesellschaft mbH holds approx. 54.5% in DATAGROUP SE. 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 is also invested in other companies which, however, are not in competition with DATAGROUP.

The market capitalization and the consolidated statement of financial position 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: [datagroup.de/en/publications](https://www.datagroup.de/en/publications)

In FY 2022/2023 DATAGROUP employed on average 3,250 people (previous year 2021/2022 3,091) (only consolidated companies). On 30 September 2023, the number of employees totaled 3,341 (3,117 on 30 September 2022).

Including management, apprentices, and other employees (e.g. in parental leave, early retirement, and non-consolidated companies), the headcount totaled 3,607 on 30 September 2023.

DATAGROUP traditionally is very committed to recruit and support junior employees. On 30 September 2023, the company employed a total of 157 apprentices and students (German »Duales System«) (149 on 30 September 2022), particularly in the apprenticeship occupations of qualified IT specialist for system integration and application development, as well as management assistant in IT systems.

ACTIVITIES, BRANDS, PRODUCTS AND SERVICES

The CORBOX (corporate IT out of the box) is the heart of the DATAGROUP portfolio. With this service portfolio, DATAGROUP provides customers with IT as a Service: From the modular service offering, which covers the entire range of a company's IT, customers choose those services which perfectly fit their company requirements: Whether security services, management of various applications or different cloud business models, from hybrid to public. "IT's that simple." is the motto, which DATAGROUP pursues with the CORBOX. DATAGROUP looks after the customers' IT so that they can focus on their core business.

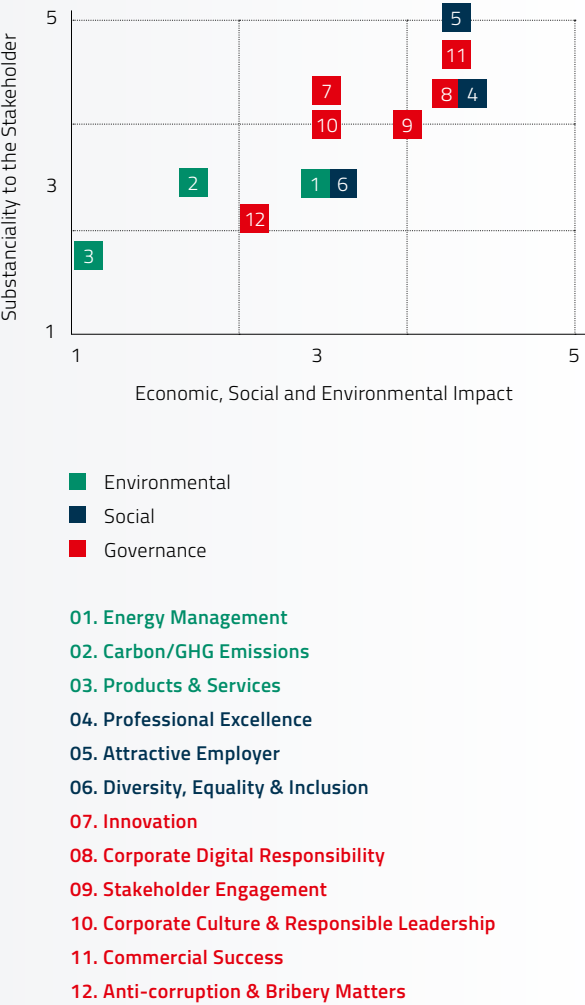
Defined service level agreements guarantee maximum performance and cost transparency. The security of all centralized CORBOX services is guaranteed by ISO 27001-certified DATAGROUP data centers (a tenant in so-called colocation centers) in Germany (Frankfurt am Main, Düsseldorf and Leverkusen). Continuous monitoring of performance, capacities and security status guarantees high availability of the services.

¹ The DATAGROUP Business Solutions divisions DATAGROUP Munich, DATAGROUP Berlin and DATAGROUP Defense IT Services are assigned to the "Services" segment, another remaining business unit to the "Solutions and Consulting" segment. This allocation was adjusted in the fiscal year.

Materiality

DATAGROUP has completed a comprehensive process in co-operation 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. An aspect deemed to be important from a stakeholder’s perspective and/or from the company’s point of view was identified as crucial in the context of the analysis.

MATERIALITY MATRIX



Economic Performance

Digitization 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. In order 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 digitization. DATAGROUP’s CORBOX provides innovative solution for customers to support 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 digitization and thus also an enabler in the field of sustainability for our customers, as we support them with standardization, high quality, and maximum flexibility exactly where it is needed and where resources can be saved.

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

Revenues increased by 0.7 % or TEUR 3,846 to TEUR 497,796 in the past fiscal year 2022/23, which is slightly above the adjusted previous year (TEUR 493,950). In the third quarter, the revenue guidance for the fiscal year was adjusted to a range of EUR 485–500m. Initially, the guidance was EUR 520–540m. Prior-year revenues amounted to TEUR 501,410 before the adjustment of revenue, which had been necessary to reflect agent activities in license business (for further details, please refer to the notes of the consolidated financial statements, Section I.2. Changes in Accounting Standards as well as Section I.5. Accounting and Measurement Methods in the 2022/2023 Annual Report). The adjustment of revenue and material expenses in order to reflect agent activities in license business did not have an effect on the earnings for the period. Gross profit increased by 3.5 % to TEUR 341,193 (previous year TEUR 329,769). EBITDA was up 4.9 % or TEUR 3,769 to TEUR 80,228 (previous year TEUR 76,459) and thus slightly exceeded the guidance of EUR 76–80m. EBIT was TEUR 45,318 (previous year TEUR 41,453), which is an increase of 9.3 % and is in line with expectations (EUR 45–48m).

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.

DATAGROUP SE has a group-wide risk management for early identification of major corporate risks or those jeopardizing the company's continued existence and continuously updates it. 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 regularly compile standardized 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 Group's 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 technological environment in which DATAGROUP is active is subject to constant changes, particularly caused by the development of new technologies, such as provisioning of infrastructure services or of software with the help of Cloud technologies and AI. The portfolio of applications and solutions used by customers is continuously expanded. DATAGROUP is constantly working on adding new technologies to its portfolio of services, adapting it to the customers' changing needs, and providing the employees with the necessary qualifications. We currently regard the risk of a disruptive change of the technological environment to which DATAGROUP cannot respond in time with its own service portfolio as negligible.

Business activities are supported by using modern information technologies. As such, the availability of the IT systems and the services offered by DATAGROUP as a provider of operational IT services are of particular importance. In a worst-case scenario, the vulnerability or failure of infrastructure components may bring operational procedures to a standstill at DATAGROUP, one of its subsidiaries or at a customer and may give rise to penalty payments or claims for compensation. The performance quality and the proper order processing is reviewed on a regular basis by an ongoing internal project monitoring and control. Stringent organization of the IT service production and the use of suitable architectures ensure the highest possible degree of availability.

In view of a globalized economy which asks for ever greater profitability and process efficiency, the general relevance of information technology is growing at the same time. IT is an essential part of the added value in companies and generally also a certain factor of success of entrepreneurial activity. The complexity of the products as well as the time and effort necessary to keep the IT infrastructure up to date prompts many companies – and this mainly applies to Mittelstand companies which are addressed by DATAGROUP – to outsource the operation of their IT systems either in whole or in part. This offers growth opportunities for DATAGROUP, which covers the full breadth of corporate IT with its modular CORBOX service portfolio.

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 cyber security services so as to ensure the integrity of the entire IT systems and data and guarantee the availability of IT infrastructure and data. This is why the service portfolio of CORBOX Security has been expanded by a broad range of information security services.

Risks may also result 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. Digitization 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, DATAGROUP and its consolidated companies continue to use their 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.

At the same time, the ongoing skills shortage offers opportunities for DATAGROUP as it increases the need for digitization and IT-supported automation solutions. This development allows DATAGROUP to offer additional services to existing customers or to acquire new customers for the comprehensive CORBOX service portfolio.

The ecological and social challenges of our time are huge. They span from aspects of environmental and climate protection, IT security and supply chain resilience to aspects of corporate governance. As a responsible company, we take these challenges seriously and would like to make a positive contribution with our efforts in the area of sustainability. The CORBOX services and the data center services, which are produced with electricity from renewable energies, are an opportunity for our customers to procure resource-efficient and climate-friendly IT services.

DATAGROUP as a company strives for long-term and sustainable success. Offering technologies and services which support the digital and ecological transformation of the economy and the society are an opportunity for DATAGROUP to position itself as an innovative IT company. This represents the expectations of our customers and is an important criterion to recruit new employees and promote their loyalty.

Governance

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

SUPERVISORY BOARD

- Heinz Hilgert (Chairman) is Managing Director and founder of TransVise GmbH, a senior management consultancy in the financial services industry. Prior to his position as Managing Director of TransVise GmbH, he was CEO of WestLB in Düsseldorf and Deputy CEO of DZ Bank in Frankfurt. He was responsible for investment banking, private banking, and asset management. Prior to this, 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 Duisburg university.
- Hubert Deutsch is Managing Director of the Cteam Consulting & Anlagenbau GmbH group of companies, a market leader in overhead line and mobile mast construction. Prior to his, he was CEO of BLANK Holding GmbH and CFO in several companies of the Liebherr Group. He is also Managing Partner of Synth Group GmbH, a family-owned investment company. As a graduate in business administration (Diplom-Betriebswirt) with a focus on bank and financial management, he also held various advisory positions in start-ups in the past and was Chairman of the University Council of the SRH Mobile University for many years.
- Max H.-H. Schaber is Managing Partner of HHS Verwaltungs GmbH and founder of DATAGROUP SE, where he was Chief Executive Officer from 2006 until 2022. In 1983, Max H.-H. Schaber established DATAPEC, Gesellschaft für Datenverarbeitung mbH which later became DATAGROUP. In 1981, he completed his studies in mechanical engineering at the University of Stuttgart and as a chartered engineer (Diplom-Ingenieur (FH)) at the polytechnics in Augsburg and Reutlingen. Additionally, Max H.-H. Schaber is working for several companies as a serial entrepreneur.

The Supervisory Board currently has no subcommittees.

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 is in charge of Production. He is responsible for the overall management and coordination of the central supply units 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)
- 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 decentralized 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 in the whole DATAGROUP Group, 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 have the opportunity to contact the local works council at any time.

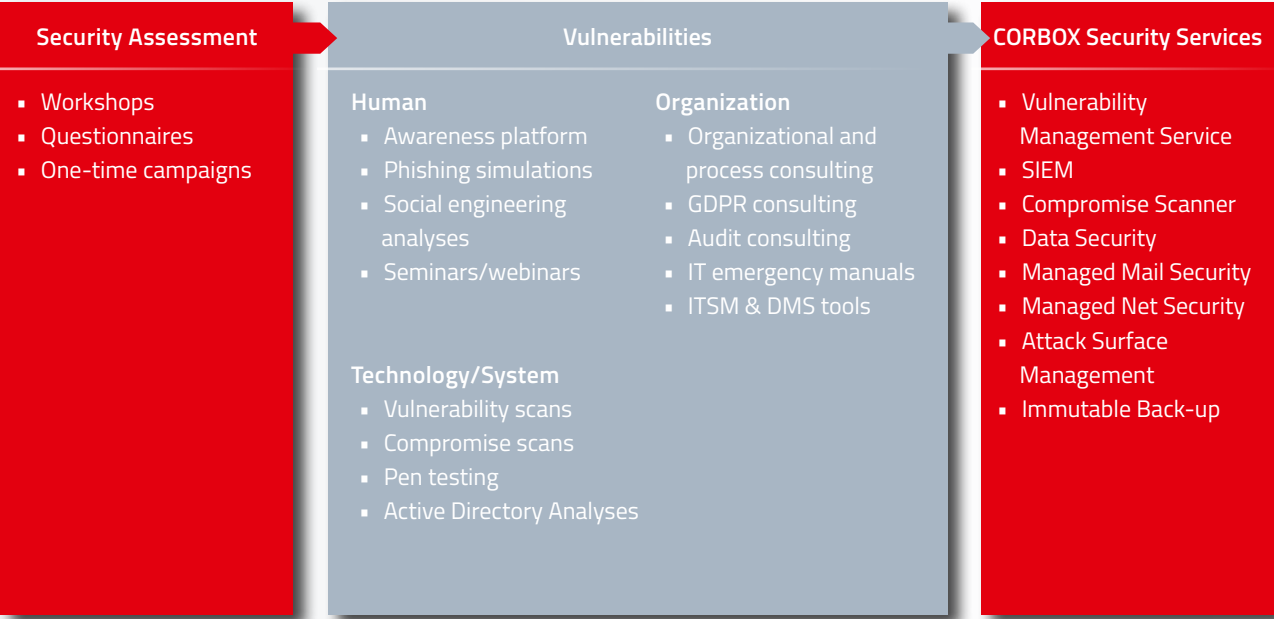
There has been no report of non-compliances through our whistleblower system in the period under review.

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.

We currently provide the CORBOX Security Services listed in the chart below:

CORBOX SECURITY SERVICES PORTFOLIO



When it comes to innovation, DATAGROUP does not only rely on a structured service design process in the context of portfolio management but also on collaborations with universities and colleges in various locations as well as 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. Additionally, DATAGROUP last year has established an AI community under the name of “AI Pioneers” as a kind of “grassroots movement” on this topic. The community can also be seen as realm of possibilities for further technological development – and as a developmental space for interested people from different business areas of our company.

These activities are an example of how innovations are focused, also with a view to the core business: CORBOX stands for IT services at a top level that always keep up with the times. For this reason, DATAGROUP is focusing on the topics of artificial intelligence, cloud, and cyber security which, considered individually, already are of key importance for the IT services of today and tomorrow. In combination, they unfold their full power as strategic growth drivers for our business and the success of our customers. Sovereign and secure cloud infrastructures are a perfect “home” for our own AI technology, which in turn optimally supports the effectiveness of excellent security services. This results in a setup which strengthens each other and which we intend to focus on in the future for us and our customers alike.

Artificial intelligence will play an ever greater role in our IT service production. To this end, we have acquired the HIRO AI technology in the past fiscal year. Using it means that employees can concentrate on higher quality tasks as the technology takes on routine activities. Furthermore, many processes become more efficient, and economies of scale arise independent of the skills shortage.

Our CORBOX cloud becomes increasingly more important on the market as a “German” cloud platform. It guarantees data sovereignty, meets the highest data protection requirements, and is optimally geared to the requirements of the central applications of Mittelstand companies. Thanks to the combination with the cloud services of the hyperscalers, but also the new partnership with STACKIT as a European public cloud alternative, DATAGROUP provides its customers with one-stop multi-cloud operations that are tailored to the different workloads.

Seeing the growing intensity, IT security remains a focus topic: Since the number of cyber-attacks has strongly increased around the globe, we invest in this area and keep expanding our cyber security expertise both technologically and in terms of human resources. Our services are high in demand since many businesses today cannot adequately manage and implement the needs and regulatory requirements in IT security.



IT's that farsighted.

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.

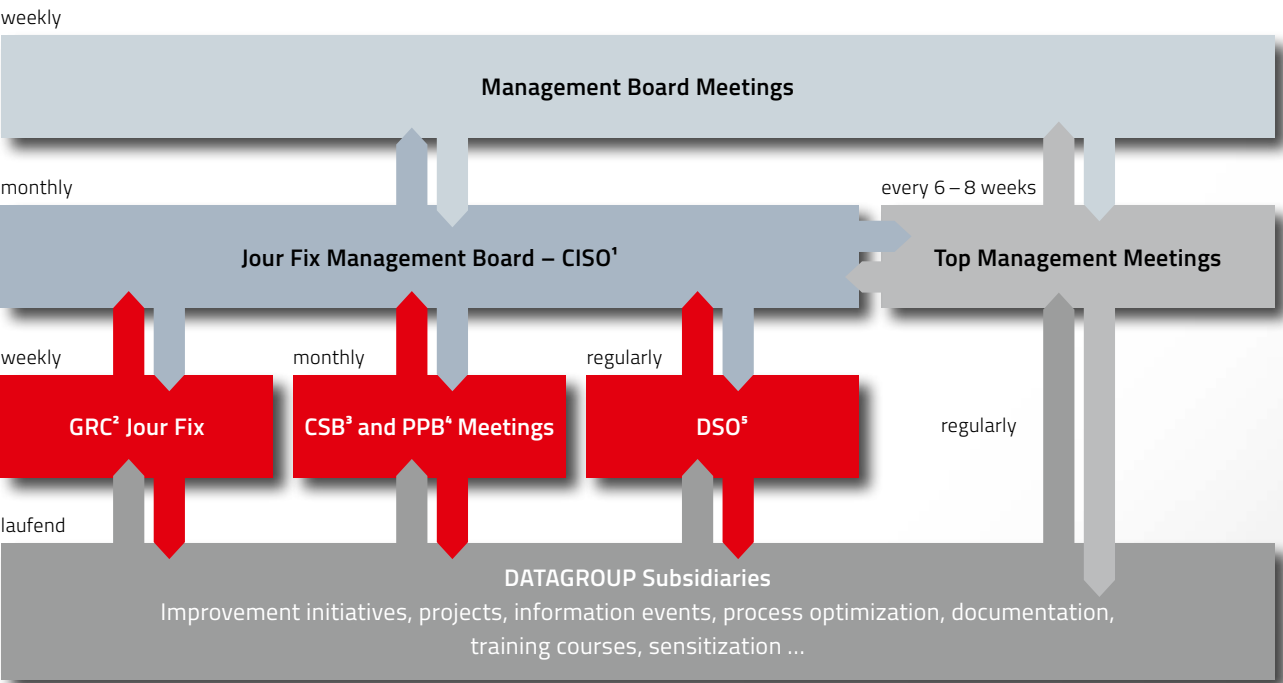
Stakeholder	Contents/Description	Internally/Externally
Investors/Shareholders	Asset Managers, Funding (Public/Private), Banks, (SRI) Rating Agencies, Shareholders, Financing Partners (VC/Private Equity), Small-Scale Investors	Internally/Externally
Customers/Business Partners	Large Companies, Small and Midmarket Companies, Public Authorities, Consumer Associations	Externally
Employees, their Representatives & Talents / Potential Employees	Employees, Senior Management, Management Board, Trade Unions and Works Committees, Working Students/Interns, Apprentices, Applicants, Potential Employees, Students	Internally/Externally
Suppliers	First-Tier Suppliers, Sub Suppliers, Consultancies, Auditors and Certifiers	Externally
Politicians/Regulators	Players at National Level, Supervisory and Regulatory Authorities, Municipalities and their Representatives, International Organizations, Players at EU Level	Externally

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 was cut to a short one.

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.

From our talks with individual customers and investors we have learned that they would like us to also publish data on CO2 emissions going forward. This concern is addressed. We are working on establishing the structures within the group that enable the publication of emission levels.

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



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 within 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 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 (which is also very important) of all employees for IT security within the Group. This measure is supported by events on IT security awareness such as live hacking events and recurring awareness campaigns on phishing.



- ISO 9001
- ISO 20000
- ISO 27001 IT-Grundschutz
- ISO 27001 native und ISO 27018
- ISO 14001
- IDW PS 951 Type 2
- ISAE 3402 Type 2
- Energieaudit 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 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. For the sake of additional protection against business risks there is an insurance protection for business interruptions both for our own company and for customers, which is regularly assessed for relevance by management..

Certifications

Since September 2012, DATAGROUP has been ISO 20000-certified – this is 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 surveillance audit by TÜV Süd Management Services GmbH was successfully completed in July 2023.

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 en-

vironments. 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 Type 2 ISAE 3402 Type 2 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 sites within the scope are audited, amongst others, on an annual basis 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

From Service Manager to Managing Director



“The Master Academy is an all-in-one package providing everything you need to know as a manager. But most of all, it is an excellent opportunity for networking within the company.”

Sebastian Hein

Many things have changed at DATAGROUP over the past 15 years. Starting with roughly 1,000 employees, the company has meanwhile grown to over 3,500 employees. Sebastian Hein has “grown up” with the company almost right from the beginning. He joined DATAGROUP in 2009 as a Service Manager and has been Managing Director in Hamburg since October 2022. He also participated in the first class of the Master Academy, DATAGROUP’s leadership program.

“When I started at DATAGROUP, the Hamburg location had just joined the DATAGROUP family through an acquisition. We were one of the first acquisitions and quite a lot has happened that still shapes the image of DATAGROUP today: the focus on the Service Management segment or the development of the CORBOX to name a few examples. These major joint projects have helped DATAGROUP to grow closer together”, says Sebastian. Growing together is an ongoing process, since DATAGROUP consistently integrates existing companies but also grows organically.

Programs such as the Master Academy or the CORBOX Academy, help service managers, transition managers and the sales department to share ideas and information, facilitate the company-wide networking and exchange of knowledge. This also benefits experienced managers like Sebastian Hein, who has had management responsibility for years as Sales Director and authorized officer even before he assumed his position as Managing Director. “The Master Academy is an all-in-one package providing everything you need to know as a manager. But most of all, it is an excellent opportunity for networking within the company. Managers from different subsidiaries and divisions exchange information in the Master Academy both with each other and with members of the top management. This opens up new perspectives and allows for fast processes in day-to-day business without having to go through the official channels”, says Sebastian.

Next to hard facts about the job as a manager, the management of employees also plays a crucial role in the Master Academy. After all, it is one of the most important tasks of a manager to find the right people and to promote them. “Our business is a team sport.” This is how Sebastian puts it. “As a manager, I must act as a role model. It is not necessarily about finding the person who is the best in professional terms. Expert knowledge can be learned. It is about finding people who are a good match, to take responsibility for them as a manager and to challenge and support them in the best way possible. This leads to an excellent team that goes through thick and thin together, can really achieve a lot and feels comfortable with each other.”

Employee retention is another important topic for Sebastian because customer relationships also benefit from continuity. Sebastian’s career path shows that you do not have to keep the same job in the same company for almost 15 years or, as he says himself: “It does not get boring at DATAGROUP. You can actively help to shape the future of the company and celebrate successes together. There are always exciting new topics and tasks and great people to work with, who join us with every acquisition.”

Sebastian Hein is Managing Director at DATAGROUP in Hamburg.

Social

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IT's for the people.

Ethics and Integrity

Sustainable and responsible growth and corporate governance that is based on a bedrock of values is what DATAGROUP stands for since the company's foundation 40 years ago. This is why we have introduced a "Code of Conduct" which is applicable to all employees. This Code of Conduct thoroughly explains the fundamental principles that guide our work at DATAGROUP. It is designed to convey safety and orientation about how we treat each other in the team as well as customers and business partners and includes rules of conduct on the following points:

- Compliance with human rights, ban on discrimination, equal opportunity
- Labor and social standards, safety at work
- Respect for the environment
- In conduct towards DATAGROUP: Company property, data privacy and information security, confidentiality and inside information
- In conduct towards business partners and other third parties: Conflicts of interest, social media, gifts and invitations, donations, competition

We draw a clear line between a business relationship and our private interests regarding our behavior towards business partners (customers, suppliers, service providers, etc.) and representatives of public authorities. We place high demands on avoiding and combating any kind of corruption and comply with the applicable anti-corruption laws without reservation. We are committed to the principles of the United Nations Global Compact, the Universal Human Rights and the Conventions of the International Labor 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 applicable law 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 slavery, 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. 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 of 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.

3.607

Employees⁴

157

Apprentices and Students

7,9

Years

Average Length of Service

109

Employees with Disabilities

05

Top Management

Women in Leadership Positions

62

Nationalities

Internationality of the Workforce

45

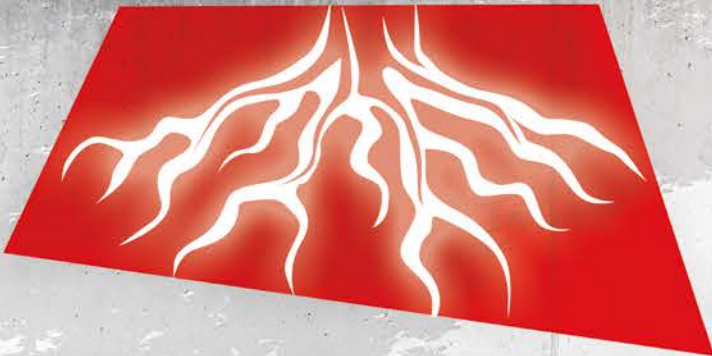
Men 36 % Women 64 %

Employees on Parental leave

557 €

Ø per Employee

Expenditure on Training and Further Education



⁴ Including management, apprentices, and other employees (e.g. in parental leave, early retirement, and non-consolidated companies).



“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 an 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 your career traditionally by directly applying for the 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 master 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. It is guaranteed that DATAGROUP will recruit them 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 Survey

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 was analyzed which contents and functionalities our employees wish for in the intranet to gather hints 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:

- Deutschlandtest-Siegel Top Career Opportunities (Focus and Focus Money, 10/2023)
- Germany’s Most Popular Employer (F.A.Z.-Institut, 07/2023)
- Best Employers for Future Work 2023 (Business Punk 02/2023, 04/2023)
- Top Employer Innovative. Digital. Sustainable. (F.A.Z.-Institut für Management-, Markt- und Medien-informationen GmbH in cooperation with ServiceValue GmbH, 03/2023)
- Top Employer for IT Jobs 2023 (Chip in cooperation with Globis Consulting, 01/2023)
- Top Career Opportunities 2022 (Focus in cooperation with Deutschland Test, 11/2022)
- Germany’s Best Employer 2022 (WELT 11/2022)
- Germany’s Best Employer for IT Specialists 2023 (golem.de in cooperation with Statista, 10/2022)

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 sourcing throughout Europe. In its unique and in-depth annual studies on IT sourcing, Whitelane questions the CIO of organizations with the highest IT spending in different countries on their sourcing plans and service providers.

In addition to a continuous dialog with our customers, DATAGROUP regularly participates in the study by Whitelane on IT sourcing in Germany. With a customer satisfaction of 77% – at an average satisfaction of 74% across all providers – DATAGROUP was among the Top 10 in the ninth year in a row and holds the eighth place in the overall ranking at a total of 28 companies surveyed. Customers appreciate the expertise of DATAGROUP in particular in workplace management as well as cloud and infrastructure services. We have also reached a correspondingly high customer loyalty: Half of the customers would initially renegotiate with DATAGROUP when a contract expires, which is clearly above average.

Human Rights

We respect the dignity of every individual. For this reason, we do not invest in countries or in sectors which entail 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 or forced labor have come to our attention.

It is very important for DATAGROUP to cultivate an organizational culture which is characterized by mutual respect and appreciation. The way we treat colleagues and externals is fair and open-minded and we promote understanding and tolerance. As a signatory of the »Diversity Charter of German Companies«, an initiative established by employers in 2006 to promote diversity in companies and institutions, we are committed to create an environment in which all employees can work without prejudice – independent of age, ethnic origin and nationality, gender and gender identity, physical and mental abilities, religion and ideology, sexual orientation and social background. We make sure that managers and employees alike are aware of, share and live these values. To this end, we regularly review our staff-related processes and ensure they do justice to the manifold skills and talents of the staff as well as to our commitment to performance. We advocate for equal treatment of people with physical impairments. Our offices are in a barrier-free environment. We offer language courses for employees with linguistic difficulties.



Qualified and motivated employees are the basis 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 rewards »Employees Recruit Employees«

HEALTH PROGRAMS

- Contribution towards computer screen glasses for eye-protection
- Vaccination offers and medical screening
- Digital health programs for all employees, e.g. yoga, mindfulness training and cooking sessions
- Germany-wide health week
- 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 and, by arrangement, also from foreign countries
- 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

Donations, Sponsorships, Support and Charitable Activities

At DATAGROUP we understand sustainability as a holistic concept that extends beyond business matters. Our commitment for non-profit organizations, sports clubs, cultural events and humanitarian aid projects in Germany and abroad reflects our understanding that true corporate responsibility does not only include financial success but also social and ecological contributions. We are extremely happy that we are regularly approached by our own staff who come up with ideas and proposals so that we can support projects that are as close to our location as possible. For us social responsibility does not only mean to think globally but also to act locally – for a vital and sustainable future on our doorstep.

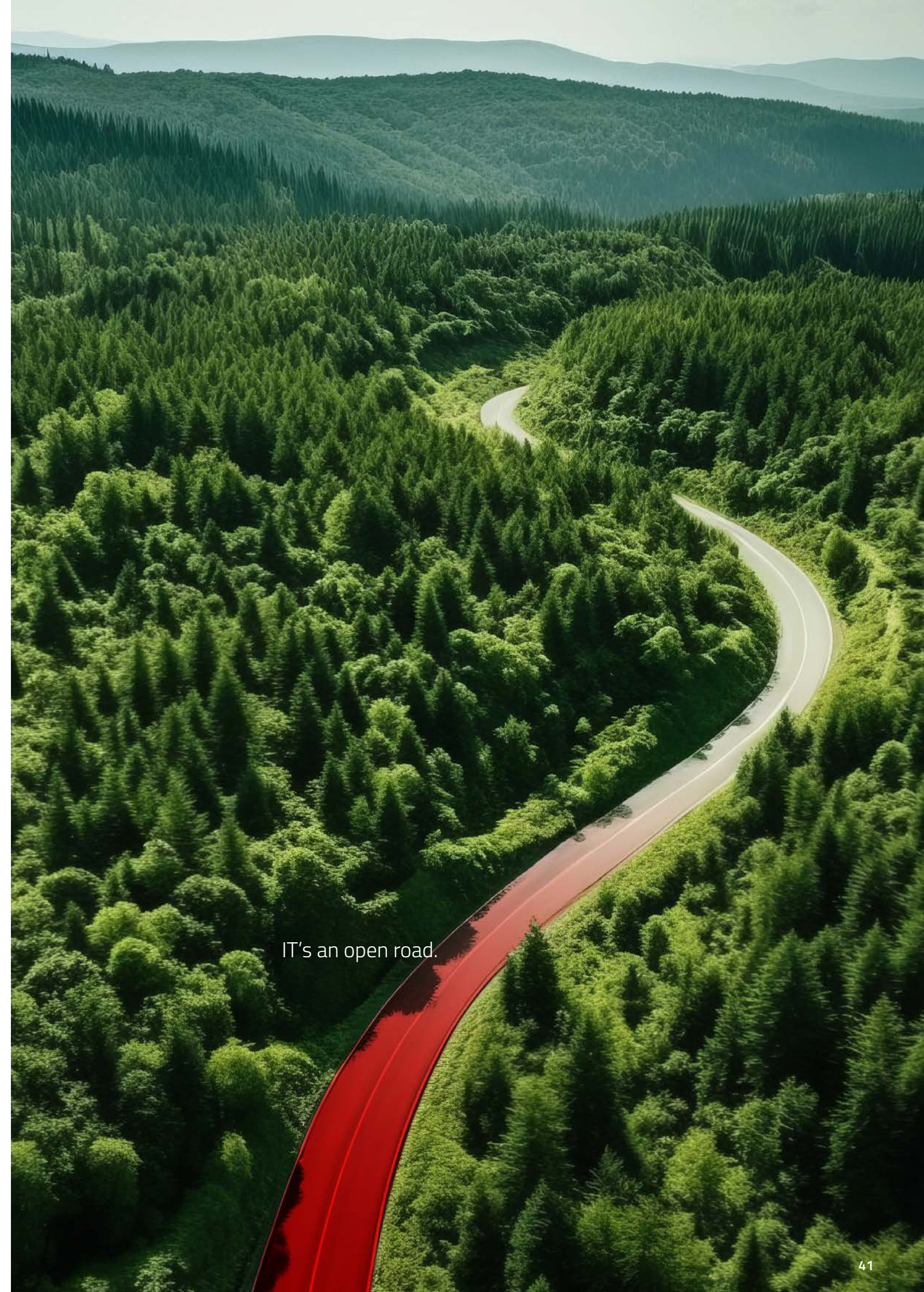
Amongst others, DATAGROUP supports the following projects with monetary donations, donations in kind, voluntary work, and the like¹:

- Aktion Lichtblicke e. V., Cologne
- Kinderhospizdienst der Rostocker Stadtmission e. V.
- Scholarships as part of the Deutschlandstipendium (German public-private scholarship) of the Federal Ministry of Education and Research
- Kindertafel Glockenbach e. V. in Munich
- “Dat kölsche Hätz”, in support of the Förderverein für krebskranke Kinder Köln e. V. (Children with Cancer)
- UNICEF Autismus Bremen e. V.
- Stephanusgemeinschaft Kahl e. V.
- ASBH-Bundesverband e. V.

- AKIK Frankfurt / Rhein-Main e. V.
- Malteser Hilfsdienst Lower Franconia
- Cultural and music events
- Sports events
- Charity runs
- Support of local sports clubs, especially in the area of young people and upcoming talents
- 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.

The above donation projects, sponsorships and support services by DATAGROUP added up to EUR 471,610 (excluding donations in kind) in the last fiscal year.

¹ This is just a selection from the group of companies.



It's an open road.

People at DATAGROUP

On the Road to the Future with AI Pioneers



In a world which is characterized by continuous changes, artificial intelligence and automated processes open new horizons. Using AI in companies no longer is only an option but a necessity to keep pace with the complexity of the modern business world. Having acquired the HIRO (Human Intelligence Robot Operator) AI platform DATAGROUP has a powerful tool for the automated operation of complex systems. But this alone is not enough, as it can only be used to its full potential when people are working with and continue to develop this technology: The experts of DATAGROUP.

For this reason, DATAGROUP has initiated AI Pioneers in 2023 with the ambitious aim to combine human knowledge with the abilities of artificial intelligence to take IT operations to a new level: towards AI operations. DATAGROUP has created a grassroots movement with AI Pioneers which establishes the use of AI in companies. This is not only about the technological aspect, but also about establishing a new mindset in the company which always takes into consideration useful scenarios for the use of AI as well.

AI Pioneers brings together experts from service operations, i.e. People, who are working in Service with the existing tools and processes, with experts for the HIRO technology and develops them to become so-called knowledge experts. The combination of practical experience in IT operations and AI experience is the basis on which AI can be put into practice for use in everyday life. The AI pioneers exchange ideas in off-sites taking place throughout Germany in small teams of experts. They develop processes and scenarios of use for HIRO.

“Being able to automate processes that cannot be standardized easily is a huge advantage of AI”, explains Johannes Wiedmann, program manager at DATAGROUP. “We combine the abilities of AI with the experience of our experts and open up completely new possibilities of how we can provide our services in the future. But it also requires a new way of thinking. This new mindset is brought to each of our units by our AI pioneers.”

“We combine the abilities of AI with the experience of our experts and open up completely new possibilities of how we can provide our services in the future.”

Johannes Wiedmann

Hard drive capacities can be taken as an example. Many processes are already automated in this area, e.g. systems monitor their current utilization. However, the reasons for exceeding the threshold of hard drives and thus the solutions differ from system to system and from customer to customer. AI can intelligently analyze these reasons and find the right solutions – tailored to the individual situation and not only to a hypothetical standard.

“The huge advantage of our AI is that it documents everything and makes it transparent”, explains Mark Schäfer, Head of Central IT & GRC. “In addition to the automation of processes we also benefit from a wealth of data related to our IT operations.”

The great interest attracted by the idea of AI Pioneers also shows how exciting the new topic of AI Operations is. Many colleagues have come forward from locations throughout Germany to be a part of the group. Numerous bootcamps have already taken place and resulted in lively discussions. There is no lack of ideas among the participants, including those related to the future work with the technology.

One thing is certain: With AI Pioneers, DATAGROUP has only just started an exciting journey.

Johannes Wiedmann is Program Manager at DATAGROUP.

Mark Schäfer is Head of Central IT & GRC at DATAGROUP.

Environment

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DATAGROUP aims to keep the impact on mankind and the environment as low as possible. We bear the responsibility for the protection of the environment towards the worldwide community in all our activities and across the entire value chain. To reduce the environmental impact as best as possible, we use natural resources economically, protect the environment and avoid or reduce energy and water consumption, emissions and waste.

HANDLING OF ENERGY EFFICIENCY

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 (partly generated by our own photovoltaic systems)
- Gas
- Heating oil
- Wood pellets
- District heating
- Diesel

The energy sources gas, heating oil, wood pellets and district heating are used exclusively to generate heat at DATAGROUP. We largely use green electricity at our locations, which is partly generated in our own photovoltaic systems. Diesel is only required and held available for emergency power generators.

OTHER MEASURES⁷

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 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 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 utilises the sun as an energy supplier, on the one hand by heating the building through solar radiation and on the other hand through a photovoltaic system that was retrofitted. In addition, a pellet heating system was installed at the headquarters in Pliezhausen in the winter of 2023/2024. This is planned for the Leinfelden site in the course of 2024. 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.

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

IT's teamwork.

Operation of the Data Centers

Thanks to the centralization and standardization of the supply units and further digitization 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 add 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 GmbH 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 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 CAPACITY USED BY DATAGROUP

In kWh	Consumption 21/22	Consumption 22/23
InterXion Frankfurt	1,696,370	1,434,265
CyrusOne Frankfurt	1,264,353	1,420,402
InterXion Düsseldorf	502,360	539,340
DatacenterOne Leverkusen	543,023	555,404
EVO Frankfurt	624,508	755,600
Mightycare Frankfurt	366,669	365,444
Equinix Frankfurt	22,075	24,528
Global Switch Frankfurt	395,618	442,864
Total	5,394,843	5,515,363

CERTIFICATIONS OF THE DATA CENTERS

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

CO₂-NEUTRALITY OF THE DATA CENTERS OPERATED BY DATAGROUP⁹

Our own data center in Hamburg is also operated using 100% green electricity. This leads to additional savings of 510 tons of CO₂ per year¹⁰. 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 efficient as possible.

Emissions

DATAGROUP always strives to keep the generated emissions as low as possible. This includes the above measures for power consumption and use of resources in the data centers of DATAGROUP Operations using 100% electricity from renewable energies and thus the prevention of CO₂ emissions. The other emissions have not been systematically recorded so far. To continue the journey of having the lowest possible emissions, we at DATAGROUP want to establish CO₂ tracking which will then go beyond what is the most significant portion for us: operations 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 DATAGROUP companies 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.

Furthermore, the Stuttgart-based DATAGROUP company has received the gold status according to DIN SPEC 91436 Zero Waste as the first company in Germany on 1 October 2023. This means that the recycling rate exceeds 95 percent, and the remaining waste is used for thermal recycling, i.e. it is burned for generation of district heat.

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.

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

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 extend 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.

WORKPLACES

In the area of workplaces, 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. The company creates jobs for people with disabilities by refurbishing and reselling used IT and mobile devices. Thanks to the partnership we are contributing towards fulfilling seven of the UN Sustainability Development Goals (SDG):



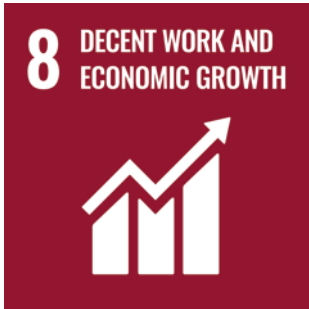
SDG 6: By reusing IT devices, we reduce water use and the impact on water ecosystems due to the emission of toxic substances.



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.

As part of this collaboration, the following impact has been achieved through the devices handed over to AfB gGmbH from 01.01.2023 until 31.12.2023:

4.147.229 kWh	11.912.973 t 1.4 DB eq	1.056.870 kg CO ₂ eq	6
Reduced primary energy consumption	Reduced water ecotoxicity	Lower GHG emissions	Workplaces for people with disabilities
5.219 t 1.4 DB eq	7.665.035 liters	411.840 kg Fe eq	
Lower human toxicity	Lower water consumption	Raw materials saved	

DETAILED BREAKDOWN

	Reusable after refurbishment			Raw material recovery from recycling			Total	
	number	%	kg	number	%	kg	number	kg
Notebook	1429	91	2478	150	9	288	1,579	2,766
PC	1497	98	8,810	27	2	293	1,524	9,103
Tablet	40	87	47	6	13	5	46	52
Mobile Phone	91	97	13	3	3	0	94	13
Monitor	3,302	92	17,617	292	8	1,757	3,594	19,374
Server	0	0	0	0	0	0	0	0
Thin Client	0	0	0	789	100	1,194	789	1,194
Printer	37	6	753	577	94	10,279	614	11,032
Others	4	2	10	207	98	168	211	178
Total	6,400	76	29,728	2,051	24	13,984	8,451	43,712

REDUCED EMISSIONS AND RESOURCES SAVED BY REMARKETING OF IT

	Human Toxicity	GHG Emissions	Raw Material Savings	Primary Energy Consumption	Water Consumption	Water Ecotoxicity		
	t 1,4 DB eq	kg CO ₂ eq	kg FE eq	kWh	liters	Sweet Water	Salt Water	Total
							t 1,4 DB eq	
Notebook	874	162,464	74,737	628,468	845,970	724	1,319,066	1,319,790
PC	1,245	212,162	218,562	869,345	1,569,724	1,080	1,676,061	1,677,140
Tablet	0	2,778	N/A	N/A	43,029	N/A	N/A	N/A
Mobile Phone	0	2,469	N/A	N/A	55,735	N/A	N/A	N/A
Monitor	3,074	673,564	118,542	2,635,527	5,121,288	2,194	8,899,933	8,902,127
Server	0	0	N/A	0	0	0	0	0
Printer	24	3,431	N/A	13,889	29,289	12	13,903	13,916
Total	5,219	1,056,869	411,841	4,147,229	7,665,035	4,010	11,908,963	11,912,973

DATA CENTER

In the Data Center segment, the banking and insurance division of DATAGROUP uses the asset upcycling services of HPE Financial Services. As part of this collaboration, the following impact has been achieved through the devices handed over to HPE from 01.01.2023 until 31.12.2023:

RECYCLED DEVICE COMPONENTS

	Returned	Refurbished	%	Recycled	%
Server & Options	597	591	99	6	1
Network & Options	98	98	100	0	0
Storage & Options	4	0	0	4	100
Power	68	68	100	0	0
Other	23	21	91	2	9
Total	790	778	98	12	2

SAVINGS THROUGH REFURBISHING

	Savings	Equivalent
CO ₂	21.71 t	average annual CO ₂ emission of five cars
Energy	71.02 MWh	average annual power consumption of 143 households
Electronic waste	1.01 t	Average content of c. 34 removal boxes

SAVINGS THROUGH RECYCLING

	Einsparungen	Equivalent
Plastic	0.06 t	1,428 plastic bottles
Ferrous metal	1.07 t	two cars
Non-ferrous metal	0.19 MWh	

Materials

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

Gold for DATAGROUP: Sustainable on the Way to the Top



On the way towards more sustainability and climate-neutrality by 2024, DATAGROUP is making fast progress at the sites in Pliezhausen and Leinfelden. In the third quarter 2023, the company was the first to receive the desired gold status for zero waste certification (DIN SPEC 91436) in Germany. With an impressive recycling rate of 96 %, DATAGROUP sends a clear message for a responsible use of resources. “It is our declared goal to become climate-neutral by 2024”, says Sascha Patka, Business Area Manager at DATAGROUP. “We have achieved significant progress along this path in the current year. But sustainability is so much more than just the prevention of CO₂ emissions. We take a holistic approach. We are proud that we, as a company, can return so many resources to the economic cycle and have received the gold status from TÜV Süd as the first and only company so far.

DATAGROUP has also achieved significant progress in the field of energy. DATAGROUP rigorously embraces renewable energies. The company’s heating system in Pliezhausen was converted to wood pellets, the system in Leinfelden will follow in the second quarter of 2024. The electricity contracts of both locations were changed to 100 % green electricity. Additionally, the photovoltaic systems of both locations contribute to generating green electricity. The system at the Leinfelden site alone currently produces some 70 megawatt hours of electricity per year. Amongst others, it is used to charge the company’s e-fleet. 50 % of the fleet has been changed to e-mobility so far with more to follow to reduce the CO₂ emission in the mobility sector.

“We are proud that we, as a company, can return so many resources to the economic cycle and have received the gold status from TÜV Süd as the first and only company so far.”

Sascha Patka

However, the ambitious targets go beyond the milestones already achieved. The company aims for climate-neutrality in Scope 1 and 2 by the end of 2024.

DATAGROUP is well on track to reach this goal in 2024 with the actions taken. This is also confirmed by the assessment of ecovadis, an independent company which rates the sustainability and social commitments in companies, and which has awarded DATAGROUP in Pliezhausen and Leinfelden with the bronze status for its sustainable action.

DATAGROUP remains well on track with these successes and ongoing campaigns to further advance the transformation towards a sustainable company and make a contribution to an eco-friendly future.

“If you know DATAGROUP you will be aware that: We never stand still. We always want to go the extra mile”, explains Sascha Patka. The topic of sustainability is in no way different. We work responsibly, not only for our customers and the following generations, but also for the world in which we are living.”

Sascha Patka is Head of Projects & Governance at DATAGROUP in Stuttgart.

Vesna Milenovic is an employee in the Projects & Governance Governance at DATAGROUP in Stuttgart.



IT's our future.

Planned Measures

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, to further develop economic, ecological and social topics.

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.

We have already started the first tests with tools for CO₂ 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 2023/2024, 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.

Imprint

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PHOTOGRAPHY

Adobe Stock (cover, p. 41, p. 47, p. 22 – 23)
DATAGROUP (p. 26)
Getty Images (p. 30, p. 24 – 25, p. 32 – 33, p. 56)
iStockphoto (p. 20, p. 7)
Klaus Mellenthin, Stuttgart/Berlin (p. 2 – 3, p. 5,
p. 42, p. 54 right)
Serkan Serhan, Stuttgart (p. 54 left)

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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.