



COMMUNICATION ON PROGRESS 2019

hemmersbach

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COMMUNICATION ON
PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

STATEMENT OF CONTINUED SUPPORT

The world is in constant change and we are facing various challenges such as climate change, poverty, hunger and the extinction of species. Therefore, it is of the utmost importance that businesses do not only focus on profits. Effort needs to be done to target societal and environmental grievances for future generations.

This is our second Communication on Progress (COP) and after the implementation of the United Nations Global Compact (UNGC) 10 Principles, we were able to move a step further and to actively work on the Sustainable Development Goals (SDGs) within our operations and non-operations.

We believe that it is our obligation not to focus just on our core business for ensuring global sustainability. Our heritage for the planet are our Direct Actions where we fight injustice where authorities fail. We use our own money, knowledge and manpower to make a difference.

Besides our Hemmersbach Rhino Force, whose operations has continuously increased in the last year, we inaugurated our second direct action: Hemmersbach Kids' Family. Kids' Family focuses on the most important part from our society and future: children.

I am proud what we together as Hemmersbach achieved in the past years to become a better corporate citizen and I am looking forward to the future.



A handwritten signature in blue ink, appearing to read 'Ralph Koczwar'. The signature is stylized and fluid.

Ralph Koczwar
CEO Hemmersbach
August 2019



hemmersbach

ABOUT HEMMERSBACH

Hemmersbach empowers IT industry leaders to offer Device as a Service (DaaS) everywhere. We are acting as supplier for IT system integrators and manufacturers globally – we are their delivery engine. With our 20+ years of experience, our global reach, can-do attitude, 40+ subsidiaries worldwide and more than 4000 colleagues in more than 190 countries, we are the ones who can get it done.



190+
Countries covered

40+
Country subsidiaries

Authorized partners for low volume countries

It took us 20 years to build Hemmersbach as it is today. We used blood, sweat and tears to get there. Transition by transition, ticket by ticket, invoice by invoice. Our vast hands on experience and our can do attitude made us become the problem solvers that we are today.

Today, we are more than 4000 permanent colleagues in more than 40 subsidiaries. We are able to cover 190+ countries and have authorised partner for low volume countries.

What sets us apart? We differentiate ourselves through our unrivalled indirect business model and the fact that our customers are no end customers but global market leaders.

That's how we made it to the very top: not only do most of our processes run automatically but our operations are controlled centrally through our software, and we have set our own delivery standards. All of these factors raise the benchmark in the IT service industry.

We only cross the finish line when a project has been completed successfully and the customer is enthused. That's our main mission.



INDIRECT SALES ONLY

CONVICTION

All providers with global reach act as competitors of the major IT vendors

SOLUTION

Hemmersbach signs contracts with end customers exclusively on behalf of the leaders in the IT industry

BENEFIT

No sales or channel partner conflicts. We only work for the leading manufacturers and outsourcers in the IT industry



ONE SERVICE PROCESS GLOBALLY

CONVICTION

Avoidance and automation of tickets and tasks is the only way to survive

SOLUTION

For 20 years we have been building our own global workflow systems based on autonomic technologies

BENEFIT

Highest possible grade of automation which guarantees cost and quality improvement



PAY PER USER, NOT PER HOUR

CONVICTION

Time & material providers benefit if they walk slowly because they can bill more hours

SOLUTION

Hemmersbach as a managed service provider is paid for the outcome

BENEFIT

Complexity and productivity risk is with Hemmersbach

OUR SERVICES

RENT VS. BUY

The IT industry is changing and subscription models are the future. Examples are data center: pay per use; streaming: pay per month or software subscriptions.

Our contribution is Device as a Service (DaaS): One price per device per month for hardware, software and service.

DaaS offers a simplified, cost-effective way to put the right tools in the right hands. A solution that combines hardware, software, lifecycle and financing into a single contract with a pay-per-user certainty.

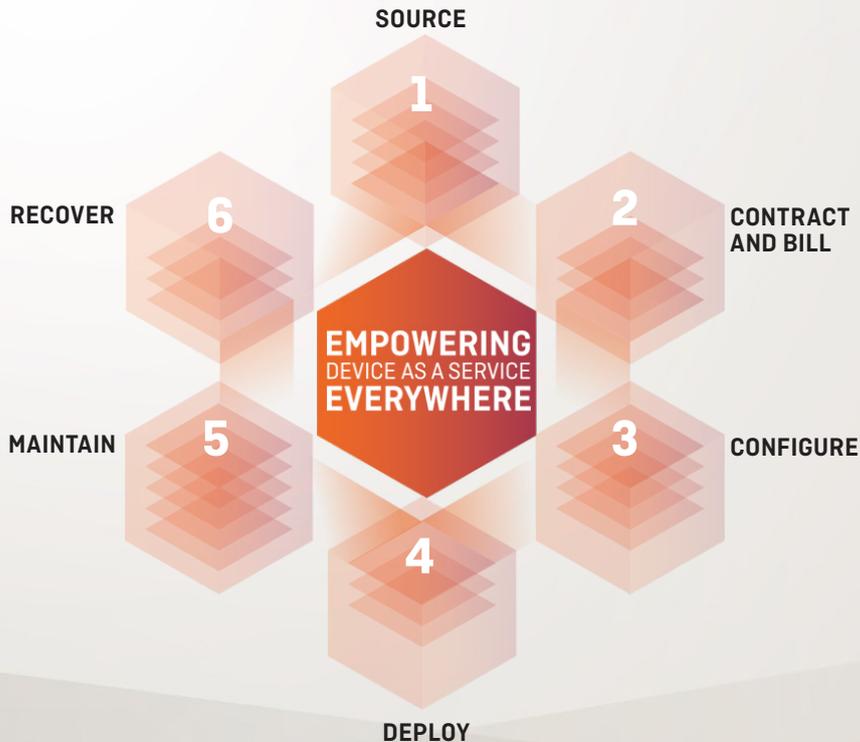
DaaS allows faster innovation. Our customers can focus on their business rather than managing end user related infrastructure. With this agility, they can quickly scale down or boost up resources as they need them, tailored to their specifications.



**EMPOWERING
DEVICE AS A SERVICE
EVERYWHERE**

OUR SERVICE MODULES

We are offering six service modules tailorable to the demands of our customers.



1

SOURCE

Product selection, image compatibility lab, procurement, financing and storage

2

CONTRACT & BILL

Local end user contracting, invoicing in 40+ countries, tax and customs optimization

3

CONFIGURE

Image and application pre-installation, custom system settings, labelling and tagging, integration and packaging

4

DEPLOY

Logistics and transport, installation and setup, data migration

5

MAINTAIN

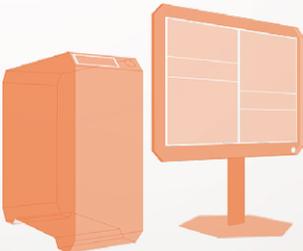
Field Service, IT-bars / lockers, staff augmentation, technical contact center, insurance contract

6

RECOVER

Device de-installation, data sanitation, recycling and remarketing

DEVICES WE PROVIDE



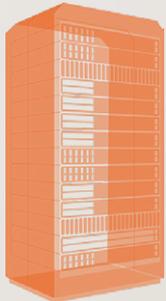
WORKPLACE



MOBILE



DIGITAL SIGNAGE



DATACENTER

CERTIFICATES

Our commitment to provide excellent services for our customers are verified by several ISO Certificates.

For over 20 years, the ISO 9001 standard has been an invaluable asset for Hemmersbach. This globally recognised certification supports us to meet regulatory requirements while achieving operational excellence in our service delivery through our Quality Management System (QMS).

Our goal is to constantly improve our processes, benefit from technological developments and satisfy our customers' needs. Yearly measurable goals as well as internal and external audits ensure compliance on all levels and create a solid foundation for continuous improvements.

As a global IT service provider it is of the utmost importance to handle all data and information confidentially. To ensure the security of received information throughout the whole company and our supply chain, we work in accordance to the ISO 27001 which is a systematic approach to manage sensitive company information.

In general terms, the ISO 27001 standard serves to establish, implement and continuously develop a functioning Information Security Management System (ISMS). Through individual analysis, we determine which measures are to be implemented within the different levels and layers of our company.

Furthermore, a significant component of the ISMS is to raise awareness among our colleagues in the form of reoccurring trainings as well as internal audits.

We are also ISO 14001 certificated, which means we have an established and working Environmental Management System (EMS).



OUR SUSTAINABILITY JOURNEY

Our commitment to transparency, fairness and integrity enables us to strengthen our operations and business in the long term, while also contributing to the creation of impactful sustainability.

We believe that our responsibility as corporate citizen exceeds our own business operations and therefore we direct our endeavors towards the triple bottom line. The triple bottom line focuses on the welfare of our stakeholder and concerns with the impact on the public. We also seek to remain profitable and competitive while considering our workforce, the planet as well as social issues.

The present Communication on Progress is divided into the sections **People**, **Planet** and **Community**. People focusses on our own colleagues as they are an integral part of our daily operations.

Conducting business in an environmentally responsible manner is a main part of Hemmersbach. We are committed to a full range of actions in this area: from the usage of new technologies, recycling and protecting the environment in regions where we do not operate. This can be found under Planet.

We invest our resources, time and skills to create a positive impact in the communities where we live and operate.





PEOPLE

We at Hemmersbach believe that our colleagues are our most valuable resource. Our goal is to provide a work environment where everyone has the same opportunities to develop and succeed. We are proud to be a diverse company with influences from all over the world.

OVERVIEW

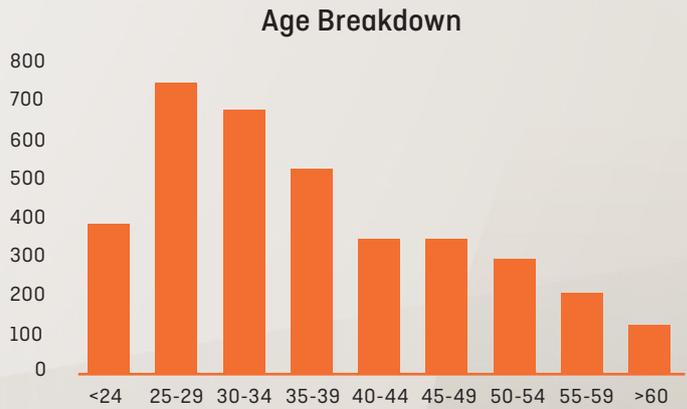
As the IT sector is predominantly male, we are promoting gender diversity within the whole company. We are proud that our female quota is 5% above the German average in the sector

Our company culture is very open-minded: All colleagues and supervisors communicate on a first-name basis. For this reason, there is no room for inhibition and hesitation.

Open and direct communication increases our efficiency and helps us make quick decisions together.

Within the last year, we registered a colleague growth of 28.6%. In order to develop further and keep up our sustainable growth, we set high value on offering our colleagues opportunities to develop themselves, personally as well as professionally.

- 4000+**
Total numbers of colleagues
- 40+**
Subsidiaries
- 28,6%**
Growth of colleagues
- 28,2%**
Women in management position



RECRUITMENT AND COLLEAGUE EDUCATION

We never stand still. You can count on excellent challenges to help you advance in your career or acquire more skills with learning opportunities at all times.

Additionally, we put great emphasis on growth, in particular on professional growth across all hierarchical levels. We are convinced that the decisive factor for high quality IT services is based on our colleagues' professional development, which is why it is our intention to nurture their potential. Our newly launched online learning platform "Hemmersbach Global Campus" helps us to do so.



HEMMERSBACH GLOBAL CAMPUS

The Global Campus is our center for personal and professional learning and development. Besides classical trainings, we offer boot camps, extended onboarding, academies and further internal performance centers. Our e-learning courses are constantly being developed and extended to meet the needs of everyone, and a personality test helps to tailor courses to each individual. Further, as a supervisor one can request a 360-degree feedback to explore areas of personal improvement.

We have incorporated a new feedback tool, which makes the feedback process between supervisor and colleague more transparent and easier for both parties. Besides the regular feedback and categorization elements, the tool helps to create personalized development plans. Personal goals for each colleague are tracked and documented using the 70-20-10 methodology.



The 70-20-10 model is invaluable for maximizing the effectiveness of training. 70% of the knowledge is imparted through job-related experiences and challenges. 20% comes from feedback, coaching, mentoring and exchange between colleagues. The last 10% are from classical trainings and self-study.

STAKEHOLDER MANAGEMENT

Stakeholder Management is one of the most important factors for successful project delivery and business operations. We depend on stakeholders to respond to the inputs and outputs of our service delivery.

An open dialogue with our stakeholders gives us the essential benefit of understanding needs and expectations. The more we engage and communicate in an adequate way, the greater are the chances are that we uncover potential risks. Furthermore, interacting with stakeholders helps us prioritize critical issues, provide insights on upcoming opportunities and makes it possible to influence the way they feel about their commitment and corporate spirit.

Our annual Stakeholder Management Process consists of the following steps and ensures that we capture the voice of customer, adapt changes and manage considerable risks.



SUSTAINABLE SUPPLY CHAIN

A sustainable supply chain and maintaining its resilience are key factors for our business. In order to gather feedback from all of our active partners worldwide, we sent out an online questionnaire, which gave us the chance to evaluate our supply chain according to its degree of diversity. Alongside others, we asked our partners how many minorities and women are employed and if the company is considered to be a small company under the definition of the EU.

All of our Service Providers and their Sub-Service Providers have to comply with our dedicated Service Provider Code of Conduct. In order to verify compliance with our Code and applicable laws in the corresponding countries, we reserve the right to audit our Service Providers as necessary. Thus, we try to ensure that we control our processes and ensure the same quality across the whole supply chain.

Those audits can either be on demand or based on our yearly audit schedule. So far, none of our Service Providers has had any major non-conformances that could lead to the end of the business relationship. After the audit we are supporting them in implementing the corrective actions and close the topics only when the measures taken were effective.



60,66 %

of our partners are small business



39,34 %

of our partners have an active sustainable business approach



70+ %

have been our partners for longer than 3 years



23,00 %

women quota of our partners

WORK SAFETY

Work safety is an indispensable element of our daily operations and incorporated in our policies. With our health and safety practices we strive to create work environments that enable us to work injury-free.

Our work safety actions are based on three pillars:

– **Creation of awareness:**

Detailed documentation on our specially designed SharePoint and the mandatory online training courses for all colleagues are available. Those trainings include for example ergonomic aspects and the proper usage of tools.

– **Live trainings:**

Fire protection assistant and first aider trainings to ensure adequate support and guidance for all colleagues.

– **Risk assessments and documentation:**

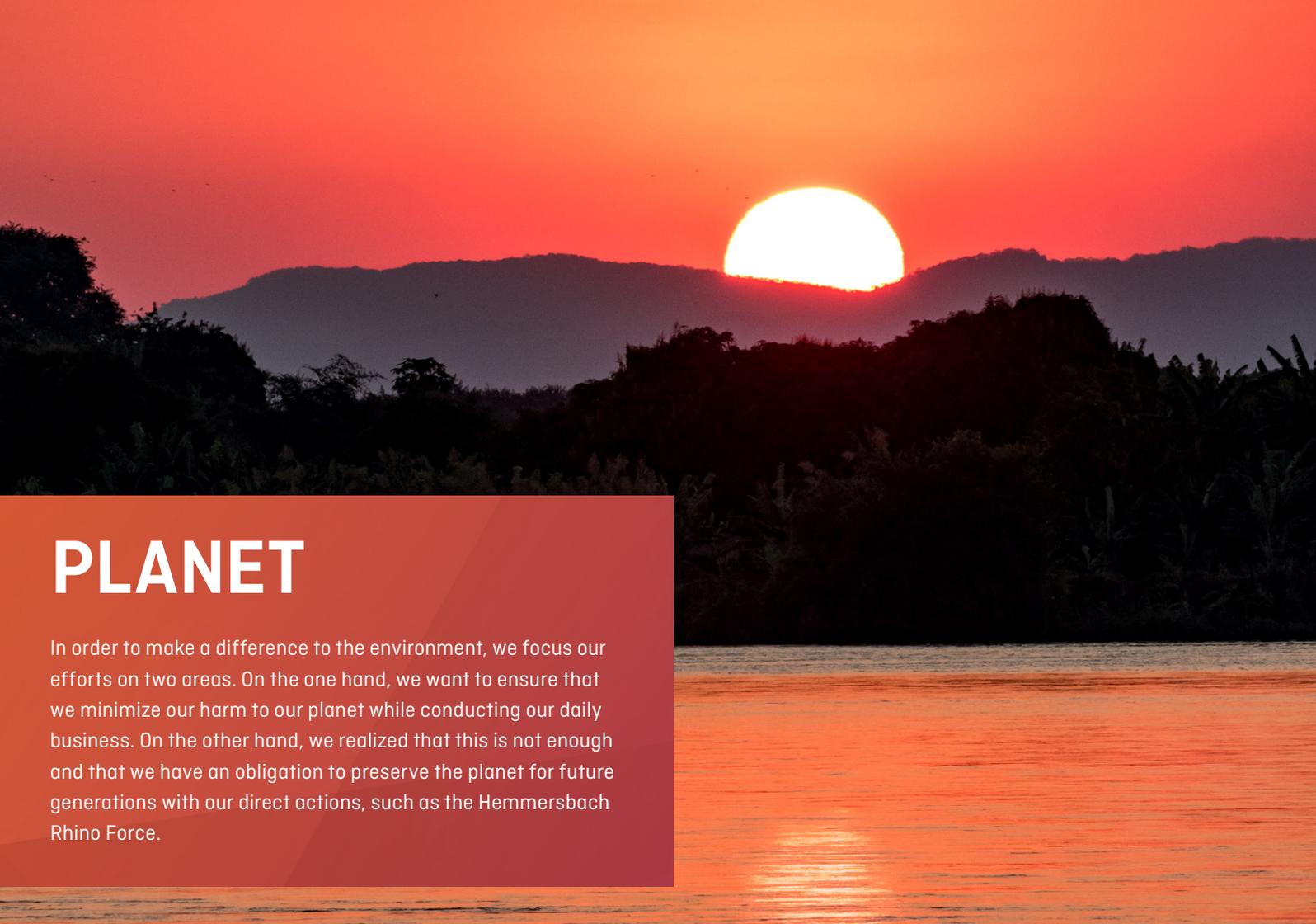
Risk assessments and site visits, also on project basis, allows us to identify potential issues and to install countermeasures. In case of an accident we will accurately investigate the root cause and define whether we need to implement or adjust preventive actions.



TEAMBUILDING EVENTS

We are a Team! Open and honest communication and providing support work best if we understand each other's strengths and weaknesses. Multiple teambuilding and sports events throughout the year help build and improve communication, planning and problem-solving skills.



A sunset scene with a large, bright sun partially obscured by a range of dark, silhouetted hills. The sky is a gradient of orange and red. In the foreground, there is a body of water reflecting the sunset colors, and a dense line of dark trees and foliage. A semi-transparent red box is overlaid on the bottom left of the image, containing the text.

PLANET

In order to make a difference to the environment, we focus our efforts on two areas. On the one hand, we want to ensure that we minimize our harm to our planet while conducting our daily business. On the other hand, we realized that this is not enough and that we have an obligation to preserve the planet for future generations with our direct actions, such as the Hemmersbach Rhino Force.

OVERVIEW



9,83 %

of all the energy used in 2018 at our HQ is from our own photovoltaic energy



39,75 %

increase of own generated energy from 2016-2018



13,3 %

decreased in page count at our HQ in 2018



1200 †

of CO₂ have been climate compensated in Germany.



4 %

reduction of CO₂/ car achieved in 2018



80,00 %

of the vans were replaced with eco friendly cars in 2018



100 Elephants

were saved from culling and relocated in 12 moves



42

suspects arrested for poaching by our Rhino Force Squads within 4 months



48 %

decrease in overall poaching numbers in Limpopo and Mpumalanga in the first 6 months 2019

ENVIRONMENTAL MANAGEMENT SYSTEM

We at Hemmersbach are committed to minimize the adverse environmental impacts of our activities and services. Our environmental policy establishes the foundation for us to build our Environmental Management System (EMS), which has been ISO 14001 certified since 2015. To ensure the sustainable use of resources, everyone shall judge the environmental impact of new activities and processes in advance to make use of environmental friendly technology where reasonable.

Our goals are to provide services that are environmentally sound, ensure the responsible use of resources while conducting our business and develop our responsibility as good corporate citizen.

To accomplish this, we will:

- Meet or exceed applicable government requirements
- Proactively focus on reducing environmental risks
- Ensure conservation of energy and raw material
- Endeavour to partially compensate our environmental impact through cross-border projects
- Strive to continually improve our EMS and performance

Through the integration of our objectives into our strategic decision-making, business planning and governance processes, we strive to accomplish this high level of performance.

We realize that each colleague has an individual responsibility to support our environmental efforts at Hemmersbach. Therefore, we foster on raising awareness about our objectives and targets. To do so, we started an environmental initiative in 2019, where we want to use the local input from our colleagues to base environmental actions.

We are also currently setting up an eco-balance that will enable us to calculate our carbon footprint and carbon handprint. Once set up, the information will be available for all colleagues. This will be in line with our environmental goals, which we currently define every year after taking into account our risk analysis as well as our environmental aspects.



CONSERVATION OF ENERGY AND RAW MATERIALS

Besides the use of modern energy-saving technologies, our focus lies on renewable energies in our headquarters.

47,6 % of our purchased electricity is from renewable energy sources and we were able to generate 10 % our energy used in 2018 from our solar panels. The monitoring of our environmental indicators motivates us to constantly progress not only on a local level and in the future also on a global level for every Hemmersbach subsidiary.

One of our daily jobs is to drive to the end-user to perform our services. Without being mobile, we simply cannot do our jobs. We are aware of the harm CO₂ is doing and are constantly evaluating alternatives such as e-cars.

However, as we are currently not in the position to do so, we offset our car carbon footprint wherever possible. In Germany and 10 other European countries we are compensating 100% of our fleet carbon dioxide emissions. This means in figures that we have offset 1200 T0 of CO₂ in 2018 in Germany. Additionally, we were also able to reduce the CO₂ emissions per car by 4 %, reduced our van fleet by 80 %, and replaced them with more ecologically sound cars. Compared to 2017, we increased the amount of cars with AdBlue Technology from 14 % to 51 %.

We know that there is still room left for improvement and this is our fuel to move constantly forward and be innovative.



HEMMERSBACH RHINO FORCE

Hemmersbach Rhino Force is our Direct Action conservation organization dedicated to protecting one of the most endangered species on Earth. Our teams use innovative tactics and technologies to preserve the genes of African rhino species, prevent the killing of rhinos, and uncover and combat all other illegal activities in the Southern African bush. All activities are fully self-financed to ensure complete independence and full focus on conducting the required measures on the ground.



HEMMERSBACH RHINO FORCE



GREATER KRUGER PROJECT

Our Greater Kruger Project consists of elite squads operating in the region along with a base camp and a sniffer dog unit. Our squads patrol the perimeter and surrounding roads of the game parks and nature reserves using military grade surveillance equipment to assist with the effective detection and detainment of unauthorized personnel entering the reserves and to prevent poaching syndicates entering the park. Additionally, the South African police service call on our squads to perform forensic autopsies of carcasses found in order to retrieve the bullets, DNA and any other evidence .



ZAMBEZI BLACK RHINO PROJECT

The challenge here is completely different. The lower Zambezi Valley was once home for the black rhinos. Today, not a single black rhino can be found there as they have either been poached or translocated to safe areas due to the poaching. Our main goal is to make this land safe again so that the rhinos can be securely re-introduced. The existing wildlife in the area is also under threat from intense poaching by people crossing the border of the Zambezi River; therefore, by aiming to create a safe space for rhinos we are also protecting the species currently inhabiting this area. To be more effective we have leased the former hunting area Rifa and stopped all hunting activities there. Rifa is 800km² in size and equivalent to one third of the entire Hurungwe area. Vital elements to our operations are the boat squads as well as the plane squads.

Zimbabwe is currently facing the dry season and our Rhino Force team has started a challenging project. To ensure water supply for all current and future wildlife in our concession we bring water into the area by drilling boreholes across the territory. After getting permission from the authorities, a partner company equipped with 4x4 rigs for the drill, sent out diviners and searched for water. Springs have already been opened successfully.



ELEPHANT RELOCATION TO RIFA

For over two decades the Sango Wildlife conservancy has been a model for protection against poachers and the sustainable use of wildlife populations. The success of Sango anti-poaching is displayed by its excessive elephant population. The elephants destroyed one third of the forest and thus threatened the habitat of many other animals.

We decided to save their lives and protect them from culling: Hemmersbach Rhino Force financed one of the largest wildlife relocations in Zimbabwe's country history. This took place from the 9th of September until the end of October 2018. The relocation of 100 elephants has been conducted in cooperation with the Zimbabwean Parks & Wildlife Management Authority and the Sango Wildlife Conservancy. This project covered a distance of almost 700 km and the elephants have been relocated by family in 12 individual moves. The new home is our Rifa Area.



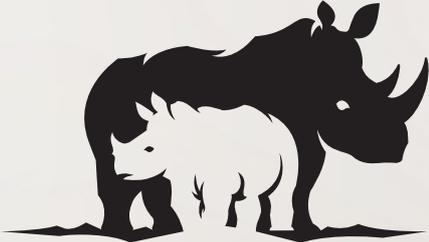
HEMMERSBACH CRYOVAULT

Current wildlife conservation attempts must be continuously adapted and changed as experience and knowledge are gained. We need to ensure that the current conservation strategies remain relevant and are sustainable on a long-term basis. The inclusion of genetic resource banks, as a long-term conservation strategy, becomes all the more relevant as more wildlife species face premature extinction.

The occurrence of hunting and poaching wildlife populations provide opportunities to collect information (data) and biomaterial (gametes, tissues, organs, etc.). Ongoing improvements in biomaterial processing and cryopreservation techniques have made it possible to store viable wildlife gametes, DNA and tissue indefinitely.

The Hemmersbach Rhino Force Cryovault project and facility is laid out as a long term pilot study to explore the possibilities of rhino genetic rescue by focusing on gamete retrieval. This project will serve as a starting point in an attempt to secure viable biomaterial from various wildlife species, as and when the opportunities arise.

The main objective is to establish a scientifically driven and viable genetic reservoir with corresponding reference database for rhino and other endangered and threatened African wildlife species.



CRYOVAULT

HEMMERSBACH RHINO FORCE



The activities are largely based on available sampling opportunities that take place under two different conditions:

1. Post mortem:

Deceased animals will be sampled when for example

- a. Poached: collaboration with anti-poaching units
- b. Culled / Slaughter: collaboration with wildlife abattoirs for fresh post mortem collection and vets responsible for problem animal culling.
- c. Hunt: collaboration with professional hunters and being on site for sample recovery after hunt



2. Live sampling:

During capture/anesthesia events semen collection or oocyte aspiration may be attempted during for example

- a. Rhino dehorning or ear notching and microchip procedures
- b. Captive animal enclosure translocation or relocation
- c. Elephant capture for collaring or relocation
- d. Leopard trapping for relocation

Our CRYOVAULT team was able to collect more than 200 samples in total from four rhino bulls within a short time period. These samples are now safely stored in our biobank. In order to get the sperm, the bulls were sedated and stimulated. After that, the samples were checked in our laboratory. All usable, uncontaminated samples were prepared for the deep freezer.



COMMUNITY

We realize that we have a responsibility as a company in order to make a significant change in communities where help is needed urgently.

OVERVIEW

Kids' Family India:

We help orphaned and abandoned children in Bangalore by providing them with safety with care, nutrition, education and medical assistance. We offer them better opportunities to start their future life.



Marara Recycling Project:

We created sustainable framework conditions in order to be able to grow from within. Self-organization and independence of the ladies are key elements of the project.



Kids' Family Poland:

The project in Poland is to guarantee safety and care for children who need it.



Besides the Hemmersbach Rhino Force, we decided to start a second Direct Action: "Hemmersbach Kids' Family" which helps the most innocent amongst us: children. Currently, we have projects in Poland and India where we support and help kids in need.

As childhood is a unique period of rapid physical and psychological development, children are more affected by impacts from their environment than adults. Their physical, mental and emotional health and well-being especially during their first periods of their lives can be permanently affected for better or worse.

Therefore, we made it our mission to give these children a new and safe home and to ensure that they receive the necessities they need. On the long run, we want them to have the most important thing in life: the comfort of a family, the Hemmersbach family.



HEMMERSBACH KIDS' FAMILY POLAND

The aim of Hemmersbach Kids' Family project in Poland is to guarantee safety and care for children who need it. We support foster care centres, provide necessary equipment, ensure better education opportunities and facilitate access to psychological care.

FOSTER CARE CENTRES IN POLAND

There are 1,168 children's homes in Poland, included in the institutional foster care. Approximately 20,000 children live there. Children's homes are to meet the essential needs, in particular emotional, developmental, health, livelihood and social needs. Unfortunately, they lack funds for investments in maintenance and renovation of buildings, provision of additional specialist psychological assistance, purchase of electronic equipment or support to develop children's interests.¹



¹ Social Assistance, child and family services in 2016, Central Statistical Office, Warsaw, 2017



FRAGILE, INNOCENT AND YET PAINFULLY EXPERIENCED

80% of the children placed in the centres have parents who have not managed or have not wanted to fulfil their child-rearing responsibilities properly. Most children are placed in foster care due to serious family problems.

The main reasons for placing children in foster care institutions are alcoholism of parents, physical and mental abuse, diseases, helplessness in matters related to children’s care and upbringing, and non-resourcefulness. Children from socially marginalized families are often born in poorer health or their physical, emotional, social and intellectual development is slower due to neglect and abuse. Without care from outside the family and psychological support, their chances of graduation, getting a job and succeeding in their adult life are low.

As adults, they copy the behaviour they saw at home.²

MOTIVATION TOWARDS AID FOR CHILDREN

Children brought up in foster care are the weakest social group in Poland. Improving their situation has become a goal for us. Kids’ Family helps foster care centres in creating places where children will find comfort, safety and family atmosphere. Moreover, we implement programs that help children to increase their skills, gain professional qualifications and find their way on the labour market as adults. All these activities are aimed not only to provide immediate assistance, but above all to provide support that will enable them to find their place in society in the long run. Thanks to this support they will have a good and happy future.



² Biuro Analiz Sejmowych

JUST THE BEGINNING

The project began at the end of 2018, when the children's home in Bierutów, Poland was supplied with new household appliances and necessary everyday products. Currently, six children's homes located in Lower Silesia: in Bierutów, Milicz, Oława, Oborniki Śląskie, Szklarska Poręba and Wałbrzych are supported. This region has the highest number of foster care centres recorded (151 centres, which accounts for 13.4% of all centres in Poland)³. In addition, the Polish branch of Hemmersbach has its headquarters in the capital of Lower Silesia. An important concept of the project is to provide non-material assistance - one that responds to the individual needs of each centre. In order to do so we visit children's homes, assess the situation and conduct a needs analysis. We plan to expand our activities to the whole territory of Lower Silesia by the end of 2020, and want to cover all children's homes in the country that need help in the following years.

³ Social Assistance, child and family services in 2016, Central Statistical Office, Warsaw, 2017

3 STEPS TO A BETTER FUTURE

We implement our activities as 3 steps of support. These include improving living conditions, facilitating access to psychological services, and introducing educational programs. These areas have been identified as the most important aspects that will help achieve the goal - to give children a better future.

Improving living conditions

Children's home as a substitute for a real home should be a cosy and friendly space, which creates conditions for free learning, fun and detachment from everyday worries. Kids' Family carries out modernizations and house renovations. We equip them with the necessary household appliances, solid furniture and electronic equipment, such as PCs and laptops.





Access to psychological support

Psychological care gives children the opportunity to regain faith and self-confidence, acquire social skills and cope with their emotions. Nevertheless, access to the specialist equipment or qualified therapists can be difficult. Kids' Family is providing EEG biofeedback devices which are a non-invasive method of direct brain function training along with the support of the further therapies. It helps to improve children's mental health and combat problems such as anxiety, depression, eating disorders, PTSD and many others. We are going to provide access to the biofeedback devices to all children who need such therapy.

Education and development of children

Education and development of interests lead to the acquisition of skills that will make it easier for children to start an adult and independent life. The most numerous group living in children's homes are children and teenagers of the age between 7 – 17 years. Using Hemmersbach capabilities, Kids' Family is organizing educational programs and provides teaching aids. There are the special programs planned for three different age group:

7 – 13 years:

language courses, sports camps, interests' development.

14 – 17 years:

language courses and visits to the Hemmersbach branches, education programs as an introduction to the new profession: for example computer repairing or software development, e-learning concept with benefits for the best.

18 + years:

paid academies during summer holiday, sponsoring vocational skill training, jobs at Hemmersbach and mentoring programs.

OVERPOPULATION AND STREET CHILDREN PROBLEMS IN INDIA

There are 1.4 billion people living in India, which makes it the second most populous country in the world. Major overpopulation, social inequalities and difficult access to education are the direct reasons why the vast majority of people live in extreme poverty. Children are tragically affected by poverty. As many as 18 million children across India earn their living on the streets to survive, and more than half of them live and sleep on the streets without a home. Homeless children are on their own. They lack parental control, care and emotional support from their families.

Within our Kids' Family project in India, it is our main mission to help orphans in Bangalore by providing them with safety and care, nutrition, quality education and medical assistance. Bangalore is the third largest city in India. It is home to more than 8.5 million people and, like other Indian agglomerations, is facing a growing problem of poverty and homelessness. There are hundreds of orphanages in the area, and millions of children still live in terrible conditions.

Integrating crucial topics like contraception within their education especially for the girls and young women is indispensable.

Addressing the overpopulation problem and raising awareness are key factors in giving children a chance for a better future because children are everyone's business and our future.



OUR START POINT: IMPROVING LIVING CONDITIONS

The Kids' Family currently takes care of 3 orphanages in Bangalore housing 150 children in total. Data on the quality of life, health and education of children in orphanages is difficult to access, so the first step we had to take was to get to know their situation on the ground and set priorities. The most pressing problems are those related to basic needs. We have therefore started our work by ensuring weekly food supplies. We are renovating and modernising buildings, including the provision of new bedding and equipment, to ensure that the children in the institutions have a decent standard of living.



EDUCATION IS THE CRUX

Investing in children's education is an investment in the society. Especially in India, the problem of the overpopulation is nowadays as critical as ever before. One major reason of overpopulation is the lack of education within their younger years since many of the kids do not have the privilege of going to a school. Through learning, they acquire skills that will allow them to become independent.

The main reason for not having or not finishing early childhood education is the lack of money within the families. When it comes to girls, religious considerations and cultural pressures also play an important role. As a result, the educational gap between girls and boys is quite high, particularly in rural areas. Offering girls a safe environment and protection is therefore a big part of our mission. Implementing Thai-Chi-Courses and Self-Defence-Classes in order to protect themselves and to achieve gender equality and empowering all women and girls.

Overall, only 75% of boys and 60% of girls receive primary education. We are aiming to eliminate inequalities in education, namely to ensure due rights and equal treatment irrespective of gender. In order to achieve this, we are covering the costs of educating children and equipping orphanages with computers and electronic supplies.

OUR GOAL: BUILDING A VILLAGE OF EQUAL CHANCES

Our main, long-term goal, which we plan to achieve by the end of 2020, is to build a self-sufficient centre for 500 children. It will include residential houses, a school, a sports and recreation complex and medical assistance. We want to create a place that gives children a roof over their heads, proper care and a sense of security. A place where we will ensure the protection of children's rights and development through:



- **Creating the right conditions:**
raising the standard of living, providing food, access to clean water and medical care
- **Taking care of safety:**
protecting children, preventing discrimination and exploitation
- **Empowering girls:**
supporting girls in enforcing their rights, educating them about their health, learning self-defence
- **Equal access to education:**
to enable the acquisition of skills for a better future, and to increase awareness and critical thinking skills
- **Taking care of the environment:**
growing our own fruit and vegetables, using solar energy, recycling, and avoiding plastics

Kids' Family helps children by providing them with the resources they need to live and by protecting their rights.

But that's not all - we want to give them a chance for a better life, support and a sense of security they've never experienced. We want to give them the comfort of having a family.

MARARA RECYCLING PROJECT CHIRUNDU

During the operations of our Hemmersbach Rhino Force in Zimbabwe we had 7 elephants dying within 3 months. Cause investigation revealed that they died because of eating rubbish in the area around the Chirundu Township. All waste and rubbish has been thrown away on the spot without being collected or recycled and is therefore a threat for the free-range animals.

This terrible result lead to the founding of the Marara Recycling Project. With this project, we want to combine two essential needs of the region: protection of species and an improvement of living conditions of the local population to ensure long-term sustainability.

We decided to help one group of residents that were outsiders in the local community: Twelve resident women, mostly single mothers who lost their husbands due to HIV or wealth-related reasons, who are caring for about 45 children including orphans.

They were equipped with everything they need in order to clean up their town, improve the living conditions of the area and protecting the wildlife from ingesting and dying from the waste. In return, for every collected bag they receive a voucher for the local grocery store they can use for the needs of the children and their family.

At the beginning they were collecting an average of 1200 bags per months, now they are collecting 7500 bags per month.

First, the “Marara Ladies” had a hard time and had to fight to earn respect for their work within the community. But that did not held the women off. They kept spreading the word about the importance of recycling waste and are now organizing themselves through building their own business for separating and selling the waste.

The success of the project has been recognized also outside the region. The minister of Environment and Tourism visited the project in February this year and the first lady of Zimbabwe in April.



KARL PISEC PRIMARY SCHOOL IN MARONGORA

We believe that education is the key to changing the world for the better. Therefore, we are happy to support the Karl Pisec Primary School in Marongora during the past with the following actions:

- Installation of fencing to prevent baboons from entering the classroom, defecating and messing them up
- Repair and renovation of sanitary equipment
- Replacement and repair of broken water pipes to enable running water
- Cleaning of the building rubble around the area
- Donation of available curriculum books so that the 55 children can attend school



RUTENDO PRIMARY & SECONDARY SCHOOL IN CHIRUNDU

The situation at the Rutendo Primary & Secondary School in Chirundu was very poor. More than 500 children visit this school, with 1 classroom for 70 children. This together with the bad condition of the building lead to a very bad learning environment.

So far, the classroom floors were repaired and we will install a ceiling to protect the children from the heat. In order to prevent cholera and improve water supply, we started to build flush toilets with hand wash basins as well as sanitation and health (WASH) facilities at the school. Beforehand, they had only 5 toilets for 500 children.

We will also here secure the windows so that the baboons are not able to enter the classrooms.

SUSTAINABLE DEVELOPMENT GOALS

CONTRIBUTION TO THE UNGC SUSTAINABLE DEVELOPMENT GOALS

Sustainable development is more than just a phrase, for us it is an obligation to work hard towards the achievement of measurable goals. Over the past year, we have focused on integrating the SDGs into our business model. We therefore have identified SDGs that accommodate best with our strategies and agendas.

The selection is based on the possibilities we – as an IT Service Provider – have and where we can make the biggest difference.

Why each of these goals are relevant to the work we do, how we contribute to achieve these goals and what has already been accomplished, is outlined in the next section.

Well skilled and trained colleagues is one of the most powerful assets a company in the service sector can have. This is one of the main reasons we are putting massive efforts on HR learning and development. With the release of our Global Campus, we created a center for personal professional learning, which can be tailored to the specific needs. We believe that we can continue our growth only together with the best colleagues.

Besides having trained colleagues, we also want to make quality education possible within our Direct Actions to contribute to the SDG 4 as profound education and training is the only way to create sustainable development. One of the main pillars of the Hemmersbach Kids' Family is ensuring education to the children as foundation for an independent life.

Our Hemmersbach Rhino Force does not only focus on animal protection and anti-poaching, we believe that we also have a responsibility towards the communities where we operate. In order to prevent poaching in future generations, education and a solid training is vital. We actively support schools and projects in South Africa and Zimbabwe.



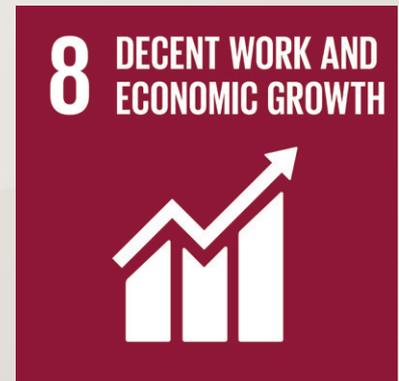
Equal opportunities are an essential part of our DNA and anchored in our corporate principles. We have a zero tolerance for any type of discrimination and any form of harassment. For us, qualification, quality of work and team spirit are decisive, not any other factor in our practices. As the IT sector is predominantly male, we are proud that our female quota is 5% above the German average in the sector.



Creating a decent work environment is an integral component for us. Every colleague has the right to a safe and healthy workplace while we meet or exceed all regulatory requirements. Risk assessments are conducted and strong focus is set on the prevention of accidents and occupational sicknesses.

Additionally, we support participation in sport activities and offer healthy food choices where we have own operated cafeterias. Sustainable economic growth requires conditions from functioning systems and societies that allow people living a decent life without harming the environment.

Unfortunately, this is not given everywhere. Our Marara Recycling project counterbalances those grievances in Chirundu township. We created sustainable framework conditions in order to be able to grow from within. Self-organization and independence of the ladies are key elements of the project. The increasing productivity of the members as well as the changed position within the community demonstrates the success of the project.



Hemmersbach applies innovative thinking to this day, believing that in the future, only selected global suppliers will render IT services using autonomic technology. We started developing workflow systems based on technology 16 years ago. Up to now, we are using 700 automated steps for technical and process automation. Our Service Delivery Code (SDC) is our open, agile and learning system for excellent service delivery. The SDC ensures that all projects are brought to the same standard of excellence. The aim of the SDC is to become the leading standard for service delivery, with the highest possible degree of automation.

We also empower IT industry leaders to offer Device as a Service (DaaS) everywhere. DaaS offers a simplified, cost-effective way to put the right tools in the right hands and allows to innovate faster as our customers can focus on their business rather than managing end user related infrastructure.

Fundamental rights and policies are a core element of our global DNA. Our centralized approach ensures that we strive to reduce inequalities for everyone. We actively promote a corporate culture full of diversity and do not tolerate any form of discrimination.

We aim to promote inclusion for all people also throughout our supply chain with the incorporation of universal policies and long-term partnerships with small businesses.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



With the implementation of the ISO 14001 standards, we have committed ourselves to minimizing the impact of our operations on the environment. We use different approaches to manage our environmental responsibilities: communication, analyses, audits and monitoring.

Our environmental goals are redefined regularly and we try to surpass them wherever possible. We promote energy efficiency and shift towards less GHG-intensive energy sources and technologies wherever possible. To reduce our carbon footprint in our operations we also cooperate with our partners, suppliers and customers. We also have included our requirements in our Code of Conduct for all our partners.



Our Hemmersbach Rhino Force is a direct action conservation organization protecting one of the most endangered species on earth. We fight to halt biodiversity loss.

Our squads are operating in South Africa and Zimbabwe. The teams use innovative tactics and technologies to preserve rhino genes, to prevent killing of rhinos and to expose and combat all other illegal activities in the bush of Southern Africa.



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