
SUSTAINABILITY REPORT 2022





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PREFACE

Dear Reader,

2022 started with a shock for all of us; on February 24, Russia incited a war against Ukraine. Consequently, 2022 was a challenging year in many respects. The supply of energy and wheat became uncertain, energy and food prices exploded like never before. New streams of refugees, particularly consisting of women and their children, started to head west. All over Europe, peace began to falter, democracy as a political model was put to the test and, as a result, uncertainty grew in the economy and among the population.

This has raised awareness of the need for a climate-friendly energy transition and led to surprising cooperation agreements. Species extinction, dealing with the ongoing Covid-19 pandemic and other sustainability issues got less attention; however, not lost their relevance. It is more urgent than ever to shape the transformation to a sustainable business, and thus to its full extent.

Through our actions we have a local, national and global impact on people and the environment. Respectful, long-term relationships with our business partners, suppliers and employees, as well as resource and environmentally friendly operations, are important values for us that shape all our business activities.

We understand sustainability as a development process or a long journey towards a world in which all people can live well within the limits of the planet. This cannot be achieved alone, it takes many. On top of that, everyone can and should contribute to its betterment. In this spirit, we invite you to join us on this important pathway.



Sincerely,

Dr. Andreas Meyer
Managing Director
INFORM GmbH

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1.

ABOUT THIS REPORT



In this sustainability report, we document our environmental and social achievements and the progress we have made in implementing the sustainability goals for the reporting year 2022. In doing so, we want our readers to understand what we mean by sustainability, how our software can contribute to the UN Sustainable Development Goals (SDGs) published in 2015, and which environmental and social activities we have developed.

Since the publication of our first sustainability report for the financial year 2019, we have continuously professionalized our reporting. In preparation for the EU's Corporate Sustainability Reporting Directive (CSRD), we are reporting for the first time in accordance with the standard of the German Sustainability Code (DNK) for the financial year 2022.



The
SUSTAINABILITY
Code



For more information
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Thus, we are using a standard that will be compatible with the CSRD's European Sustainability Reporting Standards (#ESRS). The key figures required by the DNK are reported according to the "comply or explain" principle.



The reporting period corresponds to the financial year 2022, in other words, the period from 1 January to 31 December 2022. In terms of the key figures included, the report refers to our German locations and focuses on the company headquarters in Aachen. Statements about our understanding of sustainability and the impact of our software solutions apply globally.

2.

SUSTAINABLE CORPORATE GOVERNANCE AND SUSTAINABILITY POSITION



Sustainability is the basic foundation for our company's operations. With the development of intelligent software solutions, we not only support operational and strategic business decisions of customers worldwide, but also create social and environmental benefits. We are aware of the associated dilemmas and actively discuss them with our stakeholders. Numerous internal corporate activities also promote a healthy working environment and sustainable company development. We take the responsible treatment of our environment, in particular climate protection measures, very seriously.



Sustainability - our understanding

In all our actions, we are guided by societal goals such as the UN's 17 Sustainable Development Goals (SDGs), the ten principles of the UN Global Compact, and flagship reports such as the Brundtland Report of 1987.

"In essence, sustainable development is a process of change in which the exploitation of resources, the direction of investments, the orientation of technological development, and institutional change are all in harmony and enhance both current and future potential to meet human needs and aspirations."¹



» Sustainability is the basic foundation for our corporate activities. Because it has always been important to us at INFORM: To create something truly meaningful, to have fun at work and to be successful in the long term. Success not only in financial terms, but above all in the form of positive contributions to the economy, society and the environment.

Dr. Jörg Herbers, Managing Director INFORM GmbH

¹ Report of the World Commission on Environment and Development: Our Common Future, Oslo, 20 March 1987, p.43, section 15.

We believe that every change starts with ourselves. That is why we supplement the three-pillar model of sustainable development (planet, people, and profit) with a fourth pillar – the individual person. Achieving sustainability in the long term requires the reconciliation of the goals and requirements of all four pillars.



PLANET

Sustainable development is process of change that leads to respecting the limits of the planet and allowing nature to regenerate.

PEOPLE

Our society should be designed in a way that all people can live together properly today and in the future, and satisfy their needs.

PROFIT

A sustainable economic system enables companies to provide a positive contribution to society and the environment and be profitable at the same time.

PERSON

Every change starts with the individual and their intention to improve the world both for themselves and for future generations.

² https://www.tutory.de/uploads/images/Nachhaltigkeit-Drei-S-C3-A4ulen-Modell-und-Vorrangmodell-svg_b779fb8e-d07a-4fc1-823c-8a2251ff1743.png?width=1806 (accessed on 05 September 2023) only available in German

Twin transformation: Digitalization paves the way for sustainable business

Sustainability and digitalization are topics that have rarely been considered together until now. Yet digitalization can be an effective lever for the transformation towards sustainable business and action.

In 2015, the United Nations published 17 SDGs. The implementation of these goals stimulates the transformation towards sustainable business. It requires all organizations: companies, administrations, educational institutions, non-governmental organizations, etc. to be able to deal with high complexity, especially when it comes to planning and decision-making.

Transformation processes are co-created involving many different stakeholders. Every transformation is a long journey into unknown territories. The transformation towards sustainable business is necessary for the survival of mankind. It is already in full swing. A pioneering spirit and innovative strength as well as new competences and tools are needed in order for it to take shape.



We adopt the following position in relation to digitalization and sustainability:

- > Digitalization and sustainability must be considered and shaped together.
- > Digitalization is an important lever for transforming our traditional business practices into sustainable ones.
- > All change starts with the individual, in other words, with each of us.
- > The implementation of the UN SDGs and the associated transformation to sustainable business increases the complexity and planning uncertainty of strategic and operational decisions.
- > Intelligent, data-driven decision-making enables the leaders of the transformation towards sustainable business to act effectively despite high levels of complexity and planning uncertainty.

Transformation leaders increase their effectiveness by:

- > Raising awareness of the power of digital decision-making for a sustainable world
- > Using data to create transparency
- > Making sustainability-enhancing decisions
- > Pioneering sustainable value creation
- > Strengthening resilience

Dialog with our stakeholders

We cultivate long-term relationships with our stakeholders that are based on trust. In doing so, it is important to us that we treat each other with respect and in a spirit of partnership, just as we work with each other in the company. We consider ourselves to be part of society. For this reason, we are committed to community and social projects – most notably in the region of our headquarters in Aachen.

Through dialog, we aim to understand the perspectives of our stakeholders, to build or intensify trust, and strengthen existing partnerships. Together with our stakeholders, we discuss where we see scope for action in economic and social matters as well as in environmental issues. We also explain to them the context conditions we take into account when implementing our sustainability strategy.

The key stakeholders for us are:

- > Customers
- > Employees³
- > Suppliers and business partners
- > Media
- > Educational institutions, science and research
- > Shareholders
- > Industry and trade associations
- > Local civil society organizations
- > Legislator

³ By this we mean current and future colleagues.

Stakeholders	Dialog topics	Forms of dialog
Customers	<ul style="list-style-type: none"> > Product quality and safety > Resource efficiency & reduction of waste > Combating financial crime > Compliance with human and labor rights > Employee health 	<ul style="list-style-type: none"> > Support from experts > INFORM aftersales > Conferences, meetings & trade fairs > User conferences > Joint innovations
Employees	<ul style="list-style-type: none"> > Health and safety > Work-life balance / parental leave and childcare > Career development > Training opportunities > Benefits > Diversity & equal opportunities > Employee share ownership scheme 	<ul style="list-style-type: none"> > Intranet & Teams channels > Monthly and quarterly meetings > Surveys > Education and training > Regular performance reviews > Independent working groups on specific topics > Corporate development
Suppliers & business partners	<ul style="list-style-type: none"> > Product quality and safety > Responsible purchasing 	<ul style="list-style-type: none"> > Purchasing principles
Media	<ul style="list-style-type: none"> > Innovations & industry trend > Best practice of our software solution > INFORM as an employer 	<ul style="list-style-type: none"> > Interviews > Press releases and editorial contributions > Posts on social media
Educational institutions, science & research	<ul style="list-style-type: none"> > Promotion of research & teaching > Attracting girls and women to MINT professions > Recruitment / supervision of theses > Networking of industry and research 	<ul style="list-style-type: none"> > Research projects > Funding professorships at universities of applied sciences > Girls' Day > Conferences and trade fairs > Awarding of internships, bachelor's, master's and doctoral theses
Shareholders	<ul style="list-style-type: none"> > Business development > Sustainability > Strategic orientation 	<ul style="list-style-type: none"> > Annual accounts and annual report > Regular shareholder meetings
Industry and trade associations	<ul style="list-style-type: none"> > Industry trends > Technological development > Sustainability 	<ul style="list-style-type: none"> > Conferences, meetings and sessions > Participation in working groups
Local civil society organizations	<ul style="list-style-type: none"> > Contributions to sustainable regional development > Digitalization in small and medium-sized companies 	<ul style="list-style-type: none"> > Participation in events & working groups
Legislator	<ul style="list-style-type: none"> > (new) directives and laws 	<ul style="list-style-type: none"> > Surveillance

Responsibilities within the company

Sustainability implementation is handled by various committees within our company. The "SDG-Steering Team" which consists of a managing director, a business unit manager, and INFORM's Sustainability Catalyst, sets the goals and creates the framework conditions. An "SDG-Network" comprising employees from a wide range of business units

and specialist functions drives the sustainability initiative forward together with the responsible managers. All employees have the opportunity to undergo regular further training (see the "Education and training" section on p.43) and to integrate sustainable thinking and action into their daily business.



» Sustainability and longevity have always been important to me. The INFORM SDG-Network helps me to understand the SDGs and to incorporate these values into everyday working life. The inspiring exchange with colleagues' spreads confidence.

Zdravka Ley, Marketing Manufacturing Logistics, Member of the SDG-Network

Our main topics

For us, the values of sustainability, reliability and humanity have the highest priority. On this basis, we assume responsibility in the digital age. In doing so, we consider both the sustainability issues that are influenced by and those that have an impact on our business activities. The expectations of our stakeholders play a special role in our public image: in this way, we succeed in exploiting emerging opportunities while at the same time proactively mitigating economic, ecological and social risks as well as risks relevant to individuals. We strive to be a reliable employer, business partner and market player in the long term.

Our first materiality matrix serves as basis for the development of an explicit sustainability strategy for our company. We have recognized that our greatest positive leverage for sustainable business lies in our software solutions. These help our customers from a wide range of industries to reduce greenhouse gas emissions, waste, food waste and land consumption, improve the health and satisfaction of their employees in shift operations and combat financial crime..

Therefore, we formulate our sustainability strategy with specific medium and long-term goals in two dimensions:

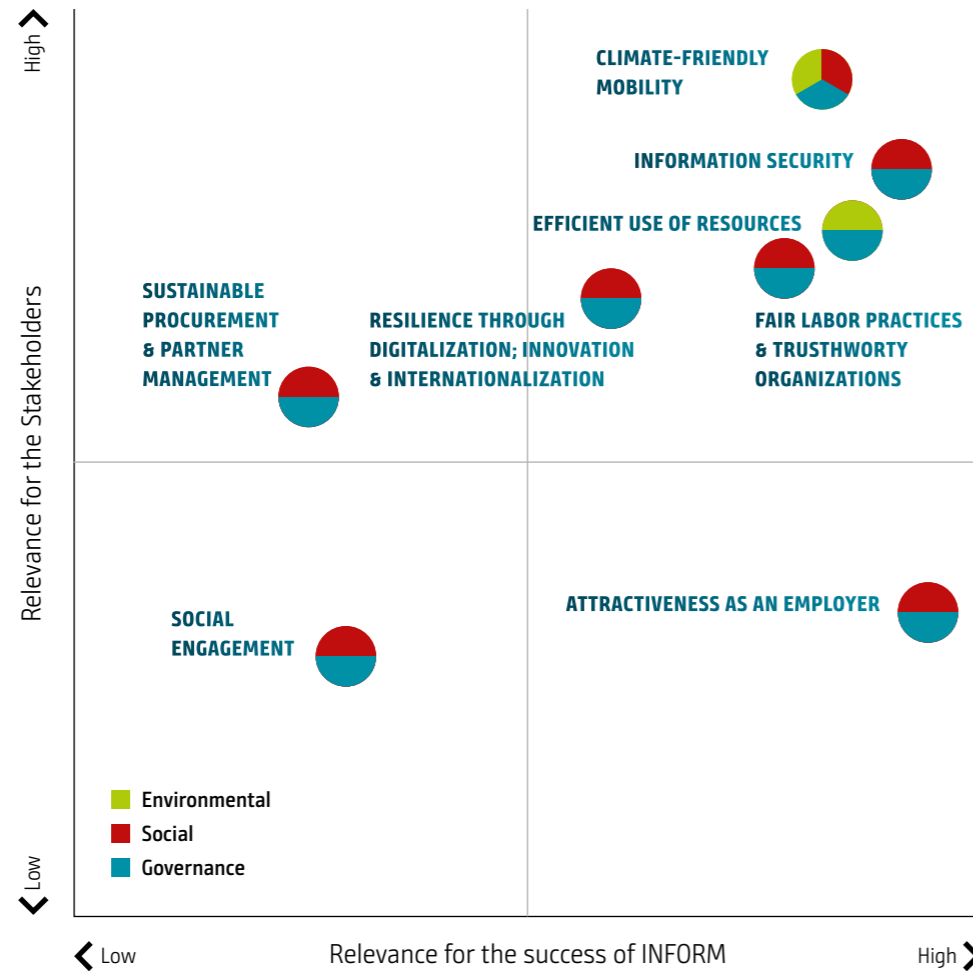
INWARD:

Reduction of the negative impact on the environment and society from our day-to-day business, as well as continuity and, where appropriate, expansion of our positive impact and social commitment, particularly at our headquarters in Aachen.

OUTWARDS:

Further development of our software solutions with the aim of making our customers' organizations even more sustainable through the use of our products.

The materiality matrix serves as basis for the development of our sustainability strategy.



»» We want to make our contribution to an environmentally friendly, socially responsible, and profitable economy. To this end, we our software products and our daily work. This is how we make digital transformation possible for our customers. It is the key to sustainably improving complex processes.

Uschi Schulte-Sasse, Senior VP Aviation

Sustainability strategy

As part of our sustainability strategy, we focus on the key issues identified as essential in the materiality analysis. We take equal account of the fields of action relevant for a balanced sustainability strategy: environment, society, economy and people:

CLIMATE-FRIENDLY MOBILITY

as a significant contribution to reducing the global CO₂ emissions generated by the transportation and mobility sector, both internally and for our customers through our software solutions.

INFORMATION SECURITY

to increase the level of information security and ensure the smooth use of our software.

EFFICIENT USE OF RESOURCES

by optimizing planning and decision-making processes and the avoidance of waste and wastefulness at our customers site as well as measures to increase resource efficiency in our own daily business.

SUSTAINABLE PROCUREMENT & PARTNER MANAGEMENT

for the greatest possible transparency in the supply chain while ensuring social, ecological and economic requirements.

RESILIENCE THROUGH DIGITALIZATION, INNOVATION & INTERNATIONALIZATION

for the preservation of jobs and economic viability internally and at our customers' site, even in the current turbulent times of change.

FAIR LABOR PRACTICES & TRUSTWORTHY ORGANIZATIONS

by acting and doing business with integrity and ethical correctness in all our business processes; and for our customers to combat financial crime and create employee-friendly shift planning through software solutions.

SOCIAL ENGAGEMENT

for using digital methods to achieve social and educational sustainability goals in our home region and engagement in international social and environmental projects.

ATTRACTIVENESS AS AN EMPLOYER

by creating flexible working conditions and a wide range of social benefits, and by fostering as a value-based corporate culture.

3.

INFORM SOLUTIONS AND THE UN-SUSTAINABILITY GOALS



For us, sustainable business means making intelligent decisions to optimize corporate processes in such a way that all required resources are used efficiently. Through our software solutions, we support more than 1000 customers worldwide in a wide range of industries. In the development process of our products, we are not focusing on the productivity of our customers only, we also develop our software systems in such a way that they have a positive impact on social and ecological aspects. Furthermore, we use our user conferences to understand which of the numerous ESG criteria are of particular importance to our customers. To do so, we invite participants to an open dialog about the possibilities of our software and how it can support our customers' sustainability goals.



The contribution of our products to the SDGs

Our software solutions have a wide range of impacts on the United Nations' sustainability goals, from promoting clean energy to supporting climate protection measures.

We are convinced that digitalization plays a decisive role in improving energy efficiency and reducing greenhouse gas emissions. Our software enables the calculation and hence resource-efficient and climate-friendly optimization of truck routes, factory traffic and crane movements in container ports. Further, airlines use our intelligent software to optimize their ground processes and thus save CO₂ emissions and kerosene.

OUR WIDE RANGE OF SOFTWARE SOLUTIONS:

ADD*ONE

Software for efficient, demand-driven procurement processes.

FELIOS

Software for planning efficient and resource-saving production processes.

GROUNDSTAR

Software for the efficient and resource saving design of turnover processes at airports.

INVENT

Software for carrying out inventory sampling and efficient stock management.

RISKSHIELD

Software to combat financial crime at banks, online payment services, insurance companies and telecommunications providers.

SYNCROSUPPLY

Software for the efficient management of supplier logistics for industrial companies, at large construction sites and at trade fairs.

SYNCROTESS

Software for the efficient planning of transport and logistics processes and the optimization of crane movements (including the avoidance of new crane purchases with a correspondingly positive environmental impact).

WORKFORCEPLUS

Software for planning shift work while considering employee rights and the satisfaction of shift workers.

Our **INFORM DATALAB** offers services in the field of data strategy and data analytics.

Our impacts on the SDGs of the United Nations

ADD*ONE



FELIOS



GROUNDSTAR



INVENT



RISKSHIELD



SYNCROSUPPLY



SYNCROTESS



WORKFORCEPLUS



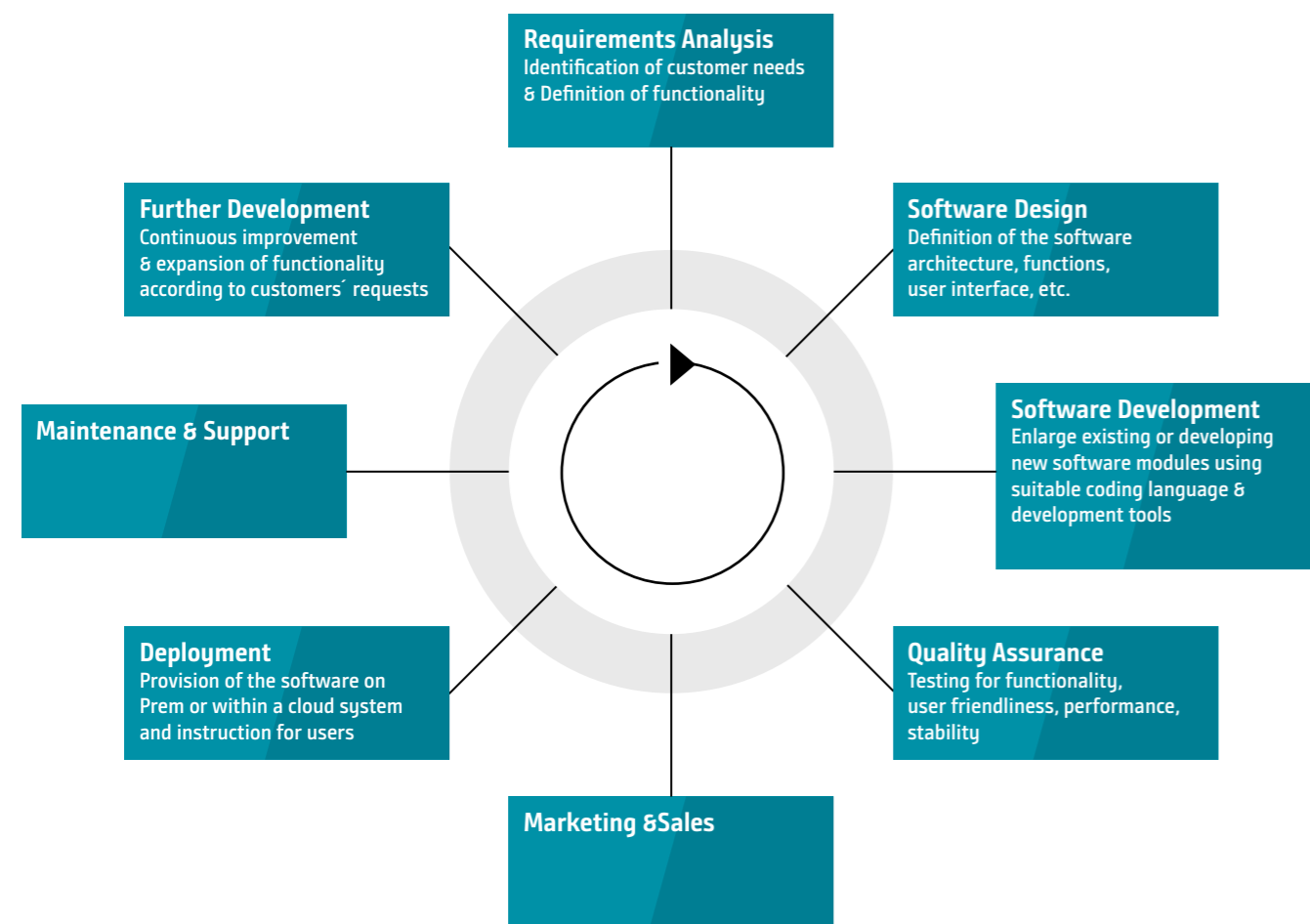
DATALAB



Sustainability in the Software innovation process

Sustainability is also an important topic regarding our software development, which we take into account at every stage of the innovation process. Already during the requirements analysis and in sales discussions, we discuss sustainability requirements with our customers and how our software can contribute to reducing greenhouse gas emissions or minimizing waste of resources.

The development and supervision of our software solutions can be divided into the following phases:



RAW MATERIAL CONSUMPTION DURING THE INNOVATION PROCESS

The purchase of raw materials and recycling do not play a direct role in our software development, as software is an intangible resource consisting of code and data and therefore represents a service. However, we are aware that the production of the hardware on which our software is developed and executed is very much associated with the purchase of raw materials and recycling.

EFFICIENT PRODUCT DEVELOPMENT

In software design, we rely on modularity in order to be able to use the same modules in different applications. Efficient programming practices are standard in software development, e.g., to meet real-time requirements. Our close customer relationships and 24/7 availability enable us to support our customers in their digital transformation and economic development for decades.

IMPACT ON THE ENVIRONMENT

Taking sustainability into account in all phases of the innovation process enables us to reconcile environmental impact with social and economic benefits. Our software aims to optimize business processes and increase the resilience of companies. This includes topics such as employee health, waste prevention and anti-corruption.

SUSTAINABILITY IN CUSTOMER DIALOG

We promote our customers' awareness of sustainability issues and continuously develop our software to take ESG criteria into consideration. We are aware that ecological, economic and social benefits compete with each other in complex decision-making processes. Whether a customer chooses economy over ecology is, however, not in our hands. At this point we make recommendations but also point out that the final decision lies with the customer.

COOPERATION WITH (INNOVATION) PARTNERS

We maintain close relationships with our suppliers and business partners, who significantly contribute to our success. Often, they are directly involved in development projects and help shaping sustainable solutions.

4.

ECOLOGICAL RESPONSIBILITY



Healthy ecosystems are the prerequisite for people to live a good life. The careful treatment of our environment concerns us all. Ecological responsibility is about acting with care and consideration towards the environment and resources. Therefore - for us as a company - climate change represents a particular challenge. We are facing this challenge with a clear commitment to the Paris Agreement (2015) on climate protection. Consequently, one of our most important goals is to avoid CO₂ emissions. As an environmentally conscious company, we invest in renewable energies and develop climate-friendly mobility concepts.



Environmentally friendly Working environment

INTERNAL PROCESSES



With the introduction of digital functions, such as electronic signatures and digital invoice receipt, we managed to reduce our paper consumption.

Work instructions for waste provide the service staff with information on how to separate and dispose of waste. Empty toner cartridges are collected and donated to a non-profit organization. They are refurbished there and put back into circulation. We also support a regional school with this donation.⁴

We donate disused, but still functional hardware, such as laptops, screens and cell phones to non-profit organizations, kindergartens and clubs. Defective devices are also refurbished and reused.

When designing our extensive green spaces, we take care to minimize soil sealing. We also provide nesting spots for birds and purposefully planted bee meadows. Our in-house beehives are managed by our employees.



GREEN FACILITIES



⁴ <https://www.sammeldrache.de> (accessed on 04 September 2023) only available in German.

Activities to reduce CO₂ emissions

MEASURING THE CARBON FOOTPRINT



For 2022, we have calculated our carbon footprint for the fourth time in accordance with the Greenhouse Gas Protocol (GHG).⁵ As expected, our emissions have increased. This is partly due to the fact that we included our annual hardware demand in the Scope 3 element "purchased goods and services" for the first time. In addition, mobility-related emissions have increased further, which is due to the easing of travel restrictions caused by the pandemic.

GHG scope	Emissions 2019 (t CO ₂ e)	Emissions 2020 (t CO ₂ e)	Emissions 2021 (t CO ₂ e)	Emissions 2022 (t CO ₂ e)
Scope 1	1,081	607	785	692
Scope 2	627	208	165	161
Scope 3	687*	304**	805***	1,467****
Total	2,395	1,119	1,755	2,320

* Business trips and 850 Full Time Equivalents (FTEs) were taken into account

** Business trips, fuel-related emissions and 850 FTEs were taken into account

*** Business trips, fuel-related emissions, commuting, home office and 900 FTEs were taken into account

**** Business travel, fuel-related emissions, commuting, home office, electronic devices and 950 FTEs were taken into account



Gibt es hierzu in EN-Logo?

With regard to our greenhouse gas emissions, at the beginning of 2021, we set ourselves the goal to always emit less scope 3 emissions than in the base year 2019. Even after the pandemic and despite the growth in our workforce and the expansion of our **Scope 3** disclosures. As in the previous year, we also offset our CO₂ emissions in 2022. This time through the Climate Partner project "Wind Energy Gujarat in India".⁶ Further we support the "Climate Ticket" of the Aachen-Cape Town city partnership⁷ and the "Barichara Regeneration Project"⁸ of the Design School for Regenerating Earth in Colombia.

⁵ GHG Protocol: What are scope 1,2 and 3 emissions (Infographic) (accessed on 04 September 2023).

⁶ <https://fpm.climatepartner.com/project/1645/de> (accessed on 04 November 2023) only available in German.

⁷ <https://aachen-kapstadt.de/en/climate-ticket/> (accessed on 04 November 2023).

⁸ <https://www.regeneratebarichara.org/> (accessed on 04 November 2023).

Activities to reduce CO₂ emissions

CLIMATE-FRIENDLY MOBILITY



More than 80% of our CO₂ emissions are caused by our mobility behavior. This is why we are continuously changing the fleet of company vehicles in the direction of e-mobility. To encourage our employees to switch to e-mobility, a photovoltaic system was put into operation on the roof of our main building. In addition, 75 charging stations for electric cars were installed.

In September 2022, we took part in the city of Aachen's Clever Mobil initiative.⁹ As part of the mobility test weeks, employees were able to use several different forms of mobility free of charge. And thereby, trying out whether they could make their journey to work more environmentally friendly.

Furthermore, we support the shift to cycling by offering bike and e-bike leasing. E-bike charging stations, bicycle storage, showers and changing rooms are available.

GREEN IT SERVER LANDSCAPE



Since 2019, work has been underway to convert the existing server landscape into a central virtualization infrastructure, which was expanded further in 2020. As a result, we have significantly reduced the use of servers.

This leads to a considerable reduction in cooling requirements, as significantly less waste heat is produced. By installing an outdoor air-cooling system, we were able to reduce the power consumption of our newly constructed data center by 30%.

CLIMATE-FRIENDLY BUILDING MANAGEMENT



In addition, the energy supply for our own premises has also been switched to green electricity. Our central office, built in 2009, is powered by geothermal energy. A further building is equipped with a heat exchanger system. In some buildings on the company campus, the air conditioning systems have been converted to water cooling systems wherever the structural conditions allow. This helps to reduce the use of climate-damaging coolants that are harmful to the environment.

In terms of our existing lighting, we are gradually replacing conventional light sources with LEDs.

⁹ <http://www.aachen.de/> - Clever Mobil in Aachen - Traffic information (accessed on 04 September 2023) only available in German.

INFRASTRUCTURE FOR E-MOBILITY ON OUR COMPANY PREMISES



75 Wallboxes



27 Charging station for e-bikes



Currently **90** vehicles with Plug-in hybrid or electric drive = **45%** of the company's vehicle fleet



Photovoltaic system produces **119,000 kWh** of electricity, i.e., savings of **67 tons CO₂**

5.

SOCIAL RESPONSIBILITY



For us as a company, it is a matter of course not only to propagate social responsibility, but to live it. A climate of social interaction has been part of our corporate culture for more than 50 years. Therefore, we have set ourselves strict ethical guidelines for our daily interaction with customers, business partners and employees. In addition, assume our responsibility seriously by engaging in projects and organizations that strengthen social cohesion and promote peaceful coexistence, trust and team spirit.



Commitment to civil society

As one of the largest employers in and around Aachen, we have close ties to our region. We believe it is our responsibility to contribute to the sustainable and social development of the city.

Locally, we participate actively in the creation of sustainable mobility, for example, by participating in the city of Aachen's "Clever Mobil" initiative as well as through cooperation in the Pascalstraße initiative.¹⁰ This initiative has set up e-bike sharing stations such as apps for car sharing and carpooling across all companies in the Pascalstraße.

As a sponsor, we have supported small sports clubs in the region and various regional associations such as the Lebensraum Aachen civic trust¹¹ and Refugio e. V. human rights initiative.¹²

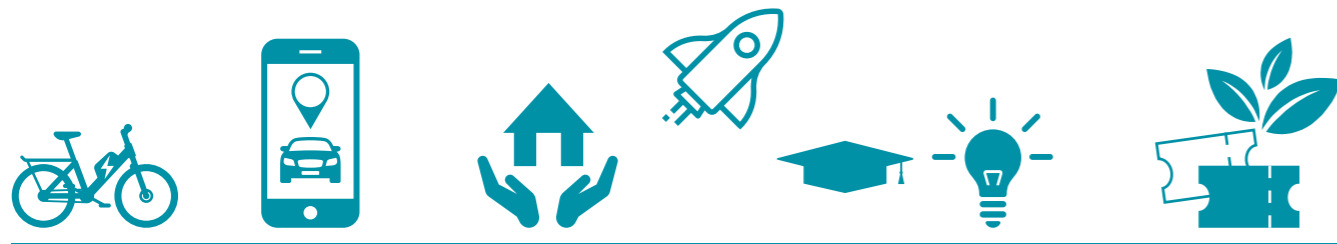
We are a founding member of digitalHUB Aachen. The objective of digitalHUB is to support digital start-ups and facilitate a dialog with companies to drive digitalization in Aachen and its surroundings.¹³ In 2022, we have been co-founder of the ecoHUB Aachen. This is a second line of business within the

digitalHUB with the purpose to support small and medium-sized companies in successfully shaping the transformation to sustainable business.

The heterogeneous nature of the region's many medium-sized companies in the service and technology sectors as well as the manufacturing industry, together with its academic landscape (RWTH University and Aachen University of Applied Sciences), offer the ideal environment for innovation, knowledge transfer, and mutual exchange.¹⁴

We are a member of the non-profit association REGINA e. V. (REGionaler Industrieclub INformatik Aachen). As an independent network of more than 120 participating organizations, REGINA e. V. promotes dialog and cooperation among the regional economy, education, and research.¹⁵

We not only play an active role in the Aachen city region, but also support various projects worldwide: These include a school in Darjeeling, India, as well as the development of local gardens in the townships of Aachen's partner city Cape Town via the Climate Ticket.¹⁶



¹⁰ <https://pascalstrasse.de/> (accessed on 04 September 2023) only available in German.

¹¹ <https://www.buergerstiftung-aachen.de/> (accessed on 04 September 2023) only available in German.

¹² <http://www.cafe-zuflucht.de/refugio-ev.html> (accessed on 04 September 2023) only available in German.

¹³ <https://aachen.eco/> (accessed on 04 September 2023) only available in German

¹⁴ <https://aachen.digital/en/> (accessed on 04 September 2023).

¹⁵ <https://www.regina.ac/english/> (accessed on 04 September 2023).

¹⁶ <https://aachen-kapstadt.de/en/climate-ticket/> (accessed on 04 September 2023).

Human rights due diligence and working with suppliers

We understand our responsibility towards our customers, business partners and employees. Therefore, we have implemented strict ethical rules that guide us through our daily business, which were enshrined in an ethics policy in 2022.

We support the principles of the UN's "Global Compact", the UN's "Universal Declaration of Human Rights" and the "Declaration on Fundamental Principles and Rights at Work" of the International Labor Organization in correspondence with national laws and practices. Our fundamental principles are defined in our Code of Conduct as well as the Code of Conduct for Business Partners.

When it comes to supporting our service providers and suppliers, we consider sustainability just as important as the typical priorities such as price, on-time delivery, and quality. We work with our suppliers and service providers as partners and as equals. Our goal is to make them aware of sustainability issues and motivate them to take steps in the right direction.

As a software service provider, our supply chain has a simple structure. Nevertheless, due to the size of our company, we will be subject to the German Supply Chain Act from 2024 onwards. We will prepare for this in 2023 and deepen our commitment to sustainable supplier management.

AWARD EcoVadis¹⁷

In 2022, we once again received a silver rating from EcoVadis and performed significantly better than the industry average listed by EcoVadis.



¹⁷ <https://ecovadis.com/> (accessed 01 September 2023).

6. EMPLOYEES



Openness, tolerance and diversity – these values are the foundation of our corporate culture. We want to continue to be a reliable and attractive employer for our employees in the future. Since a significant part of our company's success is based on the loyalty and high level of identification of our colleagues with our company. Therefore, our sustainable corporate culture is characterized by individual commitment, the greatest possible freedom and the transfer of responsibility.



Our corporate culture

For over 50 years, our corporate culture has been characterized by a climate of social interaction. Our colleagues live this culture which can be divided into six blocks:

01. **RESPONSIBILITY FOR THE ENVIRONMENT AND RESOURCES**
Healthy ecosystems are the prerequisite for people to live a good life. At INFORM, we see the careful treatment of our environment as a shared responsibility. For us, this means treating resources and the environment sensitively and responsibly.
02. **BALANCE BETWEEN COMMITMENT AND FUN**
At INFORM, unconditional commitment is just as important as having fun at work. This is mainly due to the special working atmosphere. Every day, we combine a high level of professionalism in the specialist area with a relaxed internal atmosphere.
03. **PASSION FOR PIONEERING SPIRIT**
Our way of working is characterized by a pioneering spirit. For us, software development goes beyond the mere creation of code. We listen, ask questions and understand the needs of our customers. Creative ideas flow into the development process before the actual software is created. This approach requires a wide range of qualifications and teamwork, which we promote in a special way *(more on this in the chapter on training and further education)*.

04. **FLEXIBILITY AND THE GREATEST POSSIBLE FREEDOM**
We expect our employees to think and act flexibly. Hence it is only logical that our colleagues also expect flexibility from us as an employer. Flat hierarchies and an open-door policy are a matter of course for us. Working time regulations are based on trust, working from home and flexible break times are part of our everyday working life. We foster a climate of trust that is characterized by mutual appreciation.
05. **ERROR CULTURE THROUGH COMMUNICATION**
Communication is essential, especially when difficulties arise. Mistakes and disruptions can occur in projects. Our collaboration is based on a resilient relationship of trust that enables us to overcome challenges together. In a pleasant working environment, this enables us to meet the requirements of globally active companies.
06. **EXPERTISE AND LEARNING**
Our employees are developing into industry experts. They analyze markets, deal with cultural differences and make their own decisions. An intensive mentoring program supports them in this process, both at the Aachen headquarters and in international regions. Mistakes are accepted as part of the learning process and enable continuous further development.

Leadership culture, participation and involvement

The active involvement of employees in corporate decision-making processes is becoming increasingly important. At INFORM, we take participation, co-determination and an open management culture seriously, as they are fundamental to our sustainable corporate strategy and the company's success.

A CULTURE OF PARTICIPATION

Respect for the opinions and concerns of our employees is a central component of our corporate culture. At INFORM, we understand corporate success not only in terms of key financial figures, but as a balance between customer satisfaction, the well-being of our colleagues and profitability. This is reflected in our open and constructive-minded corporate culture. The management works closely together with the workforce and is committed to open dialog.

FREE EXPRESSION OF OPINION AND ACTIVE INVOLVEMENT

We attach great importance to the free expression of opinion and the active participation of our employees. In open discussions and topic specific working groups, our employees have the opportunity to contribute their opinions and concerns and work together in order to find solutions that take into account both their interests and those of the management. Employee involvement extends to relevant decisions on corporate development and business policy. One example of this is the financial participation model for our employees.

SUSTAINABILITY AS A SHARED RESPONSIBILITY

The involvement of our employees in sustainability management is a key factor in our comprehensive sustainability strategy. We promote awareness of sustainability through training and measures of sensitization. The SDG-Network enables a broad exchange of sustainable ideas and suggestions, while also regular presentations and internal channels make our sustainability efforts transparent.

Training and further education

We see the future in the coming generations. Therefore, we actively support young people by offering apprenticeships, providing internships, and collaborate with Aachen's universities. For INFORM, imparting knowledge and further training is an obligation that we fulfill for our employees as well as for the next generation.



PROMOTION OF YOUNG TALENTS AND PARTNERSHIPS WITH UNIVERSITIES - SUPPORT FOR STUDENTS AND RESEARCH PROJECTS

At INFORM, we committed ourselves to take on apprentices and offer internships to promote young talents at an early stage. We collaborate with Aachen's universities and regularly supervise projects in the field of operations research¹⁸ at RWTH Aachen University as a practice partner. In addition, we finance scholarships at RWTH and FH Aachen and hold a professorship at FH Aachen¹⁹.

COMMITMENT TO AWARENESS TRAININGS – FOCUSING ON SECURITY, DATA PROTECTION AND INFORMATION SECURITY

The safety and well-being of our employees is of uppermost priority for us. Therefore, all employees must take part in annual awareness training courses on data protection, information security and occupational safety in order to sensitize them to these important topics.

INDIVIDUAL TRAINING AND FREEDOM - PROMOTING PERSONAL AND PROFESSIONAL DEVELOPMENT

We invest in the further training of our employees. This takes place both through our internal academy and through cooperation with external providers. Our aim is to support all employees in their individual development in order to effectively expand both job specific requirements and personal skills. Since 2020, we also offer online workshops to enable flexible learning. Furthermore, we create space for personal development through sabbaticals.

SUSTAINABILITY-ORIENTED KNOWLEDGE TRANSFER - INFORMATION EXCHANGE AND NETWORKING FOR SUSTAINABILITY

Our responsibility does not end at the borders of our own organization. In 2020, we launched a training program focusing on sustainability, which was successfully continued in 2022. On a monthly basis, presentations by colleagues from the SDG-Network or external experts on various sustainability topics provide a platform for sharing knowledge. With the cross divisional SDG-Network meetings, which take place twice a month, we promote dialog and the exchange of ideas on implementing our corporate sustainability goals.

¹⁸ <https://www.or.rwth-aachen.de/en/home.html> (accessed on 05 September 2023).

¹⁹ <https://www.fh-aachen.de/en/> (accessed on 05 September 2023).

Work-life balance

The compatibility of family and career is at the centre of our efforts to create a supportive working environment. We actively promote the work-life balance of our employees, taking into account the needs of children, parents and the company alike.



FAMILY-FRIENDLY CHILDCARE OPTIONS

At INFORM, we are actively committed to the families of our employees. Especially in times when there is a noticeable shortage of nursery places and teachers, we rely on our own childcare options, e.g., our company U3 nursery.²⁰ For many years now, we operate a workplace kindergarten together with neighboring companies. If a child is sick, we cover five of the statutory ten days of the child sickness benefit with full pay. Furthermore, we provide allowances for daycare and a company pension scheme. Dogs are allowed in the office by prior arrangement.

FLEXIBLE WORKING TIME MODELS

We believe that flexibility is key to a successful work-life balance. Our employees can work remote whenever the childcare situation requires it. This creates an effective balance between the demands of the job and the needs of the family. In addition, a special parent-child office is set up in our company building where parents can bring their children to work if necessary.

SUMMER VACATION CAMP FOR CHILDREN

Our support for families goes beyond everyday work. In cooperation with an experienced partner, we organize vacation camps for children during the summer vacations. This offer makes it possible for parents to know that their children are well looked after during the vacations while they can pursue their professional commitments.

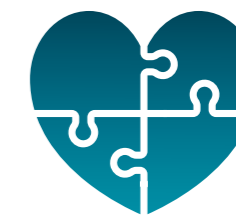
HOLISTIC HEALTHCARE PROMOTION

An important aspect of work-life balance is the health of our employees. In addition to flexible working models, we offer sports activities, preventive medical check-ups and healthy nutrition. Such a healthy working environment promotes well-being and supports the compatibility of family and career. *(More on this under Employee health and well-being)*

²⁰ <http://www.pascalszwerge.de/verein/verein.html> (accessed on 05 September 2023) only available in German.

Diversity and variety

Since 2022, we have an officer for diversity who takes care for with several issues such as equal opportunities, diversity in the company, fair payment for all employees, work-life balance and integration. The area of responsibility is still being established, which is why no targets have yet been defined and no statements can yet be made on target achievement. However, numerous measures to promote diversity have already been implemented. Our "Diversity & Inclusion" policy serves as a guideline for current and future measures. It addresses our basic attitude and defines important fields of action and development at INFORM.



RECRUITMENT AND HIRING

We recruit people from different backgrounds and promote them regardless of race, ethnic origin, gender, sexual orientation, age, religion or disability. In our job-advertisements we use gender-neutral language. People from over 40 nations work for us.

PROFESSIONAL DEVELOPMENT AND PROMOTION

We provide our employees with a wide range of skills in line with their needs. We also support young families and the return to work of young mothers.

WE STAND UP FOR WOMEN IN IT PROFESSIONS

We are involved in the annual Girls' Day, internal networking events (e.g. on the occasion of International Women's Day) or as partner of the regional women's network #frauenintech with REGINA e.V.²¹

PREVENTION OF DISCRIMINATION

Discrimination and harassment are unacceptable and will not be tolerated in any area of our company. We have an externally commissioned company social counseling service that offers the opportunity to receive independent and anonymous support. Various reporting channels are available to employees for reporting probable or suspected violations of the law and internal guidelines.

WORKPLACE CULTURE

We promote a culture in which everyone feels welcome, respected and valued. Further, we promote open communication, mutual respect and cooperation and encourage our employees to contribute their perspectives and ideas.

TRAINING AND DEVELOPMENT

We offer apprenticeships in various professions such as dual study programs.

²¹ <https://www.regina.ac/english/> (accessed on 05 September 2023).

Health and well-being

Our occupational health management department – a key element of our corporate culture – focuses on people as a whole. It was awarded the "BFK – Gesundes Unternehmen" quality seal for its occupational health management program in 2020/2021.



It includes the following services:

COMPANY DOCTOR

Our BGM works closely with our company doctor and the psychologists employed there. If necessary, our employees receive flu vaccinations, targeted examinations and general health checks there.

SPORTS AND MASSAGE

We offer physiotherapeutic support, massages and targeted sports activities in our sports room or outdoors. Participation in local events, such as the Aachen company run, city cycling or the Business Run Aachen, are an integral part of the company calendar. Also, in 2022 these events took place and a great number of employees participated.

HEALTHY FOOD

Fruit and vegetables are available as healthy snacks free of charge all year round. We also offer various types of coffee including different milk substitutes as well as various types of tea and mineral water free of charge. Our in-house canteen is supplied daily with freshly prepared meat and vegetarian dishes. The canteen meals are subsidized.

SEMINARS

We offer online seminars for all employees on topics such as "The body and stress" or "Hybrid working". In addition, a presentation in the Aachen region provided an opportunity for our colleagues to find out how to remain resilient in mentally challenging times.

QUIET ROOM

A room that is freely available to everyone, as well as festivities at our company headquarters, complete the extensive range of services on offer.

Occupational health and safety

Protecting the health and safety of our employees is of utmost importance to us. We comply with all applicable occupational safety standards and laws. In particular, we refer to the German Occupational Safety and Health Act (ArbSchG), the Occupational Safety Act (ASiG), the Working Hours Act (ArbZG), the Youth Employment Protection Act (JArbSchG), the Labor Courts Act (AGG), and the regulations of the employers' liability insurance association, such as the Workplace Ordinance (ArbStättV).



We also have fire protection regulations and instructions for incident and accident management. All these laws and regulations can be accessed by all employees via our intranet. All colleagues take part in the annual occupational health and safety training.

Based on the risk assessment conducted in accordance with the German Occupational Safety and Health Act (ArbSchG), an external occupational safety specialist and an external occupational physician determine requirements and define necessary measures, such as workplace ergonomics or the provision of personal protective equipment for our service staff when handling chemicals such as cleaning agents.

Our Occupational Safety Committee meets once a quarter to discuss, plan, and further develop internal occupational health and safety processes. The ASA analyzes emergencies and accidents at INFORM, advises on hazard prevention measures, exchanges experiences on implemented protection measures and coordinates occupational safety and fire prevention tasks.

In addition, the ASA is involved in the development of occupational safety and action programs to ensure a permanently safe and healthy working environment.

7.

COMPANY PROFILE

WHO WE ARE AND WHAT WE DO



INFORM develops software to optimize business processes using artificial intelligence and advanced mathematics of operations research. Founded in 1969, the company promotes sustainable value creation in various industries through optimized decision-making. The software solutions are tailored to industry-specific requirements and help companies worldwide to operate more resiliently and sustainably.

We work closely with institutions of higher education and professional associations (e.g., RWTH Aachen, GOR²²) and constantly research and develop new methods that enable companies worldwide to optimize their value creation processes.

²² <http://www.gor-ev.de/> (accessed on 05 September 2023) only available in German.

Success factors include

HYBRID AI

Our technology integrates operations research and artificial intelligence, including fuzzy logic and machine learning. Combining computer algorithms and human expertise yields results far superior to those of traditional management and purely data-driven algorithms.

INDUSTRY EXPERTISE

With more than 950 software engineers, data analysts, and consultants, we manage turnkey solutions for more than 1,000 customers worldwide in industry, trade, aerospace, ports, logistics, banks, and insurance companies. We optimize sales planning, production planning, personnel deployment, logistics and transport, inventories, and supply chain management, as well as the prevention of financial crime in insurance, telecommunications, and payment transactions.

MANAGING COMPLEXITY

The digital decision-making process of our software solutions is particularly useful when decisions must be made about complex processes with many ad hoc changes, volatility, disruptions, unpredictability, and this under time pressure.



Facts and figures

- Software for intelligent optimization
- More than 950 employees from over 40 nations
- More than 1,000 active customers worldwide
- Software development exclusively in Aachen, Germany
- Founded in 1969
- Turnover 2022: EUR 115.3 million
- Profitable every year since 1985
- Profits systematically reinvested in research and further development
- Internally capitalized - independent of external investors
- Primary company goal: Sustainability

8. COMPANY HISTORY

In 1969, Dr. Hans-Jürgen Zimmermann, founded INFORM GmbH (Institute for Operations Research and Management). His goal was to prove that mathematical optimization can be useful in increasing the profitability of companies by increasing resource efficiency.

Pioneer for resource saving...

We were one of the first companies that succeeded in making mathematical methods from the field of operations research usable for business management purposes. Managers can make better decisions with the help of mathematical optimization. Our software calculates which procedure leads to an optimal result, taking all framework conditions into account. In this way, companies are still improving their resilience and profitability nowadays. The development of the specialized software required for this was a pioneering achievement. Up to the present day, the pioneering spirit can still be felt in the development of our software products!

THE EARLY YEARS

1969 – 1984

In the early years, we at INFORM focused mainly on customized software development projects to solve complex problems such as fleet and transport planning, maintenance planning, or food recipes. In addition, customer and internal training courses on emerging opportunities for data collection and data use, in other words, digitalization, were offered. The challenge of implementing the practical use of operations research in companies was successful and the foundation for achieving resource-efficient productivity was laid. **INFORM has been a pioneer for mathematical optimization in companies.**

THE BREAKTHROUGH

1985 – 1999

For fifteen years, we developed standard solutions for business processes that are used to organize material movements and production planning in companies. The ability to combine technical knowledge with sound process know-how has enabled us to give our customers tools they can use to shape complex processes such as production, procurement, and personnel planning, or fraud detection in real time even if data availability is low. **INFORM operated as a pioneer for process optimization during this time.**

...and humane decision-making intelligence

DIVERSIFICATION AND ORGANIC GROWTH

2000 – 2009

With the start of the new century, our experts gained a broader perspective. With the enormous increase in data availability, the complexity of the challenges ahead continued to grow. Together with our customers, we uncovered greater potential for optimization and examined cross departmental processes, such as the overall aircraft dispatch process. The education and training of our employees as well as our customers remained an important topic. **The company operated as a pioneer for company and business process optimization.**

UNPREDICTABILITY AND CHANGE

2010 – 2019

Decision-making situations have become more complex due primarily to the increase in the size of the systems in place, so the dimension of time has begun to play a significant role over the last decade in how it manifests itself in unpredictability. Along with this was the call for agility. In the era of big data and the exponential growth of software algorithm efficiency, it became possible to capture and model systems with a complexity unimaginable 50 years ago, for example, organizing new car distribution. The topic of employee health attracted increasing attention. We worked together with our employees to find ways to promote this in a goal-oriented manner. We expanded our definition of sustainability and created a separate team to support the implementation of the UN Sustainable Development Goals in our day-to-day business. **We implemented our solutions globally as a pioneer for agile optimization.**

DIGITAL DECISION MAKING FOR A SUSTAINABLE WORLD

2020 –

Covid-19 is turning prioritization on its head and is highlighting all kinds of non-sustainable processes and behavioral patterns. The calls for a new way of doing business – one in which the financial success of companies comes from creating environmental and social benefits as well as customer value – are growing steadily louder. We are expanding our sustainability team to include employees from all business and functional areas and have decided that: **in the coming decade, we will act as a pioneer for systemic value creation.**

ANNEX

Overview of all key figures relevant to INFORM

GRI-SRS indicator	DNK criterion	Value / Answer	Unit
GRI SRS 102-16	Responsibility	We have set out our organization's general standards of conduct in our Code of Conduct. We base our actions on the ten principles of the UN Global Compact.	
GRI SRS 102-35	Incentive systems	No general answer can be given. Employees are entitled to an occupational pension with a statutory surcharge of 15%.	
GRI SRS 102-38	Remuneration systems	Ratios such as the remuneration of the highest-paid employee to the median of the total remuneration of all employees are not calculated. It is currently being examined when and how this indicator can be determined.	
GRI SRS 102-44	Stakeholder participation	Dialog with stakeholders (see page 14)	
G4 FS11	Percentage of financial assets that pass a positive or negative screening according to environment or social factors.	93,5%	t
GRI SRS 301-1	Materials used	Not specified, because we develop software and are therefore not a manufacturing company.	
GRI SRS 302-1	Energy consumption > Total electricity > Total gas > Diesel for vehicle fleet > Gasoline for vehicle fleet > Electromobility	1,492,440 607,794 135,955 118,113 8,490	kWh kWh l l kWh
GRI SRS 302-4	Reducing energy consumption: Power generation from own PV system.	14,256	kWh
GRI SRS 303-3	Water withdrawal	3,018	Megaliter
GRI SRS 306-3	Accumulated waste > Mixed light packaging (yellow garbage can for businesses) > Residual waste > Biowaste > Wastepaper > E-scrap of mixed quality > Bulky waste > Document destruction	7.44 12.34 7.29 19.57 1.39 3.3 1.62	t t t t t t t
GRI SRS 305-1	Direct GHG emissions, Scope 1	692.43	t CO ₂ e
GRI SRS 305-2	GHG emissions, Scope 2	161.26	t CO ₂ e
GRI SRS 305-3	GHG emissions, Scope 3	1466.60	t CO ₂ e
GRI SRS 305-5	Reduction of GHG emissions	Climate protection measures (see page 31)	

GRI-SRS indicator	DNK criterion	Value / Answer	Unit
GRI SRS 403-4	Employee participation in occupational health and safety	Occupational health and safety (see page 47)	
GRI SRS 403-9	Work-related injuries	7 Commuting accidents	
GRI SRS 403-10	Work-related illnesses are not recorded, but sickness-related days of absence are	10.85	Days / Employee
GRI SRS 404-1	Number of hours of training and further education	29.04	Hours / Employee
GRI SRS 405-1	Diversity > Gender Controlling bodies > Age distribution of control bodies > Gender in general > General age distribution	Male 89% – Female 11% – Divers 0% < 30 years 0% - 30-50 years 33% - > 50 years 67% Male 69% - Female 31% - Diverse < 0.5% < 30 years 22% - 30-50 years 54% - > 50 years 24%	
GRI SRS 406-1	Discrimination incidents	No significant cases of discrimination have been reported.	
GRI SRS 412-3	Investment agreements screened for human rights aspects	We do not have any significant investment agreements.	
GRI SRS 412-1	Business premises checked for human rights aspects	Not material topic for Inform Institute für Operations Research and Management GmbH.	
GRI SRS 414-1	New suppliers screened for social aspects	No new suppliers were checked. The implementation of sustainability aspects in supplier evaluation is currently in development.	
GRI SRS 201-1	Directly generated and distributed economic value > Directly generated economic value: revenues > Distributed economic value > Retained economic value	118,905 111,767 7,138	In thousand EUR In thousand EUR In thousand EUR
GRI SRS 205-1	Business premises checked for corruption risks	No significant corruption risks were identified.	
GRI SRS 205-3	Incidents of corruption	0	# Corruption cases
GRI SRS 419-1	Non-compliance with laws and regulations or fines paid	None / 0	€ Fines paid

Many of these key figures were collected for the first time for the reporting year 2022. Therefore, comparisons with previous years are not yet possible. Further details on some of the key figures listed are available in our DNK report.

