



COMMUNICATION
ON PROGRESS 2021

hemmersbach

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COMMUNICATION
ON PROGRESS



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

We welcome feedback on its contents.

STATEMENT OF CONTINUED SUPPORT

2021 was characterized in getting back to business as usual after more than a year under exceptional circumstances. Due to our excellent service quality and incredible determination, we were successful in doing so. Our colleagues have shown that we are a team that actively solves problems and does not only talk about them.

Even in challenging times like during a pandemic, there are some things that cannot be put on hold - that's why we've founded our third Direct Action. With Hemmersbach Rhino Force, we protect wildlife and Hemmersbach Kids' Family helps children in need.

Now it is time to do something for our planet: Our third Direct Action is Hemmersbach Climate Force. Its mission? Removing CO₂ from the air – on a global scale! We're convinced that just avoiding CO₂ emissions is not enough. To fight global warming and its serious consequences for life on earth, we have to go further and actively remove CO₂ from the air.

Thanks to our determined contribution to make the world a better place, Hemmersbach was also chosen as one of 50 UN Sustainability & Climate Leaders, which we are very proud of.



Ralph Koczvara
CEO Hemmersbach

October 2022

ABOUT OUR REPORT

Hemmersbach is The Social Purpose IT Company. But what does this actually mean? For us, it's not about limiting a negative impact – it's about making a positive impact. Our Direct Actions and internal initiatives are in line with the Sustainable Development Goals (SDGS) of the United Nations.

Our Communication on Progress is divided into the following sections:



PEOPLE



PLANET



COMMUNITY

**EACH SECTION HIGHLIGHTS OUR EFFORTS IN THOSE AREAS
AND THE SDGS TO WHICH WE CONTRIBUTE.**

SUSTAINABLE DEVELOPMENT GOALS

**SINCE 2021, WE ARE A PROUD PART OF THE 50 CLIMATE LEADERS –
AN ACCOMPLISHMENT, WHICH AFFIRMS OUR ENDEAVORS.**

ABOUT US

We empower IT industry leaders to provide Device as a Service (DaaS) and Field Service everywhere.

Hemmersbach is a social purpose corporation. We make the world a better place: With our Direct Actions, we fight problems where authorities fail. This gives our work meaning beyond business and is the reason why we get up every day.



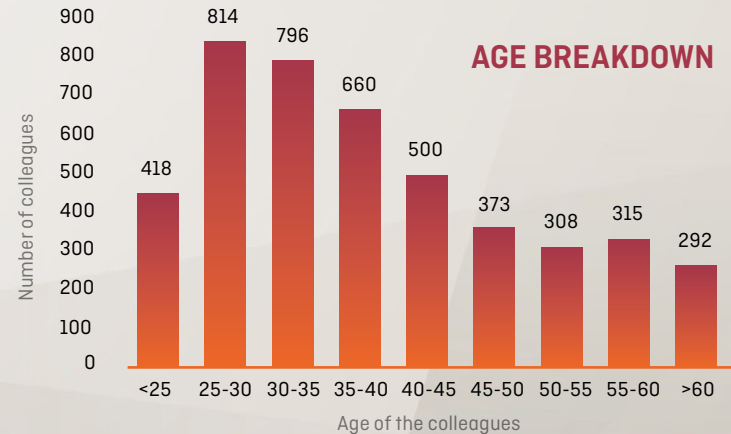


PEOPLE

Our more than 4,400 colleagues contribute to the successful fulfillment of our services every day. One of our main success factors is the creation of good working conditions all over the world.



We are continuously working on remaining attractive as an employer and we take responsibility for our colleagues. Equal opportunities, non-discrimination and diversity are embedded in our DNA. Our female quota in management positions is 31,5%.



TRAINING AND DEVELOPMENT

Training and life-long learning is key. That is why we are putting great emphasis on our Learning Platform – Global Campus. We are happy that our colleagues manage to set time aside for personal development in between their regular tasks to make their day even more productive.



110,000 hrs

were spent in our e-learning



1,558 users

visit Global Campus every month



E-LEARNING

Throughout 2021, our colleagues could explore a sizeable portion of new learning content on a variety of topics, ranging from soft skills to technical training. Of course we are also offering training based on our environmental initiatives and social policies which are mandatory for everyone.



54,440 courses

completed with average time of 37 minutes per course



4.64 stars

your average course rating (17,432 votes)



109 courses

added, providing 82 hours of new content in 2021



3,260 certificates

on Global Campus were awarded





LANGUAGE LEARNING

11

English is our company language and we understand that not everyone is on the same level. Therefore, we offer a variety of English courses facilitated by our Language Academy. Those courses help improve the individual English levels of our colleagues so that they better navigate through daily tasks in our international environment.



780 hours

of virtual English classes with our teachers



100+ participants

in our English language courses



1,434 hours

of activity on Busuu in Q4 only



300 users

coming from 24 different countries

HEALTH & SAFETY

A decent work environment also includes health and safety regulations that ensure all colleagues are protected from any potential hazards. We put strong emphasis on this topic and train, inform and instruct our colleagues regularly based on the job roles.

Our effort is visible in our internal monitoring system where we ensure continuous development and improvement of the performance of our Health and Safety Management System.

Our figures proof that our efforts towards a safe and healthy environment are successful. We monitor our health rate, the participation in Health & Safety Meetings as well as the recordable injury rate per 1000 colleagues.

Our industry standard for the recordable injury rate per 1000 colleagues is at 17.1 compared to our rate which is fortunately lower at 5.81.



HP LIFE CENTRE VHEMBE TVET PROJECT

The HP Life Centre Project at the Vhembe Tvet College is a collaboration between HP and Hemmersbach in Sibasa, South Africa. With allied forces, we entered this partnership to establish a computer centre that will empower the students with necessary skills and to promote and inculcate an entrepreneurship culture amongst them. The access to the centre is not only limited to the students, also emerging start-ups and entrepreneurs in the Vhembe District Municipality are supported.

The existing learning classroom infrastructure has been changed to a computer centre with new tables, chairs, desktops, screens and everything else that was needed. After the renovation, we inaugurated the centre officially on the 3rd of December 2021. Since then, students can participate in a variety of online courses varying from soft skills to IT related topics.



>1900

course enrollments



>1333

completed courses



Biggest demand

are on Marketing and Communication courses



An aerial photograph of a wide, winding river flowing through a vast, flat landscape under a dramatic sunset sky. The sun is a bright orange orb on the horizon, casting a long, shimmering reflection on the water. The sky transitions from deep orange near the horizon to a pale yellow at the top. The landscape is a mix of green vegetation and sandy, light-colored soil. In the distance, low mountains are visible on the left. A semi-transparent red rectangle is positioned in the lower-left corner, containing the word 'PLANET' in white capital letters and a paragraph of text.

PLANET

Climate change is one of the major challenges our generation is currently facing. Besides only focusing on our emissions as a company we strive towards a bigger goal with our new Direct Action Hemmersbach Climate Force. We want to remove CO₂ from the air on a global scale!

ACHIEVEMENTS 2021

15



9.62 %

of all energy used in 2021 at our HQ
comes from own photovoltaic energy



14 %

decrease of energy
consumption in our HQ



11 tons

of waste collected



70,000 trees

planted that offset the CO₂ of 20% of
our departments



100 %

LED lighting in our HQ in Nuremberg

MISSION ZERO: REDUCING OUR CO₂



Our **Mission Zero** helps us to become a **carbon neutral company**. In 2021, our goal was to to neutralize **20%** of the CO₂ emitted from our global office spaces, or around **620,000 kg**. A tall order, but we achieved it. We launched an internal initiative that encourages our colleagues to let us know their ideas and contributions towards decreasing the carbon footprint at work.

We received great ideas and contributions such as the replacement of old switches in our data centre, switching to online templates to avoid unnecessary printing, or carpooling to work. In 2021, we planted at total of 70,000 trees, which we protect and ensure their survival for the next 10 years. Those trees are the equivalent of the 620,000kg CO₂.

Besides that we participated in the Climate Ambition Accelerator Programme. This program supported us to set our pathway towards 'net-zero emissions by 2050 to be in line with the Paris Agreement goals. The program helped us gain more insights to the science-based targets and shared best practices. Therefore, we have the goal to join the Science Based Target Initiative! We are currently in the final preparation stage and are very excited to set our own targets.



TRANSPORTATION AND RESOURCES

Most of our emissions are caused by transportation. Cars are essential for our technicians to drive to the customer sites. Unfortunately, due to the nature of our business, e-mobility is not fully applicable. Our pilot study has shown that is not feasible yet for our technicians to use full e-vehicles for the field service activities.

Nevertheless, we are taking measures to reduce the carbon emissions and installed hybrid cars as a starting point. We will continuously evaluate the possibility of full e-mobility in the future. A big factor is the ongoing monitoring of our fleet key figures. We managed successfully to reduce the CO₂ emissions by 7% per vehicle.



Increase

of hybrid vehicles for our field services



7%

CO₂ emissions reduction per vehicle



~80%

increase of colleague e-bike leasing



Increase

of charging points in our HQ



ONE MILLION TREES PROJECT



The One Million Trees Project is a joint venture between HP and Hemmersbach in order to sequester the amount of carbon that is estimated to have been released from the field service project shared by both parties. The project consists of three major areas: Tree planting, protection services and natural habitat.

The area being afforested is a 310ha of anthropogenically degraded National Park in Indonesia. The restored habitat will be home to many endangered animals such as the Malaysian Tapir or the Sumatran Tiger. Further, we are not only focusing on restoring the habitat but also on protecting it from illegally lit fires and poachers with our 24/7 guards and fire unit. Empowering the local community is essential in such projects. Therefore, we employed 52 local, economically-vulnerable villagers.

TREE PLANTING

When achieving the final capacity of the project, 763,445.71 tons of carbon will be sequestered in 20 years, which is much more than the amount needed from our IT Service. The amount of our joint business will be sequestered in the third year of the project. All calculations are based on the local circumstances taking into account the biomass and growth rates from the trees in the park.

The planting started in 2022 and so far, 1,079,000 trees have been planted. The overall survival rate of the trees is ~70%, leaving 830,000 healthy and planted trees in the ground.



PROTECTION SERVICES

Despite the protracted wet season this year, the fires are relentless and are projected to exceed the fires in 2021. Thankfully, none of the fires has endangered our area as our fire unit is responding to them. Additionally, we patrol regularly to find any illegal activities and snares installed.

ANIMAL SPECIES

In addition to planting activities, animals that are active around the reforestation site are also recorded. There were 52 species of birds recorded, 10 species of butterflies and moths, 14 species of dragonflies and 10 species of mammals. Without taking anything away from the immense carbon impact of the project, the amount of diversity, and particularly endangered species seen returning or already using the area, proves how vital and well placed this project is.





HEMMERSBACH
**RHINO
FORCE**

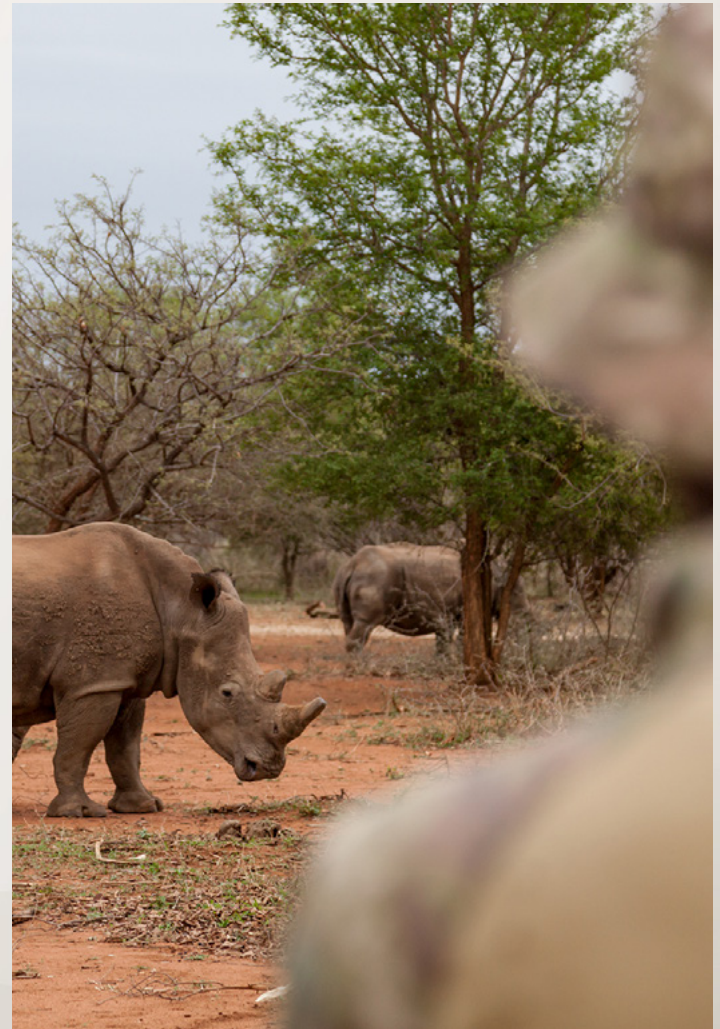


HEMMERSBACH RHINO FORCE



Our Hemmersbach Rhino Force is a direct conservation organization dedicated to saving the African rhinoceros from extinction. Our activities to stop the slaughter and the potential extinction of wild rhinos in Southern Africa are based on 3 pillars:

- 1 Tactical anti-poaching activities** through our elite rangers, protecting wild animals in reserves and surrounding perimeters.
- 2 Preserving sperm and other genetic material** in our Cryovault to combat the loss of genetic diversity and for the potential use in assisted reproduction in the future to ensure the survival of the Southern White and Black Rhino.
- 3 Acknowledging social aspects and problems** behind animal-threatening activities like poaching and littering. We also take action against the roots of environmental problems and poaching through our community projects that fight poverty, hunger and lack of prospects in the communities around the parks and reserves.



ANTI-POACHING ACTIVITIES

We are happy that we did not lose a single rhino to poaching in any of our operational areas. This is an enormous motivation to keep up the excellent work.

Unfortunately, we have to acknowledge that total rhino poaching in South Africa went up again in 2021, to the heart-breaking number of 451 poached rhinos, compared to 394 in 2020. There seems to be a shift from National Parks towards private reserves - and that's where we can make a real difference and what we will be focusing on.

We will expand our operations to new areas soon, and we will further increase our anti-poaching activities in the bush. We are involved in joint operations and we will keep developing new and innovative ways and tactics to save rhinos from extinction



COMMUNITY WORK

Community work as an anti-poaching measure is one of our three pillars in the fight against rhino poaching in parks and reserves of Southern Africa.

Our permaculture project supports and empowers 23 families in a poaching-riddled community in Mozambique where many of the families' breadwinners are in jail or killed while out poaching. We are enabling these families to achieve food safety and income so that they don't need to send their sons and brothers to kill rhinos for their horns.

We train people in permaculture, in growing vegetables organically, with minimum water usage, maximum harvest and soil preservation. Since the land is several hundred meters from the closest water source, our first step was providing four water pumps, 20 sprinklers and over 1 km of high-pressure piping for water supply. We have been providing, sowing and harvesting corn, tomatoes, spinach, beans, onions, beetroots, lettuce and some small fruit trees.

MARARA LADIES

Within the first six months of 2021 our Marara Ladies collected over 7 tonnes of recycling material. A total of 31,673 bags. While one team sweeps the space left and right to the A1 another team collects and processes the waste for transport and recycling.

In addition, we established roadside bins and encourage and educate drivers and community members with information about how and why they should use them. We empty the roadside bins several times a week, and we service and repair damaged or displaced bins when baboons, elephants or drivers have damaged them.



ACHIEVEMENTS 2021

24



61

conducted or participated
poaching- or wildlife-related
arrests



216

rounds of ammunition
confiscated



51

illegal firearms recovered, e.g.
hunting rifles and 18 silencers



11 tons

of rubbish collected



400

snares removed
from the bush



Inventions

new medical tool and new procedure developed for
assisted reproduction of large mammals like rhinos



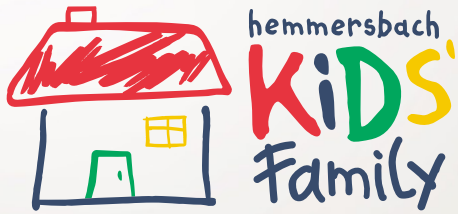
Best Game Ranger Award 2021

won within our organization



COMMUNITY

We help children across the globe who live in poor conditions with our Direct Action Hemmersbach Kids' Family. Our mission is to provide children access to education, medical and psychological help, and decent living conditions.





EDUCATIONAL SUPPORT AND DEVELOPMENT

The access to knowledge gives children and teenagers a chance to become independent and develop their interests.

We run educational projects that focus on the development of every child's potential.



PSYCHOLOGICAL AND MEDICAL SUPPORT

Psychological and medical support is essential for the development of children who lost their homes or contact to their loved ones.

We try to resolve childhood traumas and neglect from the past by subsidizing adequate therapies.



IMPROVEMENT OF GENERAL LIVING CONDITIONS

We want to help every child to have a good start, despite difficult past experiences or obstacles they have to face.

We give equal chances to children's development by equipping rooms and reducing digital exclusion by donating electronic/IT equipment to foster care facilities.

KIDS' FAMILY POLAND



Our activities in Poland focus on helping children and youth from foster care facilities and family homes. We provide access to therapeutic and medical help, as well as educate at various stages of development - from expanding basic knowledge, to self-development and professional development.

EDUCATION AND BRIGHTER FUTURE

Our self-developed platform skillplanet.io has developed further during the course of the year. Besides the constant release of new training content, we offer remote classes and webinars for caregivers. We also launched specialized online meetings on working with children and adolescents.

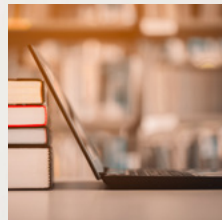
In late 2021 we launched the first 10 month Frontend Academy. Our initiative makes it possible to become fully independent for the participants. In addition to the daily programming lessons, the adolescents were guaranteed accommodation and job in the IT Department of an international organization.



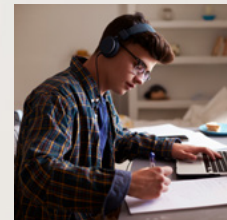
Programming courses



Frontend Academy



E-learning platform
skillplanet.io



Webinars and
conferences



Virtual tutoring



MEDICAL AND PSYCHOLOGICAL CARE

As of 2021, the Hemmersbach Kids' Family Foundation supports not only orphanages across the country, but also foster families, which care for children with great dedication, support their learning and are there for them when they are sick.

2021 was again a very successful year for our psychological support. We trained therapists and provided devices for the Biofeedback therapy so that in each foster home, a trained caregiver can conduct therapy with the kids.



180 children in therapy



58 trained therapists



24 foster homes and families included in the program



almost 1100 completed Biofeedback sessions

SUPPORT FOR UKRAINE

Due to the geographical proximity to Ukraine, we were in the position to immediately help where our support was needed.

We provided material support for children coming to Poland from Ukrainian orphanages and bought more than 350 items including mattresses, pillows, quilts, and sets of bed sheets and towels.

Of course we also support foster families coming from Ukraine with bedding, towels and vouchers for clothing stores to buy clothes for the children. We continue to focus on education, therapies and purchase of equipment wherever needed.



KIDS' FAMILY INDIA



The main aspect of the Hemmersbach Kids' Family Direct Action in India is helping orphaned and abandoned children in the slums of Bangalore: providing access to education, medical assistance and a safe space for development.

COMMUNITY WORK IN THE RAMAMURTHY NAGAR SLUM

A large part of the year was again characterized by the pandemic. The local government in Bangalore had been imposing restrictions on mobility over weekends and specific hours to curtail the spread of Covid-19. Those restrictions severely hit many people from marginalized communities that depend on 'daily wages' to feed their families.

We served at least one daily hot meal to people residing in the area as they were unable to work, earn money and care for their loved ones. While we were serving food, we realized that the community lacked awareness and finances to wear and purchase masks. We conducted campaigns and distributed masks across the community.



NEW CONTAINER SCHOOL OPENED

Many kids in need attended our little school in the Ramamurthy Nagar Slum. At some point, even the outside classroom was not enough for so many young learners. Knowing how important education is, we decided to expand our educational activities.

We build another container school next to the existing one. The new school is more functional – everyone has access to bathrooms and running water. The school opens every day at 11 a.m. At noon, the kids eat tasty and nutritious lunch, and the classes finish at 4 p.m.



ELECTRICITY FOR THE SLUM

Over the past two years, we have been intensifying our research to understand the needs of people who face everyday hurdles to access basic amenities in Bangalore. We were monitoring a slum around Banjaara Layout: 61 households with 227 members who didn't have access to electricity.

To deal with this problem, our team distributed solar lamps that can provide lighting between 7 and 11 p.m. We distributed a minimum of 2 lights per household. The lamps had to be water and dust-proof as they are charging outside during the day. So far everything is running smoothly, which we are proud of!

KIDS' FAMILY HOME

After the successful inauguration of our Kids' Family Home in India the previous year, we are now focussing on improvements and new projects there. Now the children from primary and upper primary grades can use a fully equipped lab with 8 computers (with access to the internet). They can learn all the basic tools and expand their skills. Supervised classes are conducted once a week. The lab is well lit and designed in such a way that the teacher can monitor the activity of all students and use audio-visual aids.

Minimizing the effects of climate change is on our agenda as a company – needless to say that we are of course also making our contributions within Kids' Family. A big solar water heater was installed on the roof of the Kids' Family Home. It is an excellent way for the children to learn about the power of the sun and climate change. We have created an educational environment where the learning process in the Kids' Home is supported by a real example.



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