

LIFECYCLE THINKING

Collaborative. Holistic. Sustainable.

ABOUT THE REPORT

This sustainability report for 2020 presents our sustainability performance at CHG-MERIDIAN. We highlight our impact on the social, environmental, and economic spheres and describe the concepts we have developed and the goals we have defined. The aim of the report is to inform our stakeholders about how we are meeting our responsibilities.

Our sustainability report follows the framework of the Global Reporting Initiative (GRI) and was written in accordance with the GRI Standards (option: core). This is also our first Communication on Progress to the UN Global Compact. CHG-MERIDIAN is a signatory of the UN Global Compact and a supporter of other initiatives such as the Diversity Charter and the Development and Climate Alliance.

The period under review in this sustainability report is the 2020 fiscal year (January 1, 2020 – December 31, 2020). The financial data is identical to the data in the annual report for 2020. Unless otherwise stated, all figures disclosed in this sustainability report apply to the Germany region, which comprises CHG-MERIDIAN AG and CHG-MERIDIAN Industrial Solutions GmbH.



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CLEAR COMMITMENT TO SUSTAINABILITY

There are many dimensions to sustainability, a subject that is increasingly the focus of public debate. In 2020, it was high on the agenda, not just in society and in politics, but also in the business world, not least because sustainable business models have often proved more robust and resilient in times of crisis such as the current COVID-19 pandemic. At the same time, sustainability is becoming an increasingly important differentiating factor in the market.

Sustainable thinking is the basis for business success

What does that mean for CHG-MERIDIAN? A look at our business model shows that sustainability has played a key role in our Company for more than 40 years. From the very beginning, we focused on the resource-efficient circular economy model, so thinking in terms of the complete lifecycle is firmly rooted in our corporate DNA. At the same time, we are aware that sustainability is not a box that can simply be ticked, it is an ongoing, dynamic process. That is why we are forging ahead with our commitment to sustainability and balancing environmental, social, and financial aspects. Our first sustainability report transparently documents the measures we have taken and the goals we have set.

In tune with our customers' expectations

We see in the dialog with our customers that sustainability is no longer a unique selling proposition. Many of them have set their own ambitious targets and are extending their view to include the whole supply chain. We want to provide them with a state-of-the-art offering that meets growing demands in terms of digitalization and sustainability. Take our new product carbonZERO, for example, which is the first to allow customers to make the complete lifecycle of their IT equipment carbon-neutral. This is how sustainability is becoming an important 'business enabler' for us too.

Carbon neutrality and UN Global Compact underline clear commitment

Following the necessary preparatory steps in 2020, we were able to implement two significant developments at the beginning of this year as part of our commitment to sustainability.

From 2021, our entire operations across the Group will be carbon-neutral. To achieve this, we will avoid, reduce, or offset all CO₂ emissions generated in the course of our business activities. Our long-term goal is to continuously reduce our environmental footprint and to further promote the green focus of our business operations.

To emphasize how much we value responsible corporate management, we have also signed up to the UN Global Compact this year. Over 16,000 companies across more than 160 countries are part of this international initiative. Starting in 2021, we will demonstrate our commitment to the ten principles of the UN Global Compact with an annual presentation of our progress in the area of sustainability.

As an international company, partner, and employer, we also see ourselves as an active member of society. We maintain a close, constructive dialog with our regional stakeholders and contribute our expertise in a meaningful way. At the same time, we are particularly committed to offering our employees a safe and fair working environment in which they can thrive. To highlight our commitment, we have signed up to the Diversity Charter and are planning, among other things, a quota for women at management levels.

With these goals in mind and a future-oriented business model behind us, we will continue to expand our offering and generate sustainable added value along the entire product lifecycle. Join us in our commitment to economic, social, and environmental lifecycle thinking.



“

From 2021, CHG-MERIDIAN will be carbon-neutral.

This underlines our clear commitment to sustainable and responsible corporate governance.

I trust you will find our first sustainability report an enlightening and informative read, and would welcome any thoughts or comments you wish to share.

Dr. Mathias Wagner
Chairman of the Board of Management,
CHG-MERIDIAN Group

CHG-MERIDIAN AT A GLANCE

GRI 102-2, 102-4, 102-7, 102-9, 102-18, 102-17, 102-30

Leading technology manager since 1979

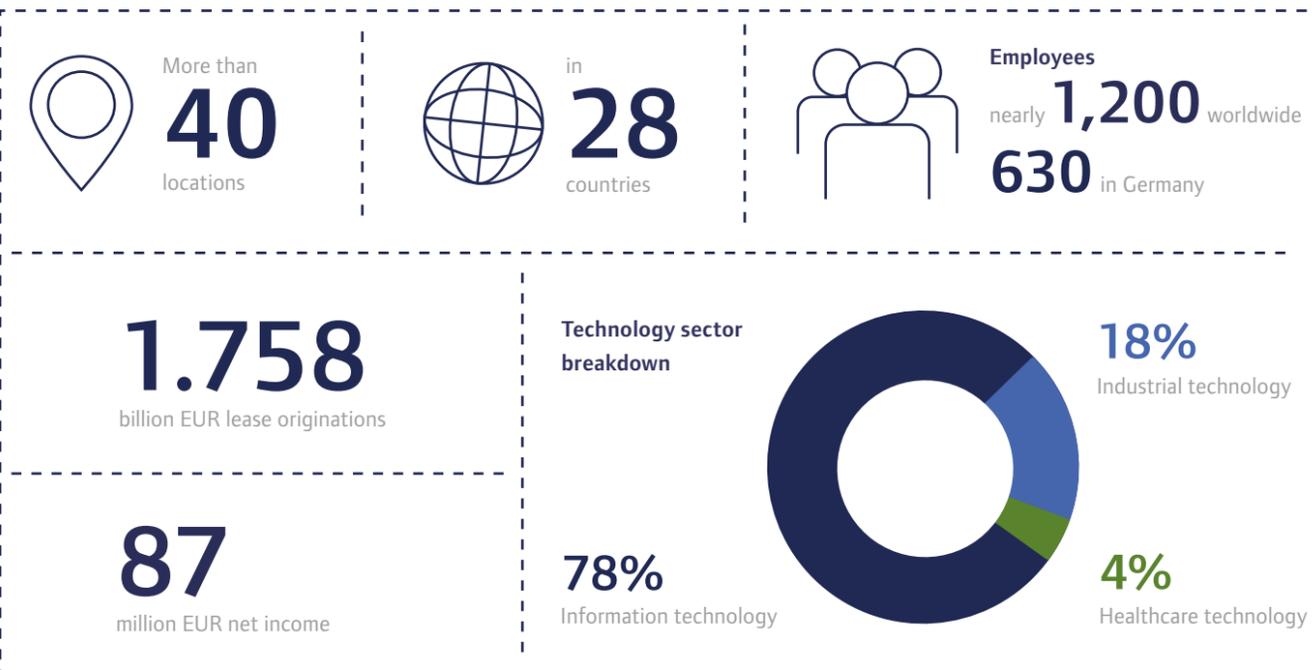
CHG-MERIDIAN is an international technology management and financing company in the areas of IT, industrial technology, and healthcare technology. We manage the technology infrastructures of large corporations, SMEs, public bodies, and hospitals across 28 countries. Our approach is to support our customers with their digital transformation and to help them make their businesses more efficient and sustainable.

Based on the principles of the circular economy, our service portfolio includes planning,

financing, and operational implementation as well as certified data erasure; refurbishment; and remarketing of used equipment at our two technology centers in Germany and Norway. The CHG-MERIDIAN Group's Board of Management has four members, who regularly report on the business to the Supervisory Board.

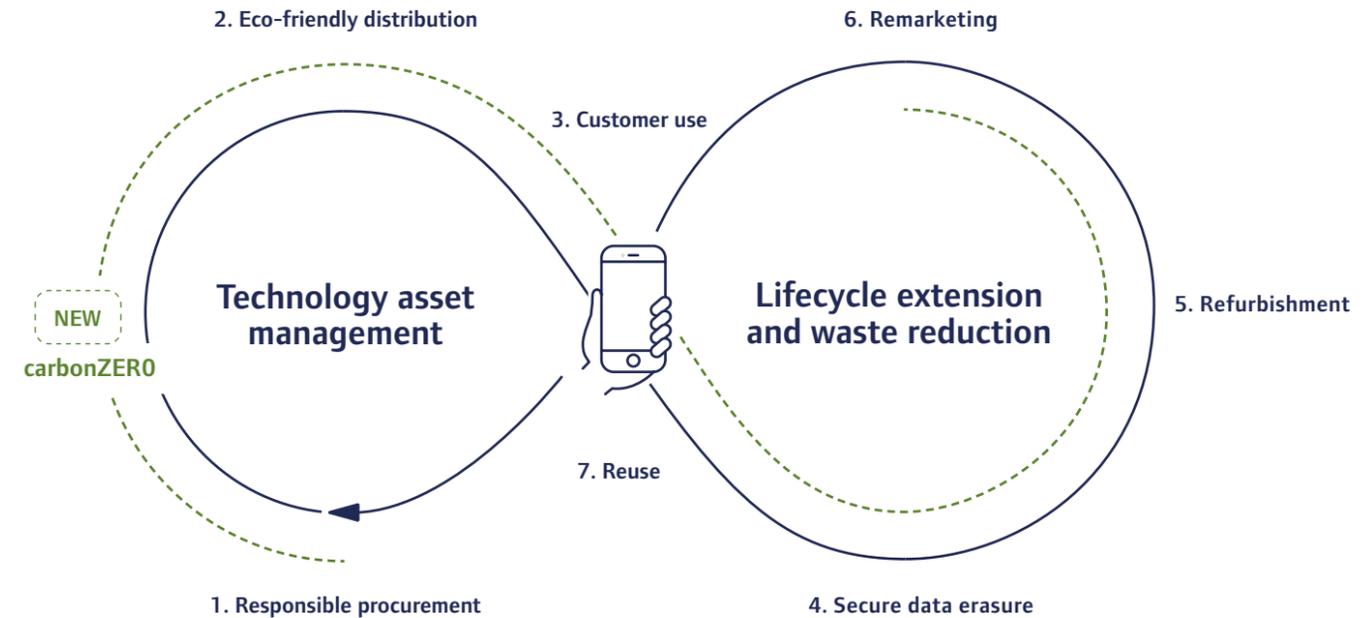
As a financial services provider, CHG-MERIDIAN is subject to the rules of the German Federal Financial Supervisory Authority (BaFin) and of Deutsche Bundes-

bank and has to comply with a wide range of laws and regulatory requirements such as the German Banking Act (KWG), the Minimum Requirements for Risk Management (MaRisk), the Supervisory Requirements for IT in Financial Institutions (BAIT), and the Anti-Money Laundering Act (GwG).



GRI 102-2, 102-6, 102-9

Giving assets a second life



Lifecycle Thinking

In the context of lifecycle thinking, CHG-MERIDIAN focuses on extending the lifecycle of equipment through refurbishing and multiple use. As a technology manager we support our customers from the needs-based procurement to the eco-friendly distribution of the asset and the complete use phase. At the end of their useful life, we take back the devices and prepare them for a second life on the secondary market.

Technology asset management

- 1. Responsible procurement**
Needs-based asset procurement; CHG-MERIDIAN code of conduct for all business partners to ensure compliance with environmental and social standards
- 2. Eco-friendly distribution**
Delivery of asset to the customer; shipment in returnable packaging
- 3. Customer phase**
Customer use phase, duration of use varies

Lifecycle extension

- 4. Secure data erasure**
Sensitive company data is completely erased using a certified procedure after asset has been collected (eraSURE®)
- 5. Refurbishment**
Asset is checked and professionally refurbished; asset is only recycled if it cannot be repaired or the customer's level of security requires it
- 6. Remarketing**
Asset is made available on the secondary market via sales partners
- 7. Reuse**
Reuse of asset extends its lifespan

carbonZERO
Asset's carbon emissions are offset throughout the lifecycle, from manufacture and use to remarketing

At CHG-MERIDIAN, we believe in end-to-end sustainability, efficient technology management with the highest level of information security, fair competition, and respectful dialog with stakeholders.

STRATEGY AND GOVERNANCE

OUR SUSTAINABILITY STRATEGY

GRI 102-18

Sustainability in our organizational structure

To promote sustainability throughout our company and embed it effectively, we created a sustainability governance structure in 2020 that includes the role of Group Sustainability Officer (GSO), a Sustainability Board, and a Sustainability Office. The GSO is responsible for all sustainability-related topics and heads up the Sustainability Office, which manages key sustainability activities at CHG-MERIDIAN in the following four areas:

- Labor rights and human rights
- Business ethics
- Environment
- Sustainable procurement

As well as the GSO, each area has a Sustainability Leader. The Sustainability Office and the Board of Management together form the Group Sustainability Board. It convenes every quarter and acts as a central steering committee to ensure that our sustainability strategy is implemented across all of the Group's functions.

We aim to extend sustainability reporting across the CHG-MERIDIAN Group by 2023 and have the report undergo an external audit.

A holistic, interdisciplinary strategy

In 2020, the Sustainability Office developed CHG-MERIDIAN's sustainability strategy, which was approved by the Group Sustainability Board. This interdisciplinary strategy is aligned with the goals of the corporate strategy and linked to the strategies of the subordinate Group functions.

Each function and employee implements the sustainability strategy through suitable

operational measures, ensuring that these are compatible with the existing functional and corporate strategies.

This is how we ensure that sustainability is completely and permanently integrated across the CHG-MERIDIAN Group and that it is the main principle that drives our actions.

Our sustainability goals

Area	Goal	Timeframe	Scope
Labor rights and human rights	Increase the proportion of women in management positions to 30%	2025	Group
Business ethics	Ongoing development of information security management to achieve ISO 27001 certification readiness	2022	DACH
	Training and application of the code of conduct to ensure compliance across the Group and to combat corruption	2022	Group
Environment	Carbon-neutrality (corporate emissions)	2021	Group
Sustainable procurement	Supplier assessment and standards for own procurement	2023	Group

GRI 102-46

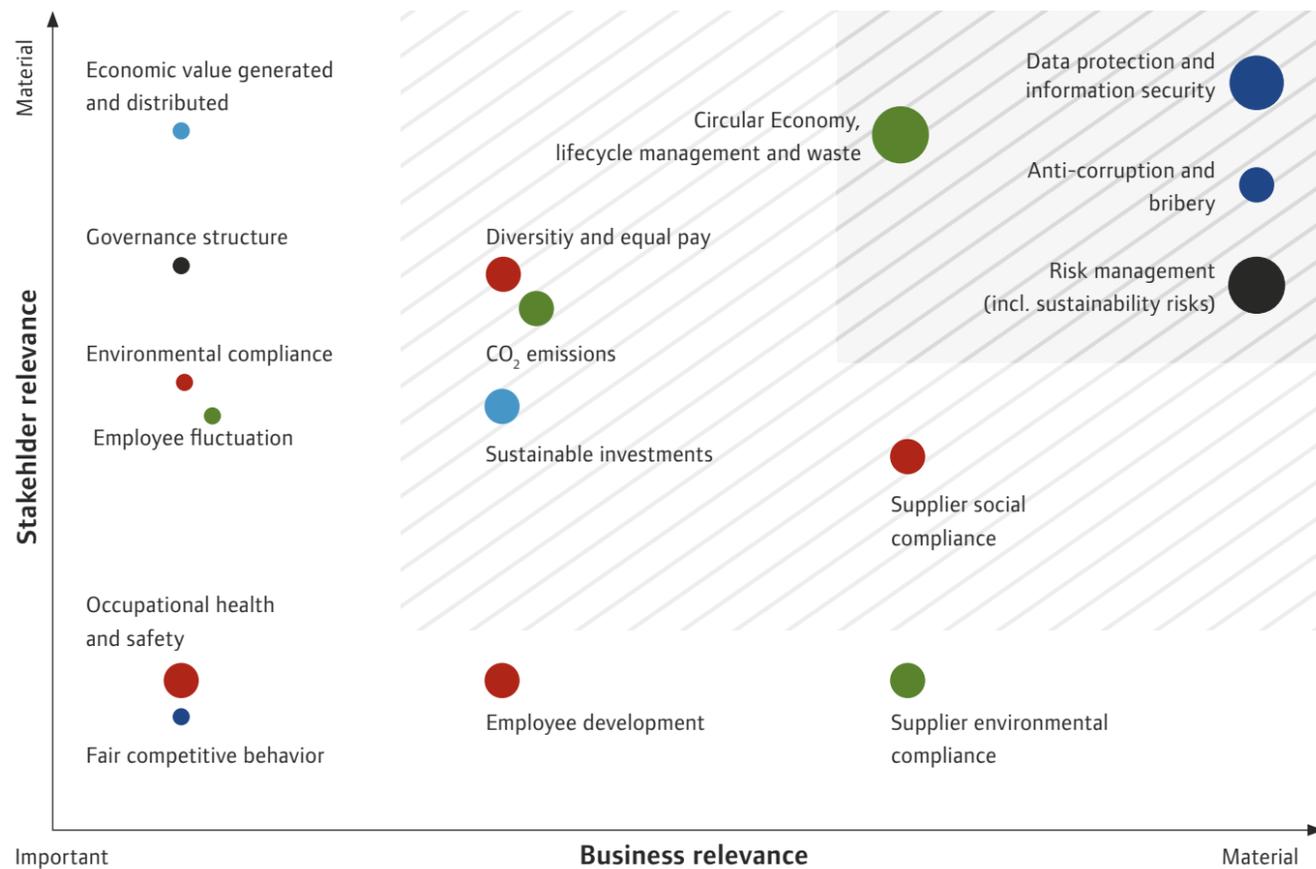
Identifying material sustainability topics

Using the specifications set out by international frameworks such as the GRI standards, we have determined the key sustainability indicators for CHG-MERIDIAN and incorporated them into the development of our overarching sustainability strategy. These were then evaluated from three perspectives in a materiality assessment:

1. Stakeholder relevance
2. Business relevance
3. Impact on the environment and society

The assessed topics were divided into three materiality levels and are shown in the materiality matrix below:

Materiality matrix with double materiality



Based on the materiality assessment, we have created the overarching categories of governance, responsible financing, business ethics, climate and environment, and labor rights and human rights. These shaped the development of the four action areas and the establishment of our Sustainability Office.

Categories

- Governance
- Responsible finance
- Business ethics
- Climate and environment
- Labor and human rights

Impact on the environment and society

- High
- Middle
- Low

GRI 102-47, 102-40, 102-42, 102-43, 102-44

Reporting material topics

In accordance with the materiality principle in the GRI Standards, we publish the following GRI disclosures in this sustainability report in addition to meeting the general information requirements:

Information on our employees, new hires and employee turnover, employee training and health and safety, diversity in our management and our workforce, social and environmental criteria for suppliers, data protection and information security, prevention of corruption and anti-competitive behavior, compliance with environmental laws and regulations, reduction of greenhouse gas emissions, recycling and recovery of materials, waste prevention.

In the course of the materiality analysis, we identified relevant stakeholder groups and their concerns and incorporated them in our sustainability strategy. We actively include their interests in our actions via our various existing dialog formats and plan to expand these formats in an even more structured way in the future.

We also use the EcoVadis supplier rating platform to continuously improve our sustainability performance.

Engaging with our stakeholders

From satisfied customers and employees, to transparency vis-à-vis the general public and auditing bodies, through to reliable supplier and partner relationships, we believe that taking the interests of our various stakeholder groups into account is crucial to our success.



Our sustainability governance structure, introduced in 2020, supports us in orchestrating strategic group-wide sustainability measures. In particular, the individual requirements of the markets and countries must be taken into account.

Matthias Steybe

Group Sustainability Officer at CHG-MERIDIAN

Stakeholder groups	Engagement format
Public institutions	Audits and audit reports, annual report, supervisory consultations, and compliance with statutory notification and reporting obligations
General public	Annual report, external communications, and events
Shareholders	Annual General Meeting, closed meetings, Supervisory Board meetings
Funding partners	European Funding Partner Conference (EFPC), Funding Partner Conference (FPK), annual report
Employees	Ongoing internal communication
Customers	Key account management, annual report, events, external communications, sustainability rankings
Suppliers and partners	Supplier surveys, annual report, external communications, sustainability rankings

GRI 102-11, GRI 102-16

Our values and guidelines

At CHG-MERIDIAN, we assess the impact of our business to ensure that we develop sustainably. We pay particular attention to the environment, sustainable procurement, human rights and labor rights, and business ethics, including data protection and anti-corruption measures. CHG-MERIDIAN addresses and documents sustainability risks, as defined by the internationally recognized ESG risks, in accordance with the recommendations of BaFin. Our latest risk inventory revealed minor sustainability risks in the areas of energy costs, disposal costs, and the direct impact of forces of nature.

Since 2012, we have set out our values and guidelines for our customers, employees, suppliers, and partners in our code of conduct, which we reviewed and updated in 2020.

Diversity and equal opportunities, business integrity and compliance with the law, sustainability, and security are key factors for us. We also comply with and promote the latest standards for the protection of human rights and the rights of children.

Anti-corruption and integrity

CHG-MERIDIAN supports all internal and external activities aimed at preventing bribery and corruption.

To facilitate this, we implemented a compliance management system (CMS) and created the role of Compliance Officer (CO) and an official deputy back in 2013. Besides training and measures to raise awareness, the compliance officer is also responsible for carrying out a compliance risk analysis and the ongoing development of the CMS. The Compliance Officer heads up the semi-annual compliance committee meeting, in which the Chief Executive Officer (CEO), the Chief Regulatory Officer (CRO), and the Head of Legal take part. Its findings are reported to the Board of Management and the Supervisory Board.

The Board of Management and the Compliance Officer are jointly responsible for implementing measures to reduce the risks of bribery and corruption. The CMS is regularly checked through internal and external audits.

Our business partners are selected using a risk-based compliance check, and we expect them to carry out a self-assessment and to comply with our code of conduct. We inform the relevant stakeholders of any changes, incidents, and specific measures.

GRI 205-2, 206-1, 419-1

Employee training in compliance

A multi-level reporting system has been set up to report suspected corruption or anti-competitive behavior. Our employees and external parties have access to a global whistleblowing system (hotline), a function-specific address, a compliance reporting portal, and an ombudsman to report such violations.

There were no known cases of anti-competitive behavior confirmed during the reporting period. Equally, there were no known proceedings pending against CHG-MERIDIAN for confirmed violations of laws in the social and economic spheres.

Employee training

Training	Information	Completed
Code of conduct training	Mandatory for all new employees. Has to be repeated every three years. Mandatory for all global employees in 2020.	1,173 of 1,173 (100%)
Executive compliance	Mandatory for all new management staff worldwide.	9 of 9 (100%)
Anti-Money Laundering Act (GwG)	Mandatory for new employees in Germany.	101 von 101 (100%)
Information security	Mandatory for new employees worldwide.	170 von 170 (100%)
Data protection	Mandatory for new employees worldwide.	170 von 170 (100%)

Employee figures include trainees and students

GRI 102-12, 102-13

Joining our partners in promoting sustainability

Together with our partners and other organizations, we are committed to social, environmental, and economic sustainability beyond our day-to-day business. We are currently considering joining more initiatives.

Initiatives and memberships

Germany
Bundesverband der Personalmanager e.V. (BPM) (German Association of HR Managers)
Bundesverband Deutscher Leasing-Unternehmen (BDL) (Federation of German Leasing Companies)
Charta der Vielfalt e.V. (Diversity Charter)
Initiative D21
Stiftung Allianz für Entwicklung und Klima (Development and Climate Alliance)
Wirtschaftsinitiative Nachhaltigkeit (WIN) (Sustainability Initiative)
Verein zur Förderung des Forschungsinstituts für Leasing an der Universität zu Köln (society for the promotion of the leasing research institute at the University of Cologne)

International
EcoVadis SAS
Febelfin ASBL
UN Global Compact

This is an extract of relevant memberships with a direct link to sustainability.

GRI 418-1

Data protection and information security

Our success as a technology management and financing company depends to a large extent on efficient and secure IT applications and systems for our customers and partners and for our own IT infrastructure. We have taken a range of measures to ensure comprehensive information security:

- Adoption of the EU General Data Protection Regulation (GDPR) as the global data protection standard for the CHG-MERIDIAN Group
- Creation of a global data protection management system aligned with international standards (ISO 27701)
- Management of information security risks and continuous process optimization in accordance with the legal requirements as a regulated financial services provider (BAIT and MaRisk)

- Creation of a regulatory affairs strategy defining the principles of data protection and information security for the entire CHG-MERIDIAN Group
- Creation of an IT compliance team in addition to the Information Security Officer
- ISO 27001 certification of our technology center in Gross-Gerau and of the eraSURE® data erasure process used in the refurbishment of lease returns, including BSI basic protection certificate of conformity according to B1.15 (deleting and destroying data)
- Regular internal audits and independent, third-party penetration tests

In the reporting period, a total of eight security incidents relating to data protection and 118 incidents relating to information security were recorded. These were analyzed and the appropriate action was taken. There were no disclosable incidents.

Our employees and business partners can report data protection and information security violations via our usual compliance channels.

CIRCULAR ECONOMY AND CLIMATE PROTECTION

CHG-MERIDIAN relies on refurbishment and reuse to extend product lifecycles. We consider ourselves part of the circular economy, helping to conserve resources and mitigate climate change through our business model.



EXTENDING LIFECYCLES MEANS THINKING OF TOMORROW

As an international technology management and financing company in the areas of IT, industrial technology, and healthcare technology, our objective is to save resources wherever possible. We contribute to the circular economy and help to protect the environment by providing appropriate advice, remarketing our lease returns, and relying on professional environmental management.

At CHG-MERIDIAN, we consider the responsible use of natural resources to be the basis of sustainable, long-term growth. As a technology management and financing company, we are committed to making digitalization and, more specifically, the installation and operation of technology infrastructures more sustainable. We want to help to meet the growing demand for technical equipment, especially in the resource-intensive IT sector, in a way that conserves resources, reduces greenhouse gas emissions, and avoids electronic waste.

To facilitate this, CHG-MERIDIAN offers solutions based on the circular economy model that allow companies to integrate circular processes into their technology management. Our entire business has followed the principles of the circular economy for decades. Whereas linear business models extract, process, use, and dispose of raw materials at the end of a product's life, we aim to extend the product lifecycle in line with circular principles. Given that recycling using current methods is mostly unprofitable and energy-intensive, the remarketing model championed by CHG-MERIDIAN is the more efficient way. That is why we make every effort to refurbish all usable assets at the end of the lease and give them a second life.



→ eraSURE® meets the highest demands for data security.

Refurbishment involves quality-assured repair and reconditioning at our technology centers and within our global partner network. We aim to continually improve our environmental management and are working throughout the company to reduce energy consumption, greenhouse gas emissions, and waste levels.

The largest of the Group's two technology centers is located in Gross-Gerau, Germany. This is where product lifespans are extended. The site has reorganized and expanded its workspace to cope with the large volume of orders.



→ CHG-MERIDIAN's technology center in Gross-Gerau, Germany.

Where circularity is made

We meet Csaba Kallai at the entrance to the production hall. The building's floorspace increased by over 2,000 square meters last year, but you would not be able to tell from the outside, as the expansion was carried out in a resource-efficient manner by adding a mezzanine floor. In 2020, the center in Gross-Gerau received more returned devices than ever before. All these assets, which have been returned at the end of the lease, have to be unpacked, sorted, and prepared before they can be refurbished and given a second life. "We take care of the entire end-of-life process," Kallai explains. "Everything from asset return and certified data erasure to professional refurbishment and remarketing."

Powered by renewable energies

Hungarian-born Csaba Kallai, the Head of Logistics & Production, and his 94 colleagues demonstrate every day what lifecycle management looks like in practice. Together, they are slowly but surely driving the next industrial revolution. This is what experts who are looking for solutions to current challenges, such as climate change and the shortage of raw materials, call the circular economy. In short, the circular economy describes an economic model in which the same amount of resources are removed during a cycle as are added back. In keeping with this principle, the power used in Gross-Gerau is generated using renewable sources. In this state-of-the-art building, decommissioned assets are thoroughly refurbished and have their potential useful life extended.

Digitalization is driving the refurbishment business

As we pass pallets of returned IT assets in goods inward, Kallai mentions the ongoing digital transformation. He believes it is one of the reasons behind the rise in demand for refurbishment. More and more smartphones and tablets are being used across all company levels and decommissioned at ever shorter intervals. This makes them prime candidates for the secondary market. At the same time, data security requirements, for example under the EU's General Data Protection Regulation, are becoming more stringent. This makes secure and certified data wiping solutions such as our proprietary eraSURE® product all the more important.



The general trend for greater sustainability and the obvious environmental benefits of reusing devices are driving demand for sustainable end-of-life management services.

Csaba Kallai

Head of Logistics & Production,
technology center in Gross-Gerau, Germany

"An even bigger driver is the general trend for greater sustainability," says the Head of Logistics & Production. "The obvious environmental benefits of reusing devices are driving demand for sustainable end-of-life management services." Given the volume of work, you might expect the workshop to be buzzing and noisy, but watching the teams at work you notice the calm focus. The additional floorspace allows the team to process orders faster and more efficiently, and security requirements can now be better met. As part of the expansion, all existing processes were checked and optimized as required. Test capacity was also increased.



→ Csaba Kallai puts lifecycle management into practice.

A BETTER USE OF RESOURCES AND MATERIALS

Toward a circular economy

At CHG-MERIDIAN, we take our environmental responsibilities and the conservation of resources seriously. For us, the circular economy is a game-changing model for the responsible use of resources. Not only do our products help to conserve resources, we as a company are committed to the efficient use of raw materials. Our model is based on the reuse of devices and therefore on the reduction of electronic waste.

GRI 301-3

Refurbishment and reuse

CHG-MERIDIAN receives equipment back from customers at the end of the lease and, where possible, refurbishes and remarkets it to give it a second life. We strive to improve our waste management and optimize refurbishment through the use of the latest technologies and management systems. After all, the raw materials used in IT assets are valuable and only available in limited quantities.

In collaboration with our global network of certified refurbishment partners, 96 percent of lease returns were professionally refurbished and sold on the secondary market in

2020. This enabled us to remarket around 880,000 assets in total in 2020. We aim to increase our efforts in respect of the circular economy, and that will involve refurbishing even more assets and giving them a second life.

We have set ourselves the goal of further intensifying our efforts in the direction of a circular economy. To this end, we want to recycle even more equipment in the future and transfer it to a second lifecycle.



880,000

assets around the world were given a second life



→ Refurbishing devices at CHG-MERIDIAN.

Recycling materials and managing waste

While 96% of assets were remarketed, the remaining 4 percent of lease returns were beyond repair and therefore no longer usable or were devices with highly sensitive data that had to be destroyed.

These assets were recycled by our certified waste disposal partner in accordance with our guidelines. Raw materials such as copper, gold, silver, and aluminum were separated using the latest technological standards and reused where possible.

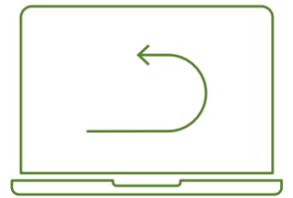
Residual waste was processed in accordance with our disposal guidelines, which is currently being revised as part of our ISO 14001 certification. The guidelines aim to further reduce waste and packaging, and we have set ourselves targets in these areas. In this respect, we are following the principle

of reduce, reuse, recycle, and we provide training and procedures to encourage proactive thinking and behavior when it comes to environmental protection and energy efficiency.

GRI 306-2

Disposal by waste type

We have introduced a separation system at our headquarters and at most of our locations to minimize non-recyclable waste. As the bulk of the waste is made up of packaging for lease returns, we use reusable packaging more than once before disposing of it. TFT monitors and laptops, for example, are stored in reusable boxes, and single-use packing material is sorted and made available for further use.



96%

of lease returns were remarketed

Headquarters

Waste similar to household waste **5,48**

Cardboard/paper **7,56**

Gross-Gerau technology center

Waste for recycling **33,46**

Cardboard/paper **88,37**

PE film **7,69**

Polystyrene **2,00**

Wood **41,54**

Electronics recycling **477,14**

Disposal by waste type (metric tons)

All other waste at our headquarters is separated into paper and non-recyclable waste. Paper and corrugated paper are disposed of in a compaction container. At the site in Gross-Gerau, we also separate and collect PE film, polystyrene, and wood. Non-functional lithium-ion batteries are disposed of properly. In 2020, our headquarters and our site in Gross-Gerau generated a total of 663.24 metric tons of waste for recycling.

GRI 305-1, 305-2, 305-5, 307-1

Environmental management and climate protection

CHG-MERIDIAN attaches great importance to compliance in the area of environmental management. We ensure that we comply with the law and our internal guidelines. Responsibility for compliance with our environmental and waste disposal guidelines at our headquarters, our two technology centers, and our other locations lies with the local management team. We report on processes and events that are relevant to compliance and can state that no fines or sanctions were imposed on us in 2020 for non-compliance with environmental protection regulations. We want to continue to meet the requirements at all locations and have set ourselves ambitious goals for ongoing improvement.

By the end of 2021, CHG-MERIDIAN aims to be ISO 14001 certified at all of its locations in Germany, Austria, and Switzerland. The technology center in Skien in Norway is already certified. Procedures have been developed for the locations and made available on the intranet to ensure that this goal is met.

Our environmental and energy management efforts are aimed at reducing energy consumption and therefore CO₂ emissions. Any projects that reduce energy consumption or increase energy efficiency help to reduce our corporate emissions. Since 2015, we have been carrying out an energy audit at CHG-MERIDIAN based on EN 16247 every four years.

Reducing corporate emissions, becoming carbon-neutral

CHG-MERIDIAN has set itself the target of becoming carbon-neutral across the business from 2021. To achieve this, we will avoid, reduce, or offset all CO₂ emissions generated in the course of our business activities. CHG-MERIDIAN considers corporate emissions to not just include the usual scope 1 and scope 2 emissions because it also feels responsible for any scope 3 emissions that it can significantly influence. All non-avoidable emissions are offset through selected climate change mitigation projects. We will carry on the measures introduced in recent years to reduce the CHG-MERIDIAN Group's carbon footprint and will continue to refine them.

We only use green electricity at our locations in Germany, Austria, and Switzerland. We also installed a photovoltaic system at our headquarters in 2017 and operate a heat recovery process.

Corporate emissions of CHG-MERIDIAN in 2019 (DACH)

Emission category	Percentage	Scope
Business travel	35.48%	3
Vehicle fleet	17.41%	1
Procured goods (own use)	14.27%	3
Commuting	11.93%	3
Heating	9.43%	1
Energy and fuel-related emissions	4.91%	3
Capital goods	4.14%	3
Electricity	1.87%	2
Cooling	0.33%	1
Waste	0.13%	3
Potable water and waste water	0.10%	3
Processes/facilities	0.00%	1
District heating/cooling	0.00%	2
Steam	0.00%	2
Capital expenditure	0.00%	3

The categories displayed here relate to emissions (greenhouse gases in CO₂ equivalents) as per scope 1, 2, and 3, calculated in accordance with the Greenhouse Gas Protocol

In September 2020, we launched a project to record our CO₂ emissions with a view to initiating further targeted measures. We also produced a comprehensive climate audit and climate report for 2019 in accordance with ISO 14064 and based on the Greenhouse Gas Protocols.

The findings show that the bulk of our corporate emissions are generated by travel and transport, which includes business travel, commuting, and our vehicle fleet.

All other emissions are listed in detail in the 'corporate emissions overview' table on the previous page.

Even before the COVID-19 pandemic, CHG-MERIDIAN developed a travel policy for climate-aware travel planning, which we will review as required.

The travel policy recommends that we avoid travel wherever possible and rely on telephone and video meetings instead. In general, the policy recommends using public transport for unavoidable travel, and sharing journeys by car. We also carry out training courses to raise awareness of energy efficiency among our employees and provide them with specific guidance on how to save energy.

Sustainable investment: Carbon-neutral financing with carbonZERO

Customers can take an active step in terms of Green IT through our carbonZERO product and make carbon-neutral IT investments around the world. With carbon-neutral leasing, an independent partner determines all CO₂ emissions generated during manufacture, transport, use phase, and end-of-life phase, according to a certified calculation method based on the Greenhouse Gas Protocol. The calculated emissions are completely offset through investments in climate change mitigation projects. This service allows customers to make a key area of their IT infrastructure more sustainable and to document this with a recognized emissions certificate.

How did you come up with the idea of carbon-neutral financing for IT equipment?
OS: We look very closely at current, and future, demand in the market. Initiatives such as the Green Deal, the Paris Climate Agreement, and carbon-neutral production, which Apple Inc. is aiming to achieve for all its products by 2030, are a clear indication of where we are heading. Many of our customers have already set themselves ambitious sustainability targets, and reducing CO₂ emissions is right at the top of the agenda.

How does carbonZERO help your customers to achieve their climate goals?
OS: It is an optional extra, and all that customers need to do is order this service. We work out the CO₂ equivalents and offset them through sustainable investment in certified climate change mitigation projects. Our customers receive a certificate that they can view digitally in TESMA®, our technology and service management system. They can use the certificate to prove the exact amount of CO₂ that they have offset.



→ Oliver Schorer, Member Board of Management

How does CHG-MERIDIAN select climate change mitigation projects?
OS: It is important to us to support climate action in a variety of ways, from generating electricity through solar energy to protecting the endangered Amazon, as forests are among the most important carbon sinks. All these projects have to be certified in accordance with internationally recognized standards and contribute to sustainable development in their countries in line with the UN Sustainable Development Goals (SDGs).

In this interview: Oliver Schorer,

Member of the Board of Management and CIO at CHG-MERIDIAN

Our corporate culture is characterized by transparency, reliability, and respectful collaboration. This applies equally to our working relationship with our employees and to our dealings with suppliers and other partners along the value chain.

GREAT WORK AND SHARED VALUE



STABILITY IN THE TEAM IS KEY TO HAVING SUCCESS

The COVID-19 pandemic is a stress test for all international offices, no more so than in Mexico, which has been hit particularly hard. In an interview, Montserrat Cazorla, Head of Human Resources in Mexico, tells us how to get everyone pulling in the same direction and how important respect is.

What challenges do the coronavirus-related restrictions pose for you and your team in Mexico?

We switched from the office to remote working practically from one day to the next. Day-to-day life has been a big challenge ever since. Most of us live in small houses or apartments – but often with big extended families. Public parks were closed for months on end, and the streets are not safe enough for children to play outside. But we have also had the positive experience of still being productive while working remotely and enjoying more leisure time by not having to commute.

Working in the office used to be the norm, so how has the switch to remote working turned out?

We were well prepared, as everyone already had a laptop and we use Microsoft Teams. Another factor that ensured things went smoothly is the stability in our team. Our staff turnover is very low, which is partly due to our training program for personal and technical skills. With such a well-drilled team, everyone knows their tasks and objectives inside out, which means that the pandemic has not had such a big impact on our internal processes.

Do employees working remotely receive support?

In the first weeks, our HR department called all of our 70 employees from the HR department to find out what their family situation was like, whether the changeover to remote working would work, and how we could provide assistance – for example, very pragmatically with a desk chair. There was also help from headquarters, for example in the form of video tutorials for remote working. We keep in touch with virtual coffee meetings and sing happy birthday online, sending them brownies as well.



While remote working is a challenge, it also has positive sides. The stability in the team in particular helps to ensure that work runs smoothly.

Montserrat Cazorla

Head of Human Resources, CHG-MERIDIAN Mexico

How have you managed to keep the team motivated?

Our practical, online 'agile leadership' training was particularly motivating. It was made available to everyone in the summer and aims to create a new mindset to foster a more agile corporate culture. Among other things, it taught emotional intelligence and empathic conversation skills, and we are more productive now as a result. By enhancing our corporate culture, we are also giving a clear sign that we believe in a shared future.

The Mexican economy has taken a massive hit. What is the situation like for CHG-MERIDIAN one year into the pandemic?

2020 was actually a really successful year for CHG-MERIDIAN in Mexico. During the lockdown, we saw a veritable boom in the leasing of remote IT assets and also, for the first time, of industrial infrastructure for the automation of production processes. Alongside technology management for IT, we were therefore able to carve out a new position in the area of industrial solutions – and we are so far the only local provider. The crisis was thus an opportunity for us and we were able to sign up many new customers. Our successful business model also enabled us to avoid any redundancies or pay cuts. We place a lot of emphasis on maintaining strong long-term relationships with our employees, business partners, and customers. I am very optimistic that we will continue to succeed in this and that it will continue to bring us success.



→ Motivator in times of crisis: Montserrat Cazorla



In the first weeks, we would call all of our 70 employees to find out whether remote working works and how we can provide support.



→ Montserrat Cazorla kept in touch with employees from home.

Flexible pandemic management and digital collaboration

In 2020, COVID-19 turned many aspects of our lives upside down and led to changes in our working habits. The pandemic affected us directly as CHG-MERIDIAN is an international technology management and financing company with operations in 28 countries worldwide. We spent a lot of time on measures to protect the health of our employees. At the start of the pandemic, CHG-MERIDIAN formed a task force that initiated all necessary measures and is continuing to ensure that they are in place. This means that we have been fully operational at all times and are able to respond flexibly to any further developments. Digital workplaces were already a priority at

CHG-MERIDIAN before COVID-19, and the investment that we made in previous years really paid off in 2020. Most of our employees were able to switch from being in the office to working remotely within just a few days and without too many adjustments. With just a skeleton staff remaining in the offices, we ensured that mission-critical functions and processes could continue to run.

However, technology and infrastructure alone do not automatically lead to a successful outcome. They have to be used in the right way. That is why employees are at the heart of CHG-MERIDIAN's modern work-

place strategy, which incorporates suitable training courses, our myCHG intranet, and our iKNOW knowledge platform that we relaunched in 2020.

We also believe it is crucial to provide our employees with the right environment to enable them to work digitally. To facilitate this, we have introduced a flexible remote-working model at CHG-MERIDIAN that enables employees to choose when and where to work. This is particularly important when children are being homeschooled, because it helps employees to balance the demands of their personal and professional lives.

DEVELOPING OUR EMPLOYEES

GRI 102-41, 401-1

Collaboration and dialog

Our skilled, knowledgeable, and committed employees are our most valuable capital, and it is important to us that they are able to develop at, and contribute to, CHG-MERIDIAN. Mutual appreciation, reliability, responsibility, and transparency form the basis of our actions and our thinking.

The Head of Human Resources is responsible for the HR department and reports directly to the Chairman of the Board of Management. Our HR department is made up of three units: Strategy, Recruitment & Administration, and Academy & Development. We have local HR managers outside Germany and a works council at the site in Gross-Gerau.

Every two years, we check our salaries against external benchmarks to ensure that they are in line with the market. CHG-MERIDIAN is not bound by a collective pay agreement. To promote a better work-life balance, we introduced remote working and a flexible system of working time based on mutual trust back in 2019. We aim

to make this possible at all of our locations around the world by the end of 2021, provided that the job is suited to this way of working.

The employee survey we carried out in 2020 had a very high participation rate of just under 82 percent. More than 84 percent* of respondents stated that there have been tangible improvements in the company since the last survey two years ago.

As a result, we will focus on those areas where there is still work to do, such as the implementation of the 'modern workplace' across the Group.

GRI 401-1,

Training and development

We want the most highly skilled employees and we offer specific training opportunities with this in mind. For our management team, we also offer programs on our leadership culture (accountability, networking, acting as a role model).

CHG-MERIDIAN runs its own HR Academy with internal trainers and offers external training courses. The catalog of internal training options covers a wide range of subjects, from software and sales to leadership and personal skills. A total of 1,969 training courses were held in 2020. Each employee completed just under ten hours of CPD on average, which was lower than in 2019 (12.7 hours) due to the pandemic-related restrictions.

Age structure of employees in Germany (2020)



In 2020, we introduced new training courses, tailored to the current circumstances, on topics such as working in a virtual team, agile methods, and creative webinars. Wherever possible, the training was switched to digital formats. We are also offering new training courses for 2021, including on the advancement of women, individual skills management, self-reflection, New Work, and leadership.

The training of young talent also plays an important role - in 2020, a total of 28 apprentices and students in dual studies were employed in Germany.

GRI 403-5, 403-10

Promoting health

The health and safety of our employees is very important to us. We have established a corporate health management system throughout Germany that includes medical check-ups, health courses, and regular activities. We aim to further expand this internationally and will be setting up a corporate health team in the medium term to improve collaboration.

Our employees can find information on workplace safety and health on myCHG, our international intranet. In the area of occupational health and safety, CHG-MERIDIAN AG offers e-learning courses on topics such as safety in the office, fire safety, and first aid. We also provide safety training at our headquarters in Weingarten and general training at our technology center in Gross-Gerau.

We offer information on, and a place to talk about, health in our Germany-wide 'we.enjoy.health' Teams channel. Topics range from mindfulness, resilience, and immune-boosting food to exercise at the workplace and a fasting challenge. We plan to roll the channel out internationally.

The illness rate at CHG-MERIDIAN AG has fallen steadily over the last three years to around 2 percent in 2020.

GRI 102-8, 405-1

Offering equal opportunities

We believe that diversity is an advantage and crack down on all forms of discrimination in accordance with the law. CHG-MERIDIAN's principles include actively ensuring gender equality and maintaining a corporate culture in which the advancement of women is firmly enshrined.

CHG-MERIDIAN AG has signed the Diversity Charter to reaffirm our commitment to strengthening diversity and equal opportunities.

We plan to develop this further by supporting an International Women's Circle, initiated by employees in 2021, for example. Equal pay for women and men is important to us, and we will be checking whether there are still discrepancies here.

At the end of 2020, a total of 224 women and 406 men worked at the German locations, which equates to a proportion of around 36 percent women and 64 percent men. Most of CHG-MERIDIAN AG's senior and middle managers are currently male, while women make up around 46 percent of its lower management. Overall, the proportion of female managers is just over 23 percent.

GRI 102-7, 102-8

Employment structure

The number of employees in Germany was 630 at the end of 2020, up from 577 at the end of 2019. This shows that

Employees in Germany (2020)

Total number of employees		630	
Apprentices/students		28	
Maternity leave/parental leave		26	
	Full-time	Part-time	
Permanent	Male	390	6
	Female	156	64
	Total	546	70
Fixed-term	Male	10	0
	Female	4	0
	Total	14	0

CHG-MERIDIAN is a stable employer, even during the COVID-19 pandemic. We have continued to hire and not made any crisis-related redundancies or introduced short-time working. The number of employees worldwide was 1,172. In Germany, CHG-MERIDIAN hired 93 new employees, while 21 left of their own accord in 2020. This equates to a staff turnover rate of around 3 percent, which was lower than in 2019 (5 percent). The average age of our employees worldwide is around 39.



30%

We aim to increase the proportion of women in management positions across the Group by 2025



99%

of our employees enjoy working at CHG-MERIDIAN*

COLLABORATIONS FORM THE BASIS

A strong network

Whether in financing, purchasing, recycling, or social initiatives as an active part of society, CHG-MERIDIAN is also successful thanks to a strong network of diverse partnerships. High standards, transparency, trusting collaboration, and mutual respect form the

basis of our relationships with our partners. This enables us to offer our customers efficient and sustainable solutions and, as technology managers, to drive forward issues such as education and digitalization in society.



GRI 414-1

ENVIRONMENTAL AND SOCIAL STANDARDS IN PROCUREMENT

01

At CHG-MERIDIAN, we believe it is equally important to conduct our business in a responsible way in our dealings with business partners and suppliers. Procurement gives us an opportunity to bring about positive change. For example, we have set ourselves the goal of making our supply chains more transparent and establishing procurement standards that take greater account of social and environmental factors.

Our Sustainability Office is currently working on guidelines for sustainable procurement that will define its goals and principles, with the aim of making our colleagues who deal with procurement more aware of sustainability criteria.

GRI 308-1, 412-3

Supplier assessment based on environmental and social criteria

Previously, CHG-MERIDIAN did not assess suppliers based on environmental and social standards. At the end of 2020, we conducted our first survey on environmental and social criteria among our suppliers to gain an insight into their commitment to sustainability. We screened key suppliers using not just the questionnaire, which had a high response rate of 44 percent, but also

information available in the companies' sustainability reports or on their websites. We are currently developing an onboarding process for existing and new suppliers with the aim of strengthening the link to our company. This process will include, among other things, our minimum requirements regarding environmental protection, business ethics, labor rights, and human rights. The plan is for these principles to be factored in and integrated into the system from the fourth quarter of 2021 onward. Overall, we will increase communication with our supplier network to create more transparency about our expectations when it comes to sustainability. At the same time, we will evaluate our suppliers' commitment and progress, and incorporate the results into our purchasing decisions.

02

Accessing digitalization

How digitalized is Germany? CHG-MERIDIAN contributes its digital expertise to the D21 Digital Index as a long-standing partner. The study is produced every year by the D21 Initiative, Germany's largest non-profit network for the digital society. Our common goal is to promote digitalization and create opportunities for as many people as possible from all levels of society.

03

Integrative collaborations

For the past eleven years, colleagues with disabilities have been part of the team at the technology center in Gross-Gerau. They sort and work on accessories such as keyboards, cables, and mice and are an integral part of the team and its processes. The project is a collaboration with the Rhine-Main Workshops for Disabled People and one of its subsidiary workshops, Solvere gGmbH, and a prime example of the commitment to charitable work that is part of CHG-MERIDIAN's corporate culture.

04

Partnering up for green IT

CHG-MERIDIAN works with Green Mountain, a Norwegian operator of green data centers, to offer end-of-life services. The partnership ensures that decommissioned IT equipment from Green Mountain's customers is refurbished and re-marketed securely or recycled in an environmentally responsible manner. Together, our two companies contribute to the expansion of the circular economy and combine environmental benefits with reliable data security and efficiency.

COMMUNITY ENGAGEMENT ACROSS OUR LOCATIONS

Sharing knowledge and expertise

Corporate citizenship is firmly established in CHG-MERIDIAN's corporate culture. As a technology company, we have a particular passion for technology, media, and the digital revolution. We want to play an active role in these areas at all of our locations; we want to help to shape them and demonstrate our commitment to the common good. Our activities are designed to provide support in emergencies but also to initiate improvements.

With this in mind, we have defined the areas of culture, education, the community, and sport as funding priorities. Our activities are based on our donation and sponsorship policy, which describes the strategy and the selection criteria in detail.



14

supported projects in 2020

Whether in Mexico, the UK, or Germany, CHG-MERIDIAN sees itself as part of society and offers support in the regions in which we operate.



101

employees volunteering on projects in 2020

Unbureaucratic support during the pandemic

CHG-MERIDIAN continued to expand its corporate citizenship activities during the COVID-19 pandemic. The work of non-profit organizations and initiatives in the arts and cultural sector is particularly under threat at the moment, which is why CHG-MERIDIAN made a donation to the Kreis Ravensburg/Germany community foundation, which operates in the local area of the company's headquarters, in spring 2020. This allowed the foundation to deliver around 40 support projects for affected charitable organizations.



435

hardware items donated in 2020

Supporting digital education and connectivity

As a technology management company and digitalization expert, CHG-MERIDIAN helps with digital equipment in schools and retirement homes, in particular. For example, we donated laptops to underprivileged pupils at schools in Ravensburg/Germany to enable them to join online classes during lockdown. We also participate in the digitalheroes@Klassenzimmer education initiative. The competition recognizes outstanding achievements of teachers from across the federal state of Baden-Württemberg/Germany who have successfully incorporated education-focused technological innovation into their lessons.



252,493

EUR distributed in donations

The strict hygiene and social distancing rules introduced during the pandemic are particularly challenging for elderly people and those with physical or mental disabilities. In response, CHG-MERIDIAN donated around 80 tablets to the charitable organization 'Die Zieglerschen', which operates in Baden-Württemberg/Germany. The devices allow the residents to stay in touch with their loved ones despite the restrictions on visits.

Embedded by the CARE initiative

As part of the company-wide CARE initiative (CHG-MERIDIAN Attends to its Regional Environment), our employees get involved with charitable organizations in their respective regions in a variety of ways. The company's management demonstrates its commitment to these projects by making a financial contribution. Since CARE was launched in 2015, we have delivered more than 40 aid and support projects.



→ CARE reforestation project in Mexico in 2018



→ CHG-MERIDIAN Soccer Cup 2019

Local commitment across the Group

We were also engaged in community-based activities at our international locations as part of our CARE initiative in 2020. Our office in Mexico, for example, supported an aid project for street clowns, who were suffering financial hardship due to the pandemic. In the UK, a colleague set off on a charity run during lockdown to raise money in the fight against motor neurone disease (MND). He completed 948km, exactly the distance between our headquarters in Weingarten, Germany, and our office in the south of England. All monies raised were donated to the Motor Neurone Disease Association, which CHG-MERIDIAN UK had also supported in 2019.

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UN Global Compact

The CHG-MERIDIAN Group is a signatory to the United Nations Global Compact. The table explains how the Ten Principles are assigned.

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