



Sustainability Report



SANDATA
Die IT-Gruppe

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1. Foreword

In recent years, our resilience as individuals and as a society has been put to the test. Global crises and geopolitical tensions continue to affect both the economy and society, presenting us with significant challenges. The drastic consequences of current geopolitical unrest, leading to humanitarian crises, food and energy shortages, highlight the urgency of increased commitment to sustainability.

In these challenging times, it is our mission to confront and address the environmental, societal, and political challenges we face. It has never been more important than it is today for us to work together for a better future and make the world a better place.

2. Responsible corporate governance

2.1 The Importance of Sustainability for the SanData IT Group

For the SanData IT Group, sustainability means not only continuously improving ecological and social performance but also sustainably increasing economic results.

We are committed to using resources carefully and responsibly, as well as planning material flows in an environmentally conscious way. Active participation in social projects is also particularly important to us, which is why we have been involved in various areas for many years.

In this sustainability report, we aim to provide detailed insights into how the SanData IT Group aligns societal engagement with responsible corporate governance, thereby creating added value for a sustainable future.

Having already implemented extensive measures in the areas of sustainability, climate, and environmental protection, it is a logical step for us to pursue certification according to the internationally recognized environmental standard DIN ISO 14001. This certification ensures that we meet all environmental requirements in accordance with applicable legal regulations and continuously improve our environmental performance.

2.2 Sustainability strategy

In 2025, we will achieve a turnover of €200 million with 700 employees across 25 locations. The foundation for this success is our well-trained employees, who visibly and responsibly contribute to the company's success and sustainable development.

By implementing environmentally friendly production and business processes, we aim to minimize our ecological footprint and contribute to climate protection.

We are convinced that integrating sustainability aspects into our business strategy will not only enhance our quality but also lead to more satisfied customers and greater long-term business success.

A key factor in SanData's success is our team spirit, which also shapes our commitment to sustainability:

- We act reliably both internally and externally, fully aware of our responsibility towards the environment and society.
- We promote innovative and entrepreneurial thinking to offer our customers sustainable solutions.
- Our motivation stems from mutual appreciation and trust, and we are committed to the sustainable development of our company.

At SanData, we have a strong social ethos, create a pleasant working environment for our employees, and value the commitment of each individual.

2.3 Purpose of the sustainability report

As a company, we have set ourselves the goal of consistently integrating sustainability into our processes. We are aware of our ecological and social responsibility and view it as a holistic challenge.

The purpose of this report is to highlight and make transparent the sustainability indicators of the SanData IT Group. The report aims to provide stakeholders with information on sustainability performance and related measures, thereby strengthening business relationships and mutual trust.

2.4 Fundamental Pillars of Sustainability at SanData

The SanData IT Group's sustainability report, involving all relevant stakeholders, is based on the three fundamental pillars of sustainability: Environment, Social Responsibility, and Ethical Business Practices. These three categories are further divided and described based on the measures already taken and the projects initiated by the SanData IT Group.

The first pillar, Environment, focuses on the ecological impact that SanData's business activities have. It highlights how the SanData IT Group minimizes its environmental impact through its own actions and achieves a reduction in its CO₂ and ecological footprint by implementing sustainable and efficient practices in its business processes.

The second pillar, Social Responsibility, concentrates on the impact on SanData IT Group's employees and society. As a responsible company, the SanData IT Group ensures that ethical practices and guidelines are followed, which protect employee rights and promote diversity and inclusion.

The third pillar, Ethical Business Practices, is critical to sustainability. The SanData IT Group ensures that decision-making processes are transparent, fair, and aligned with the interests of all stakeholders. Developments and their implementation are carried out based on a comprehensive governance strategy.

3. Environment

3.1 Energy Efficiency and Emissions Reduction

At the SanData IT Group, we prioritize sustainability and renewable energy: all branches in Austria and more than half of the branches in Germany use green electricity. Additionally, e-charging infrastructure for cars has been installed at several locations, with plans to further expand the electric vehicle fleet.

With the move to a new, energy-efficient logistics center, great emphasis was placed on sustainable measures when selecting the new location to reduce our ecological footprint and strengthen our commitment to environmental protection.

One of the key aspects of improving energy efficiency is the effective insulation of the new logistics building. By using high-quality insulation materials and ensuring careful insulation of the building envelope, we minimize heat loss and enhance the energy efficiency of the logistics center. This significantly reduces heating requirements and optimizes overall energy consumption.

Another focus is on using energy-saving lighting systems. We have opted for energy-saving bulbs and LED lighting to reduce electricity consumption. These energy-efficient lighting solutions not only provide bright and pleasant lighting conditions in our logistics center but also help lower energy demand and operating costs.

In addition, we promote a sustainable transportation strategy and support the shift towards more eco-friendly mobility. All employees have the option to use public transport through a job ticket and to lease bicycles for environmentally friendly commuting and leisure activities. Furthermore, we subsidize both the „Deutschlandticket“ (monthly pass that allows unlimited travel on regional trains, buses, trams, and subways) in Germany and the Klimaticket (an annual pass in Austria that allows unlimited travel on all regional trains, buses, trams, and subways nationwide for a fixed price, promoting eco-friendly transportation) in Austria by covering 50% of the costs for our employees.

Business travel is reduced to a minimum, and air travel is almost entirely replaced by train journeys. To reduce CO₂ emissions, SanData prefers train travel for business trips and uses climate-compensated fuels through the DKV Climate Card, a fuel card that offsets CO₂ emissions for every liter of fuel purchased, helping businesses make their fuel consumption climate-neutral across Europe. Additionally, climate protection is supported through the use of bike leasing and job tickets.

By using water dispensers, unnecessary transportation and resource use from packaging are avoided, and for other beverages, only reusable glass bottles are used. To track all emissions, a sustainability task force has already been established, which, together with an external partner, is focused on calculating the ecological footprint of the SanData IT Group.

3.2 Sustainable Lifecycle Management

As a non-manufacturing company, we place great emphasis on sustainability in our logistics centers. We rely on reusable transport containers and are constantly searching for innovative solutions to minimize the use of materials like plastic. As part of our efforts to promote sustainable solutions, we use an environmentally friendly packaging alternative made from 100% recycled paper. This innovative solution allows us to package our items with maximum protection without relying on environmentally harmful plastics.

We also focus on reusing incoming goods cartons. This approach is an integral part of our environmentally conscious actions along the supply chain. Instead of disposing of cartons after a single use, we have implemented a process that allows us to reuse packaging materials. Through targeted recycling and the integration of reusable materials into our processes, we actively contribute to reducing waste and optimizing resource use. Our efforts are aimed at extending the lifecycle of our packaging materials.

As part of our sustainability efforts, we employ various measures to minimize our ecological footprint. A central aspect is the consolidation of individual deliveries into collective shipments. This targeted measure allows us to use resources more efficiently and reduce the environmental impact. By effectively bundling deliveries, we reduce transportation efforts and significantly lower our emissions. Furthermore, we have largely switched our shipping through our transport service providers to climate-neutral shipping. Emissions generated are offset by investments in globally certified climate protection projects. This is another step in our commitment to embedding sustainable and environmentally conscious practices throughout our supply chain management.

Additionally, we offer lifecycle services to ensure the sustainable handling of our trade goods. SanData Lifecycle Services focus clearly on sustainability by providing comprehensive services that go beyond the conventional use of hardware. These services include the responsible return of hardware at the end of its contractual use period. Each used item is carefully evaluated and treated according to a holistic environmental approach. This process includes various forms of reuse, such as donating equipment to charitable organizations to support those in need or offering it for sale to SanData employees at special rates to promote an internal circular economy. If direct reuse is not possible, proper disposal according to the strictest environmental standards is ensured.

SanData also collaborates with selected external partners to enable the most efficient resale or environmentally friendly disposal, thus contributing to the sustainable management of electronic products.

Together with suppliers who share our values and promote sustainability, we maintain long-term and cooperative working relationships. We set standards through our own actions and support our partners and customers because we are firmly convinced that our suppliers play a crucial role in our success with regard to sustainability.

For example, we were honored to receive recognition as an HP Inc. Catalyst 3-Star Partner from one of our external partners.

3.3 Waste management and recycling

As part of a regulated waste management system, the SanData IT Group receives an annual report and corresponding certificate from our service provider detailing the CO₂ emissions from our electronic waste. This report helps monitor CO₂ emissions and track the measures taken to minimize them. Through transparent monitoring and regular analysis, we can work strategically to reduce our ecological footprint and further advance our environmental protection efforts.

To promote sustainability and environmental protection within the SanData IT Group, we have invested in a vertical baling press at our logistics center for recycling cardboard. The implementation of this efficient machine has enabled significant progress in processing and recycling cardboard.

We work closely with partner companies that collect the bales from the baling press. This partnership ensures optimal processing and recycling of the cardboard. By collaborating with this partner company, we ensure that the bales are directed to the appropriate recycling channels, maximizing their environmental benefit.

Moreover, using the HSM vertical baling press has proven to be economically advantageous. The partner company that collects the bales compensates the SanData IT Group with a fee, which helps offset the transportation costs. Additionally, we have implemented a minimum collection process, where a certain amount of bales is collected before being picked up. This allows us to largely use the revenue generated to cover transportation costs, creating a financial incentive for proper recycling.

The use of the baling press has thus created a win-win situation for our company. Through the efficient processing and recycling of cardboard, we actively contribute to reducing waste and conserving natural resources. At the same time, we achieve financial benefits that help us further advance our sustainability processes.

Another initiative involves the filling material for the cardboard boxes in which our products are shipped to customers in perfect condition. We use kraft recycled paper, made from 100% recycled material and fully recyclable. This environmentally friendly alternative reliably protects our products without compromising the proven packaging qualities of traditional filler material. With this packaging solution, the SanData IT Group aims to set an example of environmental consciousness and ecological responsibility.

We are proud to have implemented these environmentally friendly initiatives and will continue to seek innovative solutions to fulfill our ecological responsibilities.

4. Social responsibility

4.1 Responsibility for employees

As the SanData IT Group, we provide our employees with all legally required benefits, as well as clear, detailed, and regular written information about the composition of their compensation.

Wages for regular working hours and overtime meet the national statutory minimum wage or the industry-standard minimums. Overtime pay exceeds that of regular working hours.

Additionally, we place great emphasis on the well-being and health of our employees. In addition to ergonomically equipped workplaces, the company offers a wide range of health services, such as contributions to health courses, workplace glasses, non-smoking seminars, health days, and sports courses. Our HR department also regularly conducts surveys to assess the needs and satisfaction of employees, implementing targeted measures in response.

We also ensure a balanced work-life balance, which is supported through flexible working hours and mobile working options. The ergonomics of

workspaces are regularly reviewed to ensure the health and well-being of employees, with external partners brought in for support.

4.2 Diversity and equal opportunity

At SanData, it is important to us that our employees grow not only professionally but also personally. That's why we regularly offer training and development programs, which can take place both internally and externally. Additionally, we have our own training programs for apprentices, dual students, and trainees, providing young talent with a solid education and preparing them optimally for their careers. Interns and working students also have the opportunity to start their careers with us and gain valuable experience.

At SanData, equality and diversity are of utmost importance. We see all our employees as equal, regardless of gender, religion, belief, or orientation. To communicate this principle both internally and externally, we have established a task force that focuses on anti-discrimination and diversity. This team takes targeted actions to prevent discrimination and create an inclusive work environment.

This includes training to raise awareness about discrimination and fostering an open work environment where all employees feel respected and accepted. We are committed to embedding equality and diversity into our corporate culture.

4.3 Social commitment

The SanData IT Group participates annually in the "Gifts with Heart" campaign organized by the German, Kaufbeuren-based aid organization Humedica, by donating and helping collect gifts for children in need. The campaign aims to bring joy to underprivileged children by ensuring they receive Christmas presents. Through this, we support an important social project that brings hope to children in difficult situations.

In addition to supporting "Gifts with Heart," the SanData IT Group donates a four-figure amount annually to the German organization „Münchner Tafel e.V.“, which provides food to people in need. We view this project as an important contribution to a growing and compassionate society.

To make a sustainable contribution to environmental protection, SanData uses the search engine Ecosia company-wide. Ecosia uses its advertising revenue to support reforestation projects around the world. Through our use of Ecosia, we help forests grow, making an important contribution to climate protection.

5. Ethical business practices

5.1 Compliance & Anti-corruption

It is important that all employees understand the significance and importance of compliant behavior within the company. Even more crucial is the integration of such behavior into everyday work life. A healthy degree of regulation is essential, as not every situation can be anticipated. At SanData, we provide our employees with a "Code of Conduct" as a framework within which they can act responsibly. This framework serves as a guide in difficult situations, helping them ultimately make the right decisions.

Within the group, our Code of Conduct sets the standard for the actions and behavior of all employees. It includes key principles on handling confidential internal information, managing conflicts of interest, behavior in the business environment, equal treatment, occupational health and safety, and environmental protection. In addition to our "Code of Conduct," there are other guidelines that elaborate on these principles, such as our company regulations, travel policies, and social media guidelines. Every leader is particularly encouraged to support their employees, consider suggestions, and implement measures based on the Code of Conduct.

Moreover, a dedicated whistleblower protection procedure has been established, allowing SanData employees to report relevant violations of any kind. SanData places great importance on a transparent and responsible approach to compliance matters, with confidentiality and accessibility at the core of this process.

5.2 Exclusion of Child Labor, Forced Labor, and Human Trafficking

As a company, we are committed to prohibiting all forms of forced labor, slavery, or similar labor practices. All work must be performed voluntarily and must not be coerced through threats of punishment. Our employees have the right to terminate their work or employment relationship at any time. Additionally, any form of unacceptable treatment in the workplace is strictly prohibited, including psychological abuse, sexual and personal harassment, and humiliation. The use of security forces is prohibited if it results in the inhumane or degrading treatment of individuals, causes harm, or infringes on freedom of association. We ensure that no employees under the minimum age of 15 are employed.

5.3 Responsible Sourcing

For SanData, responsible sourcing means carefully selecting our suppliers based on criteria defined by us. We place great emphasis on sustainable supplier management to ensure that the procurement of products and services aligns with the sustainability goals we have set. This process considers not only ecological but also social and ethical aspects. Specifically, we assess whether suppliers adhere to environmentally responsible manufacturing processes, the working conditions in production facilities, and whether human rights are respected. To ensure these key points, our Code of Conduct for suppliers defines procedures and standards that we expect to be followed.

This Code of Conduct is based on a solid foundation of national laws and regulations, particularly the Supply Chain Due Diligence Act (LkSG). It also follows other international standards, including the United Nations Universal Declaration of Human Rights (UDHR) and the International Labour Organization (ILO) standards.

5.4 Risik management

Our strategic commitment to sustainability is significantly supported by company-wide risk management, as it helps us identify potential risks and opportunities early and respond appropriately. Therefore, risk management is not only a crucial part of our business activities but also a key guide for our sustainability strategy. Our comprehensive risk management system helps identify and minimize potential risks for SanData and our stakeholders. Using an established evaluation matrix, risks are analyzed and categorized according to fixed criteria within the matrix. Naturally, aspects such as ensuring the integrity of supply chains, as well as ethical and social considerations, are taken into account. Risks are assessed by management on a regularly scheduled basis, and corresponding measures are taken from and communicated to the relevant stakeholders.

5.5 Data protection, information- and IT-security

As a systems consulting company that sells IT hardware and software systems and provides related services, data protection, information security, and IT security are of the highest priority within our sustainability report. These topics are not only of great importance from a legal perspective but also from an economic and social standpoint.

With our integrated management system, we fully comply with the legal requirements of the GDPR. To ensure this protection, we have appointed internal data protection and IT security officers as specialized roles, directly reporting to the executive management. These roles ensure that all employees follow the defined processes and procedures, reinforced by regular training sessions.

As part of the aforementioned "Code of Conduct," we have also established guidelines for our employees regarding the handling of data and information. This not only protects the privacy and personal rights of our customers and employees but also strengthens trust in SanData and its products and services. By protecting sensitive data and information from theft, misuse, or loss, we contribute to sustainability by avoiding environmental harm and resource waste through costly incidents.

Additionally, effective IT security helps ensure business stability and continuity. Particularly in the face of potential cyberattacks or technical disruptions, we can respond quickly and effectively, minimizing damage and downtime.

Our primary goal is to continuously optimize and improve IT security to adapt to changing external factors. Over the next three years, we aim to achieve ISO 27001 certification to demonstrate our commitment to information security and data protection.

6. Digital progress

In an increasingly connected world, digital progress is a key driver on our path toward a sustainable future. As an IT company, we aim to lead by example, having already transferred a large portion of our internal processes into efficient digital workflows. This not only improves workflows and saves time and costs but also paves the way for a paperless era.

We also take on a responsible role with our customers by supporting them in their digital transformation across various business areas.

7. Afterword

With this report, we aim to provide you with a comprehensive insight into our efforts in sustainability. In the past, we have made important decisions to improve our activities for nature, environmental, and climate protection.

However, we are aware that we must continue to take further measures in the future to expand our commitment to environmental protection and sustainability. As a company, we understand sustainability as an ongoing process with no end date, one that must continuously evolve.

This report also aims to raise awareness among our employees about the importance of sustainability. We want to openly discuss our successes, challenges, and suggestions for improvement to drive our development forward.