

**RESPONSIBLE.
FORWARD-LOOKING.
COMMITTED.**

adesso SE sustainability
report for 2021



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Company name

adesso SE

Reporting year

2021

Reporting standard

The German Sustainability Code (Deutscher Nachhaltigkeitskodex (DNK))

Scope of reporting

adesso Group in Germany, Austria and Switzerland (hereinafter referred to as the 'D-A-CH region')

This report includes all results and key figures of those subsidiaries in Germany, Austria and Switzerland that have been part of the adesso Group for at least six months and in which adesso SE holds a majority stake. It also includes those subsidiaries in which the aforementioned subsidiaries in the D-A-CH region hold a majority stake.

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Business purpose, services and products

adesso is one of the leading IT service providers in the German-speaking world. It focuses on providing consultancy and individual software development for the core business processes of companies and public administrations. adesso's strategy rests on three pillars: deep knowledge of the sector on the part of our employees, comprehensive technological skills and proven methods for implementing software projects. This approach provides companies with IT solutions that boost their competitiveness.

FOREWORD

Dear readers,

the adesso Group is an innovative and fast-growing IT company in a dynamic environment. Every day, our more than 5,600 employees interact with each other, with our customers and with society. In this complex and ever-changing environment, it is particularly important to pursue shared values and set anchor points for dealing with each other, with data and with our resources.

We are happy to report on our progress on using resources sustainably, on our processes for ensuring integrity in the way we behave and on the implementation of our Code of Conduct. In 2021, for the second year in a row, we prepared an abridged version of this report in accordance with the 20 criteria of the German Sustainability Code (Deutscher Nachhaltigkeitskodex, DNK) and had this version reviewed by the DNK office. As a cross-sector standard, the German Sustainability Code provides the structure through the criteria, which is why we have also followed this in the more comprehensive version of our report.

2021 was again a special one, with the pandemic still shaping the course of events. Fortunately, our business model has continued to prove resilient, which is why adesso has been able to continue its growth in terms of both personnel and the organisation. We have over 5,600 employees at 45 international locations and raised our full-year forecast once again.

We launched a new campaign this year with our Chairman of the Supervisory Board and the founder of adesso, Volker Gruhn. Under the name *New School of IT*, adesso is showing that IT has a different role today than it did just a few years ago. It is no longer a pure cost factor. It is developing more and more into the aspect that shapes new business models. The *New School of IT* aims to prepare companies for this new role and its importance to business success by combining strategies, measures and technologies.

The growing importance of IT is also reflected in the initial approaches companies are using to tackle the issue of sustainability. Regulatory requirements with regard to sustainability are being created throughout the industries our customers operate in, and we need to work together to overcome them. That is why we are currently working on expanding the adesso portfolio in light of this situation and ensuring we are able to offer our customers the services that they need.

Our initiative for more women in IT also continued. Our proprietary landing page, www.sheforit.de, allows us to make the women's employee journey @ adesso a tangible experience for potential applicants and anyone who is interested. The page means they can get an insight into our gender-fair corporate culture and the different offers and measures we provide for each career phase.

We are certain that long-term success can only be achieved through respect, honesty, openness to new and different things, as well as being sustainable where needed.

You can take our word for it.



M. Kenfenheuer

Michael Kenfenheuer



D. Pothén

Dirk Pothén



A. Prenneis

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A

STRATEGY

As an IT company in an incredibly fast-moving and innovative business field, it is essential for adesso SE to use business-relevant resources responsibly and in a targeted manner in order to map a sustainable value chain. Sustainability is therefore an integral part of our corporate strategy. To this end, we have identified opportunities and risks as well as the key objectives of sustainable business for our company and set them down in writing. This will help us achieve our aim of taking a proactive approach to meeting social, economic and ecological challenges.

A.1 | Strategic Analysis and Action

We have identified six central fields of action that impact our company in particular based on the three pillars of sustainability – environmental issues, economic issues and social issues. Using these pillars, we have created the foundation for sustainable business and set ourselves the goal of constantly expanding it. In terms of environmental issues, this includes developing digitalisation strategies for our customers and reducing the amount of resources our company consumes; when it comes to economic issues, we are focused on ensuring long-term customer loyalty and promoting economic growth; and with regard to social issues, we want to retain employees in the long term and assume social responsibility in general. We follow the Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI) to ensure we at least meet or even exceed our targets. In addition, our fields of action also go hand in hand with the Sustainable Development Goals (SDG) of the United Nations. Additional orientation towards the German Sustainability Code (Deutscher Nachhaltigkeitskodex, DNK) also guarantees that we follow national and international reporting standards.

ECONOMIC ISSUES

> **Meet customer needs sustainably.** Our motto is that, 'business success is the result of innovative ideas, forward-looking technologies and perfectly tailored IT strategies that provide optimal support to companies as they face their own particular challenges.' We position ourselves as a **premium IT consultancy and software development service provider** for industry-specific business processes and provide our customers with optimal support for business development through the use of efficient IT applications following a vendor-neutral approach. What does that mean in concrete terms? We want our customers to be able to work more efficiently and cost-effectively and to have the decisive competitive advantage thanks to forward-looking solutions. This means that our customers can act sustainably and optimise their own business field for both themselves and their clients. These aspects are our guarantee for **long-term customer relationships**, from which we draw security to be able to act sustainably ourselves. In the adesso Group, we see our mission as an opportunity to design our customers' processes economically and to

work in a way that also conserves resources during our projects. For us, this is **sustainable economic activity**.

> **Contribute to economic growth.** We pursue a **defined and proven growth strategy**, which is based on strategic guidelines that inform the actions our employees take each day and form the basis for essential decisions. This includes growing organically at a rate of at least double that of the market, achieving an above-market operating margin and expanding our presence on the international stage. In this way, we make a significant contribution to economic growth and steadily create new jobs. We are ranked 14 in the Lünendonk ranking of the leading IT consultancy and system integration companies in Germany. This means that adesso moved up two places compared to the previous year's ranking (rank 16) – which proves our commitment to growth.

SOCIAL ISSUES

> **Retain employees in the long term.** Our employees and the knowledge they bring to the table and continue to expand are our most important resources. We therefore pay special attention to **recruiting and retaining employees** in order to develop our business sustainably. Among other things, this includes effective recruiting measures and long-term personnel development strategies. We want our employees to stay with us for the long term. That is why we invest a great deal in **training, certification and further education** and have developed various programmes for this purpose. Our large number of training courses, adesso's internal qualification measures and range of training courses speak for themselves here.

> **Responsibility is our obligation.** As a listed public limited company, we have a duty, not least to our **shareholders**, to continue to develop our business positively in the long term. It goes without saying that we adhere to the relevant legislation and take into account both **moral and ethical standards**. We comply with the German Sustainability Code (Deutscher Nachhaltigkeitskodex) and act predominantly on the basis of the recommendations and suggestions of the German Corporate Governance Code (Deutscher Corporate Governance Kodex) in the spirit of good and responsible corporate governance, which takes up internationally and nationally recognised standards. In addition, it is important to us to fulfil our **social responsibility** as a growing business enterprise,

so we are committed to contributing to the community through regular sponsorship programmes or donations and participating in charitable campaigns and projects.

ENVIRONMENTAL ISSUES

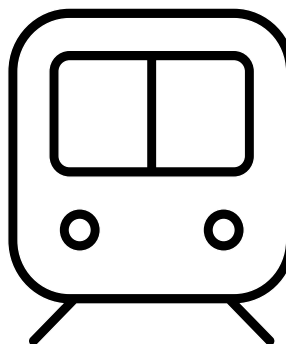
- > **Develop digitalisation strategies and promote the expansion of digital infrastructure.** Our core business involves the development and implementation of digitalisation strategies for and with our customers. We see promoting innovation and the expansion of digital infrastructure as an opportunity to sustainably shape the core business processes of companies and public administrations. Using the latest technologies and a lean software architecture can reduce the amount of computing power needed and lower energy consumption as a result. Reducing analogue, paper-based communication also helps to conserve valuable resources. In addition, our customers' demands in terms of sustainability are constantly growing. For example, in the banking sector, the demand for sustainable investments is rising, which in turn is increasing the amount of administrative effort for banks. The topics of green software engineering and green cloud computing are also becoming increasingly important in IT. We are aware of this and are working to expand our portfolio to include these building blocks and to help our customers achieve greater sustainability by providing the appropriate consultancy and software development services.
- > **Reduce our company's resource consumption.** We are aware of our responsibility towards the environment and work together to constantly reduce direct and indirect negative environmental impacts and minimise the environmental footprint of our company as a result. To achieve this, we factor all of the end-to-end processes that make up our services and their respective environmental aspects.

A key point in our sustainability strategy is to optimise **energy consumption at our locations while also reducing the number of business trips our employees take.** Most business trips stem from our employees being deployed in customer projects, unless solutions can be developed 'in-house' at adesso. We are continuously expanding our network of offices throughout Germany and Europe so that employees can be deployed close to their homes and our customers. Our Swiss subsidiary was expanded with

the creation of the Lausanne and St. Gallen locations. We also founded two new national companies – adesso Italia and adesso Nordics – and are now present in ten European countries with the associated offices in Milan and Helsinki. This means that the adesso Group 2021 has 45 locations around the world.

2020 showed that the 'mobile working' model is effective and offers advantages in some project phases and situations, which is why we have continued to use it in 2021. As a result, only 10 to 15 per cent of the workstations at our offices were occupied during the year. We have also included the possibility of mobile working as an integral part of the working relationship with our employees. Alongside this, we have also drastically reduced the number of business trips, which again makes a significant contribution to reducing adesso's environmental footprint.

In situations where travel is unavoidable, we strive to make it more environmentally friendly by implementing the appropriate **management measures throughout the vehicle fleet and using public transport.** In 2020, the international employee representative body of adesso, the European Forum, together with the Environmental Management Team published a guideline containing concrete directives. Both teams are working together with a community of adesso who have volunteered to help to slowly but surely derive measures from this. They have come up with some initial measures, which are now being implemented and are helping to make progress towards achieving our goals in this field of action.





Our goal is to win 50 per cent of the top 25 companies in an industry as adesso customers.

A.2 | Materiality

We are one of the leading IT service providers in the German-speaking region. Information technology is a very fast-moving industry, characterised by **the rapid development of technologies and the need for new business processes and innovative solutions**. The development of the IT market in Germany has been shaped by continuous growth for several years. In particular, we see the increasing pressure to implement digitalisation strategies and the pressure to offer sustainable products and services within our core industries as an opportunity to shape our own processes and those of our customers accordingly. As a market player, we promote innovation and the expansion of digital infrastructure.

What makes adesso special is that we combine **technological expertise** with specialist industry knowledge. Our work is based on **pronounced customer orientation** and proven methods in the implementation of software projects. This always involves the contribution of people who bring the right mix of technological expertise and a deep understanding of the customer's particular business. At adesso, we want to offer these people an environment of exciting projects, an **inspiring working atmosphere and individual development opportunities**. This is a key foundation for us to successfully get our customers' projects over the finish line – because that is our mission each and every day. In order to do this sustainably, we have identified the following aspects of our business activities as key influencing factors.

Economic issues: a growth company with an increased international focus

As a listed company, economic efficiency plays a special role for us. In our equity story, we have defined strategic principles and approaches that drive our **successful further development** and ensure long-term security and value enhancement for our shareholders. Other strategic approaches include:

- > Deepening **penetration within an industry** and ongoing market entry into further sub-segments of an industry. Our goal is to win 50 per cent of the top 25 companies in an industry as adesso customers.
- > Expansion to include new industries based on the adesso industry model: we tackle the **building of a new core industry** every three years. We also develop a new special segment every year.
- > **Sales expansion** of our continuously expanded service portfolio in the entire German-speaking region.
- > Expansion and **internationalisation** of the adesso product portfolio.
- > **Acquisition** of profitable, growing IT service companies to deepen industry and consultancy expertise or to enter new regional markets.
- > High priority for intensive, successful recruitment processes and maintaining strong levels of **employee loyalty**.

We laid the foundation for a **successful financial year** in 2021 in line with these strategic cornerstones by implementing the following measures:

- > We have expanded our internationalisation strategy by founding new national companies (adesso Italia and adesso Nordics), expanding our office network and acquiring relevant majority shareholdings.
- > Strategic acquisitions or business takeovers and the targeted development of promising areas have enabled us to profitably expand our portfolio, establish further business areas and strengthen our **expertise in innovative and promising areas**.

In the last few financial years, we achieved our highest ever **sales figures** and increased our operating result with high organic growth rates. We succeeded again for the financial year 2021:

Sales	EUR 678.3 million*
EBITDA	EUR 102.4 million*
Staff	6,444*
FTE	5,814*

* Figures refer to the adesso Group including foreign subsidiaries.

This positive development means that our Executive Board and Supervisory Board can propose an **increase in the dividend** per share for the ninth year in succession. This also means we can fulfil our obligation and our claim to create sustainable value for our shareholders. This development shows that we have taken the right path to drive the economic success of the adesso Group in the long term.

Economic issues: understand our customers and respond with quality

Satisfied customers and long-term customer relationships are fundamental to our successful development. To achieve this, we rely on a mix of solutions expertise, acting with professionalism in our cooperation, open communication, trust in the achievement of targets, reliable planning and providing appropriate remuneration. The only way to really understand a customer's motivation and provide them with services that satisfy them in the long term is to give substantial time and thought to their situation. That is why **providing tailored consultancy to our customers** is at the top of the list of our IT services, both on a strategic and on a

technological level. We also focus on a portfolio of **industry-specific standard solutions** within the Group.

For us, what counts most in the implementation of IT-supported business models and business processes as well as the development of modern applications **to optimise the core business** of our customers is the result. A large number of customers relationships that have lasted more than ten years prove that the quality of our work is appreciated and that the philosophy we describe has a lasting influence on our business as well as the cooperation with our customers.

We are convinced that work results deliver the quality our customers expect, which is why we give a **quality promise** for

software development projects on a contract-for-work basis at a fixed price, according to which we will correct any defects in software

developed by us within a period of ten years after acceptance, even once the warranty period has ended.



We have developed numerous processes and policies to ensure the quality in our business activities and service offerings is as expected. Our **quality, medical device quality and environment and information security management systems** enable us to ensure that we meet the standards that have been set and that we continue to develop them further.

Social issues: satisfied employees and an open corporate culture

Finding highly qualified employees who do their job responsibly, who think and create and who are enthusiastic about their tasks as well as about us as an employer is becoming increasingly difficult given the ongoing shortage of skilled workers. It is therefore all the more important for our sustainable corporate and business development to embody a corporate culture in which employees **feel comfortable and can develop on a personal level**. This is the only way we can create the foundation for long-term employee loyalty to adesso. For us, job satisfaction is an indicator of customer satisfaction. This is because those who enjoy their work

usually do it well and can positively embody the values of the company outside of work. That is why we promote our corporate culture at every turn, from Welcome Days for new colleagues to regular joint specialist meetings or leisure events and team-building measures, to an environment with **open doors, flat hierarchies and leadership principles that are embodied in practice**. We attach great importance to a collegial, relaxed atmosphere shaped by a sense of community, in which open discussions about experiences and mutual support are a matter of course.

Clear processes are very important to us. In addition to descriptions of essential processes, there is also a clear procedure for the targeted promotion of employees. This includes **transparent career path models** in the Consultancy and Software Development departments as well as targeted and needs-oriented training and further education programmes. We place great emphasis on transferring knowledge internally. Employees learn from employees, and our internal tutors are happy to pass on their knowledge. This allows us to have our finger on the pulse and offer exciting projects and good opportunities for employees to advance their careers.

adesso SE is regularly ranked as one of the best employers in Germany, a fact that has now been independently verified on multiple occasions. For example, we have taken part in the 'Great Place to Work' competition seven times so far. After achieving first place in our size category '2,001-5,000 employees' for the first time in the main intersectoral competition in 2020 – and earning the title of 'Germany's best employer' in the process – we have postponed our planned participation this year to 2022 due to the pandemic. We see regular participation in the competition and benchmarking, especially with regard to the 'ICT' sector focus, as a sustainable instrument for reviewing our corporate culture.

Social issues: make a contribution to the community

Assuming responsibility for society as a whole is also one of the key influencing factors we have defined. This field of action also goes hand in hand with our goals in terms of growth and profitability to a certain extent. We see it as a matter of course to share our success, which is why we regularly support different charitable projects and organisations. Our support is not limited to financial contributions; many of our employees are also actively involved in various projects.

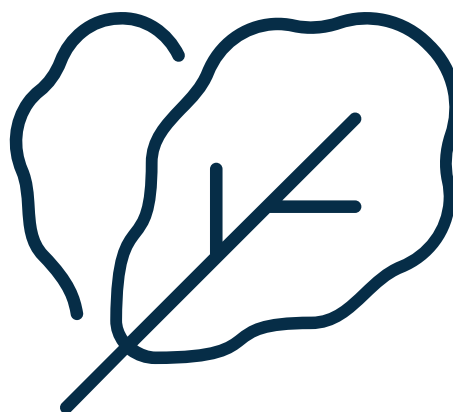
A list of activities can be found in the 'Corporate Citizenship' section.

Environmental issues: indirect environmental protection through digitalisation and the expansion of digital infrastructure

Our business is geared towards using the available resources with a high degree of efficiency so as to support our customers' core business processes. The reduction of media discontinuities, for example, ensures paper-based communication is reduced thanks to end-to-end digitalisation. Moreover, using state-of-the-art technologies and a lean software architecture can reduce the amount of computing power and ultimately also energy consumption as a result. We see these as an opportunity on the path to a more sustainable economy and they allow us to contribute to **reducing energy consumption or improving logistics** in particular. In this respect, we make an indirect contribution to environmental protection.

Environmental issues: minimise our footprint

We have also set ourselves ambitious internal goals relating to the use of sustainable products, and we are also focusing on further reducing our energy consumption and the business trips taken by our employees in order to **save emissions that have an impact on the climate**. Mobility in particular poses a risk in terms of sustainability. This is because business trips to customers are sometimes unavoidable and account for a significant share of the CO₂ emissions caused by our business. The growing extent of internationalisation increases the amount of travel even more. We counter this risk by taking the appropriate measures.





A.3 | Objectives

We would like to optimise the quantity and quality of how we collect our key figures in the medium term and assign a relevant KPI to each of our fields of action in order to better track and monitor the achievement of our goals.

Our main long-term goal is to be carbon neutral by 2030. In order to achieve this goal, we have defined two fields of action within each of the three sustainability pillars that are relevant to us and set associated goals and measures.

In terms of economic issues, what counts for us is to continue our organic growth and to continue to grow at a rate of at least double that of the market. We can only achieve this by retaining our customers and business partners in the long term by convincing them of the quality of our services and our expertise.

When it comes to social issues, we are primarily committed to our employees, who are our most valuable asset. We attach great importance to an appreciative, open and collegial corporate culture to ensure that they feel comfortable working for us in the long term. This includes, among other things, constantly expanding and optimising the opportunities for training and further education. The wide range of various programmes and initiatives, such as *She for IT* to promote more women in IT, is also a component of the adesso culture and part of a package of measures for long-term employee retention. In addition to this, adesso regularly fulfils its social and financial commitments by supporting charitable projects and organisations.

In terms of environmental issues, we focus on developing digitalisation strategies for and with our customers, as well as on reducing the amount of resources our company consumes. To this end, we have defined goals and measures along our value chain in a European Forum guideline, which we would like to gradually extend from adesso SE to the entire adesso Group. This will create a framework for dealing with these issues across the Group.

We have prioritised our goals according to the following questions: What is the specific amount of CO₂ saved, what positive effect for the company's internal and external image can be achieved and can related measures be implemented throughout the Group? These goals include:

FIELD OF ACTION	Goal	Prioritisation
Environmental issues	Reduce our company's footprint by procuring energy exclusively from renewable sources, reducing the amount that our employees travel and lowering the CO ₂ emissions of our vehicle fleet	1
Environmental issues	Expand our portfolio to meet the increasing demands of our customers and promote the development of digital	2
Economic issues	Contribute to economic growth by continuing to grow organically at a rate of at least double that of the market and achieving an above-market operating margin	2
Economic issues	Retain customers in the long term through the high quality of our services and expertise	2
Social issues	Retain employees in the long term by expanding our range of high-quality training and further education courses, increasing our commitment to diversity and actively embodying the corporate culture	2
Social issues	Make a contribution to the community by regularly supporting charitable projects and organisations	3

We give top priority to the goals that relate to areas with the largest share of our CO₂ emissions and therefore present the opportunity to the maximum amount possible. The goals that are closely linked to our core business and corporate philosophy, but the successful implementation of which depends on employees or other stakeholders and their individual contributions, have priority level two. Third priority goals have the least direct impact on our overall goal of achieving carbon neutrality.

The UN's 17 **Sustainable Development Goals** (SDGs) are a guide for making personal contributions to climate protection, fair and dignified working conditions and combating hunger and poverty. They were adopted by the United Nations in 2015 and obligate all member states to work towards achieving these goals by 2030.

The six fields of action that we have defined are in line with and oriented towards these Sustainable Development Goals. Our core business is based on developing digitalisation strategies and expanding digital infrastructure – this goes hand in hand with **SDG 9 Industry, Innovation and Infrastructure**. Our environmental goals are aligned with

Sustainable Development Goal 13 **Climate Action**, while also paying attention to **SDGs 7 Affordable and Clean Energy**, 11 **Sustainable Cities and Communities** and 12 **Responsible Consumption and Production**.

As a publicly listed company, we are obligated to continue developing our business in a positive way. We are pursuing a defined and proven growth strategy to ensure we do so. In 2021, the number of our employees grew to 5,600 and our sales result also increased, which factors into **SDG 8 Decent Work and Economic Growth**. This goal is linked to long-term customer loyalty, as long-term customer relationships translate to greater leeway for sustainable business. We use our services to pursue the goal of making our customer's business processes more efficient and more cost-effective using forward-looking solutions to give them a decisive competitive edge. This meets **SDG 9 Industry, Innovation and Infrastructure**.



A concrete quantitative goal in this regard is to recruit at least 40 more female managers by 2022

In order to retain employees in the long term, we will again expand our range of training courses in 2022, meaning we will continue to meet SDG4 **Quality Education**. With our *She for IT* initiative, we are making an explicit point to promote women in the IT sector, thus complying with SDG 5 **Gender Equality**. A concrete quantitative goal in this regard is to recruit at least 40 more female managers by 2022. The European Forum, which is an international employee representative body committed to diversity and equal treatment, among other things, creates guidelines and goals for the adesso Group. A guideline on diversity, equity and inclusion is nearing completion and is expected to be published in the first quarter 2022. The European Forum worked on this guideline together with the adesso management, the Diversity Officer and individual employees from various departments. It is intended to form the basis for all further activities around the topic of diversity.

Following SDG 10 **Reduced Inequalities** and SDG 17 **Partnerships for the Goals** means we are pursuing our goal of assuming responsibility for society as a whole and reduce the differences between national and subsidiary companies as well as between the individual offices within the group. We also team up with various organisations and initiatives and enter into the appropriate partnerships within the framework of these cooperations.

The respective committees such as the European Forum, the Human Resources department as well as the management and the Executive Board monitor whether the goals have been achieved. To this end, those responsible report regularly to the Executive Board and in some cases additional internal audits are performed.

A.4 | Depth of the Value Chain

As a service company, we focus on designing and implementing IT-supported business models and processes, the development of modern applications to optimise the core business of our customers and providing support for IT operations. adesso's service includes different modules, depending on what the project requires. In doing so, our services fundamentally serve to **increase the added value of our customers**. Our value creation process is less complex – especially compared to a manufacturing company.

However, the aim at every stage of a project is to make it possible for **ecological resources to be used in an environmentally friendly way** and to make every employee aware that they need to be more mindful of the resources they have to use in their day-to-day work. We have set the standards for this in our environmental management system, which is certified according to ISO 14001.

The service processes generally go through the following stages: analysis and agreement on goals, proof of concept, development and testing or provision of standard software, installation, operation and further development, if necessary. Two environmental problems in particular come into focus during the process: our employees travelling from the adesso office to our customers and vice versa, as well as the use of energy. In some cases, in-person meetings onsite are a must at certain stages of a project and cannot be replaced by a video conference or a telephone call. This can be the case at all stages of the value chain. We are in close contact with our customers in this regard and always pursue the goal of keeping our business trips and those of our customers to a minimum. If an in-person meeting cannot be circumvented by remote alternatives, we make sure to **travel using as environmentally friendly means as possible**, for example by taking the train. In addition, consistently opening new offices in local proximity to our customers reduces the distance that we or they need to travel. We commission suppliers and service providers to furnish our offices and provide catering for our employees. These include, for example, cleaning companies, caterers, printers, waste disposal companies and hardware suppliers. We are in constant dialogue with them, for example regarding the selection and use of more sustainable products. We communicate our sustainability goals clearly to them and ask them, within the framework of

what is possible for them, to support us in achieving these goals. We are not aware of any other social or environmental problems in our value creation process.

Customers

We want to **find prime technological solutions for our customers and our goal is to develop them with a high level of methodological expertise, individually tailored** to the customer's requirements. Our aim is to deliver premium quality IT services throughout the entire life cycle of a software program. That is why we not only search for and develop innovative solutions in relation to the customer's respective environment, but also systematically evaluate the project results on a continuous basis so we can use this to regularly review our own approaches. Constantly **developing our processes and procedure models** leads to us being able to offer and deliver better quality and higher efficiency and thus contribute to sustainable cost savings for both our customers and ourselves.

Our goal is to continuously improve in order to optimise the benefit we bring to our customers and our own business results and to empower our customers to make their business and their relationship with their own customers more efficient and optimised to the wishes of the end consumers.

Here is an example from the insurance industry to illustrate how we can support this goal:

adesso developed the Planet Hero app for its customer Zurich Gruppe Deutschland. Anyone who wants to live more sustainably receives useful ideas and information every day from the app to help them adopt a more environmentally friendly lifestyle. This motivates users to behave more sustainably in an entertaining way and without taking a tone of moral superiority. The insurance provider wants to use **Planet Hero** as an effective means of tackling the challenges we currently face and is effectively expanding its sustainability management with the app.

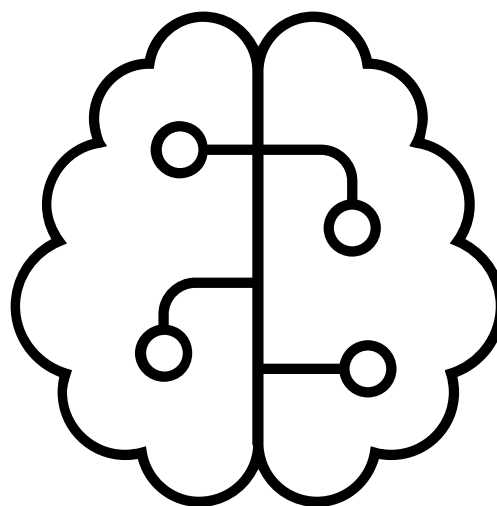
The company has set itself the goal of becoming **one of the most responsible and sustainable companies** in the world and to be a pioneer in the implementation of climate protection goals. Zurich was the first insurance provider to commit to complying with the agreement to limit the planet's warming to 1.5 degrees and has consistently aligned its corporate strategy with it. The technological implementation by adesso shows how we accompany our customers step by step into a more environmentally conscious life and offer our support along the entire value chain. In this way, we empower them to act more sustainably themselves and achieve their goals.

As **technology pioneers**, it goes without saying that we deal with the most important trends that take the (IT) world to a higher level. The fact that we are already implementing projects in the field of **artificial intelligence (AI)** for our customers, while others are still thinking about how AI will affect their business at all, shows that our customers also trust us with regard to this pioneering role. Successful AI



projects are based on an in-depth understanding of the challenges presented by the company's industry and the company's customers. AI solutions require discussions between specialist departments and the IT department as well as well-informed analysis of the technical fundamentals.

Here is an example from our everyday AI project work:



Using AI to fast track through security

As part of a customer project, Hamburg Airport commissioned adesso to develop an AI system that can predict the number of people at security checks. These forecasts were meant to not only help increase customer satisfaction by showing travellers the fastest route through security, but also increase the airport's profits by allowing security managers to optimise staffing decisions.

The ML model was trained using the passenger and flight data of the last three years, supplemented by the dates of bank holidays in the individual federal states. After the preparation phase, the data was optimised further in the feature engineering phase. adesso reduced the number of features from an initial 1,500 to a reasonable number using various means of varying importance. The final dataset consisted of around 30 features that were used for the subsequent training and validation phase.

The model that was finally used included different algorithms and made use of a gradient boosting regressor, a decision tree regressor and a multi-layer perceptron model. These weaker classifiers were combined into an

overall stronger model with the help of an additional AdaBoost algorithm. In addition, a voting regressor ensured that the results from the various models were combined into an informative overall model.

In these cases, once the model has been trained, adesso's data scientists use the 'Taktile' platform to quickly check the performance of the model and turn it into a reliable web application. The resulting REST API includes detailed documentation (that is, instructions for use), which makes it easier for new users to use the application. 'Taktile' also automatically generates model explanations that provide thorough insights into the reasons behind the model's predictions. The resulting graphical representations can be easily shared with all of the key decision-makers at the customer's premises.

Operationalising ML models is usually the biggest challenge in AI projects. It often takes several months, can involve a lot of manual engineering and dashboarding, and therefore means high costs for customers. Using adesso's best practices in the development of modern AI applications can significantly reduce this effort. This means that projects of this kind can be delivered much faster, more cost-effectively and with fewer sources of potential errors than before.

Consistently **developing processes and tools**, constantly examining trends and topics from the world of research and having the necessary intuition as to what each individual customer needs not only enable us to build long-term customer relationships, but also to open up new business

areas and better penetrate markets, which in turn takes into account our consistent growth course. In 2017, we set a target that at least 90 per cent of our 50 biggest customers will still be among our customers in the following year. We have achieved this goal every year since, including 2021.

From first vision to ongoing business operations

Our range of services is divided into various modules that offer individual entry points for customers depending on the project requirements:



BUSINESS CONSULTING – FROM STRATEGY TO PROCESS

Thanks to our highly developed industry expertise, we do not see ourselves purely as an implementation service provider, but as a **consultancy partner on equal footing**. We work together with our customers to develop business models and strategies and draw up robust business plans for them. The subsequent process modelling allows us to ensure the practicality and feasibility of the strategic considerations.



IT-CONSULTING – FROM PROCESS TO ARCHITECTURE

We close the gap between the business process and the IT solution with our IT consultancy services. We use a **multi-stage model**, which spans from process modelling to requirements engineering to the development of the software architecture, to ensure that what is developed in the end is also the best fit for the customer's requirements.



SOFTWARE DEVELOPMENT – FROM ARCHITECTURE TO APPLICATION

Our software development focuses on developing customised solutions that fulfil the requirements and tasks that standard software cannot. Our range of services includes the integration and **customising** of standard products as well as the integration and migration of older legacy systems. We are just as familiar with the design, construction and consolidation of complex portal landscapes as we are with high-availability web applications.



IT-MANAGEMENT – FROM APPLICATION TO OPERATION

Optimising IT operations and reducing of costs through the smooth implementation of **IT sourcing and consolidation strategies** are crucial tasks for us within the framework of providing holistic support for IT management. As part of this, we also support customers in the IT organisation in setting up a benchmark-capable IT service product range. Furthermore, we assume operational responsibility for systems developed in-house or by third parties. This also includes hosting the applications and extends across all layers of the architecture.



SOLUTIONS – SOPHISTICATED SOFTWARE MODULES FOR TYPICAL TASKS

We also offer solutions with a higher degree of standardisation for typical industry tasks in addition to the traditional project and service business. Our consultants and software engineers across every service area draw on a set of methods that include **goal-oriented process models** as well as efficient tool support. These services and solutions allow us to offer a **comprehensive IT value chain**. We provide a large part of the services in our core business ourselves and work closely together with the various service portfolios and specialisations of our individual Group companies. We can also resort to external service providers or freelancers should we need to. This allows us to offer the IT services we need from a single source.

We play an **upstream or accompanying role** in the customer's value chain, as our consultancy and software development services sometimes enable the customer's business to function in the first place or, in most cases, optimise the existing business.

Knowing what the customer wants and building a long-term relationship

Customer orientation and customer loyalty are important key words in our business and are among the cornerstones of our sustainability strategy. That is why it is our goal to maintain lasting, stable business relationships by applying a **pragmatic and success-oriented approach that encompasses multiple different methods** along the entire IT value chain.

Our employees and their expertise play a critical role in this. Not only do we provide training to develop their professional and technological expertise, but their project management and personal skills, too. We do this because demanding, highly complex customer projects require **extensive technical and communicative skills** to understand customer expectations on a professional level.

We always have two questions in mind:

- > What issues is the industry dealing with and what technological answer do we have for them?
- > What motivates our customers and how can we use our in-depth industry knowledge and technical process expertise to develop the most efficient solution for them that will make them more competitive in the long term?

We regularly organise industry-specific and cross-industry events, for example, to ensure that we stay in the forefront of our customers' minds as an innovative company that keeps an eye on the major issues. Customers receive **ideas and food for thought** as to how to optimise core processes, for example, at our 'Scrum tables' or forum events, which now take place at many of our locations.

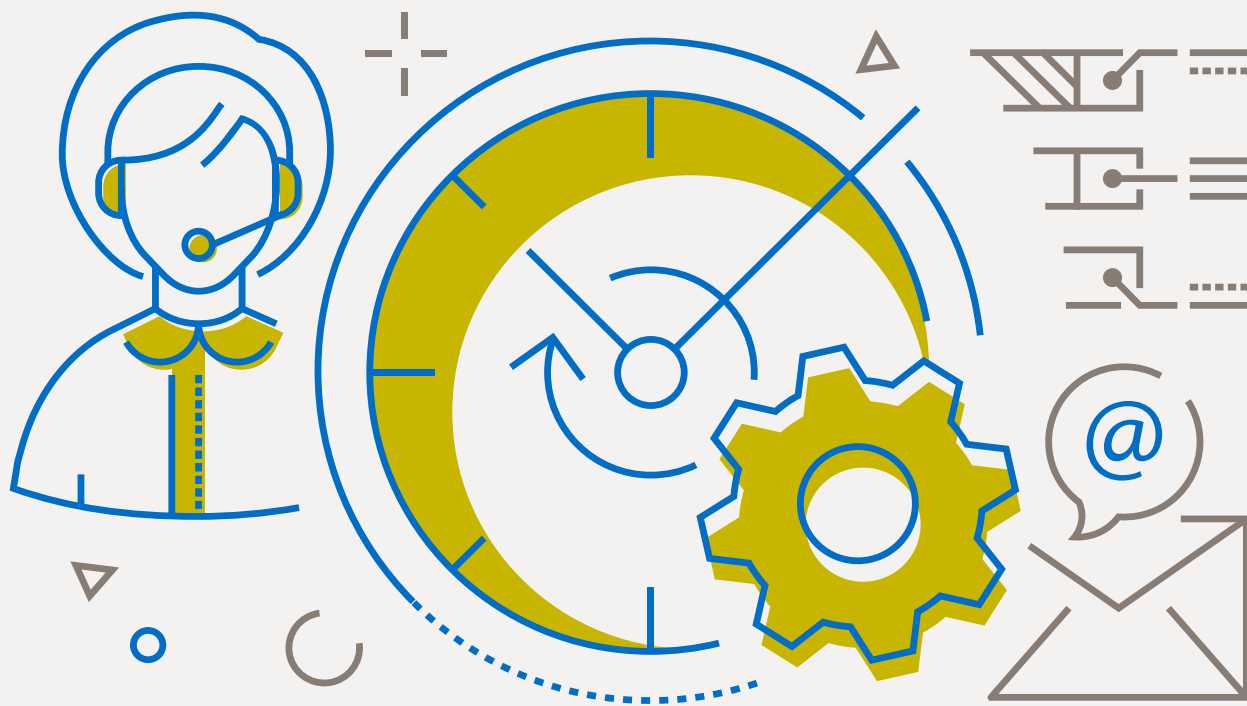
We present IT trends such as artificial intelligence, business intelligence, customer experience management or digital transformation and digital solution options at the high-profile events we hold for decision-makers, such as our 'adesso digital day' or our 'digital pilgrimage', which help us to underpin our claim to be **technological pioneers** for our customers. Regular customer and partner meetings that some Group companies hold specifically to discuss products and standard solutions offer the opportunity to share experiences and are an important indicator that we can sustainably improve our products.

Despite not being able to hold all of the events we usually would have in 2021, we still hosted two special events: the adesso digital day took place as a hybrid event on 9 September at the Signal Iduna Park stadium, which participants could also join remotely. Our guests had the opportunity to listen to keynote speeches by Sascha Lobo on the post-pandemic society and Volker Gruhn on the *New School of IT*, as well as other exciting presentations on customer projects from various industries. Given that the event took place at the home of football team Borussia Dortmund, the colour scheme for the day was naturally black and yellow.

The second highlight of the year was the 'Outside the Box' event, which was held for the first time and presented various adesso research projects. The aim of the event was to present adesso as an application-oriented company that has always been involved in a wide range of different research projects since its foundation.

This enabled us to fulfil our claim of maintaining **contact with customers** as well as to continue and further develop the projects.

We also stay in touch with our customers via our company's customer newsletter 'aditorial', which covers the latest news and information from the world of adesso. Some editions of the newsletter discuss major issues such as new business processes or changing customer expectations, while others go into the details of interesting technologies or exciting literature on the respective issue. And it shows you the stories and the people behind the headlines. It fits in with our vision that we want to create a **pleasant atmosphere of cooperation** with our customers that extends beyond the technical project work and values the human side of things, too.



B

PROCESS MANAGEMENT

Sustainability is a key component of our strategic alignment that is implemented throughout the company efficiently and systematically. adesso focuses on it both through our management systems and through the active involvement of our stakeholders, including our employees and customers in particular, as well as through our highly innovative product and service portfolio.

B.1 | Responsibility

Sustainable management and responsible corporate governance have a significant influence on achieving business goals. That is why the organisational responsibility for our sustainability management is assigned to the Executive Board of adesso SE as the parent company. In this way, we underline the **strategic importance of sustainability for our corporate image** and control the practical implementation from the highest level. At the operational level, an environmental management team is responsible for setting, monitoring, tracking and optimising sustainability goals in coordination with the management level. In addition, the European Forum and a community of dedicated employees are committed to the further development of sustainability. All employees are informed about the corporate strategy and the sustainability goals anchored in it and are encouraged to act in accordance with these goals.

However, sustainable corporate governance requires not only the appropriate organisational structures, but also that personnel structures are constantly reviewed. Due to our above-average growth in recent years, our Executive Board has been strengthened by a new member, who joined in April 2021. Torsten Wegener is responsible for the lines of Business Microsoft, Data and Analytics and Digital Experience and is the sixth member of the adesso management team. Wegener has many years of experience as a tech founder and managing director of his own successful IT companies both at home and abroad (C:1 Solutions GmbH and DD SYNERGY AG). He brings his entrepreneurial expertise and international experience to his management position at adesso. This shows that adesso takes account of its growth, the diversification of business areas and target industries as well as further internationalisation.

B.2 | Rules and Processes

A sustainability strategy needs internal rules, processes and systems in order to be successfully implemented in business operations. That is why our goal is to give sustainability aspects an even greater priority in all important decision-making processes in the future in order to **make sustainable behaviour the norm** and embody it.

The goals that the adesso Executive Board brings together in the sense of good and sustainable corporate governance are as varied as they are important. They include meeting

customer requirements, treating employees, partners and suppliers with respect, continuously safeguarding innovation and earning power, technological and professional expertise, efficient process organisation, protecting the climate and the environment, implementing all regulatory requirements and being a good local neighbour.

We take all these concerns into account with the progressive integration of our management systems. Set personnel are assigned to the topics of **quality, medical device quality, the environment, information security and data protection** who continually develop the requirements of the individual management goals and represent them in the company in a way that enables the Executive Board, which has overall responsibility for adesso, to develop a sufficient as well as professionally and economically appropriate level that prevents damage to the company and ensures long-term business success. At the same time, we create a common pool of documentation that combines a clear overview of the situation as a whole with providing the right direction to achieve the individual goals.

The individual aspects are monitored by **management officers**. adesso has created the following roles for these management officers so they can oversee these management systems, which are discussed in more detail in later sections:

- > Quality Management Officer (QMO)
- > Medical Device Quality Management Officer (MD-QMO)
- > Environmental Management Officer (EMO)
- > Data Protection Officer (DPO)
- > Chief Information Security Officer (CISO)

The officers in these roles work together with the technical managers and the Executive Board to develop common goals and improvement measures, analyse customer feedback, review possible weaknesses and new challenges, review current internal and external issues and negotiate binding commitments. This establishes goal-oriented activities that we use to raise the relevant employees' and participants' **awareness of the specifications and goals for all of the management systems** in day-to-day business, for example through

- > talks at employee events,
- > mandatory internal training modules and
- > targeted marketing and sales activities.

Quality management

Our customers' understanding of quality is as diverse as adesso's business. We meet this challenge by requiring the same high level of **individual quality from our project results**. We advise and support our customers with a sound understanding of their business. In this way, we succeed in aligning the services we agree with our business customers with their respective needs and in meeting their explicit and implicit requirements to the greatest extent possible.



Doing the right thing in the right place requires expert staff who are aware of the appropriate priorities, who plan and execute projects with precision and regularly reflect on the approach they take. **Our quality management system (QMS) is certified** according to ISO 9001, which underlines our demand for quality. It also demonstrates our focus on our customers' expectations and the customer satisfaction that comes with it, and underpins our commitment to continuous improvement.

Employing and developing employees according to their skills is crucial to the success of both the company and the project. adesso relies on the 'Profiler' tool to document and research skills and experience that have been developed according to the latest findings in human resources science. It also quickly picks up and processes new technologies, methods and topics.

Successfully implementing a project requires a well-considered approach. For the projects managed by adesso, we rely on the **'PITPM' process management model** (pragmatic IT project management). This process model, specially adapted for IT consultancy and software development projects, combines proven project management methodology with a modern software development approach. In 2021, strategic project management carried out 35 health checks or quick checks to **assure the quality** of project implementation. Project monitoring oversees strategic or critical projects and reports regularly to the Executive Board. This ensures the **consistent quality of our service**.

We regularly optimise our internal workflows and processes. In 2021, we launched an internal project with adUP to **make our administrative processes** and workflows more **efficient** using SAP software solutions. The aim of the project is to create a uniform and standardised IT for adesso and, as a result, more effective and optimised workflows for our employees.

Thanks to its service portfolio as a **complete provider of IT services and consultancy**, adesso is contributing to making Germany more digital and more competitive.

Medical device quality management

The Life Sciences department in the adesso Line of Business Health develops **software for medical devices** and also provide consultancy in regulatory affairs, that is, in complying with the relevant standards and laws. Life Sciences has been successfully certified in accordance with ISO 13485 Medical devices – Quality management systems – Requirements for regulatory purposes since 2020. As part of this, a process landscape was designed that contributes to **improving quality within software development** and that is applied in customer projects. In 2021, the company passed several internal audits, a surveillance audit performed by the certifying body and three audits performed by our customers' quality management teams. The medical device quality management team and the regulatory experts involved in the various different projects now meet regularly to share information, where they discuss key questions about quality, documentation and customer satisfaction.



Environmental management

We have taken our requirements defined in the materiality analysis that we need to follow in order to perform our business activities in a way that saves resources – and thus to reduce energy consumption and costs for us and our customers – as a foundation and defined clear goals and measures that allow us to **use ecological resources in an environmentally friendly way**. In turn, this creates a basis for each and every one of us to be more mindful of the resources that we need in everyday work – all based on standards that we have defined in our environmental management system.



Our environmental management system (EMS) is certified according to ISO 14001. In 2021, our Environmental Management Team published a guideline for employees that is designed to support **environmentally friendly behaviour in everyday work** and provides helpful tips and tricks. Furthermore, the adesso Group follows a guideline for **sustainable procurement**. The aim of this guideline is to procure products and services **while factoring in social, ecological and economic aspects** with regard to their entire life cycle from production to disposal.

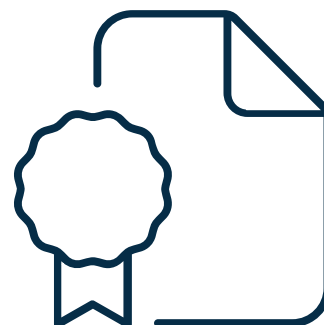
We want to increase **awareness of the sustainable use of resources** within the scope of what is economically possible for us and **minimise our environmental footprint**. We would like to achieve this by achieving the following goals, among others:

- > Increase energy efficiency by using renewable energies and optimising our energy consumption
- > Continuously improve environmental performance and the environmental management system
- > Raise employee awareness of the topic of the environment
- > Design the offices to be environmentally friendly
- > Reduce unnecessary travel and organise unavoidable business trips to be environmentally by implementing the appropriate management measures throughout the vehicle fleet and encourage the use of public transport
- > Regularly review environmental aspects in terms of their opportunities and risks
- > Regularly review binding commitments
- > Review and reduce consumption

- > Implement responsible chemical management to ensure high water quality and reduce our environmental impact and that of our service providers

In future, we will also advocate the introduction of an analysis system based on an objective and comprehensible catalogue of criteria when selecting suppliers and service providers. In addition to quantitative questions, qualitative criteria should also be included in order to create sustainable value for us and our stakeholders. We plan to engage in intensive dialogue with suppliers and service providers as part of the assessment process.

Every year, we also launch new initiatives and campaigns to promote environmental protection. In 2021, for example, we took part in Environmental Action Germany's (Deutsche Umwelthilfe) **'Mobile phones for the environment'** (Handys für die Umwelt) initiative. We achieved our goal from the previous year of having at least 25 per cent of all adesso SE offices participate in the initiative. In 2021, 16 offices (59 per cent) participated in the campaign and provided collection bins for our employees' to discard their old personal smartphones in. The mobile phones are then sent to Environmental Action Germany, where they are checked to determine whether they can be reused or need to be recycled properly. The proceeds are used to implement environmental protection projects in Germany. According to Environmental Action Germany, every mobile phone that is refurbished and reused saves around 14 kg of resources and reduces about 58 kg of projected CO₂ emissions. By taking part in this initiative, we give our employees the opportunity to make **their own contribution to protecting the climate and the environment** and provide them with a way to dispose of their mobile phones properly. This makes it possible for valuable raw materials to be recycled and pollutants to be disposed of in an environmentally friendly way.



One of our environmental management goals for 2021 was to take part in the German **'Cycle to Work'** campaign again. We achieved our goal: 2021 saw the entire adesso Group Deutschland participate for the first time. 232 employees from at least 23 offices cycled a total of 119,020 kilometres. This measure to raise awareness avoided 23 tonnes of CO₂ emissions. We have resolved to continue our participation in 2022.

OFFICE	Active adesso	Kilometres travelled
Aachen	3	961
Berlin	17	15,342
Bonn	5	778
Bremen	4	333
Dortmund	42	16,900
Düsseldorf	4	968
Essen	5	2,159
Frankfurt	10	6,958
Hamburg	17	4,871
Hanover	5	3,329
Jena	2	2,065
Karlsruhe	9	6,577
Cologne	15	5,883
Leipzig	3	877
Munich	43	25,062
Neumünster	12	7,655
Nuremberg	7	5,537
Potsdam	5	4,720
Reutlingen	2	599
Rostock	1	690
Stralsund	6	3,019
Stuttgart and Vaihingen	10	1,872
Walldorf	2	739
Unspecified	3	1,126
Total	232	119,020

We also contributed to CO₂ offsetting by again supporting **tree planting projects**. As part of our annual Christmas donation, part of the total amount of €100,000 went to the German Green Forest Fund for planting natural forest ecosystems without exploiting the forests for profit. Our

employees also have the opportunity to submit their comments and suggestions for improvement to the environmental management team at any time. In the course of the year, a community of employees, who decided to name themselves **Sustainability and friends**, was formed, which is committed to the topic of sustainability at adesso and implements various measures.

A priority target we set for 2021 was to successfully implement at least 75 per cent of the measures we had set out. We exceeded this target with an implementation rate of 80 per cent. Below is a detailed breakdown of the other measures we implemented alongside the 'Mobile phones for the environment' and 'Cycle to work' initiatives:

- > We sent out several internal newsletters to employees throughout the year to raise their awareness of sustainability issues.
- > We conducted a feasibility study to examine the extent to which a climate-neutral postal service for letters and parcels is feasible. The result showed that it will be more effective to reduce the volume of post we send in the future.
- > We also evaluated the separate collection and disposal of electrical devices with regard to their feasibility and have entered into a cooperation agreement with AfB gemeinnützige GmbH for our Berlin office for the time being. The cooperation may be gradually expanded to be nationwide. As part of the cooperation, functional devices will be resold and defective devices will be disposed of in compliance with the law. The AfB also provides adesso with key figures on CO₂ offsetting, which can be included in our calculations in the future and give us a better picture of our current footprint.

We have set ourselves the following goals for 2022:

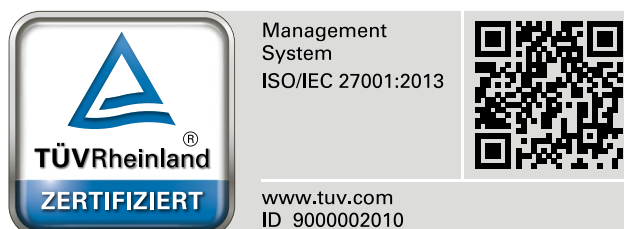
- > We want to make our employees more aware of the issue of sustainability. We will do this by not only reporting on goals, key figures and measures at regular intervals and inserting the topic into internal events, but our employees will also take part in regular training sessions to refresh their knowledge about the topic. New employees receive training immediately after joining the company through an online training course.
- > In 2022, we will review the existing options for effectively reducing the volume of office materials and advertising

materials that we post and derive the ideal option to reduce emissions for adesso.

- > A concept will soon be developed in cooperation with the fleet management to reduce CO₂ emissions within our vehicle fleet. One starting point for this could be the internal company car configurator, which employees use to put together their company car. Removing vehicles with above-average emissions from the selection options available in the configurator could be part of the solution.
- > In addition, we would like to make business trips that employees take more environmentally friendly, for example by establishing an incentive system or a defined regulatory system for managing air travel.

Information security management

We believe that **information security is imperative across the board**. Taking care to handle business-critical company data and information relevant to the security of our customers and suppliers in a secure manner is indispensable to the continued success and expansion of our Group's business endeavours. We have obtained ISO 27001 certification for information security to clearly demonstrate that information and data security are important to us across all topics and areas. Information security management deal with software development processes, application and project management as well as the operation of IT infrastructures and IT systems.



Having this certification enables us to cement our position on the market as a professional service provider in the short, medium and long term and to set ourselves apart from the competition. Furthermore, a certified **information security management system (ISMS)** is an obligatory requirement in a large number of tenders nowadays, and it also gives us an edge over our competitors who are not certified.

This kind of certification is also becoming increasingly important for our subsidiaries. A total of five companies of the adesso Group are currently certified according to ISO 27001, with adesso Schweiz AG being the most recent addition having acquired it in 2021:

ADESSO COMPANY	Number of certified locations	Certified locations
adesso SE	13	Aachen, Berlin, Dortmund, Düsseldorf, Essen, Frankfurt, Karlsruhe, Cologne, Munich, Reutlingen, Stralsund, Stuttgart-Mitte and Stuttgart-Vaihingen
adesso Schweiz AG	6	Basel, Bern, Lausanne, Lugano, St. Gallen, Zurich
adesso insurance solutions GmbH	3	Dortmund, Cologne and Munich
adesso as a service	2	Dortmund and Karlsruhe
adesso Turkey Bilgi Teknolojileri Ltd. Sti.	1	Istanbul

Data protection management

The topic of data protection is heavily featured in the public eye these days and has always been a business-critical issue for us. We process personal data of business partners, customers, applicants, service providers, shareholders and employees on a daily basis. All of these stakeholders trust us to **handle data carefully** and protect it from unauthorised access and misuse.

The German Federal Data Protection Act (Bundesdatenschutzgesetz, BDSG) and the European General Data Protection Regulation (GDPR) define how **personal data is handled**. adesso SE and most of its subsidiaries maintain their data protection documentation centrally using tools.

In 2021, the adesso SE data protection officer invited the data protection coordinators from the subsidiaries to the annual **adesso Data Protection Day**. This was the fourth the time event has been held since 2018.

We would like to continue to organise this event at least once a year in the future, with the aim of discussing current issues and unifying the high standards of data protection in the adesso Group.



B.3 | Control

Forward-looking management, **actively embodying respectful cooperation** in everyday business and carefully reflecting on what impact all of our business activities have on society and the environment are essential starting points for determining how we act.

Among other things, we demonstrate our responsible corporate governance through the following action-relevant fields for our sustainable activities:

- > conforming to the German Corporate Governance Code (Deutscher Corporate Governance Kodex),
- > applying prudent HR management as a prerequisite for long-term successful economic development,
- > implementing comprehensive and high-quality IT and software solutions,
- > ensuring fair and sustainable customer relationships,
- > using resources sparingly and
- > consciously assuming social responsibility.

We use the GRI standards, among others, as performance indicators to manage and monitor our key sustainability goals.

We publish this sustainability report at the same time as the annual report and use it to **inform our stakeholders and the public about our sustainability strategy and key sustainability activities**. This report covers the reporting period 1st January 2021 to 31st December 2021. The key figures were recorded using the existing management systems in the respective departments and apply to the specified reporting period, unless specified otherwise.

This report includes all results and key figures of those subsidiaries in Germany, Austria and Switzerland that have been part of the adesso Group for at least six months and in which adesso SE holds a majority stake. It also includes those subsidiaries in which the aforementioned subsidiaries in the D-A-CH region hold a majority stake. The listed regulations, measures and guidelines apply to the other German subsidiaries in principle, but they may differ in terms of specifics. The strategic **principles, goals and procedures apply to the entire group of companies within the meaning of a uniform corporate governance**. The selection of the topics presented in the report is based on the principle of materiality and the key expectations of the stakeholders of the adesso Group.

A form is used to collect key figures from the HR and environment departments, which ensures the figures can be compared over the years. We collect data on energy consumption (electricity and heating), water and paper consumption (printer paper, toilet paper and paper towels), as well as data on business trips that employees take by plane, train or using a rented or company car, and derive the CO₂ emissions from this. We use the **Scope of Greenhouse Gas Protocol** (GHG) throughout the Group to guide us in allocating CO₂ emissions. New key figures are constantly added to optimise and expand the form, while the essential KPIs that make up the foundation of the form remain unchanged. Documents such as invoices, utility bills and various reports ensure that the key figures are reliable.

In terms of HR, we record the total number of employees and their respective working time model, the average length of employment in the adesso Group, the gender of our employees, the age structure and nationality. We put a special focus on the proportion of female employees in the survey to meet our target of recruiting at least 40 more female managers by 2022. In addition, we collect data on our range of training and further education courses.

This year, we used the experience we had gained from compiling the sustainability reports over the past few years to develop the form for recording the key figures further, and we introduced a software program to centralise the collection of them. As a result, the **survey is less prone to error and is more efficient** for everyone involved and it worked much better than in previous years. For future reports, however, we still need to refine and improve the cooperation with our suppliers and landlords further.

As the issue of sustainability is also becoming increasingly important for our customers, they increasingly expect that corporate governance is guided by the **principles of the Global Compact** (GC). This report follows the requirements of the German Sustainability Code (Deutscher Nachhaltigkeitskodex DNK), is structured according to the specified categories and has been checked for completeness and approved for publication by the Office of the German Sustainability Code (Büro des Deutschen Nachhaltigkeitskodex).

The requirements of the German Sustainability Code overlap with the Global Compact at some points. Our goal for 2021 was to expand the report so that it also fully complies with

the Global Compact. We have achieved this goal by expanding it to include key figures from the previous year, allowing us to draw conclusions about our progress. Nevertheless, as per the Global Compact, the report is not a progress report, but it is intended to present our actions and results with regard to the implementation of the ten principles of the Global Compact:

SECTION	Principle
D4	1. Businesses should support and respect the protection of international human rights.
D4	2. Businesses should ensure that they are not complicit in human rights abuses.
D1	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
D1 and D4	4. Businesses should work to eliminate all forms of forced and compulsory labour.
D1 and D4	5. Businesses should work to effectively abolish child labour.
D1 and D2	6. Businesses should work to eliminate discrimination in respect of employment and occupation.
C1 - C3	7. Businesses should support a precautionary approach to environmental challenges.
C1 - C3	8. Businesses should undertake initiatives to promote greater environmental awareness.
C1 - C3	9. Businesses should encourage the development and diffusion of environmentally friendly technologies.
D7	10. Businesses should work against corruption in all its forms, including extortion and bribery.

B.4 | Incentive Schemes

Salary and additional monetary incentives

We use a variety of incentive systems – both monetary and non-monetary – to ensure that our employees feel comfortable with us and have a long-term interest in working for our Group. As collectively agreed wages are not common in the IT industry, which means that no company in the adesso Group is bound by collective bargaining agreements, remuneration is based on standard market salaries. We ensure that women and men are paid in accordance with the same regulations, and we act on the basis of the **applicable labour laws**, taking into account the German Federal Transparency in Wage Structures Act (Entgelttransparenzgesetz).

In addition to a fixed salary component, we also offer our employees monetary incentives, such as variable salary components at the operational level. It was only 2018 that we replaced the existing remuneration model with new options that employees can choose between from 2019. The aim of the restructuring was to offer a remuneration model is geared to **modern requirements for flexible, easily understandable and comparable remuneration**, as well as to the life and work situation of employees. The remuneration system is not linked to the achievement of sustainability targets.

We offer further salary benefits, such as through a **company pension scheme and direct insurance policies**, as well as various premium payments, for example, for

- > procuring new employees,
- > successfully completing internal training courses,
- > winning the first in-house project with a customer,
- > acquiring new customers,
- > publishing specialist articles and blog posts and
- > supervising dissertations at universities or universities of applied sciences.

Premiums of just under three million euros were paid out in 2021.



adesso provides a company car for employees who have to travel a lot in the long term due to their project assignments.

The monetary bonuses are paid out by the corporate HR department. Different committees are responsible for the non-monetary incentives, most of which also belong to the HR department. **All incentive schemes were established in consultation with the Executive Board.**

The Environmental Management Officer is in close consultation with the European Forum and the Executive Board with regard to the sustainability goals. The annual sustainability report is published after it has been approved by the Supervisory Board.

A corporate culture with special benefits

We also offer numerous non-monetary incentives designed to increase the well-being and satisfaction of our employees to encourage them to stay with us for the long term. This is because a working atmosphere that unites everyone and strengthens team spirit is just as important to us as an open exchange across all hierarchical levels. We understand that your job is an important part of your life – but it isn't everything. That is why we ensure that our employees feel comfortable with us and have a long-term interest in working for our Group. To this end, despite – or perhaps because of – our ambitious growth strategy, we invest heavily in maintaining a strongly **employee-oriented corporate culture** with a range of benefits and initiatives that promote a sense of community and togetherness and maintain a trusting working environment.

adesso Welcome Days are held once a month for new employees to familiarise them with our procedures and processes. In 2021, these events took place in different formats – either as remote events or hybrid events – depending on the situation with the pandemic. The Welcome Day team drew on its experience from 2020 and combined the best of the remote format with the usual face-to-face event it used to hold. The new version was first run in November and December 2021 before rising incidence rates prevented us from holding 'real' events again. The Welcome Day team is prepared for when we can hold face-to-face events once more and is planning to organise four parallel events in Dortmund, Cologne, Berlin and Munich, which will focus on interaction and networking. We also have mentors who help new

employees get started and act as their first point of contact to make sure they feel at home with us, too.

Depending on their role with us, employees may need to travel as a part of projects they are assigned to. We do our utmost to keep the personal and organisational effort involved to a minimum. For this reason, it is a matter of course for us that our employees receive **professional and modern equipment**. This makes their day-to-day work and life in general for them easier. Permanent employees, for example, receive all of the hardware they will need as soon as they start on their first day of work. We follow the motto of 'choose your own device' and offer them a selection of different laptops and mobile phones to choose from.

Our corporate travel management system allows every employee to book his/her business trips **quickly and easily** and they immediately receive their tickets and information on travel dates, as well as a rail card, should they need one. Travel expenses are reimbursed tax free, even beyond the scope required by legal regulations. We provide a company credit card employees can use to purchase their travel tickets. Clear monthly statements and appropriate direct debit intervals ensure that transactions are traceable and that the employee does not have to pay in advance if travel expenses are submitted promptly. We also offer accommodation in a furnished project flat instead of a hotel room for longer-term assignments at customers' locations, should the employee request one.

Having a pleasant working environment is one of the keys to ensuring good results. After all, our employees spend a lot of time in the office and at work. The **feel-good factor** can make a significant contribution to how successful someone's day is.

How do we help with this? We offer drinks free of charge at all locations. Employees always have access to sources of vitamins in the forms of fruit, fruit juices, muesli and raw vegetables, and if they need a pick-me-up, we always have a supply of snacks such as chocolate, nuts and biscuits on hand. Our free dry cleaning service for shirts and blouses is available to all employees. They can order the service via app or online and then drop the clothes off directly at the office or at the local dry cleaning companies. They can then pick up their clean and ironed garments from the same place one week later. Daily newspapers, trade journals and an extensive

stock of specialist books, such as the one at the Dortmund location, provide employees with information and entertainment.

Other goodies include our **corporate benefits**, a special discount programme that allows employees of the adesso to shop at special rates in online shops of various brands and companies.

Joint events

It is very important to us that our working environment is shaped by a **relaxed, collegial atmosphere and a sense of community**. Our internal events help our employees to get to know each other even better and to share ideas outside of project work or specialist team meetings. The pandemic meant that we had to improvise the way in which we came together here and there, but the adesso did not have to do without completely. We were able to still hold a large number of our regular events from time to time in 2021:

- > Our staff breakfasts, which were held in both analogue and digital formats this year. We not only provide sandwiches and coffee in our offices, but also introduce new colleagues and their areas of responsibility and explain interesting projects, while the management provides updates on current events.

At the locations of adesso SE in 2021, there took place

- > **10 breakfasts on site**
- > **55 breakfasts digital**
- > **34 breakfasts hybrid**



- > Various on-site events, for which we also relied on a mix of face-to-face and virtual meetings in 2021, are an opportunity to report on activities and developments in the different business areas. The top priorities at these events are finding time for **networking** and having a relaxed get-together with colleagues. These also include our afterwork events, which some of our locations were able to hold in 2021. Each event had a different theme and type of food.
- > Summer parties at adesso's various locations – and all the family is invited. Summer parties were held at the Berlin, Potsdam, Aachen, Bonn, Düsseldorf, Cologne, Much, Hameln, Frankfurt, Nuremberg, Stuttgart, Munich, Dortmund and Essen offices in 2021. As you would expect, these events include a child-friendly programme, a **relaxed atmosphere** and a few surprises, too.

A variety of different team and department events also took place, especially during the summer months, in order to strengthen our sense of unity and to get to know each other better.

Our regular company outing, which was planned for 2021, will be postponed to 2022 due to the pandemic. We are proud of what we achieve together and are more than happy to celebrate our successes. The idea of the company outing, which usually takes place every two years, is to enjoy being together in a relaxed atmosphere.

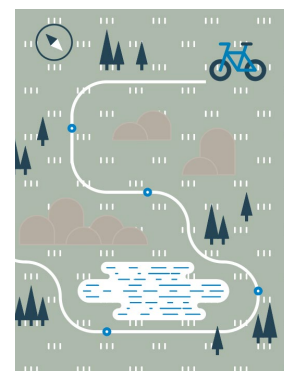
We invite our employees and their partners to our annual Christmas party. The Christmas parties that had been planned throughout Germany had to be cancelled at short notice in 2021. The health of our employees and their families is our utmost priority. We hope to catch up on the celebrations in 2022.

Sport and health promotion programmes

Sport is an important way of providing balance to day-to-day working life. That is why employees receive a **monthly allowance** on top of their salary for active gym or sports club memberships. They can also receive discounted membership rates thanks to a partnership with a nationwide chain of gyms. On average, 1,181 employees received the allowance in 2021, which amounts to over €140,000 in support. The allowances were paid in 2021 despite gyms being closed for certain periods of the year. We have a wide range of different

sports clubs at many of our locations, ranging from football to badminton and running to cycling and basketball. If our employees want to do sport together, we pay the full **costs for renting sports halls and courts**. And for colleagues who are particularly committed to sport, we support participation in team competitions by paying the registration fees for football cups, table football tournaments or company runs. You can find out more about this in the 'Corporate Citizenship' section.

A cooperation between adesso and bicycle rental company JobRad allows permanent employees to lease their own bicycle. They can also enjoy attractive costs benefits through **deferred compensation** and the tax advantage this creates. The bicycle can then be used for both business and private purposes.



	2021	2020	2019
Number of new JobRad contracts	305	234	151
Total number of active contracts (reporting date: 31 December)	585	452	390

Employees at all locations are regularly offered individual consultations in which they can find out about their **private pension** options. All employees can take advantage of a discounted group company pension scheme and regularly learn about the various insurance policies and the discounted rates available through us in individual consultation sessions held at every location.



We want your feedback

Given our strong organic growth, there is always a risk of diluting the corporate culture in certain places. We do not want to lose what makes adesso the way it is, which is why **including our employees by asking for constructive feedback and giving them the option of contributing their own topics and ideas** are very important to us. This includes, for example, the following measures:

- > The **European Forum** was formed from the previous Special Negotiating Body (SNB) as part of the transformation from a joint stock company (AG) into a European company (societas Europaea, SE). The European Forum deals with issues such as:
 - > Workplace design/new work/occupational safety/adesso family
 - > Training/further education
 - > Diversity/equal treatment
 - > Harassment/bullying
 - > Social responsibility/sustainability/volunteering
- > Regular participation in 'Great Place to Work': the anonymous employee survey conducted as part of the competition provides detailed **results on employee satisfaction and workplace culture**, which we use to identify and respond to key trends and the needs of our employees.
- > Every year, in their **annual feedback meeting**, employees have the opportunity to talk in detail with their manager about tasks, goals and views, as well as to express personal feedback on their daily work routine, their team members and their manager. We also attach importance to the fact that this opportunity for dialogue is also promoted by the managers during the year through regular team discussions and the like. About 62 per cent of all employees had had their annual feedback meeting for 2021/2022 by 31 December 2021, and the remaining meetings will be held at the beginning of 2022.
- > Our **internal newsletter 'adesso-weekly'** gives all of the employees in the adesso Group an overview of what is going on in the company and they also have the opportunity to contribute articles from their own field of work. Reports on new projects and orders along with news from locations and other information gives employees a short weekly review of what is happening at adesso each day.
- > Our **'Extrablatt'** is an annual newspaper for employees

and features reports on exciting company and HR topics in long-read articles, interesting interviews and entertaining advertisements.

- > Our **culture brochure** provides insights into adesso's corporate culture. In it, we present the many facets that make working for us special.
- > We have also created a project-related newsletter as part of our **internal communication** that enables our staff to share information on specialist topics and keep up to date with the latest developments.
- > Our **internal community platform Yammer** gives our employees the ability to join in with the latest discussions on technical and professional development topics, as well as the opportunity to get in touch with like-minded people, both professionally and privately. The idea here is that we are all part of the same network.

B.5 | Stakeholder Engagement

Sustainability only works if the **requirements and needs of all stakeholders** are taken into account. This is the only way to make well-informed business decisions that work in the long term. The most important topics for our stakeholders result from our business activities; in particular, these include adesso's development prospects, including their principles and strategic approaches, which were defined as part of our corporate strategy. The focus in 2021 was therefore once again on **developing into one of the leading consultancy and technology groups in Europe**, as well as on the digital-based optimisation of our customers' core business processes by providing the appropriate consultancy and software development services. adesso not only enjoyed a very successful year in economic terms, but also celebrated some sales successes that it had been working towards for quite some time.

Our key stakeholders are:

- > Our employees
- > Our customers
- > Our shareholders and investors
- > The labour market and educational institutions
- > Our suppliers and service providers

Media, authorities and (industry) associations are also especially important for us. We identified the **key stakeholders** on the basis of interviews with the management and other executives in the adesso Group. Previous experience from business practice determines whether or not a group is a key stakeholder. Key stakeholders are therefore all natural and legal persons or organisations that are directly or indirectly significantly affected by our business activities or can influence them.



We take the following approaches to **include our various stakeholders**:

- > **Individual meetings with our major shareholders.** More than 45 per cent of the voting rights are represented on the Supervisory Board of adesso SE in the form of the two company founders Prof. Volker Gruhn and Rainer Rudolf. The adesso Executive Board remains **in constant contact with the founders** even beyond the scope of Supervisory Board meetings so as to remain aware of their needs and ideas. Only one other investor holds more than five per cent of the voting rights. Regular individual discussions are also held with this investor to the extent permitted by law.
- > **Meetings with investors, analysts and the financial media.** The Investor Relations department maintains an **active dialogue with capital market participants and the financial media**. We have a regular presence at capital market conferences and match the expectations of investors with the demands of other stakeholders at targeted individual meetings or roadshows. We also offer a direct dialogue with the responsible member of the Executive Board as an additional service on the adesso Group website under the menu item 'Questions for the CFO'. Our meetings with investors and analysts are vital for us to obtain key ideas as to how to align adesso and to optimise the management.
- > **Providing (electronic) communication channels and feedback opportunities.** We regularly publish **information on goings-on in the company**. This includes both information from the Investor Relations department that is relevant for shareholders and information that is relevant to the company that is of interest to customers and applicants. Corporate news, press releases, customer newsletters and so on are sent to a large distribution list of registered interested parties. Our stakeholders have the opportunity to enter into dialogues with the Group companies via their social media channels as well as on our websites, where we publish numerous **blog posts** on selected technology topics that encourage extensive discussions, among other things. We also use various different podcast formats to engage in conversation with our stakeholders and chat with adessi, experts and people from business, science and society about IT as well as the latest technologies and methods. Our podcast series include 'IT-Tacheles' ('Let's Get Straight to IT') with Volker Gruhn and the podcast of our subsidiary adesso experience.
- > **Sharing opinions and information on social networks.** Having constructive conversations and lively discussions are very important to us. We also regularly post on portals such as XING or LinkedIn to actively encourage people to express their opinions and engage in discussions. We use targeted surveys to collect our customers' and interested parties' requirements and opinions regarding key focus topics. The results tell us whether our range of services and solutions and our expertise are what our customers want.

- > **Supplier analysis and selection (taking into account objective and qualitative criteria).** We use an analysis system based on an **objective and comprehensible catalogue of criteria** when selecting suppliers and service providers. In addition to quantitative questions, qualitative criteria are also included in order to create sustainable value for us and our stakeholders. We engage in intensive dialogue with suppliers and service providers as part of the assessment process.
- > **Participation in educational and university projects.** We work together with educational institutions in Germany, Austria and Switzerland on a number of levels – from training to joint projects to research – to **promote the next generation of IT professionals** and recruit young talent. We employ a large number of working students, we give lectures at universities and introduce students to software development through internships or workshops.
- > **Events and conferences.** We regularly bring our stakeholders together and enter into an open dialogue with them at events such as the adesso SE Annual General Meeting, a variety of customer events and internal company events and the like. These events are particularly important to us because nothing is better than having a conversation to share **interests and requirements**, to network and to move towards common goals. We also made sure this exchange took place in 2021. We were able to hold many of our regular events in person again, at least some of the time, and when that was not possible, we have become adept at creating digital substitutes. In this way, we have continued to stay in regular contact with our stakeholders.
- > **Visits to conferences, symposia and trade fairs.** We regularly go to conferences, symposia, trade fairs and the like to be able to hold meetings and talk to each other in person. These events give us the opportunity to learn more about the industries we serve, the decision-makers and future employees in talks and one-on-one conversation – and they learn more about us. This is how we keep in touch with our stakeholders and ask them about their interests and requirements. In 2021, for example, Volker Gruhn and Thomas Bendig attended the annual conference on computer science and gave keynote speeches.

B.6 | Innovation and Product Management

As a service provider, we provide our customers with consultancy and support on their journey to a better IT-based solution, allowing us to ensure that the customers' business processes and models are optimised. This includes, among other things, supporting customers on their way to becoming a more **sustainable business** and thus having a positive impact on the social, economic and environmental aspects of their businesses.

We are constantly striving to expand our range of products and services, strengthen **innovations and future topics** as well as pursue progressive internationalisation to continue to live up to this claim and to always be able to present the best possible solution to the customer. These are the principles and strategic approaches that we have set ourselves as part of a sustainable growth strategy. This means our approach incorporates not only environmental sustainability aspects, but also social ones – including through the continued creation of safe, fairly paid and equal opportunity jobs.

Strategically expand our service and product range

As a proven growth company, we are constantly exploring market opportunities in order to place new, innovative services and products on the market and to **expand our industry portfolio**. It is impossible to continue to open up new business fields and industries without adapting your internal structures accordingly.

We are making concrete adjustments to our organisational structure, for example, by differentiating specialised areas and setting up defined future industries in their own business units.

We acquired several new shareholdings in 2021. adesso manufacturing industry solutions GmbH is active in the software product business and offers the manufacturing industry a new, innovative **industry solution for smart variant management**. This makes it possible to optimise processes in customised production ranging from variant configuration, quoting and ordering, planning and production to commissioning and service.

adesso has reached an important milestone in the field of digital health applications by founding a joint venture with medical device manufacturer medi, which is based in Bayreuth, Germany. We develop and market innovative digital health applications in the medical device industry under the name **HEALAY**. The fact that digital health applications have also been able to be prescribed on the basis of the German Digital Supply Act (Digitale-Versorgung-Gesetz, DVG) and the German Digital Health Applications Ordinance (Digitale-Gesundheitsanwendungen-Verordnung, DiGAV) since the end of 2019 means that we occupy an important field in the **digitalisation of the health care system** with HEALAY.

In ROGON Technologies GmbH, we have brought one of the leading players in the field of sports management on board. ROGON advises up-and-coming youth talents as well as professional football players and provides them with support throughout their journey from the academy to signing their final professional contract. adesso pursued one goal together with ROGON in 2021: **to find and coach talented footballers with the help of artificial intelligence**. We developed the CUJU app for this purpose.

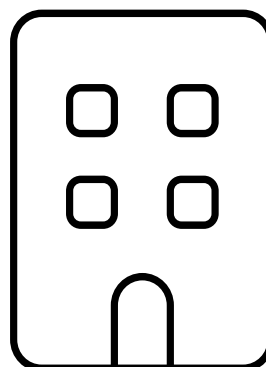
The topic of digital experience was already a main focus at adesso in 2020. The Line of Business Digital Experience created by the merger of ARITHNEA GmbH with adesso SE received additional reinforcement in 2021: the acquisition of Munich-based Reachbird solutions GmbH saw adesso expand its portfolio to include the area of **influencer marketing**. The start-up was founded in 2015 and is now one of the top 10 players in the D-A-CH region. The team of around 20 employees bolsters adesso's location in Munich and brings professional expertise as well as a cloud and AI-based platform, RTECH, to the table. In this way, adesso underlines its ambition to position itself as a **digital lead agency** that provides a full service and professionalises the area of online marketing within the Line of Business Digital Experience.

The acquisition of a majority stake in KIWI Consulting EDV-Beratung GmbH means adesso has bundled its competencies in the areas of banking and public administration. Based in Walldorf, Germany, KIWI Consulting focuses on the sectors of banking, public sector clients and construction financing, which results in **valuable synergy potential** for adesso. In addition, the acquisition opens up opportunities to tap into new customers and the internal staffing of banking projects.

adesso also broadened its position in terms of Microsoft technology in 2021. As an **established Microsoft Partner** with various Gold statuses, adesso has strengthened this service area as part of an asset deal. Forty-five experts from Dortmund-based company Hauertmann IT-Consulting have been complementing our strategically important cross-sectional Microsoft segment since December 2021. The department has grown to more than 400 employees, which enables adesso to serve its customers even better, especially in large-scale projects, across all industries.

In 2021, we not only founded new companies and acquired shareholdings, but also carried out a **sale transaction** for the first time in adesso's corporate history. adesso SE sold e-Spirit AG to US company Crownpeak Technology Inc. in March 2021. Up to that point, e-Spirit AG was a wholly-owned subsidiary within the adesso Group and specialised in the development and sale of the content management system FirstSpirit, which is in demand across all industries. The transaction also transferred the rights to the source code of the internationally renowned product to Crownpeak Technology Inc. The strategic alignment of adesso as a Group was the reason behind the sale. In the future, we would like to focus more on our core business and support companies in their business processes with **industry-specific IT services and products**.

QUANTO AG, in which adesso has held a majority stake since December 2020, was strengthened in April 2021 by the addition of around 100 SAP experts and has since been operating under the name **adesso orange AG**. We have thus created one of the **leading SAP specialists** in Germany, which will support companies in all industries with SAP projects.



International alignment

For us, positioning ourselves as a sustainable growth company now also means being present in more and more European markets and working in international supply networks. This will support the growth course of the entire adesso Group in the long term and, at the same time, factor in our customers' expectations that we will also support them as an international partner. We see great **potential for opening up foreign markets** and above-average contributions to growth – in Europe in the short term and beyond in the long term – both in the product-based business (such as adesso insurance solutions GmbH) and in consultancy and software development for numerous industries and technologies. Expanding our market share in countries and regions where adesso is already present is also part of our internationalisation strategy. The increasing maturity of the adesso companies in the various different countries means our **international cooperation is also intensifying**, which enables us to utilise the potential within the Group even faster and more comprehensively for the benefit of our customers.

Locations of the adesso Group at a glance



In line with this, we founded a new foreign subsidiary together with the data ecosystem specialist 1001 Lakes Oy from Espoo, Finland, in the first half of 2021: **adesso Nordics**, based in Helsinki, Finland, is our first foothold in northern Europe and adesso's eighth foreign subsidiary. We have thus taken a first, important step towards opening up the northern European countries and marketing our portfolio in Scandinavia and the Baltic States as well. adesso SE holds 70 per cent of the shares in adesso Nordics, making it the majority shareholder. In terms of industries, our initial focus here is on the traditional core industries of banking and insurance as well as manufacturing, automotive and lottery industries. In addition, adesso Nordics will also be able to offer the SAP expertise of the German parent company in the northern European countries, which is indispensable for the transformation to the new SAP ERP solution SAP S/4HANA. This shift will be an ever-present topic for the global economy in the coming years



Our goal for the future is to offer our complete portfolio with Nordics.

The second half of 2021 saw another internationalisation process take place: adesso opened its tenth European location in Italy. After having opened a location in Lugano in the Italian-speaking part of Switzerland around two years ago, this is the next logical step to expand our business activities in the Italian market to the south. The concept behind opening the office in Lugano has proven to be a success, as we have since been able to offer our Swiss customers cost-optimised solutions from the location. **adesso Italia**, based in Milan, offers the best conditions to develop the market potential in Italy. Italy's second city is one of Europe's major economic hubs, and it is home to a number of key industries and high-profile companies. adesso has already been serving many international customers in the region from its offices in Germany and Switzerland.

The purpose of having a physical presence in Italy is to intensify collaboration with these customers.



In addition to this, expanding existing partnerships with companies such as CoCoNet and Red Hat will help adesso better and more effectively serve the Italian market.

adesso's long-standing foreign subsidiaries also showed signs of **progress and growth** in 2021. adesso Switzerland has expanded its location in Lausanne and also strengthened its staff. In September, a location was opened in St. Gallen, making it the Swiss subsidiary's sixth branch. This strengthens our portfolio in the area of digital experience and increases our attractiveness as an employer in eastern Switzerland. **Winning major tenders** and successfully rolling out prestigious projects has helped our Swiss subsidiary assume a strong position as an IT service provider in the public administration sector. Looking beyond the established industries – especially in the life sciences sector – adesso Switzerland has stimulated pleasing growth and has continued to grow despite the pandemic making the situation in the employment agency segment a difficult one. This meant that we achieved our overall goal of generating the same high level of organic growth as in Germany.

We also achieved this goal in Austria, where our strong business expansion continued and sales in 2021 were almost double that compared to 2018. Growth in 2021 was strongly based on customers from the public sector, but at the same time the **increasing size of the subsidiary** to encompass insurance providers and the manufacturing industry, for example, also broaden the mix of sectors it serves. Our will to grow is underlined by the decision to open another location in Graz in 2022 and is based on the fact we successfully expanded our customer engagement in Styria in 2021.

For adesso Spain, our goal was to continue the pleasing growth in 2021. We have achieved this, even if the subsidiary grew less quickly than in previous years. After focusing on developing and expanding the Salesforce business in recent years, which once again intensified the cooperation with other adesso countries, **stabilising the business and expanding our portfolio** by adding further technologies will be the focus in the future. In order to achieve this goal, we need to strengthen the sales team in the local market, and we had already initiated this process at the end of 2021.



After our Dutch subsidiary acquired three majority shareholdings for Java and frontend technologies in 2020, 2021 was marked by the **post-merger integration** and the positioning of the adesso brand towards customers and potential employees. Sales and **the development of expertise with regard to Microsoft** were driven forward in close cooperation with the German Line of Business Microsoft.

adesso Turkey was again an important growth driver for the adesso Group in 2021. Not only did the SmartShore business continue to grow, but our Turkish subsidiary also benefited from the expansion of existing customers and the acquisition of interesting new customers in the local business. The new customers come from the financial services sector in particular. In addition, adesso has been designated as a **research and development centre** at the Istanbul location for another two years by a government audit. The theme in 2021 was developing competencies and human resources in the areas of DevOps and cloud. For 2022, the goal is to focus on data and analytics.

In addition, two more locations will be established in Izmir and Ankara in 2022 to meet the increasing demand and to secure the necessary growth in personnel.



adesso Turkey already employs people from more than 20 cities.

Companies have proven themselves open to the principle of working in international, cross-border cooperation projects such as **SmartShoring**, and the developments promising further growth for 2021 through new projects and expanding the customer base have arrived: delivery performance from our global delivery network grew by around 60 per cent and, as last year, Turkey and Bulgaria benefited in particular. The increase in SmartShore demand was felt across every industry, but it was particularly strong among customers from the manufacturing industry. This development is not really surprising, as SmartShore makes an important contribution to **realising cost advantages**, as well as an increasing contribution to **improving scalability** in key technology fields. A further increase is foreseeable in the future, which is why adesso will expand its global delivery network regionally and quantitatively in the future. It is helpful that English is increasingly available as a project language for our customers in German-speaking countries.

Our increasing international alignment continues to be supported by an **international employee representative body**, which has been active since 2019. The European Forum (EF) continues to support and push measures and goals formulated in the guideline on sustainability, social responsibility and volunteer projects published in 2020, which have subsequently implemented in adesso SE. Furthermore, a community of dedicated adessi has formed on the basis of the guideline, which contributes new ideas, networks relevant contacts from various departments of the company and is committed to implementing concrete sustainability measures. These include, for example, working together to adapt travel guidelines to make them environmentally friendly, altering catering options in the offices and at internal events to include vegetarian and vegan alternatives, launching

a pilot project to **test the Salesforce Net Zero Cloud** and developing an internal communication strategy to get employees engaged with the topic. The European Forum is also dedicated to other topics that are anchored within the adesso culture in addition to the core topic of sustainability. For example, guidelines on the topics of diversity and training and further education were drafted and agreed with adesso's management. Both guidelines are about to be published, thus continuing to implement the goals formulated in the European Forum. More work will be done on both topics in the future by newly appointed managers as well as by existing departments internationally at adesso.

Targeted promotion of future topics and innovations

We deal with important **future topics** within our industry and have sustainably aligned the Group towards introducing and further developing them in our target markets. We want to provide crucial support for innovations in the early stages of development, so we have established the company inQventures as an incubator in the adesso Group. inQventures supports **start-ups**, which are related to the adesso core industries, with equity capital and smart capital. We launched various investments in 2021 as a result – these include the start-up eCoverly, for example. The goal of the young company from Leipzig is to make physiotherapy fit into every pocket in the future. adesso is supporting the founders in further developing the product. In addition, adesso is involved in the Paderborn-based start-up insightsON, a spin-off from adesso orange. insightsON offers a SaaS solution that is designed to optimise and provide smart support to companies' sales departments in the future. InQventures also became involved in education in 2021. Start-up company Signal Hill GmbH wants to use its wryte solution to advance the digitalisation of the way students work. The iPad app is designed to make it easier to work with digital exercise books as well as with e-book textbooks.

In addition, we also respond flexibly to new ideas from our employees by first presenting them to the respective manager or a contact within the management systems and, in the next step, to the Executive Board, which then evaluates them. We also organise regular **internal innovation competitions** to actively encourage employees to develop and contribute new ideas and concepts. The final of the Think! competition took place in November as part of a

nationwide livestream. Employees from different companies submitted twelve potential start-up ideas, which were evaluated by a jury in advance and then further developed. Three ideas were selected for the final, which the employees could then vote for. The winner was the 'rule-based neural networks' idea developed by Janusch Rentenatus and Thomas Weber. adesso provided the team with the means to found a start-up



We would like to continue Think! this year and focus on sustainability so as to generate ideas for environmentally oriented IT solutions.

The companies of the adesso Group each align their own range of services and products with the latest standards and the constantly changing customer requirements. In 2021, these were still partly influenced by the pandemic and the need to realign various different business processes as part of the digital transformation.

The topic of **artificial intelligence (AI)** has become a constant throughout the Group. Companies are increasingly recognising that AI will change all areas of the economy and society in the coming years and are beginning to prepare themselves and their business models for this. adesso offers a holistic portfolio and provides the corresponding expertise needed to implement AI-based projects. In 2021, we again conducted our **major AI study** to get an overview of the plans, forecasts and projects. Almost 1,000 managers and 1,000 consumers gave us an insight into their ideas, prejudices and plans with regard to AI. That is around 700 more respondents compared to the previous year. The facts that adesso highlights in its study help both companies and us as implementation partners to get a better feel for **issues and trends as well as attitudes and expectations**. We have summarised the key statements and results of our survey in our 'AI – Taking stock' report and have made them available to interested parties or customers.

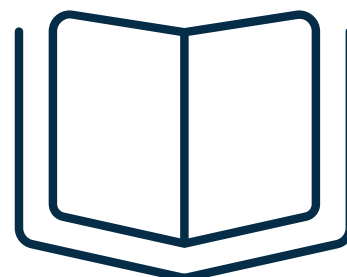
We see ourselves **as an innovation driver of current trends** and constantly look at how we can also improve within our Group structures. Some say that ‘we are strong as one’ is a cliché. We don’t. For us, **close cooperation within the Group** is an essential component for long-term success.

That is why we are increasingly focusing on Group-wide campaigns on forward-looking topics in which we can contribute our complete range of expertise and offer **consolidated solutions from a single source**. Therefore, we pursued the goal of strengthening this cooperation with the help of the ‘ONEadesso’ initiative in 2021. The overarching ONEadesso Portfolio and Contact Map navigation tool is designed to factor in the increasing complexity within adesso. The navigation tool provides an overview of our multitude of service and solution options as well as the associated contact partners, and it is structured according to sectors or technologies. In this way, we bundle content-related areas and create sufficient transparency for all employees.

Standing still means taking a step backwards – this is especially true when it comes to successfully implementing IT projects. That makes it all the more important to think about the new developments of tomorrow, today. This is why we consider **research to be an important element** in the innovation process. We participate in (publicly funded) research projects in various forms with the aim of finding new solutions, which in turn enable us to actively shape the future of our customers.

In order to expand our own market shares and open up new sectors, we specifically evaluate new technologies with regard to their market potential and place great value on the intensive networking of research, teaching and practice. This approach ensures that we can not only offer our employees a variety of opportunities for individual development, but also position ourselves as a future employer with prospects even among students. Transferring knowledge between science and practice is essential, especially with regard to innovative strength. For this reason, adesso SE founded an **Academic Committee** that meets regularly to discuss the latest scientific and technological issue back in 2016. An intensive cooperation takes place between the adesso offices and the participating professors from nine prestigious universities primarily on a regional level.

In addition, to systematically deepen this transfer of knowledge, we maintain a **wide-reaching network of experts** containing other universities and institutes with whom we constantly exchange the latest IT expertise, which is ultimately also reflected in our range of services. It also enables us to pursue a sustainable educational mission: we employ an above-average number of working students and supervise numerous dissertations as part of adesso’s activities.



C

ENVIRONMENTAL MATTERS

Preventing the environment from being damaged is a task for a society as a whole, which we as a company naturally accept. Even though the business activities of an IT service provider have a rather small influence on the global consumption of resources compared to the manufacturing industry, our ecological understanding of sustainability includes using the resources that are available to us responsibly. Our measured consumption levels are described in sections C1 (Usage of Natural Resources) and C3 (Climate-Relevant Emissions). The development of our CO₂ consumption since 2018 is also listed there.

C.1 | Use of Natural Resources

We consider the environmental impact of our actions in our business decisions and operations. In doing so, we reflect our efforts to **conserve resources and reduce CO₂** in our new developments and adapt them should we need to.

The natural resources that we use in the course of our business activities in particular include:

- > Energy in the form of electricity and heating
- > Water
- > Paper from printing out operational documents or producing business papers such as the company magazine
- > Land
- > Fuel
- > Output of discarded hardware, waste and emissions

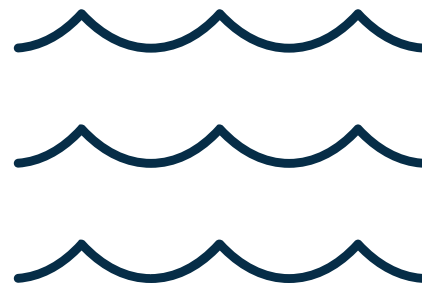
Only subsidiaries and locations that were part of the adesso Group in the D-A-CH region in 2019 were factored into the figures. adesso orange AG, adesso orange Austria GmbH, Reachbird solutions GmbH and KIWI Consulting EDV-Beratung GmbH are therefore not included in the consumption figures for electricity, water and heat. e-Spirit AG is also not included here, as no key figures were available.

The consumption figures for the most important resources in terms of their proportions are as follows:

Energy consumption 2019*

RESOURCES	Consumption [kWh]	Consumption per employee [kWh]	Consumption by land [kWh/m ²]	CO ₂ [kg]	CO ₂ per employee [kg]	Proportion of total CO ₂ emissions [%]
Electricity (electricity mix)	451,019	123	29	211,979	58	28
Electricity (renewable)	905,845	246	23	61,597	17	8
Heating (gas)	231,581	63	57	55,811	15	7
Heating (district heating)	1,203,253	327	54	359,773	98	47
Heating (electric heating)	175,870	48	18	75,624	21	10
Total	2,967,568	807	181	764,784	209	100

Our CO₂ emission factor for electricity mix is 0.47 kg/kWh. We refer to a **source** from the German Environment Agency (Umweltbundesamt) from 2021 for this. The CO₂ emission factor for renewable energy is 0.068 kg/kWh. We refer to a relevant **source** from the German Environment Agency in this case, too. The average was calculated using all of the CO₂ equivalents for renewable energy sources in the electricity sector. Our offices use three sources of energy to generate heating – gas, district heating and electric heating.



The respective CO₂ emission factors are therefore as follows:

- > Gas: 0.241 kg/kWh
- > District heating: 0.299 kg/kWh
- > Electric heating: 0.43 kg/kWh

The German Environment Agency's source on this reads: [emissions balance of renewable energy sources](#), table 61.

If water costs were known, they were estimated based on the province and with the help of <https://www.blitzrechner.de/wasserkosten/> (in German).

Energy certificates were used for calculation purposes in cases where there were no consumption figures or utility bills available. Any other missing consumption figures estimated on the basis of average values of the remaining offices in relation to the area.

The factors are:

- > Electricity: 25.15 kWh/m²
- > Heating: 55.87 kWh/m²
- > Water: 0.18 m³/m²

Water consumption 2019:

RESOURCES	Consumption [m ³]	Consumption per employee [m ³]	Consumption by land [m ³ /m ²]	CO ₂ [kg]	CO ₂ per employee [kg]
Water	8,507	2	0	2,977	1

* As we are tenants in our offices, we rely on the utility bill provided by our landlords to collect some key figures in this area. The letting companies are entitled to a period of two years to prepare the bill. That is why we only have the utility bills from 2019 and thus only the consumption values for electricity, water and heat from our offices in 2019 at this point in time. In addition, we are not the sole tenant in some offices, which is why the consumption of other tenants may influence the calculation and we cannot state our exact key figures as a result. Some locations do not have a separate utility bill because consumption is billed as a lump sum via the relevant tenancy agreement.

The CO₂ emission factor chosen for tap water is 0.35 kg/m³. We refer to the '[Comparison of the CO₂ footprint of mineral and drinking water](#)' study (Vergleich des CO₂-Fußabdrucks von Mineral- und Trinkwasser – in German) by GUTCert Zertifizierungsgesellschaft für Managementsysteme mbH for this.

Paper consumption 2021:

	Consumption [kg]	Of which recycled paper [kg]	Consumption per employee [kg]	CO ₂ [kg]	CO ₂ per employee [kg]	Proportion of total CO ₂ emissions [%]	CO ₂ 2020 [kg]
A4 printer paper	5,780	3,694	1	5,484	1	33	6,221
A3 printer paper	36	25	0	33	0	0	172
Paper towels	7,412	5,475	1	6,904	1	41	6,439
Toilet paper	4,487	2,759	1	4,276	1	26	3,614
Total	17,715	11,953	3	16,697	3	100	16,446

Although consumption has increased, this is also due to the scope of the sustainability report having increased. Consumption has decreased by 1 kg per capita.

We always strive to adapt our actions accordingly to conserve resources and keep our **environmental footprint as small as possible**. The following measures are already being implemented:

	Use	Measures
Waste	Office waste: paper, leftovers from staff meals, discarded hardware	<ul style="list-style-type: none"> > Separate waste > Properly dispose of resources that cannot be recycled, such as by donating discarded paper to nurseries > Sell old hardware to a specialised disposal company that refurbishes functional devices and resells them and disposes of defective ones professionally > Collect employees' private mobile phones for the 'Mobile phones for the environment' campaign
Energy	Electricity, heating	<ul style="list-style-type: none"> > Energy-saving lights > Switches with motion sensors > Raise employees' awareness of environmental issues, including the topic of stand-by consumption > Green electricity at almost every location > Use geothermal energy at the company headquarters > Switch off the air conditioning in the technical rooms
Land	Office space, rented premises	<ul style="list-style-type: none"> > Frankfurt office certified according to BREEAM (Building Research Establishment Environmental Assessment Method) > Offices are well connected to public transport networks
Emissions	Indirect: office supplies, suppliers, food Direct: business trips	<ul style="list-style-type: none"> > Reduce travel distances (set up watercoolers, use supermarkets close to locations for food deliveries). > Give preference to regional producers > Source fair trade products, such as coffee > Give preference to sustainable brands and products > Use materials conscientiously > Use 100-per-cent recycled paper with the German 'Blue Angel' environmental seal > Digitally document annual performance reviews to save paper and make the process more transparent for employees > Digital travel expense report > Provide up-to-date laptops and monitors that meet current environmental standards and are certified with green efficiency classes and eco-labels > Record and evaluate key figures of the vehicle fleet > Recommend suitable means of transport > Run awareness campaigns for employees through our nationwide participation in the German 'Cycle to work' and 'City cycling' at the Dortmund and Cologne sites, as well as in a similar campaign in Switzerland called 'bike to work' > Provide a bicycle cellar and other storage facilities for bicycles > E-filling stations at the Dortmund, Paderborn, Potsdam and Stuttgart-Vaihingen offices > E-filling stations are planned at eight further adesso locations > A purely electric vehicle in the company car pool of the Dortmund office

C.2 | Resource Management

There are various guidelines in place to inform employees about our goals and measures and to motivate them to make their own contribution in order to make our use of resources even more efficient beyond the measures we have already implemented. These guidelines cover, for example, topics such as sustainable procurement and tips to help employees act in a more environmentally conscious manner in everyday life. We have partially achieved our goal for 2021 of implementing individual measures set out in the European Forum's guideline on sustainability, social responsibility and volunteer projects within adesso SE:

- > Raise awareness among location managers with regard to vegan or vegetarian catering options as well as in regard to reducing waste in food orders.
- > Raise staff awareness of the tasks of the European Forum and the tasks of the environmental management team.
- > Create a checklist for sustainable and uniform equipment in the offices
- > Develop a communication strategy for the issue of sustainability

Our goals with regard to conserving natural resources are divided into different fields of action and share a common overarching goal: **to make adesso a carbon-neutral company.**

Our goal is to procure the energy we use exclusively from renewable sources. For this reason, adesso SE's offices in German (except for the Much, Stralsund and Walldorf offices) have been in an **overall green energy contract** since 2018. In the future, we will also examine the extent to which the energy consumption of data centres can also be mapped with green electricity.

In 2021, we had to carry out an energy audit in accordance with Section 8 of the German Energy Services Act (Energiedienstleistungsgesetz, EDL-G) pursuant to DIN EN 16247-1. The aim of the energy audit pursuant to the DIN EN 16247-1 standard is to obtain a better idea of a company's savings potential and to be able to exploit it in a more targeted manner. In order to achieve this, auditors record and analyse the main energy flows of a company every four years. They use current operational data as a data source for

this. A final report summarises the results on where there is potential to make economically efficient savings and the measures that the auditors recommend. There is no obligation to acquire certification.

Eight adesso SE offices (Paderborn, Hanover, Bremen, Dortmund, Düsseldorf, Cologne, Bonn and Much) were selected for on-site audits using clustering in a multi-site process. The auditors proposed the following measures in their report:

- > Replace compact fluorescent lamps
- > Replace fluorescent bulbs
- > Replace halogen spotlights
- > Replace a heating pump
- > Replace a refrigerator

We want to reduce **CO₂ emissions generated by our employees taking business trips.** We are increasing the proportion of employees working remotely and opening more offices to shorten commutes. Restrictive travel guidelines will stop employees booking 'pointless' domestic flights in future. Employees may also require their manager's approval to book domestic flights. The aim of this is to make them change how they view travel and to consider alternative travel options. If a lack of time or alternatives meant that domestic flights had to be booked in the future, the organisational unit could claim compensation and use it to finance sustainability projects. The payment shall be made according to an increased factor and will be, as an example, 1.5 times the flight costs.

More environmentally friendly options such as electric cars and car and bike sharing offer an alternative to the private car and should be used more in the future. Several locations offer a subsidy for monthly public transport tickets. This option is highly dependent on the location, but it is already being implemented at the Berlin location, for example: employees pay only 37.5 per cent of the fare for journeys between their home and the office. A concept is currently being developed to reduce the environmental impact of our vehicle fleet.

To **reduce electricity consumption**, we only purchase electrical appliances with a green energy consumption label or an eco-label. We are using more LEDs and motion detectors, and we are paying additional attention to decoupling LEDs and motion detectors in our lighting systems.

To **reduce paper consumption**, all of our printers are pre-set to print double-sided in black and white, and we have enabled the option to automatically switch to energy saving mode. Paper products, especially those with large print runs, such as our annual report or the 'Extrablatt' employee magazine, are produced almost exclusively on 100-per-cent recycled paper; in some cases the paper has also been awarded the 'Blue Angel' environmental seal. Travel expense reports were digitalised in 2021, which eliminates the need to print and send receipts and further reduces paper consumption.

For 2021, our goal was to increase the share of recycled paper in order to reduce the share of fresh fibre paper. We achieved this goal through the environmental management team's guideline on the mandatory use of recycled paper with the 'Blue Angel' environmental seal at these proportions: in terms of our total paper consumption in 2021, **67 per cent was recycled paper**. It was only 50 per cent in 2020. In addition, 95 per cent of our paper products carry an environmental label, 72 per cent carry the EU Ecolabel and 28 per cent carry an FSC label. 55 per cent also carry the 'Blue Angel' eco-label. This is an excellent increase compared to the previous year, when only 29 per cent of the paper used was certified with the 'Blue Angel' label. We have been recording the paper's environmental labels since 2020, which is why this time we are able to compare the figures with the previous year for the first time. Using recycled paper means we consume around 60 per cent less energy and up to 70 per cent less water when creating our paper products, which is why we are reiterating this target for 2022.

We will also replace consumables in the office and bathrooms with **sustainable alternatives** and all of our offices will be equipped accordingly. These include office supplies such as notepads, sticky notes and printer paper, bathroom materials such as toilet paper and cleaning cloths and shipping supplies such as parcel tape and glue sticks. Envelopes and padded envelopes must also bear the '**Blue Angel**' environmental label. The guideline stipulates that employees have to purchase environmentally certified products where they can and that they should be ordered in larger packaging units if possible to reduce packaging and transport distances. Specifically, calendars and notebooks must have environmental certification. Whiteboard cleaners must not contain propellant and all materials should be recycled. The bathrooms should be equipped with **paper-saving** paper towel dispensers and taps with **water-saving** aerators. Environmentally certified cleaning agents and dish-washing liquids as well as soaps that do not contaminate the water are mandatory in the kitchens and bathrooms.

We will pay more attention to **regional, seasonal and fair trade products** and to offering vegan and vegetarian alternatives in the food we provide at events. We will also focus on installing piped water dispensers to reduce packaging materials and to save CO₂ emissions by eliminating transport routes. Regional reusable bottle systems should be used at locations where piped water dispensers cannot be installed.



Using recycled paper means we consume around 60 per cent less energy and up to 70 per cent less water when creating our paper products, which is why we are reiterating this target for 2022.

C.3 | Climate-Relevant Emissions

We have further standardised how we collect the necessary key figures, thereby increasing the quality and quantity of them. We completed our environmental profile in full, making it more informative.

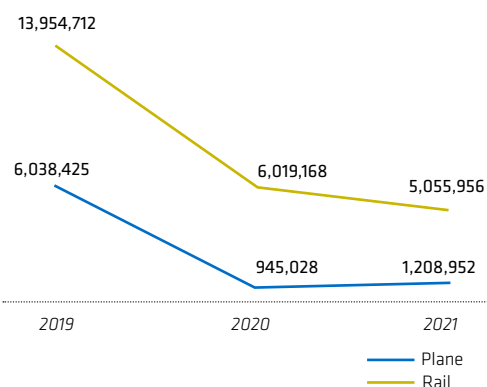
Mobility: gradually minimising our footprint

Besides energy consumption, which is higher in an IT company for obvious reasons, environmentally harmful factors in our business mainly stem from our **business trips and our company car fleet**.

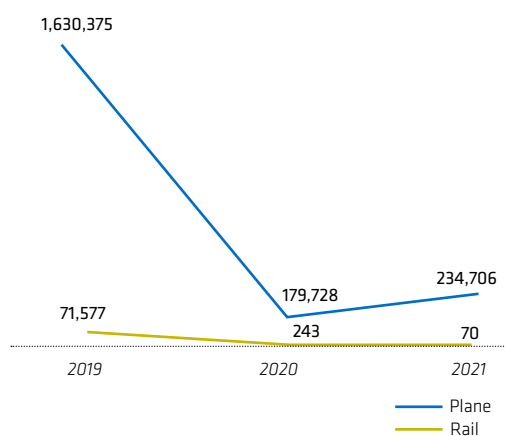
In 2021, the employees of the adesso Group in the D-A-CH region, for example, travelled 1.2 million kilometres by plane and five million kilometres by train. However, even though they have increased somewhat compared to the previous year, the number of kilometres travelled by air and rail is low compared to 2019 and given that the rise in the number of employees was expected to increase the distance travelled. This is still down to the pandemic, especially as the new-work models that have emerged over the past two years have led to the number of face-to-face meetings decreasing and the number of people working and holding meetings remotely increasing.

Nevertheless, it remains our goal to reduce air travel over the next few years and to continue to **switch to more rail travel** because Deutsche Bahn uses 100-per-cent green electricity on its long-distance routes and, since 2020, also on its local transport routes. The company also avoids direct emissions by using renewable energies.

DISTANCE IN KILOMETRES



CO₂ EMISSIONS IN KG



Comparison of kilometres travelled by air and rail, including total CO₂ emissions

		2021	2020*	2019*
Distance per employee [km]	Plane	225	248	1,705
	Rail	940	1,578	3,939
CO ₂ per employee [kg]	Plane	44	47	460
	Rail	0	0	20

* The figures were recalculated for 2019 and 2020 on the basis of the average annual employee figures. Therefore, the key figures for these two years do not match the figures in the previous CSR reports.

Our fleet comprised a total of 709 vehicles as of 31 December 2021, which corresponds to an **increase of 58 vehicles** compared to 2020. The vehicle fleet was composed as follows:

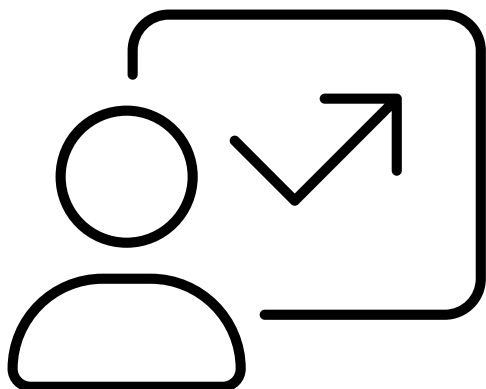
	Number	Average CO ₂ emissions according to the manufacturer [g/km]
Diesel	640	160
Petrol	8	174
Hybrid (diesel)	11	46
Hybrid (petrol)	41	66
Electric	9	0

The trend is much better than the figures suggest, as some vehicles have not yet been delivered, but a high proportion of them are electric or hybrid vehicles. We currently have a total of 196 vehicles on order, of which 102 are diesel vehicles, two are petrol vehicles, 64 are hybrid vehicles and 28 are electric vehicles.

The efficiency classes are composed as follows according to the WLTP procedure, the applicable EU standard:

EFFICIENCY CLASS	A+	A	B	C	D	E	F	G	Total
Number in 2021	203	376	115	6	4	2	3	0	709
Proportion 2021 [%]	29	53	16	1	1	0	0	0	100
Number in 2020	133	384	123	6	2	2	1	0	651
Development of number of vehicles 2020/2021 [%]	+53	-2	-7	0	+100	0	+200	0	+9

While developing a concept to reduce CO₂ in our vehicle fleet, we found that the specifications for the efficiency classes do not contain any information about the amount of CO₂ emitted, which therefore makes them not especially insightful. We are still in the process of developing a concept that, for example, incentivises our employees to order a **company car with low CO₂ emissions** and to refrain from using vehicles with high emission values. We also want to promote **fuel-efficient driving** and make using alternative means of transport (public transport, bicycle) more attractive.



The kilometres driven and the fuel consumption (including private use in each case) are distributed as follows:

	Distance [km]	Consumption [litres]	Consumption [litres] /100 km	Consumption [kWh]	Consumption [kWh/ 100 km]
Diesel	12,208,640	887,762	7	0	0
Petrol	155,314	14,262	9	0	0
Hybrid (diesel)	170,919	10,440	7	1,384	1
Hybrid (petrol)	445,471	31,235	7	4,219	1
Electric*	96,698	0	0	1,245	1

* The consumption figures for the electric vehicles are incomplete because the mileage is not queried in advance when charging. The kilometre figure for the electric vehicles was therefore calculated using the kWh consumption of the fuel cards as well as values from other services.

The average CO₂ emissions in g/km are calculated using the data from the manufacturer; the distance, the consumption and the consumption per 100 kilometres are calculated using the mileage and fuel data from the employees. Electric vehicles are an exception to this.

As these key figures are entered manually by the employees themselves, they are prone to errors and only provide limited information. Missing mileage was therefore estimated based on refuelling for the first time in 2021. The basis of calculation was: Petrol/hybrid (petrol) = 7.7 litres/100 km, Diesel/hybrid (diesel) = 7 litres/100 km, electric = 15 kWh/100 km.

The average fuel consumption has decreased compared to the previous year, but this may be due to the estimated mileage. Therefore, employees are still requested to provide better and more accurate information on their consumption. Despite this, we were able to optimise the quality of the database again in 2021 and thus provide higher-quality information.

We used Quarks' [CO₂ calculator](#) (in German) to determine the CO₂ emissions based on the fuel consumption, resulting in the factor of 2.78 kg/litre for petrol cars and 3.17 kg/litre for diesel cars.

CO₂ emissions based on fuel consumption

		2021	2020	Year-on-year development
Diesel	Fuel quantity [litres]	898,203	903,538	-1 %
	CO ₂ [kg]	2,847,303	2,864,217	-1 %
Petrol	Fuel quantity [litres]	45,497	8,016	+468 %
	CO ₂ [kg]	126,482	22,285	+468 %
Electricity	Charging quantity [kWh]	6,848	n/a	n/a
	CO ₂ [kg]	466	n/a	n/a

Rental vehicles

For the first time, adesso received three reports with key figures for rental vehicles by our employees in 2021 and included them in the report with regard to the distance travelled and CO₂ emissions. Employees who do not go on business trips, or who only go on a handful of business trips, and therefore do not have their own company car, can rent vehicles. They must also provide reasons as to why travelling by public transport is not an option in order to rent a vehicle. Employees can have rental vehicles on short-term rental agreements and on long-term rental agreements (rental period of several months). adesso has agreements with three different service providers that provide the vehicles. The key figures for 2019 and 2020 refer to adesso Group Deutschland, adesso Schweiz AG as well as e-Spirit AG, which belonged to it during this period. The key figures for 2021 refer to adesso Group Deutschland, adesso Schweiz AG and new subsidiary adesso orange AG, but no longer to e-Spirit AG, which ceased to be part of the adesso Group in 2021.

	2021	2020	2019
Distance [km]	636,907	1,306,878	2,780,980
CO ₂ [kg]	81,126	157,626	373,705

Assessment of greenhouse gas emissions

We use the **Scope of Greenhouse Gas Protocol** (GHG) throughout the Group to guide us in allocating CO₂ emissions:

- > Scope 1: direct emissions; this includes, for example, emissions from the combustion of fossil fuels or emissions from refrigerants.
As we do not own or operate the heating systems in the buildings, we cannot directly influence them. Therefore, these are not direct emissions within the meaning of GHG scope 1.
- > Scope 2: indirect emissions; this includes all greenhouse gas emissions (GHG) from the consumption of energy such as electricity or district heating.
The emissions resulting from heating or gas consumption were assigned to scope 2, as we cannot directly influence them (similar to district heating), although the emissions occur at our locations.
- > Scope 3: upstream and downstream value chain; the upstream value chain includes goods and services that have been purchased, production materials and equipment, fuel and energy-related emissions, upstream transport and distribution, waste generation, business travel, employee commuting and leased assets in the upstream value chain. The downstream value chain includes downstream transport and distribution, further processing of intermediate products that have been sold, use and disposal of products that have been sold, leased assets of the downstream value chain, franchise operations and investments. We collect key figures on water, paper, air travel, rail travel, car rental, fuel and charging electric vehicles in scope 3 (upstream).



The distribution of emissions within the scopes was as follows:

SCOPE	Aspect	Unit	Consumption	CO ₂ [kg]	Proportion of total CO ₂ emissions [%]
1	-	-	0	0	0
2	Electricity*	kWh	1,356,864	273,576	7
	Heating*	kWh	1,610,704	491,208	12
3 (upstream)	Water*	m ³	8,507	2,977	0
	Paper	kg	17,715	16,697	0
	Plane	km	1,208,952	234,706	6
	Rail	km	5,055,956	70	0
	Rental vehicles	km	636,907	81,126	2
	Fuel	Litres	943,700	2,973,785	73
	Charging electric vehicles	kWh	6,848	466	0
3 (downstream)	-	-	0	0	0
1-3	Total	-	-	4,074,611	100

All values marked with * refer to 2019; all other values refer to 2021.

We always focus our efforts on **reducing GHG emissions** and we always include this when introducing new measures and implementing existing ones in line with our goals (see the 'Usage of Natural Resources' section).

Carbon footprint for the adesso Group in the D-A-CH region for 2019

SCOPE*	Aspect	Unit	Consumption	Consumption per capita	CO ₂ [kg]	CO ₂ per capita [kg]	CO ₂ 2018 [kg]
2	Electricity (electricity mix)	kWh	451,019	123	211,979	58	246,953
	Electricity (renewable)	kWh	905,845	246	61,597	17	34,750
	Heating (gas)	kWh	231,581	63	55,811	15	56,034
	Heating (district heating)	kWh	1,203,253	327	359,773	98	348,685
	Heating (electric heating)	kWh	175,870	48	75,624	21	42,021
3	Water	m ³	8,507	2	2,977	1	7,195
	A4 printer paper	kg	7,319	2	7,568	2	4,670
	A3 printer paper	kg	343	0	350	0	38
	Paper towels	kg	4,057	1	4,265	1	3,956
	Toilet paper	kg	4,651	1	3,864	1	1,450
	Business trips made by plane	km	6,038,425	1,705	1,630,375	460	228,466
	Company outing by plane	km	3,867,944	1,092	1,044,345	295	0
	Rail	km	13,954,712	3,939	71,577	20	54,188
	Rental vehicles	km	2,780,980	728	373,705	98	n/a
	Diesel	Litres	1,108,364	313	3,513,514	992	3,045,080
	Petrol	Litres	19,075	5	53,029	15	57,140
2-3	Total	-	-	-	7,470,352	2,093	4,130,624

* Scope 1 and scope 3 downstream are omitted.

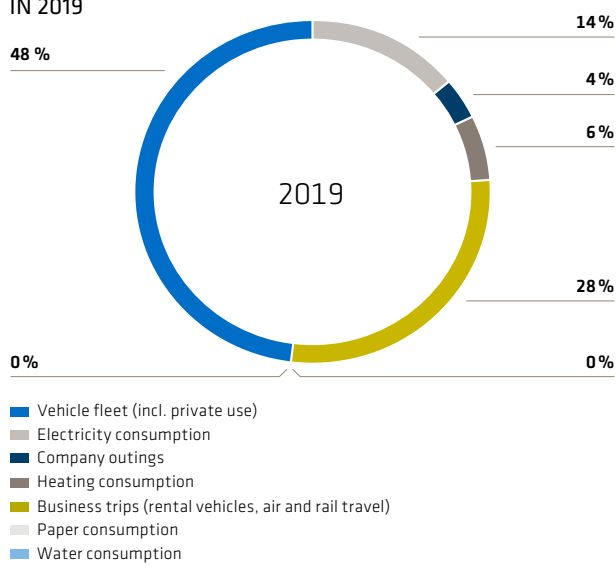
The average figures from 2019 were given for the per capita figures, taking into account the following companies:

- > Energy and utility costs: adesso Group in the D-A-CH region without e-Spirit AG and companies that became part of the adesso Group during 2021.
- > Paper, fleet and business trips: adesso Group Deutschland including e-Spirit AG, excluding companies that became part of the adesso Group during 2021.
- > Rental vehicles: adesso Group Deutschland, adesso Schweiz AG and e-Spirit AG, excluding companies that became part of the adesso Group during 2021.

At 5.6 tonnes, the vehicle fleet and business trips accounted for the largest share of the adesso Group's total CO₂ emissions in 2019. This is not surprising considering the amount of travelling employees did before the pandemic.

Overall, CO₂ consumption in energy and water consumption in 2019 increased from 736 tonnes to 767 tonnes compared to the previous year. This is due to the fact that adesso Austria GmbH and adesso Schweiz AG were added, bringing an additional consumption figure of just under 71 tonnes. The adesso Group Deutschland, on the other hand, is again below the previous year's figure with 697 tonnes, although five new locations were opened in 2019. This is probably due to the switch to green electricity supply within adesso SE.

PROPORTION OF CONSUMPTION-RELATED CO₂ EMISSIONS IN 2019



C.4 | Reporting on EU Taxonomy

The European Union (EU) has set itself the goal of channelling capital flows into sustainable investments with its 'EU Action Plan on Sustainable Finance'. The EU Taxonomy Regulation (EU) 2020/852, including the delegated acts, has been published as part of this. The aim of the EU Taxonomy Regulation is to create a uniform EU classification system for sustainable business activities and thus promote investment in environmentally sustainable activities. Economic activities are considered environmentally sustainable if, among other things, they make a significant contribution to achieving at least one of the following six environmental goals:

1. Climate protection
2. Adaptation to climate change
3. The sustainable use and protection of water and marine resources
4. The transition to a circular economy
5. The prevention and reduction of environmental pollution
6. The protection and restoration of biodiversity and ecosystems

The EU Commission has so far published targets for sustainable economic activities within the meaning of the EU Taxonomy Regulation for the two environmental goals of climate protection and adaptation to climate change in so-called delegated acts. These contain descriptions of potentially sustainable activities, the so-called taxable economic activities. They also include technical evaluation criteria, which will be used as the basis to determine taxonomy conformity in the future. Only the taxonomy eligibility has to be determined for the financial year 2021.

In accordance with Section 315b(3) of the German Commercial Code (Handelsgesetzbuch, HGB), the adesso Group publishes a separate non-financial consolidated report and is therefore obliged to report on the first two environmental goals, climate protection and adaptation to climate change, for the financial year 2021 in accordance with Article 8 of the Taxonomy Regulation for the first time. As part of this, the share of Group sales, capital expenditure (CapEx) and operating expenditure (OpEx) for the 2021 reporting period that must be reported under the Taxonomy Regulation can be found in the next section. Below is a description of how the relevant economic activities were identified and the corresponding EU Taxonomy Regulation performance indicators were determined.

The economic activities of the adesso Group

The analysis of the taxonomy eligibility of the economic activities of the adesso Group is based on the activities with which sales revenues are generated with third parties and accounted for in accordance with IFRS 15. As a manufacturer-neutral IT service provider, the adesso Group thus defines consultancy and software development as its core business activities.

A detailed analysis was carried out, and it was examined whether the activities of the adesso Group as an IT service company are to be classified as taxonomy-eligible according to the delegated act for the first two environmental goals.

This delegated act focuses on economic activities and sectors that have the greatest potential to achieve the goal of mitigating climate change.

The management of adesso SE has concluded that the business activities do not fall under the delegated act for the first two environmental goals and consequently do not qualify for taxonomy. One possible conclusion is that the adesso Group with its core business activities is not identified as a relevant source of greenhouse gas emissions.

Taxonomy performance indicators

According to the Taxonomy Regulation, the following three key performance indicators (KPIs) must be presented within the scope of the reporting obligation: sales revenue, CapEx and OpEx. For the 2021 reporting period, these KPIs must be published in relation to taxable and non-taxable economic activities.

As the economic activities of the adesso Group as an IT service provider have not been covered by the delegated act of the first two environmental goals so far, the share of taxable economic activities in the Group sales is 0%. Consequently, the capital and operating expenditures associated with these activities are also not taxonomically eligible.

In addition, capital and operating expenditures that must be reported include those related to the acquisition of products from taxable economic activities and individual measures that carry out target activities in a low-carbon manner or reduce greenhouse gas emissions.

Below is the information on the EU taxonomy performance indicators for the financial year 2021:

	Total in € million	Proportion of taxable economic activities [%]	Proportion of non-taxable economic activities [%]
Sales revenue	678	0	100
Capital expenditure (CapEx)	110	73	27
Operating expenditure (OpEx)	3	0*	100

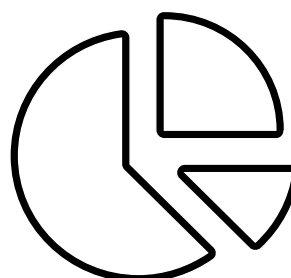
*Pursuant to Annex I of Article 8 of the Taxonomy Regulation, adesso makes use of the relief provision of Section 1.1.3.2 and applies it to the taxable OpEx.

The three KPIs that must be reported are specified in accordance with Annex I of Article 8 of the Taxonomy Regulation. We determine the taxable KPIs in accordance with the legal requirements, which are described in more detail below:

Sales revenue

The taxable share of sales revenue is calculated as the part of net sales revenue in goods or services, including intangibles, linked to taxable economic activities (numerator) divided by net sales revenue (denominator). The denominator of the sales revenue KPI is based on the consolidated net sales revenue according to IAS 1.82(a) and can be taken from the consolidated income statement of the consolidated financial statements. Further details of the accounting policies for consolidated net sales are given in note 8.1 to the consolidated financial statements.

No taxable economic activities could be identified for the numerator.





Capital expenditure (CapEx)

The CapEx KPI is defined as taxable CapEx (numerator) divided by total capital, CapEx (denominator). The following applies with regard to the numerator:

- > Total capital comprises additions to property, plant and equipment and intangible assets during the financial year before depreciation and revaluations, including those resulting from revaluations and impairments, and excluding changes in fair value. Additions to fixed assets (IAS 16), intangible assets (IAS 38) and rights to use assets (IFRS 16) are recognised.
- > Additions resulting from business combinations (IFRS 3) are also included. Goodwill is not included in CapEx, as it is not defined as an intangible asset under IAS 38. Further details of the accounting policies relating to capital can be found in notes 8.4 and 8.7 to the consolidated financial statements.
- > The total capital can be found in the notes 9, 10 and 36 to the consolidated financial statements.

For the financial year 2021, the adesso Group did not identify any capital expenditures in connection with the environmental goal 'adaptation to climate change'.

Notes on the CapEx numerator

The adesso Group has not identified any taxable economic activities. Therefore, according to the definition of the EU Taxonomy Regulation, no CapEx related to assets or processes associated with taxable economic activities are recognised in the CapEx numerator.

As a result, the adesso Group only recognises the respective CapEx related to the acquisition of products from taxable

economic activities and individual measures that enable certain target activities to be carried out in a low-carbon manner or to lead to reductions in greenhouse gases.

The following is a summary of these in essence:

DESCRIPTION OF THE INDIVIDUAL TAXABLE COSTS/ MEASURES	Economic activity
Vehicles in the fleet (incl. leased bicycles)	3.3 Production of low-CO ₂ transport technologies
Acquisition of buildings (incl. the right of use from a lease agreement for a building or office units)	7.7 Acquisition and ownership of buildings

Operating expenditure (OpEx)

The OpEx KPI is defined as taxable OpEx (numerator) divided by total OpEx, which is the proportion of operating expenditures as defined by the EU Taxonomy Regulation (denominator). Please refer to the notes below with regard to the numerator.

Operating expenditures as defined by the EU Taxonomy Regulation are essentially expenditures for non-capitalised leases, maintenance, servicing and repair costs and expenditures for building cleaning. These amount to around €2.8 million for the financial year 2021 and are therefore not significant in relation to the total expenditure of the adesso Group. Accordingly, there are no significant operating expenditures with taxable economic activities within the meaning of the EU Taxonomy Regulation. For the financial year 2021, the adesso Group did not identify any operating expenditures in connection with the environmental goal 'adaptation to climate change'.

D

SOCIETY

Social sustainability issues are just as important at adesso as environmental and economic sustainability. First and foremost, we care about our employees, their rights and promoting equal opportunities, health and work-life balance. Complying with the applicable human and workers' rights and assuming responsibility for society as a whole are a matter of course for us.

D.1 | Employment Rights

We comply with the right to freedom of assembly, association and collective bargaining as well as with relevant regulations to ensure fair working conditions. We firmly support the freedom to choose one's profession as well as the right to rest and leisure, and regular paid holidays. This applies to the entire adesso Group. We respect all **basic principles of the ILO labour standards** – at the adesso Group there is neither forced nor child labour, nor discrimination in employment and occupation.

Our **health and occupational safety** measures go beyond the legal requirements. Our safety officers provide regular written instructions to our employees to raise their awareness on the topic. Among other things, this involves providing information on the correct behaviour in case of fire, evacuation or accidents. The instructions point out how to proceed in case of an accident at work and what measures can be taken in case of mental stress at the workplace. Forms and contacts are also available and employees can view the applicable laws and regulations. There are **trained first aiders** available at all sites and we offer regular first aid training as a refresher course. In 2021, there were a total of 25 accidents of work in the Group, 13 of which had to be reported. A total of seven entries were documented in the work incidents log at our offices this year.

	2021	2020	2019
Number of accidents at work	25	12	47
Number of accidents that had to be reported	13	6	25
Number of entries in the work incident log	7	14	n/a
Number of sick days*	40,481	n/a	n/a

* Sick days refer to all types of absence: sick notes with and without certificate of incapacity for work, child sick notes and sick notes without pay.

For us as a dynamic company, preventive health care is becoming an increasingly important topic. That is why we support our employees with **various additional benefits within the framework of a company health management system**.

These include providing free healthy snacks at our locations and promoting communal sports activities, for example by giving employees the chance to get active during their lunch break with loosening exercises for their neck and shoulders, as well as subsidies for membership in sports clubs. Furthermore, we equip our workplaces in accordance with legal

requirements. If the need arises, we provide, for example, individual furniture and ergonomic equipment. Some locations hold regular back and yoga sessions. Since mental health is just as important as physical health, we effectively expanded the services we offer related stress management and mindfulness in 2021. With the comprehensive adesso MIND programme, we offer our employees a variety of support services to help them cope better with the complexity of their everyday professional and private lives. This includes different training formats, a podcast series, daily meditation options and free access to the premium version of the 7Mind app. In this way, we create low-threshold offers for different personality types and support our employees in dealing with stressful situations in a goal-oriented and solution-oriented way.

Our fundamental goal is to continue to improve in the area of occupational health management and to provide our employees with gadgets that can be used in everyday office life, such as foam rollers or exercise balls, as well as assistance with **back training and relaxation exercises** across the board. That is why every location has **foam rollers and exercise balls**. Through MIND, we also offered daily relaxation or meditation exercises in nationwide online sessions.

Remuneration is based on standard market salaries. We ensure that **women and men are paid in accordance with the same regulations**, and we act on the basis of the applicable labour laws. The *She for IT* initiative and the European Forum are also committed to equality and diversity. This means that employees are directly involved in the implementation of the applicable regulations and measures.

In order to actively involve **employees in sustainability management**, an internal communication platform will be introduced where projects and plans can be presented and employees can share information with each other. Sustainable projects are also incorporated into internal communication in order to inform the entire adesso Group about the respective initiatives and to raise awareness of their issues. Suggestions for further sustainability measures can also be submitted to the environmental management team at any time.

New standards are generally implemented within adesso SE first before they are rolled out in the adesso Group. The European Forum strives to implement German regulations in

our national subsidiaries as well, but we have to **take into account the local laws** that apply in each case.

Our business and the associated relationships, services and products do not pose any significant risks that could have a negative impact on workers' rights.

D.2 | Equal Opportunities

We practice equal opportunities and naturally stand for the **equal treatment of all people**, regardless of their ethnic or social origin, age, gender, skin colour, religion or political views. In 2020, we established a **diversity contact** who takes a holistic approach to diversity management, supports relevant internal interest groups, participates in committees and, above all, is the contact for all employees. She acts as a counsellor, coach and supporter in individual concerns.

Around 23 per cent of our employees are female. The average age of employees in the D-A-CH region in the adesso Group is just under 37. Just under 16 per cent come from other countries in the EU or a country outside the EU.

As of 31 December 2021, we employed 77 women in management positions. This corresponds to a quota of about six per cent of all women we employ. About 13 per cent of all management positions are held by women. We have set ourselves the goal of recruiting at least 40 more female managers by 2022. There were also 53 employees with a disability working at adesso as of 31 December 2021.

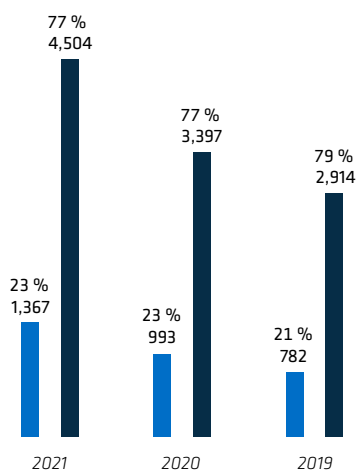
TOTAL NUMBER OF EMPLOYEES	5,871
Women	1,367
Men	4,504
Under 30 years of age	1,813
30–50 years of age	3,237
Over 50 years of age	821
German citizens	4,949
EU citizens (excluding German citizens)	362
Non-EU citizens	560



We have set ourselves the goal of recruiting at least 40 more female managers by 2022.

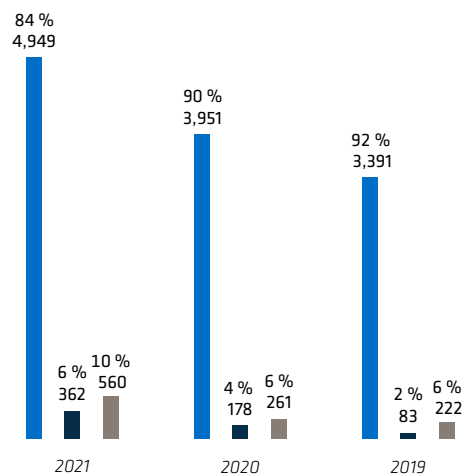
DISTRIBUTION OF WOMEN/MEN

■ Women ■ Men



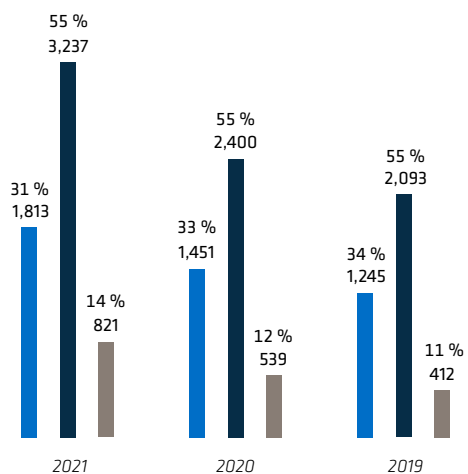
NATIONALITY

■ German citizens
■ EU citizens (excluding German citizens)
■ Non-EU citizens

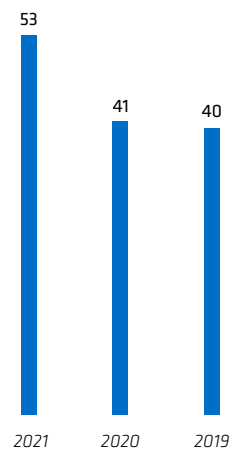


AGE STRUCTURE

■ Under 30 years of age ■ 30-50 years of age ■ Over 50 years of age

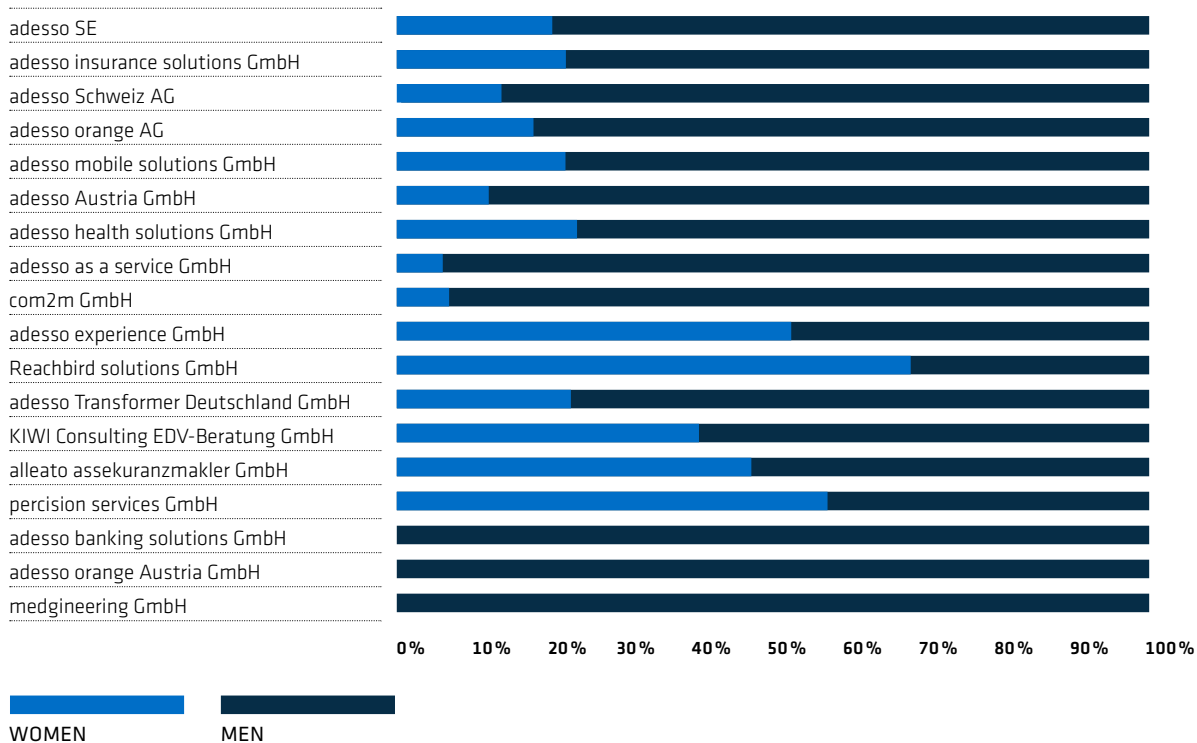


EMPLOYEES WITH DISABILITIES



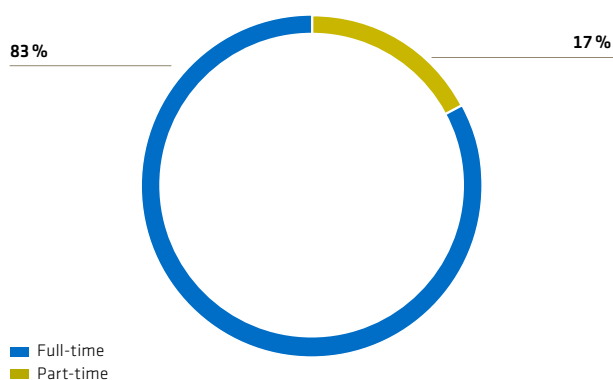
We work every day to get our customers' projects successfully over the finish line with a team of 5,871 employees (as of 31 December 2021) in the D-A-CH region in the adesso Group. Our employees are divided among the individual companies as follows:

COMPANY	Number of employees	Number of women	Number of men
adesso SE	4,252	990	3,262
adesso insurance solutions GmbH	380	96	284
adesso Schweiz AG	354	57	297
adesso orange AG	275	55	220
adesso mobile solutions GmbH	248	71	177
adesso Austria GmbH	79	19	60
adesso health solutions GmbH	77	21	56
adesso as a service GmbH	69	6	63
com2m GmbH	42	3	39
adesso experience GmbH	36	20	16
Reachbird solutions GmbH	21	15	6
adesso Transformer Deutschland GmbH	15	4	11
KIWI Consulting EDV-Beratung GmbH	9	4	5
alleato assecuranzmakler GmbH	6	3	3
percision services GmbH	5	3	2
adesso banking solutions GmbH	1	0	1
adesso orange Austria GmbH	1	0	1
medgineering GmbH	1	0	1
Total	5,871	1,367	4,504

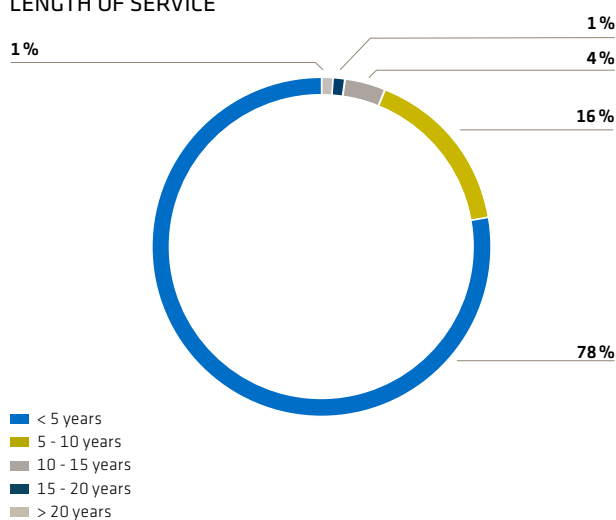


Of the 5,871 employees, **83 per cent of them work 30 to a maximum of 40 hours per week**; 17 per cent of them work part-time with less than 30 hours per week. The average length of employment in the D-A-CH region in the adesso Group was just under four years as of 31 December 2021. It should be taken into account here that we have had strong employee growth in recent years.

EMPLOYMENT TYPE



LENGTH OF SERVICE



Our most valuable asset: satisfied employees

We want our employees to consider us to be an **attractive employer** who offer the right prospects to encourage long-term commitment to the company. This is because we are aware of the high value of our employees and want to create a working environment in which they feel comfortable. This ensures increased productivity and thus also higher customer satisfaction.

Our goals in this regard for 2021 were:

- > We aimed to maintain a **turnover of less than ten per cent**, which is below the usual rate for the industry of over 14 per cent.



We achieved this and set ourselves the same target again for 2022.

We had also set ourselves the following goals for 2021: We aimed to continue the growth of the company by

- > Recruiting more potential employees by expanding our channel and by expanding our direct search recruitment. We were able to achieve this goal. We increased recruitment via the 'direct search' channel by over 50 per cent and even increased recruitment via this channel by over 85 per cent by introducing a recommendation portal for employees called 'vitamin a'.
- > Reducing early turnover, where employees leave the company within the first year and a half of employment. We also achieved this goal, even though we were only able to make a small improvement in this area.

We had also planned to further digitalise and automate HR processes, especially onboarding processes, in 2021. We have started this transformation process and have already begun making progress. The process will continue in 2022 as part of an internal strategy project.



A concrete goal for 2022 in this regard will be the introduction of SAP success factors, which will digitalise core processes in our HR department and provide an e-file with a digital signature for all employees.

Furthermore, we would like to create a more closely coordinated recruiting strategy by unifying the entire adesso Group's online presence.

Work-life balance and reconciling family and career

In the adesso Group, we support the reconciliation of family and career and a **good work-life balance** through numerous initiatives. These include:

- > Individual part-time models
- > A flexible division of working hours outside of core working hours
- > Assignment to customers close to the employee's home
- > Special leave for weddings, births, moving home and so on
- > Childcare during holidays
- > Location-based customary leave
- > Granting individual leave

In 2021, 5,353 special leave days were taken



Measures that allow our employees to rest and recover properly, to be able to plan in the long term and make family life easier

are particularly important to us in this regard. That is why we have already been offering the following programmes for several years, which are taken up by our employees:

- > **Working time accounts.** Working time accounts enables adesso to contribute to **making working life more flexible**. Employees can use the credit they have built up in it, for example, to take sabbaticals lasting three to twelve months or to take a paid leave of absence before their actual retirement date.
- > **Time Out programme.** There are some projects in life that are just too difficult to combine with work, so adesso offers a Time Out programme. This programme gives every permanent employee is the opportunity to take **up to two months of unpaid leave at a time** in addition to the normal annual leave entitlement. Although this period is unpaid, we continue to pay other salary components such as health insurance and company pension scheme as a bonus.
- > **family@adesso.** We know that in our field of business it is not always easy for **everyone to reconcile their family life and their career in a way that they are happy with**. With the 'family@adesso' programme, we create a working environment in which professional and private plans can be easily reconciled through measures such as regional part-time work, parent/child offices, childcare services or special options for periods of family care and leaves of absence. It is important to us that the relatives of our employees get to know adesso and our working environment. Family summer parties, open days especially for adessi's children as well as our own portal for adesso children, our 'adessini', with hands-on activities, competitions and surprises underline our claim to be a family-oriented company. We have achieved the goal set for 2021 of expanding our programme to include the area of care. With care[4]adessi, we have created an umbrella name for all the modules that support our employees in their individual situations. Two new modules were added to the wide range of established services we offer in 2021: familysupport[4]adessi refers to the cooperation with pme Familienservice, which offers professional support for any questions concerning relatives in need of care, childcare, personal problems, financial bottlenecks or life crises. Under the name SOS[4]adessi, we would like

to establish our own foundation that creates a simple, tax-free process to provide our employees as well as adesso as an employer with financial support.

Facts and figures about family@adesso

- > Six parent/child offices or play corners
- > A nappy-changing room in Dortmund
- > 13 'kid's boxes'
- > There are 859 children in the adessini programme
- > Partnerships with nurseries in Dortmund, Berlin, Stralsund, Hamburg and Cologne
- > 2,544 presents for adessini to mark special life events such as their first day at nursery, starting school or learning to swim
- > Of the employees who took parental leave in 2021, 59 per cent were female and 41 per cent male

Attracting more adessini to our programme and including other adesso subsidiaries such as adesso insurance solutions GmbH and adesso as a service GmbH in family@adesso were among our goals for 2021.



We have achieved both goals and will continue to work on them again in 2022.

We had also planned to organise events such as providing childcare during holidays, holding summer parties especially for kids and decorating Christmas trees for the adessini, as well as to present adesso together with the Dortmund Economic Development Agency as a best practice for reconciling family and career for 2021. We were only able to partially achieve these goals due to the pandemic. Although some locations still held summer parties especially for kids and provided childcare during holidays, the Christmas tree decorating and the event with the Dortmund Economic Development Agency had to be cancelled and postponed respectively.

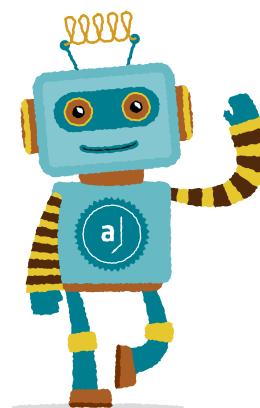
We will continue to pursue these goal in 2022 to achieve them in full.



In addition, we would like to implement the following measures to anchor the reconciliation of family and career even more deeply in adesso culture:

- > Offer location-specific exclusive events for adessini
- > Have child holiday care and Christmas tree decorating at as many locations as possible
- > Publish a parental leave guide for managers
- > Bring out up-to-date and edited parenting and care portfolios for adessi
- > Inspire more adessini to get involved with IT
- > Raise awareness of family issues among managers
- > Offer more nursery places for our adessi

In 2020, we christened our adessini mascot – say hi to Cody!





D.3 | Qualifications

Our employees are our most important resource. To make sure they are always highly employable, we invest a lot in our range of **training and further education courses** as another measure to promote sustainable HR management. This is because we want our employees to be able to develop on a personal level based on their own preferences and abilities, as well as to always be up to date with the latest goings-on in the technological and professional world, in order to achieve the best results for us and our customers in the development of modern information systems. This brings a key added value for all involved, as it puts us in an even better position to meet our customers' requirements and our employees can develop their own range of skills.

To better meet our employees' wishes to change careers, we have developed the internal **'Career@ONEadesso'** job portal. Every employee in the Group as well as those outside our network of subsidiaries can access the portal. In this

way, we create opportunities for our employees to gain new experience, learn about technologies, change locations and look at their own further education in the long term. In addition to the job portal, our employees also have access to an internal career coach who provides adesso with individual advice and support. The aim of this service in particular is to show employees across the Group the opportunities for professional development that are available to them without them having to leave adesso. This discussion and coaching service underlines our open corporate culture and transparent communication.

Our further education opportunities and our preventive health care service, among other things, are designed to prevent any potential negative effects on our employees' levels of qualification. The fast pace of the IT industry and the potential pressure to meet these changes that comes with it may make them less employable.

Our range of training and further education courses includes **more than 750 specialist and technical training topics**. We see continuously expanding our training topics by collecting regular feedback from participants and developing them further by involving our specialist departments as a necessity if we are to keep up with the fast pace of today's technologies.



The **working out loud learning method** introduced in 2020 (WOL), for example, ties in with trend topics such as new work and agile learning and adds a modern, informal and self-organised learning method to our range of training courses.

In 2021, training courses were held as both face-to-face sessions and in digital formats. The licences for **LinkedIn Learning** and **Udemy for Business** have proved successful in continuing to provide our employees with flexible, online, on-demand further education courses. Our in-house further education courses, which are mapped via a Group-internal learning management system, also continued to be held using digital formats and enable even more flexible learning thanks to the fact that employees can do them at any time, no matter where they are. We also encourage participation in online training sessions or tutorials and engagement in communities of practice.

Traditional training topics include:

- > Agility
- > Technology training courses for Java, JavaScript and Microsoft
- > Programming
- > Architecture
- > Products
- > Methodology
- > Industry and consultancy expertise
- > Requirements engineering
- > Project management
- > Software testing and quality
- > Data-processing technologies
- > Delivery and environments
- > Various soft-skill topics for personal development



Overview of training courses*

		2021	2020
Internal face-to-face training courses	Number of training courses	256	513
	Number of training courses held	180	348
	Number of participants	1,432	2,792
Internal live online training courses**	Number of training courses	454	n/a
	Number of training courses held	441	n/a
	Number of participants	4,083	n/a
Internal online training courses	Number of training courses	142	199
	Number of participants	3,608	1,070
External training courses	Number of participants	443	209

* These figures do not include the mandatory compliance training that all employees must complete.

** The internal live online training courses were included in the internal face-to-face training courses in the 2020 sustainability report.

Transparent career path models

adesso SE uses a career path model to offer operational employees targeted and structured promotion paths. The different stages that make up each career path enables employees to identify what skills and knowledge they have, from which **targeted measures to gain promotion** can be derived. Our career path model for software engineers and consultants gives each and every individual the opportunity to develop according to their individual interests and strengths. In addition to introducing new levels, we have also added specialist expertise based on the latest market developments, for example, as well as further development options for specialisation paths.



She for IT initiative to get more women in IT professions

We know that we can only realise our full potential if we **face projects and challenges using mixed teams**. Unparalleled expertise and a wide range of skills and knowledge allows us to bring out the best for ourselves and our customers. That is why we promote female IT specialists as part of the *She for IT* initiative. Our goal is to significantly increase the proportion of women at adesso and to get more and more women into management positions for 2022. In the long term, we also want to contribute to more girls and women becoming interested in a future career in IT.

This includes a programme of measures that specifically addresses female IT staff and female junior staff. Measures include:

- > Internal mentoring programmes
- > Gender-specific training courses such as 'Handling conflict', 'Clever in communication', 'Strong in negotiation', 'Female empowerment - recognising and unleashing your strengths' and 'Communicating persuasively'
- > Women's networks through internal 'womenget2gether' or peer groups to give female managers the opportunity to discuss topics and to strengthen networking
- > School sponsorships and regular, nationwide participation in Girls' Day
- > Activities at universities, such as the 'adesso women lectures', presentations by our female experts that give an insight into the exciting and challenging field of IT and encourage other female computer scientists and students to be brave and pursue their career in IT
- > Trade fairs
- > Family-friendly individual measures
- > Events such as the 'adesso women talk', IT-themed evenings for adessi and external guests
- > Our 'She for what? She for IT!' podcast
- > A landing page for the women's employee journey @ adesso, which provides information on all of the initiatives and measures for female adessi
- > A pilot project for an IT club, 'Project Y - Girls, just do IT!', to encourage girls in schools to get involved with IT



Our goal is to significantly increase the proportion of women at adesso and to get more and more women into management positions for 2022.

Support for employees who want to change career

Our 'Switching to a career in IT at adesso' series of training courses **make it easy for adesso to enter the world of software development**. The training courses consist of a pre-selected series of online videos and accompanying literature that adesso can use as and when they choose to help build up or deepen their basic knowledge on the following topics:

- > Basic IT terms
- > Software architecture
- > Basics of programming
- > Development environments
- > Basics of data management and processing
- > Project process models
- > Basics of requirements engineering
- > Process management
- > Software testing

Support for young professionals

In light of demographic change, we are focusing on young talent. We offer four different apprenticeships, two dual-study programmes and a trainee programme, thus helping young professional get a **practical start to their careers**. The main element in all three of these options is involving young professionals in live projects right from the start. This gives them the opportunity to put the theoretical aspects of what they have learned as part of their apprenticeship directly into practice. A total of just under 580 junior staff were working at adesso SE as of the start of the new 2021/2022 apprenticeship year. In addition to numerous working students, 119 trainees and students are employed in the following fields of training and study:

- > IT system integration specialists
- > IT application development specialists
- > IT application development specialists (dual study)
- > IT system integration specialists (dual study)
- > Application development dual-study programme
- > Applied computer science dual-study programme
- > Mathematical-technical software development dual-study programme
- > Office management assistants
- > Event management assistants

Our goal has always been, and will continue to be, to train and hire a high number of young professionals at adesso. We achieved this again in the financial year 2021: 21 new employees just starting their careers meant we filled all of the positions we had advertised and continued to ensure a **high quota of apprentices**.

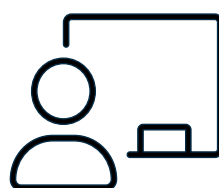
We pay special attention to the dual-study programme for apprenticeships, which closely integrates academic education with in-company practice. This double qualification guarantees students **the best career prospects**. Being directly involved in a company supports targeted qualification, which often leads to students staying with the company for their master's programme once they have completed their bachelor's degree or switching directly to a permanent position with us.

In addition, since 2012 we have been offering a **trainee programme** that gives graduates from computer science bachelors the opportunity to be trained as technology experts within twelve months, for example in areas such as Java, Microsoft, Digital Design or Salesforce. After successfully completing the trainee programme, trainees have the option of either starting out with us as permanent IT experts or taking up a master's degree.

Breakdown of apprentices, dual students and working students as of 31 December 2021

	Number of women	Number of men	Total for 2021	Total for 2020
Number of apprentices*	15	38	53	60
Number of dual students	13	53	66	63
Number of working students	410	226	636	n/a

* The decrease in the number of apprentices is due to the sale of e-Spirit AG.



In the last few years, an average of 85 percent of the career starters stayed with the company after their training. A pleasingly clear vote for adesso.

Building leaders

- > **adesso academy.** The company-wide training programme promotes talents with leadership potential and prepares participants for **future manager roles**. The two-year academy programme gives employees the chance to really enhance their specialist knowledge and develop their leadership and decision-making skills in a targeted way.
- > **'lead and learn'.** It is not only the steady growth across all of our locations and departments that is increasing the demands on our managers. Our project organisation requires flexibility and a wide range of interdisciplinary topics to be handled with professionalism. We use our 'lead and learn' further education course to teach new managers a **uniform understanding of leadership** and how to lead their own team with an open culture built on respect. Modules include a programme on how to make a successful start in a management role, participating in peer group meetings and an open seminar programme.

Targeted promotion of talents and experienced employees

New challenges and career prospects motivate people and make them loyal to the company in the long term. That is why we have developed various measures to promote experienced employees and those who aspire to have a specialist or management career.

- > **Series of internal training courses.** With our internal training courses to become a Certified adesso IT Consultant, Software Architect or Project Manager, we have developed three further education modules that support participants in **expanding their skills specifically in their field of interest** and prepare them for taking on even more responsibility in the customer environment. Highly trained employees also underpin to our customers that adesso stands for quality and technological expertise and that we are able to understand their needs in our day-to-day project business.
- > **Certification.** We help our employees to gain a wide variety of professional certification. Standardised and internationally recognised certification for Microsoft and Oracle's technology standards are a particular focus, as is project management certification and certification for specialisations such as requirements engineering or Scrum.
- > **Female talent programme.** Female and male talents often do not have the same opportunities to fully develop their career potential in male-dominated organisations. We at adesso no longer want to accept this. For 2021, we therefore again set ourselves the goal of **further developing the potential of our female talents**. We achieved this goal by continuing our female talent programme. The programme gave 14 female adesso from the operational and shared service departments individual support and prepared them for specialist challenges and more advanced tasks. The response was positive all round and the participants have gotten to know each other very well and they also exchange ideas outside the official programme. That is why the female talent programme will continue for the third year in a row in 2022. We would also like to give more female adesso the chance to develop their career potential and talents in 2022 and have therefore decided to continue to offer our coaching services.



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From the lecture hall to the world of IT projects: a starting point for working students

Since October 2020, young people can study at the **adesso School of Coding and Software Engineering** and obtain an official bachelor's degree there. We have entered into a cooperation with the private, Potsdam-based **XU Exponential University of Applied Sciences**, which specialises in the topics of digitalisation and technology. The adesso School is the department responsible for the topics of coding and software engineering within XU. The bachelor's programme is already accredited by the state of Brandenburg, and we are currently designing the master's programme.

In this way, we want to take on even more responsibility when it comes to training people who are urgently needed not only by us at adesso, but by the economy and society as a whole: software experts. Some adesso are already teaching at colleges and universities, while others have also been teaching at the adesso School since the start of the second half of the semester in November 2020. Four adesso lecturers gave remote lectures on the topics of estimation and prioritisation, process models, controlling, software architectures and DevOps and operations, which enabled them to pass on their practical experience to the students. This is because **associate professors with extensive practical experience** should also teach alongside the full-time professors at XU.

The **adesso School** is where 'digital heroes' of the future will be trained with a strong focus on practical tasks based on the challenges of the digital age. We at adesso ensure practical relevance not only by actively helping to shape the curricula, but also through the new adesso office in Potsdam. XU students can work at the adesso office, which is within walking distance to the university, as working students, thus enabling them to gain valuable project experience right from their very first semester at the same time.

Our **cooperation with XU Group GmbH**, the holding company and sponsor of the XU University, encompasses yet another promising, modern business field. The focus here is on the training and further education of skilled workers in the economy, who need to be equipped with the necessary digitalisation knowledge to manage the digital transformation.



To this end, XU and adesso have developed **a joint further training offering for companies** that includes coding camps for junior and senior developers, certification programmes and Sprint academies for large companies. For example, we provide courses for all the mechanical engineers in the automotive industry who need proven software, AI and IoT expertise in the course of digitalisation in order to remain competitive. The demand is huge. Especially right now, when many employees at traditional companies cannot do their actual jobs due to Covid-19, companies are investing in the further education of their employees for once the pandemic is over. The result: an exciting new cooperation with a highly modern, innovative institution that combines a private university and a further education institution for business under one roof.

The founding of the **adesso School of Digital Health** in 2021 means we have once again expanded our offering in the higher education landscape. The school was founded jointly with Fresenius University of Applied Sciences. Since the 2021/2022 winter semester, students at the private university's location in Düsseldorf have been able to do the **Digital Health Engineering** (B. Sc.) bachelor's programme. This enables adesso to pass on its expert knowledge in the areas of digitalisation, health, management and IT to young professionals.

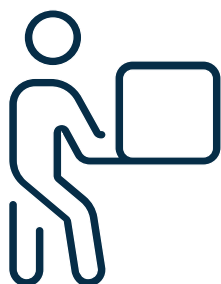
The close cooperation with a **wide range of universities and scientific institutions** as well as the collaboration in joint funding and research projects enable us to constantly **actively transfer knowledge between research and practice**. We can test new technologies in a scientific environment and derive empirical values for our project business. We collaborated with universities and colleges through the following projects or events, among others, in 2021:

- > Our recruiting team represents adesso at various **education and contact fairs** to draw the attention of students, graduates and young professionals to adesso as an innovative and forward-looking employer. In 2021, for example, these included the 'Volltreffer!' and the 'Real-IT-Y' events in Dortmund and the 'IT Career Night' event in Rostock.
- > Several of our offices offered students a six-month compulsory internship as part of a **rotational internship** in 2021. This gives students the opportunity to go through the complete life cycle of an IT project and gain

practical experience in the various IT project roles.

- > We are involved in advisory boards of universities and colleges due to memberships, for example in the business advisory board of TH Rosenheim.
- > The adesso Academic Committee discusses current scientific and technological topics. The committee promotes the transfer of knowledge between academia and practical application. An intensive cooperation takes place between the adesso offices and the universities primarily on a regional level, of which there eight in 2021.
- > In 2020, the **'Computer science and business' women's studies programme** at HTW Berlin implemented a software development project in cooperation with adesso, which was continued in 2021.
- > adesso Schweiz AG has entered into a partnership with the Institute for Information and Process Management of the **Eastern Switzerland University of Applied Sciences** (Ostschweizer Fachhochschule, OST). The heart of the partnership will be the 'LowCodeLab@OST' with the goals of increasing awareness of low-code in the D-A-CH region, bringing business and science closer together, for example by promoting project work or dissertations by students, and conducting joint research on further potential.

In addition to cooperating with external institutions, we rely on **internal event formats** within the adesso Group, such as IT conferences or Agile Days and Testing Days. These types of events promote the sharing of specialist and technological knowledge within our company just as much as regional technology group meetings, such as the Java User Groups or associations such as Bitkom. They allow us to get involved with specialists groups, and we enjoy hosting the events. They give all employees the chance to find out about the latest technology, to learn from experts in their specialist fields or to give their own presentations on topics of interest.



D.4 | Human Rights

We adhere to **internationally recognised human rights** and fundamentally reject inhumane practices, such as forced labour or child labour. Our corporate principles exclude cooperating with companies that apply or permit such practices. The European Forum, as the international employee representative body, stands for the observance of human rights and optimises the conditions within the company in the interests of all employees:

- > Occupational health and safety
- > New Work
- > Workplace design
- > Work-life balance
- > Diversity
- > Equal treatment
- > Harassment and bullying

In addition, we have, among other things, established various contacts who provide consultancy in conflict situations and on issues such as these. This includes our Diversity Manager or the responsible human resources officer and the respective manager. All of these people have the task of dealing with any incidents in a confidential manner and finding a desirable solution in consultation with the person concerned.

As there have never been any reports of human rights violations in our Group, we have not yet formulated any goals regarding human rights. Should such a violation be reported, we will react to it according to the situation. We see the situation in some of our subsidiaries, where human rights are restricted by the national government, as a risk. In these countries, our senior management is in close and regular contact with the local management so that we can ensure the **necessary transparency and compliance with regard to human rights** through our foreign subsidiaries.

Our core business is the provision of IT services. By far the largest part of these services is provided by permanent employees of the adesso companies. A significantly smaller part is provided by partner companies and freelancers. These deliveries and purchased services make up the largest part of procurement in relation to the supply chain of our core business. We have therefore centralised all activities relating to the deployment of such workers in percision services GmbH.

Its exclusive business purpose is the recruitment and supervision of external employees for adesso projects in **compliance with all relevant legal and social standards**.

Nearshore services are almost exclusively provided within the Group so that we can ensure all the necessary transparency and compliance with regard to human rights through our foreign subsidiaries. We do not currently implement offshore delivery models.

D.5 | Corporate Citizenship

We are aware that being a successful business does not only include economic factors, but also the fact that **social commitment and the assumption of social responsibility** are important investments in our future.

That is why we aim to support various charitable projects each year, which our employees propose. We select a new set of projects each year. We supported the following charitable projects and organisations, among others, in 2021:

- > **Donations from internal sports campaigns.** For example, every year we donate a fixed amount for each participant in company runs at various locations to **support an educational project**. In 2021, 281 employees from at least 13 adesso locations took part in the second virtual 24-hour company run, and each participant ran six kilometres. This year, we again purchased the running shirts for the participants through 'Runners Heal' and thus supported their 'One Shirt. One Child. One Month' mission. 'Runners Heal' is committed to ensuring that children in east African schools are provided with enough meals. 223 adessi participated in Corza Medical's virtual organ charity run. The run is intended to draw more attention to the issue. adesso was a donation partner at this year's CIO Charity Run & Bike. For each kilometre, five euros (for running) or one euro (for cycling) were donated to organisations that support young people whose prospects for fair and sustainable vocational training have been significantly diminished by the pandemic. 115 adessi participated, who ran a total of 1,269 kilometres and cycled a total of 2,423 kilometres and raised €8,768 for a good cause. 22 adessi from the Salesforce team took part in the Wings for Life World Run and donated €600 for spinal cord research after racking up 210 kilometres.
- > **Annual donation from subsidiaries.** adesso subsidiary

Reachbird solutions GmbH donates €500 to a good cause every year. In 2021, this donation went to Refugio, a counselling and treatment centre for traumatised refugees. adesso Schweiz AG made a donation to the Swiss association 'Friends of the école vivante', which specifically supports primary and secondary schools in the Ait Bouguemez valley in Morocco. Stream of Life, an association that supports children in need in Uganda, received financial support from adesso Austria GmbH.

- > **Christmas donation.** Every year at Christmas, adesso SE and other Group companies donate to charitable projects, most of which involve the **social participation of socially disadvantaged children and young people**. In 2021, adesso SE doubled the amount it donated compared to the previous year. €100,000 went to a wide range of topics, including educational support, adessi-supported volunteer projects, the promotion of women and health, sustainability, diversity and ongoing initiatives for things such as aid for child support networks and the victims of this year's flood disaster in Germany. The following projects and organisations received our financial support:
 - > The German Children and Youth Foundation (Deutsche Kinder und Jugendstiftung, DKJS)
 - > Together for Uganda (Miteinander für Uganda – a non-profit project for schools and education)
 - > buildON – a non-profit organisation for building schools (this year for the Elisabethstift children's and youth assistance institution)
 - > The Dialogstark! foundation (a support initiative for young people to develop their communication skills)
 - > Fly&Help (building schools in developing countries)
 - > STINA (a nationwide helpline for people escaping forced prostitution in Germany)
 - > The German Green Forest Fund (for planting natural forest ecosystems without exploiting them for profit)
 - > Endometriosis Association Germany e.V. (Endometriose Vereinigung Deutschland e.V. – a nationwide self-help organisation for women's health)
 - > The German Lesbian and Gay Association (Lesben- und Schwulenverband, LSVD – an association for promoting the rights of lesbian, gay, bisexual, trans and intersex people)
 - > Flood relief for the Ahr valley (continuation of the previous adesso donation for the victims of the flood disaster)

- > **Mobile saviours.** The association 'Mobile Retter e.V.' pursues the goal of **improving primary care for people living in potentially harmful situations** with an app-based alerting system. As a technology partner, we support the association and provide the platform via the subsidiary medgineering GmbH, which runs the first aid app as part of the regional emergency care.



- > Over 9.2 million inhabitants in the regions covered (Germany) and over 16.9 million inhabitants in Europe (Germany + Spain/Catalonia)
- > Around 28,000 registered first aiders
- > Around 10,800 active 'mobile saviours'
- > Around 17,500 successful incidents
- > Average arrival time of 4 minutes and 35 seconds

- > **CarAH Tokoloho.** CarAH stands for 'adesso Cares About Health'. We are working to establish a day clinic in the township of Tumahole, Parys, South Africa, together with the Tokoloho Foundation, which is based in South Africa. We are helping the foundation's volunteers introduce **MediOne as a tool for secure mobile communication** and for organising the distribution of medication through the CarAH project. Funding was provided by adesso, and the German government provided subsidies. In 2021, adesso submitted research proposals in the eHealth funding line of the Fresenius Foundation for the vaccination of young children, which unfortunately were not approved. The focus this year was also on working with a South Africa aid staff member to prepare applications and travel arrangements. In November, three staff members were on site in South Africa to gather important information for the projects to be carried out together. In addition, adesso has created a crowdfunding website so that the day clinic in the township can finance a solar system, which it urgently needs to cool vaccines. The pandemic meant we had to postpone our goal of holding an exchange of young experts supported by an application from the 'Weltwärts' development volunteer service



to 2022. The exchange had already been delayed due to Covid-19. If the event can take place next year, adesso would like to support the day-to-day work in the health sector with ideas and software.

- > **The Neven Subotic foundation.** Water is the basis of life – education is the basis of existence. This is the motto of WASH, the project of the Neven Subotic Foundation, which aims to give people in Ethiopia access to clean water, sanitation and hygiene as the basis for a healthy and autonomous life. After adesso implemented the first projects with the foundation pro bono in 2019, the work had to be reduced to a minimum due to the pandemic in 2021. Nevertheless, adesso continued to be available to the foundation as a contact partner free of charge and implemented necessary maintenance work and the like.
- > Every year, we support **smaller causes and organisations** that our employees bring to our attention, for example, by sponsoring shirts or equipment for sports clubs.
- > **WE don't talk – WE do something.** This campaign has been collecting caps from drinks bottles at the Dortmund office since June 2020. The collected bottle caps will be sold to a metal dealer and the proceeds will be used to support the Unna outpatient children and youth hospice service (ambulante Kinder- und Jugendhospizdienst Unna). Our employees collected a total of 500 kg of caps over the past 1.5 years.



- > **BVB: adesso is the official main sponsor of Borussia Dortmund's youth teams.** Dortmund's youth team will wear our adesso logo on their shirts at home and away matches until at least 2023. We have also been the official shirt sponsor of Borussia Dortmund's new women's team since the 2021/2022 season. In addition to the adesso logo, the Dortmund players will also wear the claim *She for IT* on their shirts, thus promoting more women (power) in MINT professions and in business and society on the football pitch. And in addition to the traditional sponsorship deal, an extensive cooperation for IT services was also agreed with the club. adesso will also become an **IT partner and service provider for Borussia Dortmund.** The cooperation provides for an intensive exchange on the topics of knowledge transfer and management. For example, training and workshops on IT-specific topics are planned for the youth players. In return, the club will give us insights into the world of sports management and youth development in professional football.

> **Support for distance learning and home schooling.**

Having a good IT setup is the basic requirement for doing home schooling or distance learning effectively, but not every student has this solid foundation. That is why adesso supported the Dortmund Heisenberg-Gymnasium by providing 50 memory modules and an Apple voucher worth €3,000. Furthermore, adesso has offered to join a structured initiative to develop a professional common teaching platform.

The budget for donations is determined by the Board of Directors and payment is made after it has been approved by the Board of Directors in line with the dual-control principle. We work with regional colleges and universities and offer students opportunities to start their careers through internships, trainee positions and working student jobs.

Our business activities provide jobs both nationally and internationally. By paying corporate taxes in the countries where we operate, we promote the economic viability of the respective country.

D.6 | Political Influence

It is neither in line with our actions nor is it our intention to exert political influence on parties or state authorities. For this reason, **we do not make any direct or indirect monetary or material contributions to political parties, lobbyists or other political organisations and do not exercise any political influence.** Moreover, we do not try to pre-emptively influence ongoing legislative processes.

D.7 | Conduct that Complies with Regulation and Policies

The **Code of Conduct** applicable to the entire adesso Group sets out standards of conduct on the subject of corruption: cooperation with customers, cooperation partners and suppliers shall be respectful and appreciative. In our business relations, we observe commercial principles and draft contracts free from considerations unrelated to the subject or personal interests. As there have been no compliance violations at adesso to date, we have been able to refrain from agreeing specific goals. We would like to maintain this situation and, if a violation does occur, react to it on a case-by-case basis. In addition, our Code of Conduct is reviewed annually and revised and expanded according to internal and external requirements.

Our employees shall only accept or issue business invitations if they are reasonable, **do not receive any improper consideration or other preferential treatment** and do not violate any applicable law. This also applies to the acceptance or granting of gifts and other benefits or advantages. Donations and sponsorships are transparent, documented and reviewed or approved by the Executive Board or management. The managers undergo training in which they are informed about the legal framework of compliance issues and learn to act accordingly.

The greatest risk for corruption is considered to be the attempted or actual winning of contracts through improper consideration of the person or group of persons at the organisation awarding the contract (both in the private sector and in public authorities and state-owned enterprises). In this process, one or more private individuals receive items or money for use in their private lives. We come to this conclusion through assessments by experienced lawyers. As the adesso Group has expanded internationally in recent years and thus entered further legal systems, there are also potential risks in the lack of knowledge of law and practice in business life as well as in the fact that it is more difficult for the Executive Board to directly inspect the law due to distance. In order to counteract compliance risks, **we have established the position of the Compliance Officer, created an insider list and are continuously identifying transactions**, which could either be insider offences or lead to imbalances in the information of the capital market.

We have actively made it known to all persons in the adesso Group that winning contracts through these methods is excluded. **Non-compliance will result in immediate dismissal and reporting to law enforcement authorities.** The basic mechanisms of checking and approving invoices according to the dual-control principle and a two-stage payment approval process help to monitor this. Companies deliberately keep their cash-in-hand to a minimum. A member of the Executive Board acts as Compliance Officer.

We are not aware of any cases of corruption or sanctions due to the disregard of applicable laws and regulations related to social and economic issues for the financial year 2021.

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