



Technology Driven

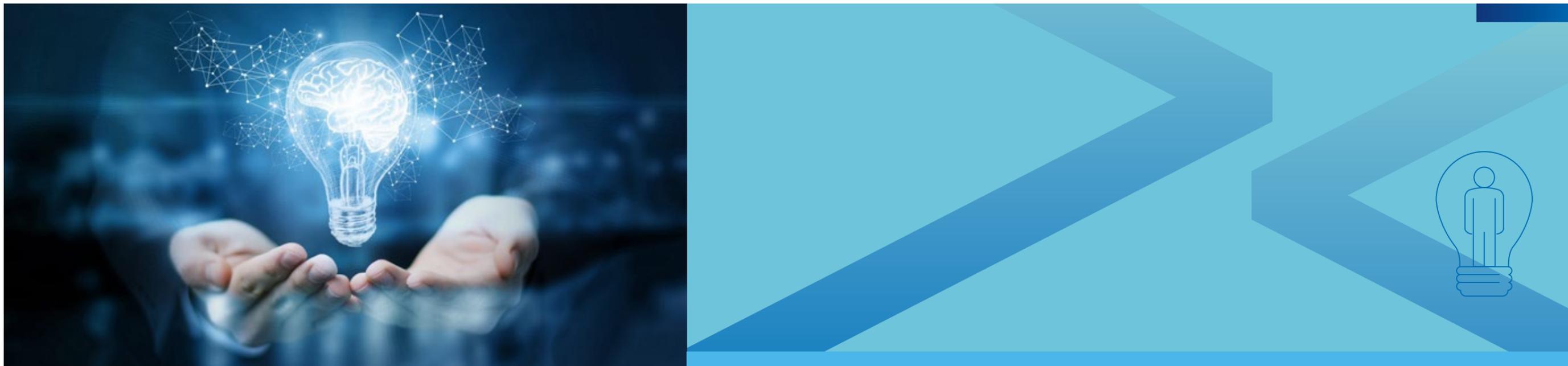




The text contents of the Allgeier SE CSR Report 2020 correspond to the Group Non-Financial Statement pursuant to Section 315b HGB from the Allgeier SE Annual Report 2019, which was published on April 20, 2020, with the exception of the subsequently added graphics on page 18/19 and the report on the initiative Allgeier Kids United on page 22.

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1. Corporate Management

1.1 Management approach, values and guiding principles

Allgeier SE is one of the leading technology companies for digital transformation. Allgeier guides its customers through the challenges of digital transformation to ensure their future success. Allgeier helps global corporations and leading companies from various industries and markets to make the breakthrough to new digital business models, defines strategic priorities and implements trailblazing projects with high flexibility and traction in order to shape agile and intelligent organizations for the digital age. In doing so, we create added value for customers, employees and shareholders. The structure of our Group and our management approach are based on the principle of sustainable and responsible business conduct at all levels of the organization, from the Group holding company to our divisions to the individual operating units. Allgeier owes its position in the market today to the business strength of its Group companies. This strength is founded on innovation, flexibility and humanity. As a corporate citizen that operates globally, we see ourselves as an active and responsible member of society. Entrepreneurial responsibility and sustainable conduct on behalf of our companies, shareholders, the environment and society begins with our employees. They form the basis for our business success, both now and in the future.

We put common values into practice and act in the overall interest of the Allgeier Group, taking sustainable principles into consideration. The way we work together is characterized by a sense of responsibility, respect and mutual esteem. We have defined our core values as follows:

Innovative strength:

For us, innovative strength means permanently striving for improvement and using intelligent and sustainable solutions and technologies for our customers' business models.

Enterprise:

For us, enterprise means taking full responsibility for our actions at all levels of the company while also being a reliable partner to our employees and being willing to go the extra mile when required.

Humanity:

For us, humanity means that we deal with each other fairly and cooperatively even in the face of tough competition, and that our relationships are based on tolerance and a cosmopolitan outlook. We reject and do not tolerate any form of discrimination.

Integrity:

One important element of our working culture is that we stand by each other. This applies to mistakes in everyday working life as well as to providing mutual support in emergencies. Trust forms the basis for our teamwork.

It goes without saying that we respect the law and ensure compliance across the board. Hard-and-fast rules and regulations for individual situations and circumstances in the working environment are clearly formulated and communicated in the form of Group guidelines and directives as well as specific agreements. These apply to all our actions and are binding.

1.2 Management principles and compliance management system

The Allgeier Group is synonymous with integrity, ethical action, and absolute compliance with the law. This is extremely important in our cooperation with partners and customers, but especially internally with regard to our employees and when it comes to upholding our excellent reputation on the market. Our management principles and our compliance management system serve to ensure sustainable and responsible business conduct in our daily work throughout the Allgeier Group, as well as the observance of general principles and national legal standards in all of our markets. These specifications, which are systematically aligned with our common values of innovative strength, enterprise, humanity and integrity, represent important foundations for our current and future performance and our continued growth.

Human rights

We respect internationally recognized human rights and support their observance. We ensure that we are not complicit in any human rights abuses.

Work standards

We strictly reject and rule out any form of forced labor or child labor. We recognize the right to appropriate remuneration for all our employees. Wages and other benefits meet the relevant national standards and local statutory norms and/or the level enjoyed by national economic areas/sectors of industry and regions at the very minimum. We defend the right of association and the effective recognition of the right to collective bargaining.

Equal treatment and non-discrimination

A culture of equal opportunity, trust and mutual respect is extremely important to us. We promote equal opportunities and prevent discrimination when appointing new staff, making promotions and granting training and further education measures and in our daily dealings with each other. We treat all employees equally irrespective of gender, age, skin color, culture, ethnic background, political persuasion, sexual identity/orientation, disabilities, religious affiliation or ideology.



Anti-corruption and fair competition

The systematic observance of our high compliance standards is essential for our business operations and our general conduct at a national and international level if we are to achieve sustained success. For this reason, compliance in the Allgeier Group is a key focal point of the Management Board and the Supervisory Board. The compliance commitment made by the Management Board of Allgeier SE is the yardstick for our competitive conduct. Allgeier SE stands for technical expertise, innovative strength, a customer-centric approach, and motivated staff who act responsibly. This forms the basis for our strong reputation and the Group's sustained business success in national and international competition. We believe that corruption represents a threat to these guarantors of success. Accordingly, we adopt a zero-tolerance approach to such behavior. Bribes and anti-trust agreements do not constitute appropriate means of obtaining orders. We would prefer to lose out on a piece of business or on achieving internal targets than break the law.

Avoidance of conflicts of interest

At Allgeier SE, business decisions are taken exclusively in the best interests of the company. In this way, we seek to prevent any conflicts of interest with private concerns or economic or other activities, including with regard to relatives or other related parties or organizations. If any such conflicts nevertheless arise, they must be resolved taking due account of the law and the applicable Group guidelines. One essential prerequisite is the transparent disclosure of the respective conflict. This is guaranteed by our systems.

Prevention of money laundering

Allgeier SE meets its statutory obligations with regard to the prevention of money laundering and does not participate in any money laundering activities. Every employee of our

Group is required to have any unusual financial transactions that might give rise to the suspicion of money laundering investigated by the responsible financial, legal or compliance department in case of doubt. This applies in particular to unusual financial transactions involving cash sums.

Political lobbying

We conduct political lobbying centrally, openly and transparently. In so doing, we observe the legal provisions on lobbying and avoid exercising any undue influence on politicians and legislators under any circumstances.

Public demeanor and communication

In our activities around the world, we respect the right to freedom of speech as well as the protection of personality rights and privacy. Through our regulations and guidelines, we also endeavor to raise awareness among all employees that they may also be perceived as members and represen-

tatives of the Allgeier Group, even in their private lives. As such, we request that every employee uphold the image and reputation of the company through their conduct and public demeanor, particularly with regard to the media. With regard to private opinions, we make sure not to associate the employee's particular function or job at the Allgeier Group with their private statements.

1.3 Standards and systems

It is essential for Allgeier to take responsibility as a company in our business activities and to stand up for the observance of laws and international conventions. With the size of the company increasing, a steadily growing number of target markets, offices with a workforce in excess of 10,500 and more than 3,000 customers around the world, we are required to deal with many different stakeholders and their individual and specific expectations. This goes hand in hand with a plethora of different legal provisions that must be observed.

Observance of laws and regulations

For us, the observance of laws and regulations is a fundamental principle of responsible financial conduct. We observe the applicable legal prohibitions and obligations at all times even if doing so results in short-term financial disadvantages or difficulties for the company or individuals. If national laws set out more restrictive regulations than the applicable rules at Allgeier SE, national law takes precedence.

Corporate Governance

The principles of our corporate governance can be found in the Corporate Governance section of the above Group management report.

Strategic management of opportunities and risks

Details of the strategic management of opportunities and risks, the early detection and monitoring of risks as well as the operational management of opportunities and risks can be found in Section 5.2.1 of the above Group management report.



2. Employees

2.1 Strategic personnel management

Our employees constitute our main competitive advantage. In 2010, we still had fewer than 1,000 employees in our continuing operations. Allgeier now employs more than 11,800 permanent employees and freelance experts in 28 countries. We created over 1,300 new jobs in the past fiscal year alone. We have more than 120 facilities located across five continents. This internationalization is also reflected in our employee structure: Almost two-thirds of our workforce of more than 10,500 permanent employees now work outside Germany. Our employees include numerous different nationalities, and their average age is almost 34. Altogether, our Group employs over 9,000 highly qualified IT developers, including more than 7,000 of them at our facilities abroad. 27 percent of our employees are female – a high figure compared with other companies in our sector, and one which we have been able to steadily increase in the last few years. Many of our Group's employees work hard every day to identify and attract outstanding specialists and the best talents and to retain them for the long term.

As a fast-growing company in a demanding and highly agile competitive environment, we firmly believe that employee training, job satisfaction and a feeling of belonging are crucial for our long-term financial success. These factors allow us to provide customers with the flexibility and innovation they need and expect from us, while at the same time offering them groundbreaking products and disruptive technology services that are always at the cutting edge of development. Our aim is to shape the digital transformation for our customers as a powerful and reliable partner. Our employees work on business-critical processes and important interfaces that are central to the future success of our customers. In this responsible position, a solid set of values is indispensable. Our common values of innovative strength, enterprise, humanity and integrity form the basis for our employees' performance. And our commitment to our employees throughout the Group serves as the foundation for consistently encouraging essential qualities such as initiative, responsibility, and flexibility. We pursue various programs and different measures to ensure that Allgeier is and remains an attractive, inspiring employer for its employees, offering not only a range of varied responsibilities and interesting customer projects, but also outstanding individual opportunities and prospects. At the same time, we are playing an active role in countering the shortage of skilled workers and reinforcing our brand as an employer in a hotly contested market for specialists.

As part of our personnel management, the divisions and companies in the Allgeier Group pursue a range of measures aimed at promoting employee growth, motivation and loyalty. Elements of personnel management include strategic personnel development, managing training and further education, recruiting, information and transparency, as well as social aspects.

2.2 Personnel development, training and further education

As part of our personnel development program, we design employee-friendly guidelines and programs that give employees freedom and flexibility in their individual development process. We set great store by a culture in which employees are able to acquire new skills based on a self-directed culture of learning that is aligned with our corporate goals but also focused on their individual opportunities, needs and preferences. As a matter of principle, we are committed to developing all of the employees in our team in line with their individual potential. Elements of strategic personnel development at the Group companies include a clear onboarding process with feedback interviews and an interview at the end of the trial period, as well as a continuous performance and development dialog with the respective manager in the form of quarterly and annual meetings. Targeted personal training measures are agreed and defined on the basis of these interviews. Further measures forming part of personnel development at our Group companies include:

- management of further training, such as through skills portals
- a training catalog with internal and external opportunities for further education and individual training options
- management training
- trainee and induction programs, as well as an onboarding and training concept for different divisions
- mentors and mentor models
- promotion of part-time degree courses and dual study programs
- identification of top talents and promotion/retention of talented individuals
- reward and recognition program
- flexibility of roles: freedom to select different career paths and development opportunities on an individual basis



2.2.1 Vocational training and dual study programs

Allgeier offers training in a wide variety of lines of work and professions at many facilities and supports a range of dual study programs at various universities. Students are informed of opportunities for study and career prospects through corresponding programs and are also approached directly. Comprehensive training management is in place to ensure that students obtain the right qualifications, receive the right support, and make the ideal start to their careers. Interns, bachelor's degree students, master's degree students, working students and career starters also undergo a comprehensive integration program with designated mentors. Further measures within the Group include the promotion of part-time study courses for employees.

2.2.2 Hiring and career start

With the aid of carefully designed, tried-and-tested programs, we enable students and career entrants to prepare well for their professional career and achieve a smooth start to their careers. In a highly competitive market for specialists, we are thereby not only bringing through qualified young professionals, but also actively counteracting the growing shortage of skilled workers that is affecting our industry around the world. In addition to our own training in various professions and the use of dual study programs, we offer further training, e.g. as an IT specialist, with subsequent hiring and combine these qualifications with internship phases. Training and degree courses are always offered with a view to subsequently hiring the people concerned. As well as working closely with universities and in addition to our commitment to universities in other areas, many of our companies also offer positions for working students and students studying for bachelor's or master's degrees, combined with intensive support from mentors. The iQuest University, for example, has been making

it possible for students to begin their IT careers with our iQuest business unit for many years. Students are given the opportunity to work on software development projects during a longer introductory process while also being provided with excellent practitioners as mentors. In addition to technical expertise and practical project experience, we teach soft skills that are relevant to professional practice.

The hiring drives in our Nagarro division constitute a further measure for ensuring an ideal career start. In our "pool campus drives", we identify a partner university with which to organize the respective drive. Further universities are then selected and invited to join the program. This model allows a large number of students to familiarize themselves with relevant areas of work while also getting to know us as a company and how it is to work at our facilities. We also visit university campuses in order to talk to first-year students directly and inspire them to join the program. Additional off-campus drives at weekends serve to attract talented youngsters to take our recruitment tests.

2.2.3 Trainee program

Various trainee programs are in place at different companies with the aim of ensuring a structured, thorough induction, efficient learning on the job and in further relevant situations, and a smooth introduction to new responsibilities and positions. For example, the Allgeier Experts division has a six-month onboarding program with structured induction plans, fixed milestones and feedback meetings, followed by a transition interview to ensure a professional start with the organization.

2.2.4 Further training

Permanent further training and the support of lifelong learning are of fundamental importance to us as part of our corporate culture. People derive pleasure from extending their expertise and increasing their knowledge, and this can make an important contribution toward a happy life. Consequently, we aim to help our employees to learn something new and better themselves a little every single day. Wherever possible, we also take into account the individual needs and requirements of our employees and their personal preferences, goals and opportunities. We believe that our further training management and a range of concerted individual measures can enhance and permanently reinforce the motivation, commitment and dedication of our employees while also expanding the knowledge, expertise and performance that are essential if we are to offer our customers excellent services and products. In many areas, our commitment as a Group also extends beyond our company in order to improve people's access to education and enhance the quality of education, particularly with a view to counteracting the shortage of skilled workers and giving young people the ideal preparation for a career in IT. The measures taken by Group companies as part of our further training management include:

- internal further training in the form of live events and e-learning modules for self-study
- establishment of an academy and e-learning platform for employees
- topic-specific SharePoint communities to enable a professional dialog with colleagues
- training from external trainers and enabling employees to take part in external seminars and attend trade fairs/symposiums/organized debates for their further professional development
- exchange program between German and Indian facilities for working students and trainees

2.2.5 Performance and recognition

A culture of appreciation and recognition for performance, commitment and ideas is extremely important to us. Rewarding and awarding particular dedication and excellent performance in day-to-day work and recognizing well-deserving team members play an important part in this process. There are also reward programs for recommending new colleagues. We have established strategic performance management processes in various business units in order to foster and further develop our corporate culture and to provide targeted positive incentives. One example is the Reward & Recognition program in the Nagarro division. Important elements of the program include a monthly cheerboard, Excellence Awards and "Idea-yahs". There are also employee

Further measures for supporting traineeships within individual divisions include:

- patron model for new employees to facilitate their introduction to the company
- mentor model: We place great importance on long-term cooperation and the development of each individual employee, and our targeted, confidential mentoring program gives new employees the opportunity to grow on a personal and professional level within the company
- support for bachelor's and master's theses and, where possible, the hiring and further development of working students following completion of their studies
- targeted appointment and on-the-job training for lateral entrants
- Campus Learning Program: The Campus Learning Program is a model in the Nagarro division that we use to widen the pool of highly talented specialists in conjunction with universities. The program focuses on training industry-ready IT professionals by improving the training and further education opportunities for students and tailoring them to the needs of the industry
- Communication training for new employees: We offer specific support to new entrants with accompanying soft skills training, such as communication courses, thereby contributing to their personal growth



incentive plans including interviewer incentives, target-linked incentives, sales referrals and an employee referral program (employee recruitment and recommendation programs via the Talentry personnel recommendation tool). We generally offer variable remuneration models in many areas of our Group (some including SMART goal categories) that are linked to profits, margins, or service revenues. Additional incentives are also established at individual companies via special bonuses (e.g. for service anniversaries, on hitting certain development and further education goals or certifications, for exceptional achievements or deployments abroad), options, overtime models and allowances such as night-shift allowances or off-site allowances, and special commitment is rewarded. In addition, the best ideas for improving the company (e.g. process and workflow optimizations, cost reductions, new employee benefits, new business opportunities, etc.) are rewarded with a bonus, for example.

2.2.6 Employee loyalty

Effectively achieving employee loyalty and low employee turnover are important aspects if a business operation is to be successful in the long term. As well as the programs and measures for personnel growth and the further qualification of our employees described above, we take further steps at our Group companies with a particular view to increasing the loyalty and motivation of specialists and securing valuable expertise. These include:

- career planning and attractive development opportunities: We use salary models, gratuities and individual career opportunities to reward commitment and excellence, motivate employees and retain them within the Group for the long term

- regular personnel and feedback interviews
- training, continuous further training and development: We offer our employees a wide range of individual development programs and personal advisory opportunities to help them design and pursue their own learning and development path
- work-life balance: We use employee-friendly programs, flexible working time models and a range of additional measures for reconciling family life and career (see below) to help us understand the needs of our employees and enable them to achieve an optimum work-life balance
- regular employee surveys and reporting in order to measure employee engagement and satisfaction and adapt personnel development, marketing and communication strategies on the basis of the results. This also allows us to identify optimization possibilities in different organizational areas, thereby enhancing employee satisfaction and loyalty
- employee advantage program via external service providers
- regular team meetings, parties and joint activities and events, introductory days and welcome days for all new employees to get to know each other and for networking, regional round tables for experts, awards, honors, bonus holidays and gifts for company anniversaries, birthdays, weddings, etc.

2.2.7 Management development

The continuous development of our managers plays a significant role for us, and not only as part of our staff development and further education management. We also firmly believe that good management is an essential factor in good performance on the part of our Group and providing groundbreaking services and products for our customers. We offer special promotion programs, development programs, career models and incentives, bonuses and participation models for managers. With further education, training and coaching sessions, we ensure that managers at our Group companies are provided with continuous training and we prepare employees for leadership roles and taking on responsibility.

2.3 Recruitment and support for sciences

Research and development and the support and promotion of universities, sciences and young talent are of great importance for our Group. We know that we need to harness the best minds all around the world if we are to offer our customers the best solutions and maintain the strong growth of our company, both today and tomorrow. Allgeier therefore maintains numerous collaborations with universities and research facilities, supports partner universities and projects financially and is also represented at various universities with regular recruitment and hiring events. In cooperation with universities, we conduct workshops and training courses and organize a wide range of events to provide students with practical experience to accompany their theoretical knowledge. Students receive targeted support at several universities and on different courses as part of the Germany Scholarship. We also meet our responsibility to promote science and research at our Group companies through measures including:

- lecture series, technology training courses, workshops, webinars and student projects at several universities in various countries
- boot camp for students: The pre-placement boot camp is a training initiative in which a group of candidates are selected on the basis of common aptitude and coding tests and receive specific further training before they are sent a PPO (pre-placement offer)
- student excursions to facilities at Group companies
- promotion of the Germany Scholarship at various universities (both centrally via Allgeier SE as well as on a decentralized basis via the divisions)
- regular participation in scientific surveys and studies, especially for bachelor's and master's theses as well as dissertation projects
- regular hackathons for students

2.4 Information and transparency

To ensure a regular exchange of interests as well as a consistent flow of information and communication from the top down and the bottom up, Allgeier SE has established an employee council as a central stakeholder in cooperation with a body elected by all employees; the council is made up of ten elected employee representatives from all divisions as well as the Group Management Board. Communication channels are in place within the divisions and companies (including via the intranet) in order to enable employees to share in the information from the decision-making processes within the employee representation bodies. Further measures to promote the representation of interests and exchange of information within the Group companies include facility and/or divisional meetings, webinars, town hall meetings and info days intranet, blogs, wikis and regular newsletters. The Nagarro and Allgeier Experts divisions also conduct regular satisfaction surveys and reports for this purpose. In addition, Nagarro has established an Internal Complaints Committee (ICC) to protect employees' rights (including against discrimination and sexual harassment) and feedback mailboxes for anonymous feedback as required. At Group level, whistleblowing is possible via the compliance officer.

2.5 Social affairs

2.5.1 Reconciling family and career

Our Group is firmly committed to enabling employees to reconcile their family and their career in order to achieve a healthy work-life balance. This is achieved through measures including flexible job and working time models. We believe that this makes an important contribution to ensuring our employees' commitment, motivation and willingness to learn, thereby leading to higher productivity, greater efficiency and better products and services that are also beneficial in terms of economic sustainability. Measures within our Group companies that help employees to reconcile their career and their family life include:

- flexible arrangements for working from home, including on a project-specific basis as applicable, and setting up satellite office locations to reduce travel time and costs
- flexible (parental) part-time arrangements to meet individual employee requests
- establishment of maternity leave (exceeding the statutory arrangements in certain countries)
- continuous information and involvement of employees on parental leave and targeted reintegration measures following family leave phases
- family-friendly holiday arrangements
- special support measures for parents/families (e.g. childcare)
- working time arrangements with recommended core working hours and restricted flextime models or trust-based working time
- local family festivals
- provision of family-friendly, efficient company cars for large family groups at our facilities in Germany and India
- partial deactivation of mail forwarding to company mobile phones during longer vacation periods

2.5.2 Occupational health management, health and safety protection

The maintenance and promotion of our employees' health is important to us. This is why we ensure a humane and healthy working environment for our employees. These measures are not only socially justifiable, but also sustainable from an economic perspective. As well as generating a greater sense of well-being, satisfaction and motivation within our units, occupational health management helps us to achieve high performance from our employees in the long term, increases employee loyalty, and ensures low sickness rates and low staff turnover. We also consider health and safety protection to be extremely important. Whenever and wherever possible, we aim to avoid any impairment of health or accidents at work. Consequently, we take the appropriate steps and have the corresponding systems in place (first aid officers, fire marshals, company doctors, health and safety specialists, etc.) to ensure optimum health and safety protection. Within the Group, we work to continuously improve occupational safety and health protection. Employees are also responsible for protecting people and the environment within their area of work. All the applicable laws and regulations must be adhered to. Managers are obliged to instruct and support their employees in fulfilling this responsibility. We also seek to ensure safety and prevent injury among employees at our worldwide facilities with a variety of measures. Examples of measures to promote workplace health and safety within our divisions include:

- training safety officers

- safety briefings for new employees and annual briefings for all employees
- occupational health screenings for the early detection or prevention of work-related sicknesses or occupational illnesses
- regular inspection of portable electrical equipment
- regular DGUV-3 inspections
- risk assessments for psychological stress and working from home
- use of ergonomically tested office furniture, such as desks with electrical height adjustment and office chairs that meet DIN standards, as well as individual workplace inspections and ergonomic advice from company doctors
- support and sponsorship of sporting events such as company runs and support for employees' sporting activities (incl. organizational and/or financial support for football, tennis, badminton, chess, cricket, table tennis, carrom, cycling and running events and tournaments)
- fitness and personal training as well as some in-house fitness rooms with instructors, Zumba and yoga classes, as well as mental training and stress management
- provision of showers and bicycle stands
- provision of health discussion rounds, workshops and seminars
- establishment of common areas and quiet areas
- support for health protection in the workplace through a subsidy for workplace spectacles
- stress management programs

2.5.3 Remuneration

We seek to maintain the dedication and commitment of our staff, motivate them going forward and reward excellence with the aid of intelligent and forward-looking evaluation models and variable remuneration and incentivization schemes. Within the Group companies, this is based on regular feedback discussions and target-oriented interviews, SMART goal agreements aligned with the level of expertise and responsibility of the respective employee, and a multi-channel performance analysis system. These are supplemented by measures such as a feedback-oriented interview system that focuses on professional development and personal progress as well as a target-based bonus system. Employees also receive additional gratuities (depending on their area of responsibility and position).

2.5.4 Diversity

Diversity is an enrichment for our Group. At the Allgeier companies, people from a wide range of different origins, cultures and religions work together on five continents. Our Allgeier Experts division has signed up to the Diversity Charter, meaning it is committed to preserving and implementing values that promote diversity and equal rights in the workplace and cultivating diversity as a company wherever it is able to do so. The Allgeier Group believes in the right to equality and the dignity of all people. All our employees receive the same work opportunities and prospects, and no one is discriminated on the basis of their membership of a group, the color of their skin, their marital status or family situation, parental status or origin, source of income, religion, gender, age, national origin, disabilities, sexual orientation, state of health, or veteran status. Our corporate culture is characterized by intercultural collaboration in cross-border mixed teams across our facilities. We are especially committed to gender diversity and firmly believe that this can also make an important contribution to combating the shortage of skilled workers. We also promote diversity in the workplace by supporting projects such as the non-profit programming school ReDI School of Digital Integration, which also represents a contribution to the qualification and professional development of young specialists. Our Group has a high proportion of female employees compared with the average for the sector.

2.5.5 Intercultural understanding

Intercultural understanding and collaboration is growing in importance as our Group becomes progressively more international. In addition to cross-border collaboration in mixed teams and dialog within the Group with companies and units in the various countries (see above), the individual divisions take various additional steps to enhance intercultural understanding within our Group, including:

- dispatching employees for induction in project teams at other facilities
- staging information events across different facilities and ensuring multilingual internal communication
- internal, global social media platforms for communication, the exchange of knowledge and the transfer of expertise
- weekly webinars on corporate culture, management policy and future growth
- intercultural training for employees
- free language training to support our customers in their relevant national language and to improve communication within the Group
- participation in social projects for intercultural exchange

2.5.6 Support for employees and families

As a Group, we make an extensive commitment to our employees as we firmly believe that establishing good relationships with one another at a professional and personal level and a good working atmosphere are important factors in our shared success. In particular, there are a wide range of measures aimed at supporting the reconciliation of family life and careers (see above). We believe it is especially important for us to take responsibility for our employees and their families at our international facilities in Asia, and we go far beyond the legal minimum in this respect. This is particularly crucial in countries where statutory health insurance and other social security systems are less well developed than in Germany, for example. We provide our employees with insurance against medical risks and other special risks, as well as making Group life insurance policies available to them. We also offer financial support to help overcome any financial crises caused directly by unforeseen events in the lives of employees or their family members. In addition to the measures listed above as part of our commitment to our employees, we also have a range of special programs and services available within the Group for employees and their families. In particular, these are aimed at providing effective support as an employer in exceptional life situations, such as:

- special leave for births, weddings or deaths
- special leave and/or financial support in emergencies or financial crises
- subsidies toward the cost of childcare
- implementing nursing leave for relatives
- partial payment of costs in the event of exceptional financial burdens as a consequence of illness
- the option of unpaid leave



3. Environment

Protection of the natural environment, the responsible handling of resources and awareness of our responsibility toward future generations in the sense of intergenerational fairness form the essential foundations of our business operations and actions. For us, sustainable environmental awareness means continuously reducing our consumption of energy and resources and making an active, comprehensive contribution to the protection of the natural environment. We use operational environmental management systems to create the framework for recording activities

with relevance to the environment, pursue environmental targets and continually improve our environmental performance.

3.1 Environmental strategy and environmental management

We take the protection of our environment and the responsible, sustainable handling of resources into account in fulfilling our responsibilities for our own company and in performing our services. Accordingly, we demand and pro-

mote environmental protection. It goes without saying that we observe the applicable legal regulations in the various countries. Our Group companies also implement specific environmental strategies and management systems in their respective markets, some of which are certified in accordance with or based on DIN EN ISO 14001.

3.2 Utilization and consumption of natural resources, heat and energy as well as renewable energies

Within the Group, we are aware of our footprint and we regularly identify opportunities to reduce the consumption of natural resources and energy and shape our further growth in a resource-efficient manner as part of our commitment to ecological sustainability. In addition to the use of renewable energies, environmental management also plays an important role in the selection of products (hardware and office equipment). In this area alone, we have identified potential savings of up to 60 percent in certain divisions, which we intend to leverage by making continuous improvements. The building of our iQuest business unit in Cluj (Romania), which is home one of our major European development centers, is a particular example of this. The office building has been classified as Romania's most environmentally friendly building and has been rated outstanding in a worldwide comparison according to the BREEAM Building Research Establishment Environmental Assessment Methodology. One example of the many ways in which we are continuing our commitment to environmental sustainability is a project to conserve resources in our Nagarro division. As part of its CSR initiative, Nagarro has adopted an entire village in India. The aim of the project is to install around 2,100 solar-powered lights in the village.

3.3 Water

Within the Group, we pay particular attention to reducing water consumption and the volume of waste water generated. This is particularly important at our facilities in India where water is in short supply. We make our employees aware of the need to use water resources sparingly while also making an active contribution toward saving resources through steps such as using self-closing taps, collecting rainwater to replenish the water table, and recycling waste water for horticultural and other purposes.

3.4 Emissions of CO₂ and pollutants, mobility policy

As we are a service company, our emissions of CO₂ and pollutants in the course of our work are naturally lower than for many manufacturing companies. Nevertheless, we strive within the Group to continuously reduce our carbon footprint and emissions of pollutants. An intelligent mobility policy allows us as a company and our employees to make a contribution toward saving natural resources and reducing emissions. As part of our commitment to ecological sustainability, we strive in particular to reduce trips and travel for work purposes by means of appropriate processes and technical equipment, as well as to cut the consumption of resources in traveling to and from our offices. We also encourage the formation of car pools/car-sharing and create incentives for using alternative forms of transport. For example, our Nagarro division has established a fleet of electric vehicles for employees at the Gurugram and Jaipur facilities to use to commute to work. This is intended to promote employee awareness of electric vehicles that use green energy while reducing the facility's carbon footprint. An electric charging station has also been installed to allow employees to charge their vehicles for free.



3.5 Materials and recycling

Recycling and a careful approach to materials and waste are important topics for us. We separate waste at our facilities and we have disposal systems for various materials and pollutants. With regard to printer toner, we pay attention to environmental aspects when selecting equipment. Empty cartridges are typically picked up by the manufacturer and recycled. Special sparkling water taps are being piloted in some new offices as a means of providing employees with drinking water. This reduces the use of bottled drinks, thereby lowering the emissions caused by transporting bottles. Our Nagarro division is committed to the “Give Up to Give Back” initiative, which aims to create incentives for intelligent and sustainable corporate consumption. The use of disposable plastics has been completely eliminated and employees are being trained to stop using plastics altogether.

3.6 Raising awareness among employees

As part of our commitment to sustainability, we raise employees' awareness of the strategic measures at our Group companies and encourage a responsible attitude toward the environment and natural resources. Internal channels of communication are used for this purpose. Regular discussions on further sensible measures also take place at a local level at many facilities. It is important for us to ensure that employees are able to contribute their own ideas and suggestions. We firmly believe that this is the best way of implementing and embracing ecological sustainability, both internally and externally. Examples of suggestions and steps implemented within the Group include turning off standby mode on all electronic devices overnight, switching off lights, and adjusting the air conditioning and temperature of rooms not in use.

3.7 Green IT

Our Group companies have been following the debate on green IT since its inception with the aim of making a proactive contribution toward the provision of sustainable IT solutions. It is our conviction that information and communication technology (ICT) has a significant role to play when it comes to reducing energy consumption and raising energy efficiency in industry. For the sake of ecological and economic sustainability, we pursue the goal of reducing emissions and saving resources on the one hand, and raising cost-effectiveness and competitiveness on the other. Companies and organizations require ICT-based procedures to monitor and control the distribution and consumption of energy and to make the entire energy system more efficient. At the same time, ICT needs to monitor its own energy consumption and realize efficiency improvements. Wherever the green IT approach can be pursued, advanced or realized in the customer environment, at data centers, when setting up IT infrastructure, when our employees are deployed on projects or in our own IT, we support its implementation with a view to sustainability, realizing savings potential and enhancing cost-effectiveness. Measures for achieving these goals include designing the IT infrastructure along energy-efficient lines, designing cooling systems and the energy supply in accordance with green IT approaches, and consolidating data centers. In addition, we rely on the highest possible degree of system virtualization at our

existing data centers in order to reduce the hardware needed. This results in savings in terms of the resources and electricity used in directly supplying the systems, as well as air conditioning.

Our Nagarro division has long been a partner of the non-governmental organization Afb (Arbeit für Menschen mit Behinderung), which supports people with disabilities in Austria. As part of this arrangement, Nagarro donates all IT hardware it has taken out of service. Afb takes care of certified data destruction, cleans up the devices, reconditions the hardware, installs current software and re-markets the devices. The proceeds go toward supporting the organization's work. In addition, Afb employs people with disabilities to recondition the hardware. In the past year, our Allgeier Experts division also worked with Afb to decommission a total of 1.2 metric tons of IT and mobile equipment. Like every year, monitors, notebooks, PCs and printers from Allgeier Experts offices were loaded onto a truck bearing the “Afb – social & green IT” logo in 2019. Thanks to the partnership, Allgeier Experts saved the equivalent of 7,180 kg of iron, 16,052 kWh of energy and the equivalent of 4,854 kg of CO₂ in the past year. The partnership also resulted in one person with disability being hired. Allgeier Experts replaces its hardware on a regular basis in order to keep up with the pace of digitization and to optimize work processes. The partnership with Afb means the decommissioned devices are reused for a social and ecological purpose.

3.8 Legal obligations

We observe the legal obligations pertaining to environmental protection throughout the Group and frequently go beyond the respective national regulations. Since December 5, 2015, for example, an energy audit is required to be conducted in accordance with DIN EN 16247-1 (with regular follow-up audits). We have implemented this within the Group.



4. Society

As a Group operating in 28 countries throughout the world, we see ourselves as an active part of society with a duty to act responsibly. As our Group and our business continue to become more international, the number of our stakeholders is also increasing. As a consequence, a growing number of different expectations are placed upon us as a company. By taking active responsibility, we firmly believe that we can make an important contribution toward protecting the environment, improving people's lives around the world and increasing education opportunities. Making an active contribution and working for the public good and society are essential elements of our corporate culture and how we see ourselves as a company in the context of our values. To meet both our own aspirations and the expectations and demands of our stakeholders, the central measures that have been implemented are therefore accompanied by a large number of initiatives at the level of the divisions, individual companies and units or at individual facilities. In a world in constant flux, we want our commitment to sustainability to generate a meaningful benefit, whether large or small, and we seek to continually refine and improve our measures and their effectiveness.

4.1 Corporate citizenship

As a corporate citizen, the Allgeier Group works on behalf of society and its citizens in various different forms. At our Group companies, we are committed to civic engagement in many areas. Our divisions raise employee awareness in order to foster responsible action, encourage initiatives and campaigns and actively support them in many areas. In addition to our commitment at the level of our Group and our divisions and units, many employees at individual facilities also take on responsibility at a local level and make an active contribution to their local communities through their social or ecological commitment, for example. We have already undertaken numerous initiatives thanks to the voluntary work of our employees and teams. Our vision is to design our internal policies and budgeting in such a way that numerous issues can be tackled by initiatives in areas such as education, health, the environment, etc.

4.2 Stakeholder dialog

In order to ensure a regular and authentic stakeholder dialog and open, transparent communication, we conduct broad and systematic public relations work (including on social media) on all topics of relevance to the various stakeholders. At a divisional level, an ongoing exchange with relevant stakeholder groups is frequently implemented at the level of top management. This is supplemented by targeted direct

communication with stakeholder groups in the form of mails-hots, newsletters, information letters, etc. We also participate in trade events and fairs in order to engage in personal dialog and exchange views, and we organize or play an active role in regular get-togethers for employees on external assignment and arrange our own events on specific topics.

4.3 Commitment to education, youth, the environment, culture and sport

We embrace corporate citizenship in many different ways. As a company acting responsibly and on a sustainable basis, we take wide-ranging measures to promote society and support education, youth, the environment, culture and sport at a Group level, as well as at the level of our divisions, subsidiaries and local units. We are also involved in educational, social and charitable projects as sponsors and donors – not only at Group level, but especially also at the level of our divisions and companies and locally at our facilities. We also support fundraising campaigns by our employees.

Many of our initiatives can be traced back to suggestions and ideas from our employees. Many of our employees volunteer in a wide variety of ways and become role models for others. As a company, we honor this commitment and promote and support it in various ways.

One example of the extraordinary commitment of our employees is our staff member Brigid Wefelberg, who works at a German facility of our Nagarro division. Brigid is a professional-level ultramarathon runner who is involved in social issues such as children's rights. Through her runs all round the world and her commitment, she helps us to raise money for these issues and support social projects, allowing us to give something back to society and assist people in need. This and similar projects enable us to support local communities at our facilities directly or indirectly, particularly at our offices in India. In turn, this allows us to sustainably improve the quality of life and economic prosperity of local people.

Further examples from our divisions illustrate the breadth and depth of the activities and measures taken by us and our dedicated employees:

Digital bonding: Allgeier Kids & Teens are learning together worldwide

Due to the global corona pandemic, many people are currently spending an unusually large amount of time at home. Almost all Allgeier employees have also been working from their home offices for many weeks. The Allgeier team includes more than 10,000 colleagues in 28 countries on five continents – and their families. Whether in Germany or the USA, in Australia, Finland, Romania, China, South Africa, Mauritius or India – the Corona crisis poses great challenges for us all equally. The curfews for the younger members of the family are particularly difficult. Schools remain closed, relationships with friends and classmates are restricted as a result, and many students do not know how to cope with schoolwork in their own homes.

In this difficult phase, Allgeier supports its employees and their families around the globe with a variety of measures. One example is the initiative “Allgeier Kids United” of Allgeier Education. Allgeier Education is an expert in e-learning and provides digital qualification and education with innovative learning environments. With its digital classrooms, Allgeier Education supports schools in Germany in digital learning.

Within the framework of “Allgeier Kids United”, all children and youths from the Allgeier Group are invited to participate in the English and German language programs free of charge within six weeks. The high-quality digital language trainings are conducted by experienced language trainers for the different age groups and skill levels. In a virtual environment, Allgeier kids and teens can learn together, build new relationships with other children and teenagers from the worldwide Allgeier family and have fun communicating in another language.

Within just a few hours, several hundred children had registered. They now meet in a total of 80 groups across different time zones for the virtual language courses. Allgeier is pleased to get them excited about digital learning and to further intensify the intercultural exchange within the Group.

Schools that want to set up digital education solutions in the virtual classroom can find more information at www.yourschoolathome.com.



Nagarro division:

- Developing Anath Road into a world-class model street: Anath Road in Gurugram (India) is home to three Nagarro offices. Nagarro's biggest development center is also currently being constructed there. Anath Road is an important thoroughfare for the city, linking National Highway 48 to the Old Delhi Road. The road is home to numerous multinational companies and a large number of Indian companies, including Siemens, Ameriprise, PwC, Tupperware, Regus, Munjal Showa, Lumax, Motherson Sumi, Safexpress and more. The city's Passport Seva Kendra (passport office) is also located on Anath Road.
- Nagarro is actively supporting the Raahgiri Foundation NGO in planning and redesigning Anath Road and developing it into a world-class model street. The plan is to create a fully integrative street for employees of the neighboring offices and factories and the people who live in the nearby sectors and villages. The project has three main objectives: (a) safe movement for pedestrians and cyclists; (b) an integrative street with space for motorized and non-motorized vehicles, parking lanes, bus stops, etc. and the provision of safe, open and accessible public space for the residents of Gurugram; (c) the planting of 2,000 trees and the preservation of the existing 270 mature trees, and the creation of an attractive environment along the entire 2.4km length of the road with suitable street furniture and solar lamps
- Haryana Vision Zero initiative: The road infrastructure in Indian cities is generally geared toward automobiles even though they are only used by a small proportion of road users. This prioritization is the main reason why the road users neglected as a result – pedestrians, cyclists and motorcyclists – account for three out of every four traffic fatalities. Around the world, cities have adopted a holistic approach when it comes to designing an infrastructure that meets the needs of all road users. In order to find solutions for these problems, the “Vision Zero” initiative has been adopted by cities worldwide. The global movement, which originated in Sweden, aims at changing the infrastructure in order to achieve zero traffic fatalities while acknowledging that even a systematic approach to safety cannot prevent human error on the roads. The Haryana Vision Zero program was launched in Gurugram on May 2, 2017 by Chief Minister of the Indian state of Haryana. Haryana is the first Indian state to officially adopt the “Vision Zero” approach. The “Vision Zero”

approach has been adopted in many parts of the developed world in order to reduce the number of road traffic fatalities to zero by focusing on a “tolerant” infrastructure, safe roads, a coordinated strategy, and joint efforts on the part of all stakeholders. In Haryana, the program has been running successfully for the past two years with the vision of minimizing the number of traffic fatalities throughout the state through a #SafetyFirst approach.

Project successes to date:

- 6,500 km of roads examined, 2,400 km improved
- FIR data for three years analyzed and geocoded
- 488 black spots identified, 185 corrected
- 1,300+ accidents investigated

Estimated impact of the project to date:

- More than 400 lives saved
- Over 1,000 serious injuries prevented
- GDP saving in excess of EUR 600 million
- 900 percent return on investment

- Comprehensive CSR education initiative for underprivileged children: As part of the CSR initiative for schools, we have built an entirely new wing at a school for the underprivileged. This has allowed the school to accommodate more pupils. Nagarro has set itself the goal of improving the infrastructure at some 150 schools in agricultural regions by providing them with access to water, clean toilets, a functioning computer room and a continuous power supply through the provision of solar modules. By the end of the project, we aim to have improved the lives of around 30,000 to 40,000 school children. We have already successfully implemented the measures at a total of 17 schools, positively influencing the lives of 4,045 pupils. In addition, we have established a stronger bond with the students by inviting them to the Nagarro campus to promote communication between the software industry and students. We offer scholarships for gifted pupils who are shortlisted as part of the “Nagarro Talent Search”. We provided monthly scholarships for 120 pupils in the past year. We have improved the infrastructure at 17 schools by installing washrooms, solar panels, LEDs and ventilators. We have provided sporting equipment for child development at village schools. To support the digital transformation and online learning for these underprivileged school children, we are planning to build computer labs with the necessary equipment for delivering online courses. Our colleagues will also offer evening and weekend classes.



In the field of local environmental protection, we have launched a new initiative for the revitalization of 1.5 acres of dried-up pond area in the Palwal district of Haryana (India) with the help of a well-known Indian environmentalist

- Local environmental protection, resource conservation and reducing emissions through wide-ranging mobility measures and campaigns for environmental protection such as forming car pools and car sharing, active commuting to work, a fleet of company bicycles that enable employees to cover short distances by bike, the use of public transport and measures for greater safety for pedestrians, support for the “Car Free Challenge” in Gurugram (India) and Raahgiri Day in India (<http://raahgiriday.com>), a campaign for a car-free day that has been running since 2013.

Our backing for this project was presented by Deutsche Gesellschaft für internationale Zusammenarbeit (GIZ) GmbH and the German Federal Office for the Environment as an exemplary campaign in their joint brochure “Reverse Innovation. Rethinking Urban Transport through Global Learning” (http://www.umweltbundesamt.de/sites/default/files/medien/376/publikationen/reverse_innovation_bf.pdf).

- Environmental commitment in India through support for the Plantation Drive (planting trees as part of the Green Earth Initiative)
- Organization of visits to various selected non-governmental organizations (NGOs), which we support directly with food, clothing and stationery for disadvantaged children, underprivileged people, victims of violence or crime, and people with disabilities
- Own blood donation camps in Gurugram and Jaipur: The donation camp is repeated every quarter; an average of 80 people donate blood. Our commitment was recognized by the Rotary Club with a “significant contribution” award
- Construction of a library: In January 2019 our Gurugram site built a library in the village of Bahin, Manpur, for residents and schoolchildren
- Search for stem cell donors: Recently, two of our colleagues from Gurugram were identified as matches for a stem cell donation. The donation was made in March 2019
- Enabling schooling for children with fewer opportunities: Nagarro has set up a complete training unit for Literacy India (an organization that supports children in active education to ensure a minimum level of learning). Thanks to this commitment, more classrooms can be created to enable even more students to attend school
- Job opportunities for people with visual impairments and physical disabilities

- Assistance for career discussions for pupils together with various NGOs, such as Teach for India and the Love Care Foundation, and communication of career prospects in the form of advisory sessions with our employees
- Promotion of child education: The Saksham program was introduced to enable Nagarro employees to sponsor a child’s education by converting a portion of their monthly salary. The Love Care Foundation uses these funds to pay the school fees of the respective children and other expenses in connection with their education
- Smile donation drives, which have allowed us to make significant donations on behalf of our employees in the form of clothing, toys and other useful items in cooperation with NGOs such as the Ruri Foundation
- Flood assistance program with “Feeding India” in the form of a humorous volunteering campaign for food packaging. Employees helped to package 1,202 meals, feeding up to 4,800 people in the flood-hit regions of Assam and Bihar

With air pollution in the Gurugram and Delhi regions increasing continuously, a large number of Nagarro employees got involved in the “Seene mai jalan, badlo ab chalan” campaign (freely translated: “discomfort due to air pollution, change your behavior”) in order to show their support and make our voice heard with the respective authorities so as to initiate a wave of change

Allgeier Experts division:

- Participation in the “Deckel gegen Polio” collection campaign, the first main project of the “Deckel drauf” association. Through the collection of lids made from high-quality plastics (HDPE and PP) and the subsequent sales proceeds, the “End Polio Now” program is supported by a worldwide project to prevent children from contracting polio
- Admission of EU citizens to the pool of experts through the active support of German courses and coaching with the aim of facilitating entry into the German labor market
- Participation in company runs such as the B2RUN series
- Donations in kind to the Tafel association and child care facilities
- Active participation in the City Cycling Initiative with a team of employees
- Participation in Earth Hour

mgm technology partners division:

- Local environmental protection to conserve resources and reduce emissions through mobility measures, such as the introduction of “job tickets” to promote the use of public transport and traveling by rail to reduce the number of domestic flights taken
- Christmas donation campaign by mgm consulting partners for the “Mitternachtsbus”, which helps homeless people in Hamburg
- Christmas donation campaign for an orphanage in Đà Nẵng, Vietnam
- Financing of the education of twelve children with disabilities from disadvantaged families by mgm technology partners Vietnam

Enterprise Services division:

- Christmas donation campaign “Donate instead of giving” for regional associations and organizations with the involvement of employees
- “Charitree” Christmas card campaign to support Plant for the Planet, resulting in 2,000 trees being planted
- Local environmental protection, conservation of resources and reduction of emissions through various mobility measures and campaigns for environmental protection, such as the use of alternative drive technologies for our pool vehicles, bicycle leasing offers, etc.
- Campaign to donate monitors to schools

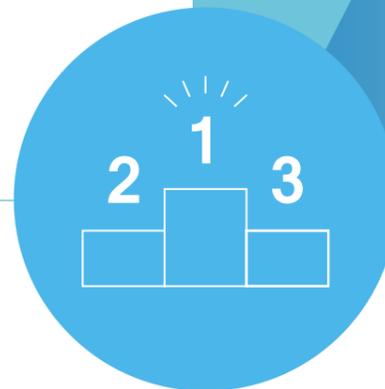
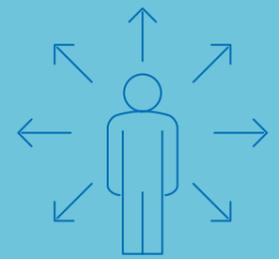
iQuest Business Unit:

- iQuest’s sponsorship commitment to society reflects the company’s culture: iQuest aims to give something back to society – even if the measures taken cannot solve the world’s problems, the important thing is that they help make the world a better place
- Education and personal development: The commitment ranges from support for gifted and outstanding researchers through to volunteering and supporting programming projects for children, such as the Adopt a School program or Coder Dojos, where iQuest employees help children to learn the Scratch programming language. Additional measures include supporting high school pupils with the “Develop your passion in IT” program and partnerships with various educational initiatives, including the Rada Mihalcea Award for young researchers in the natural sciences and engineering, sponsorship of programming competitions, and technology events for university students.
- Support and sponsorship of humanitarian programs and charities such as Yuppi Camps, a project that provides experience therapy for children with chronic and serious illnesses such as cancer, diabetes or adolescent arthritis in order to assist their treatment and healing; iQuest also sponsored an organization that helps children with cancer and an association that supports the social/professional integration of people with disabilities
- Support for software developers: Sponsorship of events in the IT community; iQuest is extremely proud of its software developers and supports this group and corresponding initiatives within the technology industry
- Organization of blood donation camps at the office in Cluj-Napoca at least twice a year and encouraging employees to adopt healthy lifestyles; sponsorship of the sports festival in Cluj-Napoca; partnerships with local initiatives such as Food Waste Combat for preventing and eliminating food waste

Objectiva Business Unit:

- Annual donation to the China Disabled Persons’ Federation fund for people with disabilities
- Partnership with universities in Xi’an to develop practical courses with software architects and chief developers for delivering lectures, attracting students as interns and arranging regular public seminars on technical topics

- Donations of money and clothing to support child education in isolated mountain regions by the China Social Welfare Foundation
- Sponsorship of the construction of a medical and nursing room for the school for migrant children
- Donations of money and books to support the equipment of classrooms and mini-libraries by the schools for children living in poverty
- Support for the purchase of books in Braille for visually impaired children
- Donations of money and everyday items to help older people living alone and in poverty
- Donation to support single mothers living in poverty
- Annual donation to World Vision International to support children and families living in poverty
- Donation to the United Palestinian Appeal to support education for girls and young women in the form of scholarships
- Monthly sponsorship of two children via Plan International
- Monthly donation to the Hong Kong society for children with autism to support early intervention programs
- Donation to the Alliance for Global Justice to support projects in the areas of the economy, social justice and human rights
- Annual donation to Orbis International to support the treatment and prevention of blindness, visual impairment and eye diseases in developing countries
- Sponsorship of House of Palestine, Balboa Park, San Diego to promote and foster Palestinian culture and heritage
- Donation to Just Peace in the Middle East to support campaigns for the rights of Palestinians in the USA
- Donation to the Institute for Middle East Understanding
- Donation to Rights Forum in the Netherlands
- Donation to the American Civil Liberties Union Foundation to support Americans’ personal rights and freedoms
- Donation to the Aswat Film Festival, Haifa (Israel)
- Sponsorship of the Chicago Patrolmen’s Police Family Charity to help families that have lost loved ones in the course of their police service
- Donation to PAWs in Chicago, a non-profit animal shelter for homeless cats and dogs with a no-kill mission
- Donation to a sanctuary for stray dogs to reduce animal cruelty in China
- Sponsorship of a tree-planting program to plant 100 trees in Jiuquan, Gansu Province (China)



4.4 Sponsorship activities

In addition to the social commitment described above, we also get involved as sponsors at Group level and at the level of our divisions, companies and local facilities. Examples of our sponsorship activities include:

- Sponsorship of the annual cancer research run in Vienna
- Sponsorship of two volleyball teams (Munich and Wiesbaden)
- Sponsorship of grass roots sport, e.g. sponsorship of football shirts for the F Youth Team of Dresdner Sportclub 1898, Bentstreeker SV, 1. FC Ohmstede and 1. FC Victoria Berlin, as well as sponsorship of football tournaments

- Conversion of employee birthday gifts into donations
- Participation in various charity runs as well as financial support for runners
- Sponsorship of participation and running shirts of employees in B2RUN company runs
- Sponsorship of an app development project at the University of Bremen for the early recognition of the signs of dengue fever (bachelor’s project)
- Sponsorship of a LAN party with over 140 young people Sponsoring at Schulzentrum Utbremen



5. Customers and suppliers

The Allgeier Group has a broadly diversified customer portfolio with numerous large and smaller customers in nearly every sector of industry. Around the world, we work for global corporations, market and sector leaders and a large number of demanding mid-sized customers as well as for public sector customers in many different markets. Our aim is to be an agile, vigorous, but above all reliable and long-term partner to our customers, one that understands the wide-ranging requirements and needs of its customers, recognizes their challenges, and tackles and successfully solves them. As such, dealing responsibly with customers and suppliers in the spirit of fairness and integrity are crucial for our business and our sustained financial success. Our relationships with customers and suppliers are therefore shaped by our core values. The consistently high quality of our products and services and our focus on important future trends deliver financial sustainability and constitute prerequisites for our future viability and continued growth.

5.1 Quality management system

Ensuring the consistently high quality of our services and products is of major importance to our financial success. We strive to give all-round satisfaction to our customers and to always offer them the best possible solutions using state-of-the-art technology. Consistent quality management forms an essential basis for satisfying this aspiration. As such, we have implemented quality management systems at our companies, and individual companies are certified in accordance with ISO 9001 or CMMI (Capability Maturity Model Integration) Maturity Level 5. With regard to the process maturity of our technology services and software development, we also align with the CMMI reference models and have obtained corresponding certification in some cases.

5.2 Customer satisfaction

We aim to be a reliable, efficient, flexible and long-term partner for our customers. In many cases, we play a direct and active role in helping to shape the digital transformation at critical points of their business, thereby making a vital contribution to accompanying them into the digital future. In accordance with our high quality aspirations, we primarily define the success of our work in terms of the satisfaction of our customers and our contribution to the success of their business. Within the Group, we have established binding evaluation systems and processes in various areas. Their purpose is to measure the success of our work, regularly record and evaluate customer satisfaction, and derive continuous improvements to our products and services on the basis of the results. These processes are designed differently in our divisions depending on the services and products concerned.

In our Nagarro division, we conduct a customer satisfaction survey for all customers at least once every quarter. The feedback is summarized on the basis of the evaluation results for different segments and customers and based on the list of questions in the survey. An analysis is then conducted to identify the emerging trends, customers that have a positive or negative inclination, the areas in which we can improve further, and any areas with imminent risks. The results are shared with management for further reflection and the performance of corrective measures (as applicable).

We pursue an evolutionary innovation strategy in our mgm technology partners division. A project must deliver verifiable results in cycles of no more than six months, otherwise the objective must be changed or the project must be halted altogether. This serves to prevent irresponsible project risks. Together with our customers, we gain important insights with each small step and use these to review and adjust the objectives for the next steps. After each project is concluded, a joint retrospective is held with the customer and a customer reference is prepared where possible.

In our iQuest business unit, customer satisfaction is measured half-yearly on the basis of three main criteria: commitment, quality, and communication. This ensures that projects

are continuously aligned with the values of integrity, excellence, commitment, and teamwork. The results are shared internally with the entire company and externally with potential customers in order to provide the greatest possible transparency with regard to the company's performance. In addition, particular attention is paid to personal feedback from customers. To this end, a process based on qualitative methods has been established in which verbal and/or written feedback is obtained from customer representatives. The results are used to improve service and performance as well as to optimize internal processes and are directly linked to the executives' key performance indicators.

In our Allgeier Enterprise Services division, the measurement, maintenance and continuous improvement of customer satisfaction are essential elements of the quality management system and the IT Service Management System based on ITIL (IT Infrastructure Library).

In our Allgeier Experts division, the increasing demands made by customers require the permanent optimization of processes and the continued development of our expertise. Close customer contact delivers information on customer satisfaction in the form of personal customer surveys, which are conducted on the basis of a standardized discussion guide. Along with other data, these discussions constitute an important source of information for improving our services. Additional important quality-related content from customer interviews and feedback is also exhaustively documented. This process is followed systematically. As part of the internal process audit, suggested changes from the organization are reviewed and assessed for implementation. In addition, all employees are encouraged to contribute suggestions for improvements, particularly with a view to the continuous expansion of the service portfolio and the optimization of service processes taking into account the entire quality management system. Data from the satisfaction analysis and any customer complaints received is evaluated, and appropriate steps are taken if problems are recognized or potential improvements identified. The results are fed into the management review.

5.3 UN Global Compact and corporate culture

Long-term supplier relationships based on partnership and characterized by openness, trust and mutual reliability are a key element of our business strategy. We adhere strictly to our corporate values in our wide-ranging relationships with our suppliers and business partners around the world. This includes keeping our employees informed and aware, as well as carefully monitoring the consistent application of our specifications. We avoid business relationships with suppliers that are commonly known to be in breach of the principles underlying the UN Global Compact. We also advocate the further enforcement of the UN Global Compact in our business relationships.

It is important that our corporate culture based on responsibility and sustainability criteria is understood and embraced across the board. Accordingly, we use introductory days and welcome days at our Group companies to communicate our culture. At these events, the most important task owners and contact persons introduce themselves and provide information on common values and practical knowledge for working within our Group. Our aim is for every employee to be approachable for their customers, partners and colleagues, and for our communication to be content-driven.

5.4 Fair competition and anti-corruption policy

As a Group, we subscribe to the principle of fair and transparent competition. Accordingly, the compliance commitment made by the Management Board of Allgeier SE forms the basis for all our actions. The strong reputation we enjoy with our customers, suppliers and other stakeholders and our financial success are founded on strict adherence to our values and rules. Corruption threatens these cornerstones of our success and our good reputation. Bribes and anti-trust agreements do not constitute appropriate means of obtaining orders or achieving internal goals. With its five-pillar compliance management system, Allgeier SE has taken extensive steps to ensure that anti-corruption regulations and the Group guidelines based upon them are observed. There is a zero-tolerance approach to infringements, which result in sanctions against the persons concerned when they do occur. All managers and employees must be aware of the extraordinary risks that any case of corruption can entail for the Allgeier Group and for them personally. As such, employees must actively cooperate in putting the Group-wide program into practice within their sphere of responsibility. We provide employees with access to all of our compliance regulations via internal platforms. We also regularly inform and train our managers on our requirements and all relevant changes and new features.



6. Sustainable products and solutions

In our operating business, we rely on the use of state-of-the-art technology based on the principles of sustainability. Data protection, confidentiality, integrity and customer proximity are essential cornerstones – but it is just as important to us to make the IT lifecycle as environmentally friendly and resource-efficient as possible. With our sustainable products and solutions, we aim to optimize the energy footprint of our internal systems and our customers, minimize the consumption of natural resources and hence reduce initial and ongoing costs.

6.1 Data protection and data security

The highest level of data protection and the maintenance of confidentiality are essential for us. We therefore place the highest demands on IT security in our internal processes and structures and in our collaboration with customers and partners. We firmly believe that the highest level of data security forms the basis for confidential and reliable business relationships. Accordingly, we respect the trade and business secrets of our customers and partners and observe the contractual confidentiality obligations entered into with third parties and the provisions of data protection law. The data protection regulations in place at the Group comply with the EU GDPR and their consistent implementation is ensured by corresponding TOM (technical and organizational measures) and guidelines that are continuously refined. The observance of data protection and confidentiality obligations is governed in detail at the level of the individual subsidiaries. In addition to an obligation of confidentiality, employment contracts require employees to familiarize themselves with the rules on data protection and to maintain data protection. Data protection officers are also appointed at our companies in order to monitor observance and implementation and clarify all related questions. Numerous individual measures also contribute to data protection at our companies. For example, we provide technical facilities at our offices for destroying documents and CDs through the use of shredders and special destruction boxes.

6.2 ISO 27001

Information security and the installation, implementation, maintenance and ongoing improvement of a documented information security management system with a process-oriented approach are of great importance as part of a sustainable solution strategy. Availability, confidentiality and integrity are essential prerequisites for complying with and ensuring security in all processes involving information processing. Throughout



the Group, we are guided by the specifications of ISO/IEC 27001 and have obtained numerous certifications ensuring that our quality management system complies with the latest data protection standards as well as our internal guidelines and specifications regarding confidentiality and information security, such as:

- a documented and institutionalized ISMS (information security management system); compliance with and the effectiveness of ISO 27001 standards are reviewed annually by a certified auditor
- an established Security Council in which all company functions are represented (Delivery, HR, Administration, Legal, Management, IT, etc.)
- NDAs or corresponding duties of confidentiality in employee contracts
- regular training programs organized by the Security Council to raise employee awareness of applicable external and internal guidelines and specifications
- a secure network with a high-end firewall, IPS and endpoint protection
- use of Microsoft Office 365 for content management and collaboration
- initiation of projects for the end-to-end observance and operational implementation of the General Data Protection Regulation (EU GDPR), including at our facilities outside the European Union



6.3 Product responsibility

Our solutions and forensic services, such as julia mailoffice and DocSetMinder®, are synonymous with IT security made in Germany. For example, our e-mail security solution julia mailoffice is used by numerous federal and state authorities and prestigious companies. julia mailoffice is also the virtual post office of the German federal government. Our IT security portfolio also includes IT security services, security consulting, security training including support with ISO 27001 certification and advice on data protection, security due diligence as well as customer-specific, tailor-made security concepts and comprehensive services for IT forensics, such as establishing, recording and investigating digital security incidents and cyber security. In addition, our product portfolio includes a range of secure, tried-and-tested software solutions from leading manufacturers which are used in different industries and areas of business. All our products perform central functions for their particular area of application and can be individually tailored to our customers' requirements. As part of our customized software development, we develop highly scalable, integrable and secure online applications for business-critical company processes. Interdisciplinary teams within our organization ensure that IT security issues that are relevant to the development of products and

services, such as web and application security, are taken fully into account and integrated into project implementation from the outset. We also rely on coordinated and proven procedures across all projects that are continuously tested, compared and refined. As part of our sustainability concept, the applications we develop for our customers reflect essential factors such as accessibility, paperless systems, and a range of additional aspects that can affect the environment and the consumption of natural resources.

6.4 Ecological aspects of production and services

Protecting the natural environment and conserving resources are taken fully into account when it comes to fulfilling our responsibilities for our own company and in our services for our customers. The responsible and sustainable use of resources is a necessary condition. As part of our commitment to sustainability, we discuss possibilities for protecting the environment and enhancing resource efficiency with employees at our companies and frequently implement their ideas and suggestions alongside our own specifications. In this way, our Group companies demand and promote environmental protection in production and services through a range of individual measures and innovations, including:

- the environmentally friendly, resource-efficient use of information and communication technologies throughout their entire lifecycle
- minimizing the consumption of resources during the manufacture, operation and disposal of devices
- reducing business travel by means of internal process specifications and the use of collaboration tools and video conference solutions; the formation of car pools is promoted and resource-efficient shuttle buses are provided for collective transport
- optimizing route planning when appointments are made and car pooling
- a car fleet with reduced emissions and lower noise levels (mainly vehicles with lower CO₂ emissions and the procurement of CNG vehicles and electric cars)
- reduction in electricity consumption by means of server virtualization
- reduction in the consumption of electricity and resources through measures such as LED lighting, presence sensors, and IoT sensors and systems for the central monitoring and control of electricity consumption
- installing power-saving functions in all electronic devices
- procuring electricity from renewable energies (green electricity)
- installing solar panels at individual facilities
- recycling programs for electronic and IT consumables
- reduction in water consumption and waste water through intelligent systems for saving water, collection and use of rainwater and waste water at individual facilities
- reduction in paper consumption, e.g. replacing plastic cups with ceramic mugs, internal applications with paperless transactions, monitoring paper consumption for document printing



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