



ESG Report GetResponsible

2022



Letter from the Executive Chairman



Dear Stakeholder,

At Getronics we believe in people. Our people have been helping continue to transform for 135 years, and a diverse and inclusive workforce enriches our company, our outcomes, and our ambitions.

Today, we have just under 4,000 colleagues in 22 countries across Europe, Asia Pacific, and Latin America. We are authentic and act with integrity; we are curious and we look ahead with a continuous focus; we believe in people and we hold ourselves accountable; we are customer obsessed and we understand our responsibility; we are courageous and technology pioneers, and our Environmental, Social and

Governance (ESG) approach underpins all these values and principles.

Through this report you will see how, as we reimagine the digital future, we take responsibility and commit to an ESG program and priorities that consider our impact to the planet, contributes to a more inclusive global economy, and drives governance in our decision making. With this report we formalise a structure and measure initiatives that Getronics has been working on for some time. Today, we share with you transparently our short, mid and long term goals and our progress on our ESG journey.

In Environmental

In Getronics, we are constantly striving to reduce the environmental impact of our company's operations. In order to do that, we closely monitor our Carbon footprint which is mostly generated by our office usage, business travel, and data centre activity. In addition, we take proactive measures to ensure energy efficiency of all the equipment we use and we invest in training our colleagues to become more aware of their environment and the way their own actions influence the planet. Last but not least, we engage with responsible suppliers who adhere to the same principles of sustainability that we do.

In Social

Getronics places a great focus on creating value for our stakeholders whether they are customers, colleagues, investors, or the communities where we operate. In all our regions, we adhere to fair labour practices and respect human rights while also screening that our suppliers do the same. We put a high emphasis on respecting data privacy and data security principles, and we reinforce this through policies, guidelines and training both in relation to our own colleagues as well as external suppliers. Getronics is an equal opportunity employer, and we recognise the value of having an inclusive and diverse work environment. We care about our colleagues' wellbeing and we invest in multiple initiatives to ensure they are happy, healthy, and always have an open dialogue with our leadership. Last but not least, we care about the communities where we do business and try to support their development through community giving initiatives, volunteering, and creating internship programs that support the development of the local workforce market.

In Governance

When it comes to Governance, we look at our companies' leadership and management philosophy as well as the practices, policies, and internal controls that we have in place to support it. Our management adopts a continuous

improvement mindset in its pursuit of excellence and as a result continues to enhance and refine its systems, processes, and reporting capabilities, in order to develop robust data and business insights, which are underpinned by high standards of governance and internal control.

Our reputation for acting ethically and responsibly is upheld one decision at a time, every day, by every member of our global family, with the commitment to uphold fundamental Core Ethical Values in our business.

As a responsible corporate citizen, Getronics believes that open, honest engagement with its colleagues, investors, customers, vendors, and other stakeholders correlates to the long-term success and sustainability of the Group and strongly aligns with our values of authenticity, incorporating integrity, trust, and honesty as core principles in all of our activities.

We all have a responsibility to make this a better world. At Getronics, we plan to do this one step at a time, consistently and committedly to our ESG strategy. I look forward to continue updating you as we progress on our journey.

Yours truly,

Kenton Fine
Executive Chairman



ESG Material topics for Getronics

- 0.1 Materiality assessment process
- 0.2 Materiality matrix
- 0.3 Material topics definitions

0.1 Materiality assessment process



In **Q2 2022** Getronics launched its first Materiality assessment exercise in order to understand the importance of our highest priority ESG topics to our stakeholders and to our business. The results of our exercise serve as a consistent framework for articulating our priorities and engaging with our stakeholders about our journey.

The process

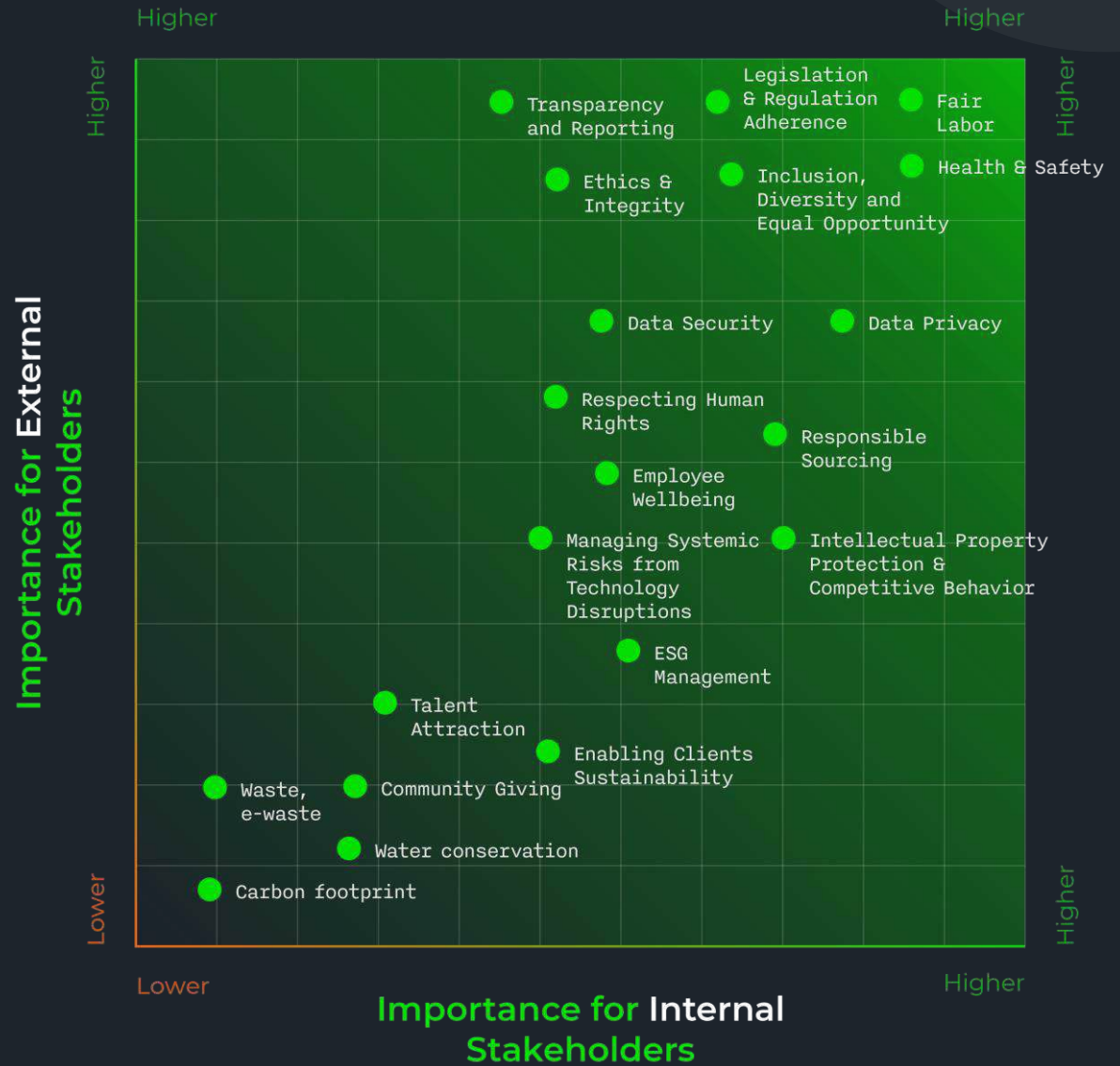
Stakeholder input

We engaged with a range of external experts across our ecosystem, including clients, suppliers and partners, relevant non-governmental organizations (NGOs) and academics to help us prioritize issues relatively and validate our articulation of these issues.

Business inputs

We engaged closely with our business leaders globally—both client-facing and internal business function leaders. We asked them to prioritize our emerging material ESG issues and define them in the most resonant and relevant way in terms of priorities for Getronics to address. In addition to that we launched an internal survey to all our colleagues inviting them to do the same prioritization.

0.2 Materiality matrix



0.3 Material topics definitions

Carbon Footprint

The amount of carbon dioxide released into the atmosphere as a result of the activities of a particular individual, organization, or community (includes Scope 1, 2 & 3 emissions view slide 47).

Community Giving

Level at which an organization is involved in the community life through various acts of charity giving, volunteering and education support.

Data Privacy

Proper handling of sensitive data including, notably, personal data but also other confidential data, such as certain financial data and intellectual property data, to meet regulatory requirements.

Data Security

Protecting digital information from unauthorized access, corruption, or theft throughout its entire lifecycle.

Employee Wellbeing & Engagement

Colleagues' wellness, including physical health, emotional or psychological well-being and the ability to be present, focused, and energized.

Enabling Clients' Sustainability

Key sustainability initiatives and planned improvements, in order to achieve reduction of client environmental impact from our services.

Ethics and Integrity

The rules and regulations that an organization has in place to ensure the company as well as individuals within the organization work in accordance with moral principles, honesty and fairness.

This topic also refers to Intellectual Property & Competitive Behaviour, as well as Legislation & Regulation Adherence.

Fair Labour Practices

Commitment of an organization to respect standards conventions regarding workers, in matters of basic worker rights, working conditions, wages to be paid and job security.

Health & Safety

Regulations and procedures adopted by an organization intended to prevent accident or injury in workplaces or to safeguard and improve the mental health of colleagues.

Inclusion, Diversity and Equal Opportunity

Fair treatment and opportunity for all while eradicating every kind of prejudice and discrimination ensuring that people feel a sense of belonging in the organization.

0.3 Material topics definitions

Intellectual Property Protection & Competitive Behaviour

The way an organization balances the protection of their intellectual property and its use to spur innovation while also ensuring their business practices do not unfairly restrict competition.

We continue to develop intellectual property across multiple areas of our portfolio, owned by ourselves, developed for our customers and partners, with no instance of third-party infringement claims.

Legislation & Regulation Adherence

Organization's adherence to laws, regulations, guidelines and specifications relevant to its business processes. Violation of regulatory compliance often result in legal punishment, including federal fines.

Managing Systemic Risks from Technology Disruptions

The way an organization manages its infrastructure and the policies in place to minimize disruptions to services with the objective to be more resilient.

Respecting Human Rights

Level at which an organization recognizes the value of each person, ensuring their dignity, safety and health, equal working conditions and promoting diversity.

Responsible Sourcing

Responsible sourcing is a voluntary commitment by companies to consider social and environmental considerations when managing their relationships with suppliers.

Talent Attraction, Retention & Development

The ability of an organization to present itself as an employer of choice and retain top talent through career growth opportunities and fair recognition.

Transparency and Reporting

The way an organization creates access to proper disclosure of various financial as well as non-financial information, the consistency of data sources used to disclose as well as the reliability of data.

Water Conservation

Practice of using water efficiently to reduce unnecessary water usage.

Waste, including e-waste

The processes and actions required to manage, reduce & recycle waste from its inception to its final disposal.



Social Disclosure Topics

- 0.1 Data Privacy
- 0.2 Data Security
- 0.3 Inclusion, Diversity and Equal Opportunity
- 0.4 Employee Wellbeing & Engagement
- 0.5 Talent Attraction, Retention & Development
- 0.6 Fair Labour Practices
- 0.7 Health & Safety
- 0.8 Community Giving
- 0.9 Respecting Human Rights
- 0.10 Responsible Sourcing
- 0.11 Objectives for the future

0.1 Data Privacy

Getronics recognizes that the correct and lawful treatment of Personal Data will maintain confidence in the organization and will provide for successful business operations critical responsibility that we always take seriously.

The group processes 3 main types of personal and confidential data:

- **Colleagues and contractor personal data.**
- **Customer personal data** (i) collected for our own use e.g. contract and billing and (ii) for data processing via the provision of the Portfolio services.
- **Other stakeholders** (i) Marketing data of prospective customers (ii) vendor data.



Our Data Protection Policy is kept under regular review, and it was last updated in September 2021, but it does not override any applicable national data privacy laws and regulations in countries where the Company operates.

Supplier Selection Process in regard to Data Privacy

We have supplier auditing in place embedded in our procurement processes. All new vendors that process personal data are required to pass a privacy and security assessment with dual sign off from the Compliance and the Data Protection Officer (DPO). This is managed through the One Trust application.

Ethical and Prohibited Practices

Getronics will not transfer personal data outside of the EEA without appropriate protection being in place. We rely on Adequacy rulings and EU Standard Contractual Clauses (SCC) our preferred methods of transfer (when permitted by contract) of personal data outside of the EEA. Getronics will not sell personal data.

0.1 Data Privacy

Number of users whose information is used for secondary purposes.	0
Total amount of monetary losses as a result of legal proceedings associated with user privacy.	0
The total number of unique requests for user information, including user content and non-content data, from government or law enforcement agencies.	0
Total number of unique users whose information was requested by government or law enforcement agencies	0
Percentage of government and law enforcement requests that resulted in disclosure to the requesting party.	0



0.2 Data Security



Getronics has formalized a cybersecurity policy at Group Level as part of the ISO 27001 certification, the **Information Security Management System (ISMS)** policy.

The information security policy requires that the **Getronics ISMS** reliably deliver the appropriate IT services, establishing guidelines and procedures necessary to ensure **security, confidentiality, integrity, availability, and privacy** of the information and data.

Getronics has not recorded any personal data breaches requiring notification to a Supervisory Authority.

0.2 Data Security

The assurance programme includes an **ISMS**, which takes a holistic approach to security, including

- Establishment of security policy and organizational structure
- Security in the management of assets
- Human resources security
- Physical and environmental security
- Security in operations management
- Logical access control to systems and networks
- Security in the acquisition, development and maintenance of software and tools
- Security incident management
- Business continuity management
- Compliance with legal & statutory obligations and relevant industry standards
- Employment of organization-wide risk management.



In addition, we have implemented a **security awareness masterclass** refresher course, which is **considered mandatory training for all our colleagues** and will be performed once a year.

90% of our colleagues have completed the security awareness masterclass (rest, of 10%, are new joiners and will be completing it during the probation period).

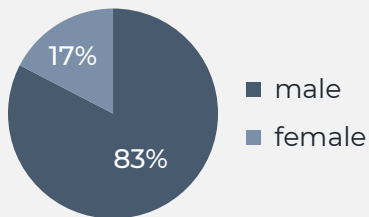
0.3 Inclusion, Diversity and Equal Opportunity

Diversity among the total workforce

Gender

- 75,12% of our colleagues is male, 24,88% is female.
- Our Senior Management total number is 23, out of which 17% are women.

Senior Management



Internship 2022

Q1	Q2	Q3	Q4
82	104	30	59



Global distribution of Colleagues

Head count	Total	WCE *	UK *	Iberia *	LATAM *	APAC *	BENELUX *	AFRICA
Dec-22	3.975	495	409	1666	720	552	125	8

* **APAC:** India, Korea, Malaysia, Singapore | **BENELUX:** Belgium, Luxembourg, Netherlands
Iberia: Spain, Portugal | **LATAM:** Argentina, Brasil, Chile | **UK:** United Kingdom
WCE: France, Italy, Germany, Hungary, Romania

0.3 Inclusion, Diversity and Equal Opportunity

Diversity among the total workforce

Type of contract

In average 3,18% of our full colleagues are not performing a full-time contract. This includes contractual part-time but not maternity leave nor career break



Colleagues breakdown

Colleagues at 31.12.2022

	Male	Female	Total
Management	196	61	257
Technical Colleagues	2.460	664	3.124
All Other Colleagues	329	265	594
Total	2.979	988	3975

Current headcount

Headcount	Total	Operations	CTO	Finance	People Services	Group Transformation	Sales & Marketing
Dec-22	3.975	3.537	169	73	70	31	95

0.3 Inclusion, Diversity and Equal Opportunity

Some of our initiatives are

Leadership course program for women **491 participants** to date

This course will help the female colleagues from Getronics learn how to **navigate professional challenges** and **leverage their unique strengths** as a female leaders so they can build a **thriving career**.

Getronics Onboarding – Colleagues awareness **LGBTQ training**

This training has been in place starting Q4 2021, with **451 participants** so far.



Olivier Schelfhaut

“ Our objective is to build a safe place for our colleagues by creating an open, respectful, empathic, fair and inclusive place to work.

It touches recruiting, pay, career growth, reward systems, management behaviour, and much more.

There is no specific global Diversity & Inclusion policy in place, but we started with:

- An **Inclusive Recruitment** workshop, in which **150 managers** participated so far.
- And our first **Roundtable** to promote **Women in leadership**, with **20 women** participating.



0.4 Employee Wellbeing & Engagement

Wellbeing Program NorthStar

North Star

A platform which provides courses on the following topics:

- Mindfulness.
- Financial wellbeing.
- Changing your perspective on Mental health.
- Managing Stress and Anxiety.
- Depression.

We started this program **in 2021** and up until now we have had **2447 participants**.

Referral Program



The referral program allows every single colleague to shape our growth and development. Our colleagues can refer people they value as professionals and who they would enjoy working with. This often results in a better fit into the company culture. We reward the introducer for each successful referrals.

We started this program **in 2021** and up until now we have had **292 successful Referrals**

RecogniseMe

recogniseme

This program offers the unique opportunity for our colleagues to recognize and award those colleagues who go above and beyond to offer support to others or who are outstanding in their collaboration and desire to meet the customer expectations.

RecogniseMe nominations:
2021 100 and **2022 558**

Our RecogniseMe program rate of adoption within our organization **increased massively from last year**. It is now used regularly by many of our colleagues to recognize those of us who go beyond and above **to offer a seamless service**.

0.4 Employee Wellbeing & Engagement

GetVibes programme



This program listens to our colleagues, with the aim to identify the actions that will help us build the new future.

Getronics Viva



Getronics Viva is our internal communications platform that combines interaction, knowledge, tasks, resources, updates, and insights into the workflow. Getronics Viva collects the information from the Outlook, Teams, Yammer and SharePoint to ensure our colleagues don't miss anything. Like a personal assistant, it reminds our team all our pending tasks and offers documents related to our meetings.

Today Newsletter



A monthly journal published by People Services, sharing important information for all our colleagues, keeping them up to date with our new initiatives, programs and success stories.

0.5 Talent Attraction, Retention & Development

Getronics Initiatives

Social media strategy: LinkedIn Life

This initiative provides a chance to tell an authentic story. Our goal is to attract the best talent possible and to provide insights into our culture, through real life examples.

GetJoin

The Getronics Internship program is designed to support our internship talent across all countries.

People Management

GetConnect

Our **Updated Performance Management** process, consisting of informal, ongoing conversations between managers and colleagues, with a goal of inspiring everyone to bring their best to the company.



Leadership Transformation

GetLead

High Impact Leadership program for identifying pockets of talent within Getronics and directing them through career development and succession planning programs.

There have been **105 participants** in the Get Lead programme since its initiation in 2021, out of which **20% are women**, increasing the participation rate of women, which was only 15% last year.

0.5 Talent Attraction, Retention & Development

Career and Promotion

Our **Talent Management Plan** is focused on different actions:

- Promoting internal mobility, and crossing borders.
- Careers development plans (part of the Performance Management process).



Wage Policy Remuneration & Benefits

The **Job Family System Manual (JFS)** contains details of the Getronics grade system, which has been developed to provide insight in labour cost modelling.

The 2022 **Business Incentive Plan (BIP)** provides the opportunity for participating colleagues to receive a **financial award**, aligned with the Getronics Group achieving its profitability, growth and financial success.

The factors taken into consideration are the results of their **annual performance assessment**, their **contribution to their team** and their **contribution to their function** as well as the financial performance of the organization.

Training

In 2022 we have had **17,262 hours of training**.

This does not include:

- external trainings.
- mandatory or security compliancy training, which all our colleagues complete.



0.6 Fair Labour Practices

Getronics Global Gender diversity report 2022

	Male	Female
Staff	75.12%	24.88%
Senior managers	82.61%	17.39%
Managers	76.26%	23.74%
Technical staff	78.44%	21.56%
Other staff	53.7%	46.3%

It is important to acknowledge there is a difference between a **Gender Pay Gap** and **Equal Pay**. We are confident then, when roles are compared like for like, and allowing for differences in **knowledge, experience** and **performance**, we pay our colleagues **equitably**.

The IT industry overall is heavily male-dominated, and we recognise that, of the proportionately fewer women entering the industry, even fewer continue to progress to the most senior roles.

Reducing the gender pay gap and reaching true gender equity remains a long-term goal, and whilst progress has been made across society, we acknowledge there is still more to do. We are placing emphasis on several programmes to accelerate our progress by:

- Evolving our **internal leadership development** programme accredited by **ILM**, with a dedicated pathway for female colleagues to progress within the Company.
- Supporting the empowerment of a diverse and inclusive work environment, our recent **Diversity roundtable** event focusing on **Women in Technology**.
- Our **Inclusive Recruitment** workshops, in which all of our managers participated, as an interactive learning experience to ensure positive experiences for all candidates and colleagues.
- Promoting flexible working, successfully enabling colleagues to fit work around their own individual circumstances.

0.6 Fair Labour Practices

Gender Pay Gap Management Positions

There are a few countries where there are no female managers **due to an overall low population of management headcount** such as Singapore, Romania, Luxembourg, Italy and France.

The countries where the **percentage is negative** are the countries where **women managers are paid in average more than men managers** such as Argentina, Brazil, Chile, Germany and Korea. **Positive percentages** mean that **the average pay for men is higher than the average pay for women**.

However, the fluctuation in percentages and differences in pay are also due to the different seniority level of management which was taken into account.

Argentina	-38.84%	Korea	-16.94%
Belgium	25.85%	Luxembourg	<i>No female Manager</i>
Brazil	-39.96%	Malaysia	7%
Chile	-10.35%	Netherlands	20.64%
France	<i>No female Manager</i>	Portugal	0%
Germany	-8.09%	Romania	<i>No female Manager</i>
Hungary	23.39%	Singapore	<i>No female Manager</i>
India	41.39%	Spain	9.70%
Italy	<i>No female Manager</i>	UK	33.90%

For this specific exercise all management positions were taken into account regardless of level of seniority.

0.6 Fair Labour Practices

Gender Pay Gap Technical Positions

Argentina	9.14%	Korea	-23.54%
Belgium	30.25%	Luxembourg	11.55%
Brazil	-4.40%	Malaysia	13.23%
Chile	2.82%	Netherlands	11.13%
France	8.32%	Portugal	<i>No Women Technical</i>
Germany	23.08%	Romania	-9.31%
Hungary	10.49%	Singapore	20.59%
India	-19.82%	Spain	-4.84%
Italy	<i>No Women Technical</i>	UK	27.21%

For this specific exercise all technical positions were taken into account regardless of level of seniority.

There are a few countries where there are no women on technical positions due to an overall **low population of technical headcount** such as Italy and Portugal.

The countries where the **percentage is negative** are the countries where **women technical staff are paid on average more than men technical staff** such as Brasil, India, Korea, Romania and Spain. **Positive percentages** mean **that the average pay for men is higher than the average pay for women**.

However, the fluctuation in percentages and differences in pay are also due to the different seniority level of technical staff and different skill set which was taken into account.

0.6 Fair Labour Practices

Gender Pay Gap Other Positions

There are a few countries where there are no women on other type of positions (which are not managers or technical staff) **due to an overall low population of other headcount such** as Italy as well as some countries where there are no men on other type of positions such as Portugal and Korea.

The countries where the **percentage is negative** are the countries where **women other staff are paid on average more than men other staff** such as Belgium and Brazil. **Positive percentages** mean that **the average pay for men is higher than the average pay for women**.

However, the fluctuation in percentages and differences in pay are also due to the different seniority levels of other type of positions which were taken into account.

Argentina	8.89%	Korea	<i>No Men Other</i>
Belgium	-37.49%	Luxembourg	31.40%
Brazil	-16.92%	Malaysia	5.32%
Chile	4.59%	Netherlands	18.73%
France	2.58%	Portugal	<i>No Men Other</i>
Germany	0.23%	Romania	26.35%
Hungary	21.13%	Singapore	29.56%
India	46.84%	Spain	29.29%
Italy	<i>No Women Other</i>	UK	25.66%

For this specific exercise, all other positions were taken into account regardless of the level of seniority such as e.g: support functions, administrative functions, sales and marketing, etc. (not an exhaustive list).

0.6 Fair Labour Practices

Supplier Selection Process

Getronics is committed to eradicating human exploitation from our supply chain. All Getronics suppliers must comply with the **Getronics Business Code of Conduct** which includes the following requirements:

- Fundamental human rights.
- Social justice and human dignity.
- Diversity of local cultures.

Getronics' suppliers will recognize and respect colleagues' rights:

- Collective bargaining.
- Freedom of association.

And **will not indulge** in acts of:

- Discrimination.
- Child labor.
- Forced labor.

Getronics **suppliers will:**

- Compensate its workers in accordance with all applicable wage laws.
- Limit the working hours to the maximum as set by applicable laws.
- Ensure a safe working environment.



0.6 Fair Labour Practices

Supplier Selection Process



Getronics engages with **local labour consultancy companies** or in house specialists to ensure all local labour legislation is being respected and in some of the countries, depending on organizational size we also work with **workers councils**, for example in France, Germany, Spain, Hungary, Belgium and Luxembourg.

In terms of **job security** Getronics generally **engages the collaboration with its colleagues on indefinite work contracts** with some exceptions based on the nature of the role and dictated by local legislation requirements. We currently have **100 temp contracts** in place. (internship not included).

0.6 Fair Labour Practices

Working conditions

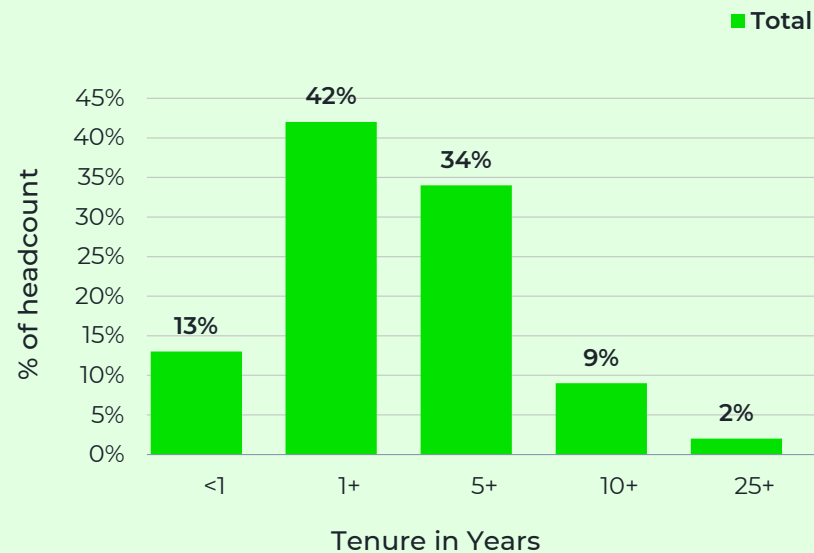
Most of our colleagues work on normal business working hours type of contract, but some work on a 24/7 schedule.

The countries where we provide this type of support are: LATAM, Germany, Hungary, India, Spain , UK and Romania

Night weekend work are regulated following local regulations.



Colleagues tenure whitin Getronics



0.7 Health & Safety

Getronics is committed to high standards of health and safety, and here are some of our programs:

SafeContractor

- A third-party accreditation scheme in the UK that assesses Health and Safety **arrangements, policies, and qualifications** of contractors. The **SafeContractor** accreditation allows us to access and work on sites that we wouldn't have had the opportunity to access before.
- Getronics has had this accreditation in the past 5 years and intends to continue to renew yearly.



Supplier Selection Process

Contractors and suppliers must not be authorized by any colleague, to complete work or provide goods, products or services, where the **Procurement Department** has not issued approval. The most important steps are to:

- Select, co-ordinate and monitor competent primary **contractors who properly supervise health and safety control measures.**
- Produce fit for purpose design specifications, exchange information and demand plans which deal with the health and safety issues as they develop at each phase of the work, and which are commensurate with scope and risks in the activity.

0.7 Health & Safety



Since Q1 2022 we have implemented various training for colleagues related to Health and Safety for UK

- Healthy working training
- Safe driving training
- Fire safety training
- Fire marshall training

Ongoing Risk Factors and Mitigation

Getronics ensures that colleagues, and others, are not put at risk and, as far as reasonably practicable, the working environment is safe and does not pose a risk to health.

As part of their general responsibilities for matters of health and safety, the Safety Committee, defined in each GTN country, is responsible for reviewing all reports of work-related accidents and ill health to identify unsafe or unhealthy conditions and work practices and recommend remedial action.

In recording, reporting and investigating of health and safety related incidents Getronics undertakes to adhere strictly to the requirements of the Data, **The General Data Protection Regulation (GDPR)**, **Protection Act** to safeguard the confidentiality of all personal health information.

0.8 Community Giving

2022 projects

UK (various locations) – Food Bank For All

The local food bank in UK happens on the weekend and supports the number of 400 to 500 families.

This all started with the basic question, food is a basic **Human Right** and covid had affected people in terms of jobs or livelihood.

Hungary, Budapest

Sponsoring Wizzair Running Event, collaborating with Integrom from BCG (The Integrom Program, Initiated by BCG, Fosters Roma Integration in the Labor Market) – 3 colleagues participated.



0.8 Community Giving

2022 projects

Romania, Bucharest - Christmas Charity

We invited our colleagues to put up for auction items from their homes which they no longer used. The idea behind it was someone's else's discarded items might be on another colleague's bucket list. The money that was raised was donated to a charity organization locally which funds projects for children.



Spain, Madrid Office activities

- AEC (Asociación Española de Consultoría): industry professionals go to schools to give lectures on STEM topics. On 2022, our colleagues talked about the dangers of fake news on the internet to 16 year olds.
- Donation of 29 computer screens to the Centro San Luis in Bilbao.
- Donation of 2 screens and 6 desktop computers to the students of the school Colegio Público Eduardo Eskartzaga Herri Ikastetxea in Vitoria.
- Donation of 24 desktop computers and screens to the FAMPÁ (Federación de Asociaciones de Madres y Padres de

Alumnos) in Coslada to constitute an IT classroom meant to aid low income mothers and fathers in filling paperwork and bureaucracy.

- Donation of 24 desktop computers and screens to the Instituto de Educación Secundaria Miguel Catalán in Coslada to constitute an IT classroom.



0.8 Community Giving

Getronics India Activities 2020-2022

Providing Nutrition support for Mother & Children

Early Childhood care & Education, Nutrition for mother & children for the holistic development of Children – 0-6 years.

Getronics Solutions India Pvt Ltd distributed **120 nutrition kits**, with the support of our CSR partner.

Providing Livelihood support to disabled people

Help in **setting up bunk/petty shops to earn sufficiently for a decent living for their families** during this difficult time during this pandemic time. This project is also completed in Q4 2021.



Providing Livelihood support to Leprosy patients – Cattle Farming

Our objective is to enhance the health of the Leprosy affected and their family members, by generating of some income for the Village Society at Bangalore, by **renovating the cattle farming Infrastructure and procurement of 4 cattle.**

Bangalore activities

- Payment of Education Fees for 25 Poor Children.
- Contribution to buy 25 Desktops for computer Labs.

0.9 Respecting Human Rights



Getronics endeavours to treat all individuals with **respect** and it ensures that it complies with all laws that apply to **human rights**, typically including:

- Equal Pay
- Disability Discrimination
- Sex Discrimination
- Race Relations
- Employment Equality.

The adoption of **fair employment practices**, ensuring **safe working environments** for colleagues and customers, and providing living wages to its colleagues, is fundamental to Getronics' operation.

Our supporting policies include:

- Bullying and Harassment Policy
- Flexible Working Policy
- Grievance Policy
- Working Time Regulations Policy

0.10 Responsible Sourcing

Procurement Policy

Supplier Selection Process

Supplier Selection is led by the Vendor Management Organization, in a joint discussion with the requestor, and based on requirements and economics terms that are in Getronics's best interest. To onboard any new Supplier, the Procurement Team sends a **Supplier Onboarding Form** and **Supplier Disclosure of Conflict-of-Interest Form** to the supplier for completion.

The due diligence on suppliers from procurement includes:

- Agreement on terms and conditions.
- Payment terms.
- Send Supplier Onboarding Form and Supplier Disclosure of Conflict-of-Interest Form to the Supplier for completion to validate.
- Check supplier for US and EU sanctions.

Contractual requirements shall consider among others also the following ESG related areas:

Confidentiality and security clauses, including a requirement for **Mutual NonDisclosure Agreements** (MNDAs).

Ongoing Risk Factors and Mitigation

In order to mitigate the risks, **Performance reviews for the Business-Critical Suppliers** are conducted **every 6 months**:

Service and Performance Reviews:

Regular collaboration for review, inspection and walkthroughs are conducted to evaluate performance and quality measures of the service or product delivery of critical suppliers.



0.11 Objectives for the future



Include more Getronics locations in the ISO 27001:2013 group level certificate by end of 2023.

Continue training our interviewers and hiring managers - **Inclusive Recruitment workshop**.

Create a dedicated Supplier Code of Conduct capitalizing on the ideas we are already promoting in our Business Code of Conduct.

ACHIEVED

Acquire the ISO 45001 certification (Health and Safety Management System framework).II

Continue to invest in recognition programmes; celebrating the contribution and success of team members from diverse backgrounds and experiences, promoting our strength together as One Team.

Continue to increase awareness of diversity, encouraging open and respectful communication for colleagues to share their experiences and perspectives with the aim to deepen understanding of others.

Implement the WorldFavor application for both internal ESG reporting as well as the supplier management module to ensure a reliable, transparent and accurate reporting channel for all our ESG topics.

ACHIEVED



Governance Disclosure Topics

- 0.1 Ethics & Integrity
 - Intellectual Property Protection & Competitive Behaviour
 - Legislation & Regulation Adherence
- 0.2 Enabling Clients' Sustainability
- 0.3 Transparency and Reporting
- 0.4 ESG Management
- 0.5 Managing Systemic Risks from Technology Disruptions
- 0.6 Objectives for the future

0.1 Ethics & Integrity

Why Ethics & Integrity matters to Getronics

Each of our **4000 colleagues in Getronics**, regardless of their position or role, has a common goal: to earn and maintain our customers trust and respect, by always applying our common set of **Core Values** to everything they do, in every part of the world Getronics has a presence.

Our reputation for acting ethically and responsibly is upheld one decision at a time, every day, by every member of our global family, with the commitment to uphold fundamental Core Ethical Values in our business.

All decisions reflect the following principles:

- Always act in accordance with the rules and principles of Getronics **Code of Business Conduct** (COBC).
- Always operate with honesty, integrity and ethically.
- Always uphold the highest standards of human rights and preventing child labour.
- Always ensure workplace diversity, equality, inclusion and respect.



Graham Brown
General Counsel



Our reputation for acting ethically and responsibly is upheld one decision at a time, every day, by every member of our global family, with the commitment to uphold fundamental Core and Ethical Values in our business.

0.1 Ethics & Integrity

Getronics Management Approach to Ethics & Integrity

At Getronics, our Board of Management sets the highest benchmark, leads by example, and inspire their teams to embrace our ethical values creating a working environment that is free of discrimination, harassment and retaliation.

We **empower our colleagues** to make **ethical decisions** and we encourage them to **Speak Up safely**, and to raise and report any concerns they may have about potential legal and/or ethical issues which may arise in their day-to-day business, without the fear of retaliation.

The Getronics Global Code of Business Conduct -what is it?; what is in it?; why is it important?

The **COBC** was developed to prevent occurrences of violence, discrimination or harassment in the workplace by **raising awareness, sharing prevention strategies** and identifying when action is required and what actions to take to **maintain an inclusive work environment**. Our COBC includes:

- Tax evasion and money laundering.
- Bribery and corruption.
- Human rights violations.
- Discrimination, bullying or harassment.
- Retaliation and speaking up safely.



We have translated the COBC in 2022 in multiple languages, making it more accessible. We now have the COBC: English, French, Spanish, German, Portuguese and Hungarian

0.1 Ethics & Integrity

Mitigating Anti-Corruption, Anti-Bribery, Anti-Money Laundering

At Getronics, we are committed to managing and counteracting the potential risk of financial crime, including bribery, tax evasion, corruption, money laundering, extortion, and kickbacks, through the deployment of our policies, systems, financial and other controls, training, and awareness for our colleagues, which we believe is appropriate for our industry and which meets the legal and regulatory requirements.

Ensuring Human Rights and Mitigating Discrimination

At Getronics, we expect all of our colleagues, agents, contractors, consultants, and sub-contractors to adhere to our COBC, which prohibits unlawful discrimination, harassment, and other behaviours that infringe on individual rights and includes recognising the importance of maintaining and promoting fundamental human rights within Getronics and its supply chain wherever we do business.

Ensuring Freedom of Association and Mitigating Modern Slavery

At Getronics, we recognise our colleagues' rights to freedom of association and collective bargaining. We have colleagues that are represented by unions and workers councils in a number of the countries where we operate, including a number of our colleagues who are covered by collective bargaining agreements. We engage directly with our colleagues through these associations to discuss issues such as health and safety, remuneration, working hours, training, career development, work-time flexibility, and equal opportunity. Information related to freedom of association is communicated to our colleagues through our COBC, colleague handbooks, and our internal intranet.



0.1 Ethics & Integrity

- Intellectual Property Protection & Competitive Behavior
- Legislation & Regulation Adherence

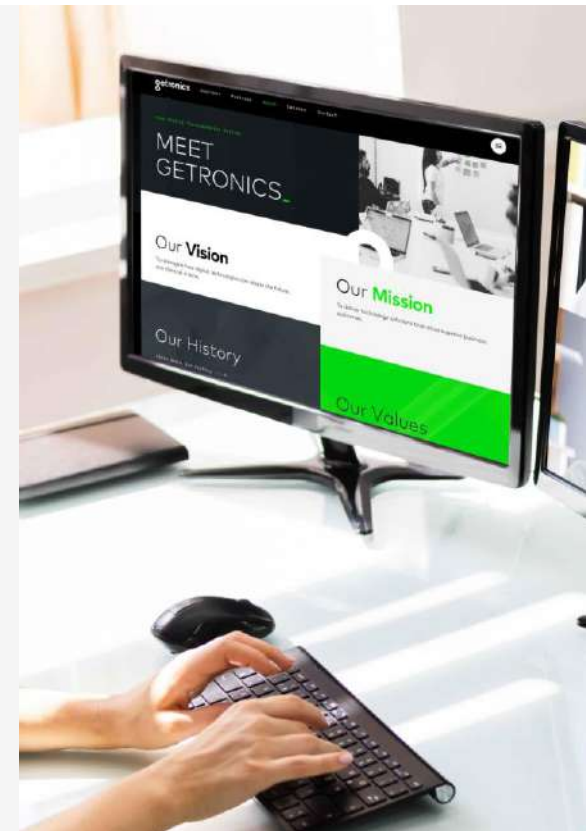
What Getronics Achieved in 2022

We regularly **review feedback from our colleagues** and **changes in legislation** to ensure our **COBC**, and our policies remain **current and valid**. In 2022, we decided to create and publish a **dedicated Supplier Code of Conduct** to further extend the ideas presented in the COBC in regard to supplier collaboration.

This Code embodies **Getronics's commitment to internationally recognised standards**, including the core conventions of the **International Labour Organisation**, the **United Nations' Universal Declaration of Human Rights**, prevalent industry standards, and all other relevant and applicable statutory requirements concerning **environment protection, minimum wages, child labour, antibribery, anti-corruption, health and safety**, whichever requirements impose the highest standards of conduct.

Please see our Supplier Code of Conduct here:

<https://www.getronics.com/policy-pages/supply-code-of-conduct/>



0.1 Ethics & Integrity

- Intellectual Property Protection & Competitive Behavior
- Legislation & Regulation Adherence

What Getronics Achieved in 2022

In addition, we also created the **ESG Policy** which not only details the process we have in place to collect data, report and set objectives related to sustainability, but also **refers to the way we evaluate our suppliers in regards to sustainability and the commitments they take when adhering to our Supplier Code of Conduct.**

Starting 2023, **our main suppliers will regularly take part in a yearly sustainability assessment** which generates a risk measure for each supplier. The assessment is focused to check areas such as **anti corruption practices, health and safety measures, human rights, fair labour practices**, etc. The assessment will be automatically performed through our ESG supplier module platform.

Please find our ESG Policy here:

<https://www.getronics.com/policy-pages/environmental-social-and-governance/>



0.2 Enabling Clients' Sustainability

Getronics supports customer on sustainability (Business Case)

Based on our Smart Space portfolio, we have developed the Proof of Concept that is now live at **AMRC Cymru**.

Here we are showcasing how the active management of energy use in real time is the first step to controlling and eliminating the production of greenhouse gases in a manufacturing business, aiming to improve the sustainability of Welsh manufacturing.

Just taking the initial steps towards Proactive Energy measurement & Management has been proven to **save up to 25% in electricity and 50% in water usage**.

Automating the management and maintenance of the devices is the logical next step.

AMRC Cymru is part of **the University of Sheffield Advanced Manufacturing Research Centre (AMRC)**, a network of world-leading research and innovation centres working with manufacturing companies of any size from around the globe to develop and de-risk industry-transforming solutions.



0.2 Enabling Clients' Sustainability

Getronics supports customer on sustainability (Business Case)

RepetCo has developed a technology that allows the delamination of PET / PE multi-layer food containers, through an innovative process that **does not use harmful chemicals to the environment.**



The PET / PE multi-layer, consists in several layers of different material joined together. Commonly used in the production of trays, for example, its disposal causes a great environmental problem because is usually done by burial or incineration.

After the delamination, **the plastic material of all layers is recycled**, generating rPET pellets and rPE for later use, by the food industry to produce trays and containers; bottles for soft drinks or detergents; and fibres for the textile and automotive industry.



0.2 Enabling Clients' Sustainability

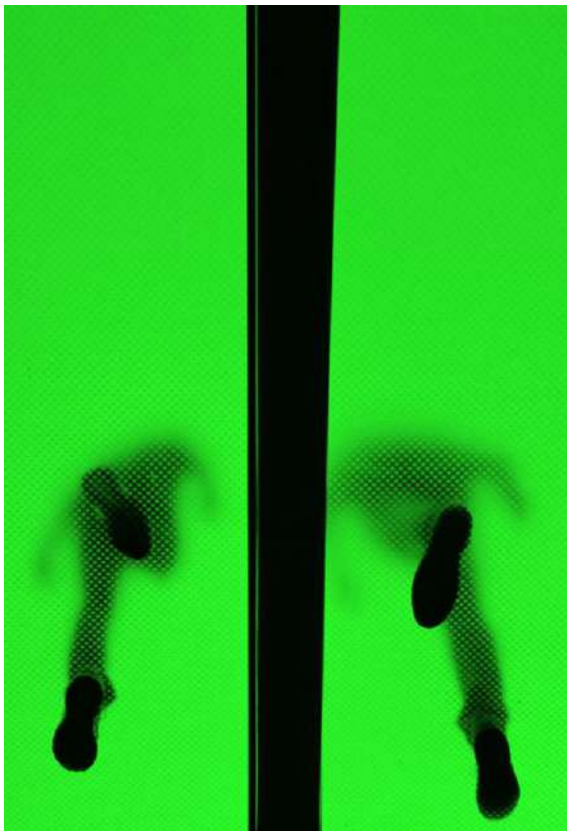
Getronics supports customer on sustainability (Business Case)



Getronics supports this process by:

- ERP integration
- PLM Deployment
- MES design and deployment
- Design and deployment of SCADA and HMI
- Design and deployment of processes: HVAC, Lighting, Energy and Delamination
- Integration of external packages
- Design, manufacture and installation of Control Panels
- H24 maintenance
- Consulting, support and training

0.3 Transparency and Reporting



Why reporting & transparency matters to Getronics

We regularly **review feedback from our colleagues** and **changes in legislation** to ensure our **COBC**, and our policies remain **current and valid**, the revisions made included:

As a responsible corporate citizen, **Getronics believes that open, honest engagement** with its colleagues, investors, customers, vendors, and other stakeholders correlates to the **long-term success and sustainability** of the Group and strongly aligns with our values of authenticity, incorporating **integrity, trust, and honesty** as core principles in all of our activities.

Our management adopts a continuous improvement mindset in

its pursuit of excellence and, as a result, continues to enhance and refine its systems, processes, and reporting capabilities in order to develop robust data and business insights, that are underpinned by **high standards of governance and internal control**. The Group maintains comprehensive risk registers at a consolidated group and regional level, including but not limited to **commercial, legal, financial, tax, and people risks**.

0.3 Transparency and Reporting

	Colleagues	Investors/Lenders	Customers	Vendors	Authorities and Regulators
Regulators Business review including strategic initiatives and direction	Regular 'All Company Broadcast' forums are hosted to disseminate important information to our colleagues, providing an awareness of the latest corporate developments and the strategic direction of the Group.	Management adopts an open and transparent policy of engagement with investors and lenders. On a monthly basis we share formal reporting containing financial and nonfinancial data and key performance indicators.	We regularly engage with customers and prospective customers to talk them through corporate developments, strategy and direction of the business.	We proactively engage with suppliers to build and maintain a robust supply chain spanning the globe, underpinned by the best terms we can negotiate. Where credit is provided by the vendor, greater and more regular engagement will be necessary.	Management endeavours to ensure that all local filing and regulatory reporting requirements are adhered to on a timely basis and in a manner that is consistent with the request for information by that particular stakeholder.
Financial performance	Details of the Group's financial performance, growth trends and key performance indicators is shared with all global colleagues via the company-wide all broadcast forum. Members of the senior leadership team are also provided with regular financial insights necessary to effectively manage the business.	We provide to our lenders and investors the latest insights into business performance, risk and value generation. This information includes; Financial performance and position; Cash flow; Restructuring / exceptional costs; Accounts payable and receivable; Sales pipeline & win rates; Quality of earnings profile; Renewal performance; New business wins / losses.	Regular interaction with customers is promoted across our portfolio of clients. We often establish monthly and quarterly review cycles (MBRs and QBRs) to report on key service delivery metrics, KPIs, issues, risks etc.	Regular financial data is shared with our vendors and their credit and risk committees where applicable. We regularly share updates on Group fundraising and corporate activity as we seek to improve our payment terms and expand credit lines across much of our supply chain.	The requirements of government authorities and regulators differs by country. In order to meet our financial reporting and filing obligations, we adopt a hybrid model which varies based on our operating structure in that jurisdiction.

0.3 Transparency and Reporting

	Colleagues	Investors/ Lenders	Customers	Vendors	Authorities and Regulators
Debt covenant reporting	<i>Not applicable</i>	The Group is obligated under its Senior Facility Agreement to provide the lenders with certifications, financial reports and reporting against specified performance metrics on a regular basis.	<i>Not applicable</i>	<i>Not applicable</i>	<i>Not applicable</i>
External Assurance	<i>Not applicable</i>	<p>The Group's lenders will have access to the Group's audited financial statements which will provide them with assurance over the financial performance and position of the Group.</p> <p>During 2022 the Group refinanced its external borrowings, and it was subject to 5 different due diligence ("DD") processes: Financial DD; Tax DD; Commercial DD; Operational DD, and Legal DD.</p>	<p>Getronics' services and operations are aligned with the world's most respected standards and frameworks. Our processes are based on the IT Infrastructure Library (ITIL ®) service management framework, and our organization is ISO-certified with a focus on Continual Service Improvement and Customer Satisfaction.</p> <p>Getronics is certified to:</p> <ul style="list-style-type: none"> • ISO 9001: Quality Management • ISO 14001: Environmental Management • ISO 20000: IT Service Management • ISO 22301: Business Continuity Management • ISO 27001: Information Security Management • ISO 50001: Energy Management • ISO 45001: 2018 Occupational Health & Safety Policy Management Systems 		

0.3 Transparency and Reporting

Integrity of data and the Internal Control environment

The establishment of the Board, Executive Committee (ExCo), Operations Board and Investment Committee ensures that a **culture of strong governance, accountability and internal controls** not only exists but is **embedded throughout the organization**.

This culture and attitude to internal control is integral to **the way that we compile, control and report data** and other financial and non-financial information both internally and externally.



Such controls include

- Regional CFOs, supported by qualified financial controllers take accountability for their respective legal entity on a monthly basis.
- The majority of Getronics Group legal entities maintain their financial records on the SAP ERP system.
- The Group Financial Control team provides a monthly close timetable to all Regional Finance teams.
- The use of the Hyperion Consolidation System is used to control the integrity of the financial consolidation process through an automatic upload file which ensures the integrity of information in the system.
- The Group Financial Control team conducts a thorough month-end review of the Balance Sheet and Income Statement for each region.
- All balance sheet accounts are reconciled to underlying sub-systems Monthly.
- Once the monthly review is completed the Regional leadership teams (MDs, CFOs and Controllers) complete a monthly certification declaring the completion of the month end controls.

0.3 Transparency and Reporting

Approach to managing tax arrangements

Our approach to the management of our tax affairs is fully aligned with the **Group's wider commercial, reputational and business practices.**

This consists of the following:

- Managing our tax affairs so as to protect shareholder value.
- Complying with applicable tax laws, rules, regulations and disclosure requirements wherever we operate.
- Paying the right amount of tax, at the right time, and in the right place around the world.
- Use incentives and reliefs only for the purposes intended.
- Only taking tax decisions which are with the wider objectives of the Group.
- To be constructive and transparent with tax authorities, based on the concepts of integrity, collaboration and mutual trust.



0.3 Transparency and Reporting

Approach to managing tax arrangements



Given both the scale and different aspects of our business, risks will inevitably arise from time to time. However, we effectively manage these risks in a number of distinct ways:

- The Group has appointed suitably **qualified third party tax advisers** at the Group and jurisdictional level to ensure that it is abiding by the latest tax rules and regulations.
- In each business region we have suitably **qualified Financial Controllers and CFO's** who ensure that **our tax principles are upheld**.
- Getronics takes a **zero-tolerance approach to the facilitation of tax evasion** in any form by its colleagues, agents, or associates of any kind.
- We ensure that key members of the finance organization and our tax advisers are involved in **all stages of material and/or tax sensitive transactions**.
- Material tax concerns are included in the **overall Group risk register**.

0.4 ESG Management

How we integrate it in every day life



In 2022 we created and embedded our ESG framework, and we engaged with a multitude of internal and external audiences to better understand the topics which are material to our company, which will in turn be regularly revisited through regular Materiality Assessments. Based on our initial review we have concluded that we will be monitoring a range of 20 disclosure topics with multiple KPIs and a corresponding set of

objectives which we report on and monitor regularly.

To ensure a seamless reporting process we also implemented an ESG reporting tool in 2021: World Favor to facilitate both internal reporting as well as supplier ESG assessments. Reporting will be done for each location in an automated, auditable manner following a pre-established calendar.

0.4 ESG Management

How we integrate it in every day life

We conduct regular meetings with all stakeholders in the ESG process to ensure that all our objectives are met whether it is with the people responsible for reporting, with the business owners responsible for reaching objectives in different business areas, or with our Executive sponsors to discuss progress and plans. In addition, ESG forms an agenda item in the monthly Business Review meetings to

allow ideas exchange and create visibility on what still needs to be achieved. Starting Q1 2023 we are launching an internal training available to all our staff to ensure they understand our common sustainability goals and to help them gain a better view of how they can contribute to a more sustainable approach both as a colleague of Getronics as well as private citizens. We issue biannual

updates to all our colleagues to keep them engaged and ask them to contribute ideas on how to further develop.

Getronics will issue a public annual ESG report in the first quarter for the previous year.

You can **contact us** directly at esg@getronics.com



0.4 ESG Management

The Tool

Worldfavor's sustainability platform is based on a cutting-edge network technology to enable organizations worldwide to easily access, share and gain insights from **sustainability** and **compliance data** from one place..

World Favor key components for sustainability management

- Digital collection of sustainability data.
- Smooth collaboration & person-independent.
- Automated aggregation, analysis & calculations.
- Visualized insights & trends for proactive tracking.

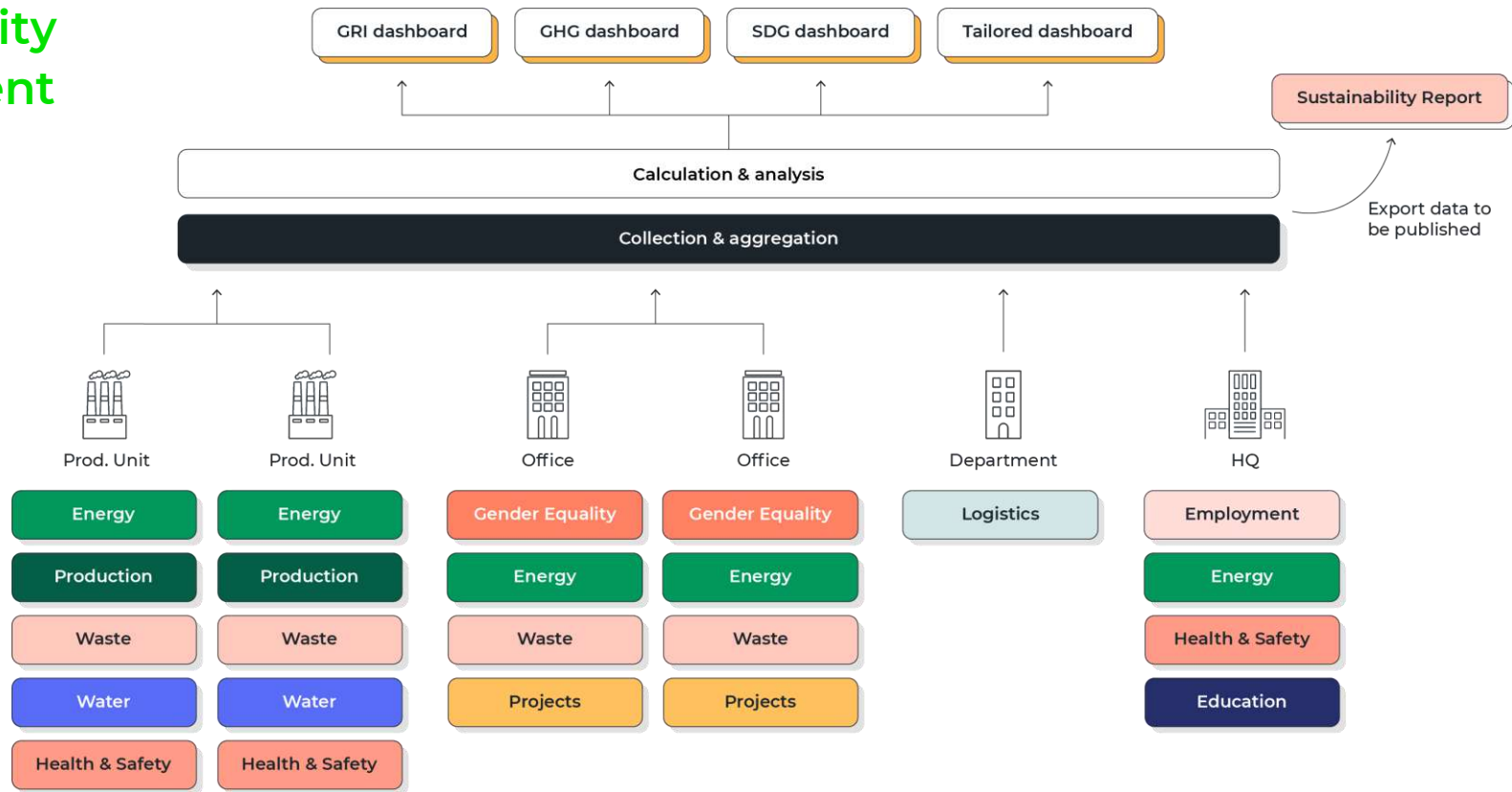


World Favor will facilitate

- Data collection from offices and data centers (60 reporting units).
- Designated users in each reporting unit or per function.
- ESG and customized KPIs information collected on a regular basis.
- Real-time reports extraction (quarterly/ biannually/yearly).
- Assessment of top 250 suppliers on ESG related topics.
- Regular reassessment of suppliers.
- Continuous updates related to legislation changes/ new trends/ new requirements / best practices/ reporting frameworks.

0.4 ESG Management Worldfavor

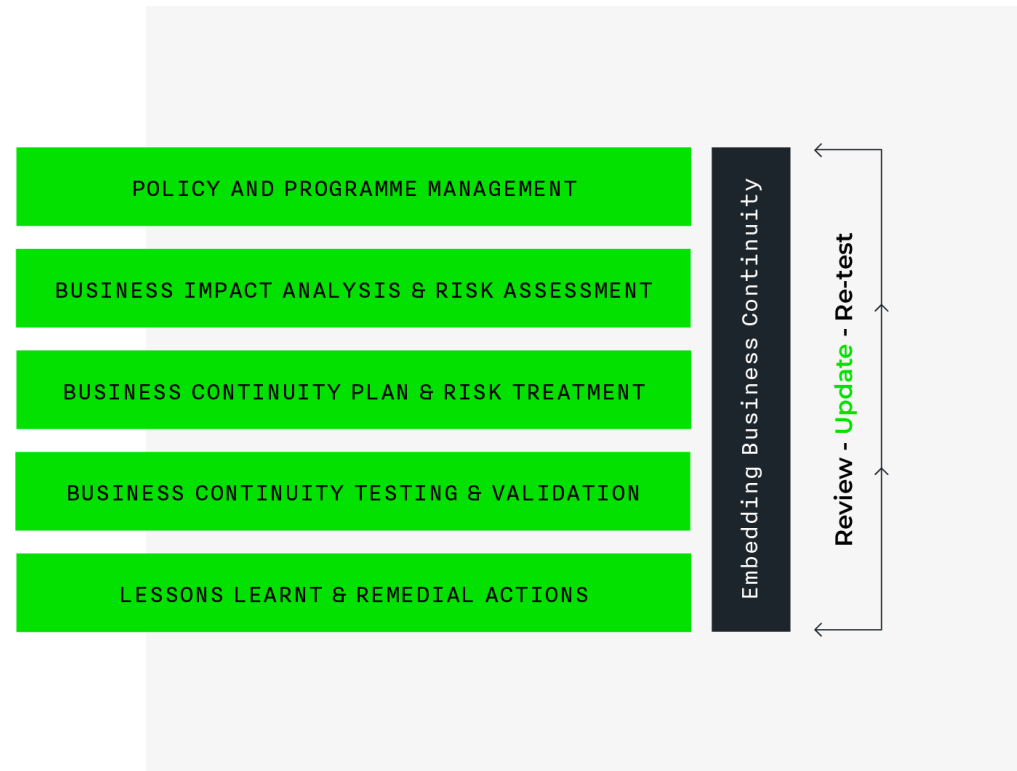
Sustainability Management



0.5 Managing Systemic Risks from Technology Disruptions

Getronics through its **Business Continuity Management System (BCMS)** is committed to minimizing the risk of business interruption through implementing processes, systems, and controls, as appropriate, and maintaining a viable incident response, business continuity plans, and information security continuity to respond to potential business disruptions.

This Business Continuity Management System applies to Getronics' internal business group's data assets, information systems, networks, applications, locations, and people required for the delivery of such services. It also applies to the provision and support of services offered to external clients where **Business Continuity (BC) and IT Service Continuity (ITSCM)** are explicitly included as part of our contractual obligations.



0.5 Managing Systemic Risks from Technology Disruptions

Getronics' Business Continuity Management System has been developed since 2003, and its last version, updated in 2021, covers:

- Getronics Global Sites & Locations.
- Information Assets.
- Infrastructure Supporting Client.
- DR Provision for Client Systems.
- IT Service Continuity Management.
- Internal and Client Support Operations.



Business Continuity (BC) and IT Service Continuity (ITSCM) Accounting Metrics

2021

TC-SI-550a.1		
Performance Issues	Service Disruptions	Total Downtime (days)
200	382	111

2022

TC-SI-550a.1		
Performance Issues	Service Disruptions	Total Downtime (days)
77	192	67

0.5 Managing Systemic Risks from Technology Disruptions

Risk Assessment & Risk Treatment

In the context of BCM, a **risk assessment** looks at the likelihood and impact of a variety of risks that could cause a business interruption and therefore prioritize risk reduction activities. The process of evaluating threats uses risk assessment techniques to identify unacceptable concentrations of risk to activities and single points of failure, so measures can be considered that may lower the likelihood or decrease the impact of disruption to them.

The purpose of designing **threat mitigation measures** is to identify and select proactive measures that can be implemented to reduce the likelihood and/or impact of disruption to the organization's most time-critical and

urgent activities. Threat mitigation measures are targeted at unacceptable concentrations of risk, single points of failure, and the main threats to Getronics' most urgent activities, all of which should be **identified and prioritized** during the BIA exercises.

Business Impact Analysis (BIA)

This is a key element of the Getronics BCMS and is the foundation work from which the whole BC process is built and maintained. Undertaking a **Business Impact Analysis** (and Risk Assessment) for each site location is essential to better understand the organization and its operational needs, and to build/maintain a location Business Continuity Plan (BCP) that meets the business expectations and requirements.



0.6 Objectives for the future



We intend to continue training our colleagues on **our Global Code of Business Conduct** to increase our colleague's awareness and understanding of the principles addressed in the **Global Code of Business Conduct**.

Launch ESG training for all colleagues.

Implement the WorldFavor application for both internal ESG reporting as well as the supplier management module to ensure a reliable, transparent, and accurate reporting channel for all our ESG topics.

ACHIEVED

Continue to develop our Business Continuity capabilities by renewing our 3-Yearly BCI MBCI Certification and further develop our tooling used for automated reporting.

Launch a new online onboarding and assessment process which will better screen any potential contractor and subcontractor against the principles we adopt in our ESG framework via World Favor Supplier module.

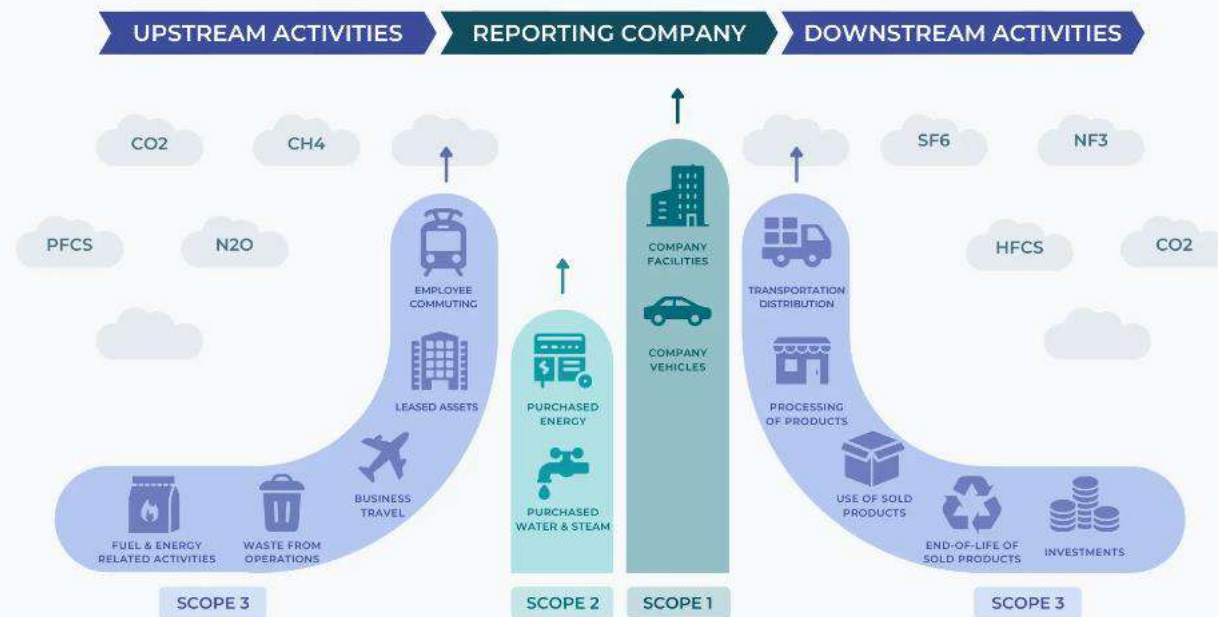


Environmental Disclosure Topics

- 0.1 Carbon footprint
- 0.2 Waste, including e-waste
- 0.3 Water Conservation
- 0.4 Objectives for the future

0.1 Carbon footprint

Most of our carbon footprint is generated from offices or data center environments (consumption of electricity/fuels, air conditioning, water consumption and waste generation, etc).



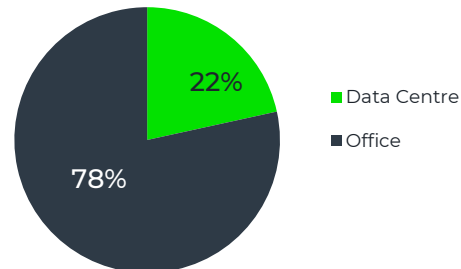
0.1 Carbon footprint

Getronics Facilities 2022 & Type of control on data

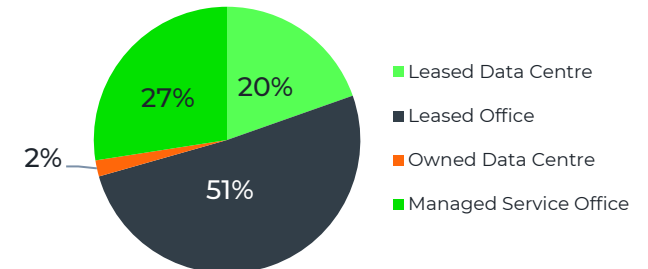
At Getronics, our facilities are a mixture of owned and leased assets.



Type of facilities	Total	%
Data Centre	11	22%
Office	40	78%
Warehouse	0	0%
	51	



Control type	Total	%
Leased Data Centre	10	20%
Leased Office	26	51%
Leased Warehouse	0	0%
Owned Data Centre	1	2%
Managed Service Office	14	27%
	51	



0.1 Carbon footprint

Calculation

The carbon footprint calculation was made via an **automated reporting platform**, using real time data from the offices and Data Centres where we have a direct contract with utilities providers; and estimated values (based on the size of the facilities in m2) for the facilities we do not have control over the data.



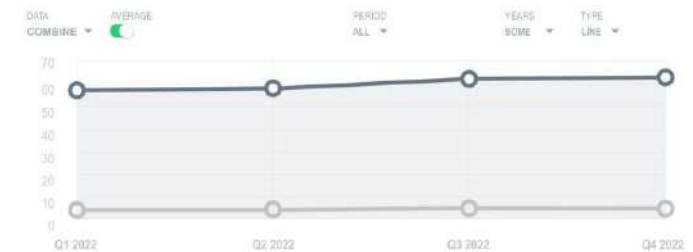
Environmental selected factors

- Direct energy (Diesel and Petrol)
- Indirect energy (Electricity)
- Refrigerants
- Waste generation
- Water consumption

Methodology

An **estimation method calculation** was used based on **the environmentally selected factors/ square footage meters**. To reach this we used the data points from the offices where we had good quality data (Madrid, Milan, and Runcorn Offices) vs the size of the offices, excluding Company Cars (we do not have a car fleet in all our locations), referring to Business Travel consumption this year real-time data was reported compared to 2021. All the data was reported quarterly.

Estimated Emissions based on "Good Data Quality - 2022" units Square meters reported x 1CO2e
Constant values based on "Good Data Quality - 2022" units



The estimation calculation and the coefficients to perform the carbon footprint are based on **location-based emissions factors**.

In 2022 all (11) Data Centers report real-time data on all environmental factors, compared to only two in 2021. Also, a new factor was added: the purchase of new IT equipment. As we progress on collecting data rather than estimation, due to the effort to report, it will be directly shown in the total emissions in the following years..

0.1 Carbon footprint

SCOPE 1	837.2
SCOPE 2	2,922.13
SCOPE 3	994.47

Results

CONTROL DATA					
Data Centers	tCO2e	Offices	tCO2e	Offices	tCO2e
Milan	385.22	Runcorn	61.02	Valladolid	1.69
Welwyn Garden City	123.14	Glasgow	0.18	Singapore	16.75
Princes Court London	11.5	Rushden	2.55	Sibiu	5.67
Powergate London	227.68	Zaragoza	0.42	Carnaxide	2.63
Barcelona	177.59	Almeria	0.14	Kuala Lumpur Storage	0.008
Madrid	144.99	Bilbao	15.51	Kuala Lumpur	24.69
Rushden	218.02	Barcelona	69.70	Milan	4.59
Frankfurt	532.12	Cuenca	0.18	Budapest	197.20
Runcorn	944.21	Seville	31.55	Bron	1.49
Paris Les Ulis	49.22	Valencia	38.55	Rungis	0.69
Paris Bessieres	37.34	Oviedo	2.76	Santiago	47.75
		Madrid	149.2	Brussels	190.52
		Vigo	0.99	Buenos Aires	58.82
		La Coruña	9.13		

NO CONTROL DATA			
Managed Service Offices	tCO2e estimated	tCO2e reported	tCO2e Total
Amsterdam	12.96	0	12.96
Bangalore	44.95	27.61	72.56
Berlin	54.95	149.95	204.6
Brasilia	3.63	41.99	45.62
Bucharest	2.42	19.28	21.7
Chennai	0.58	0.02	0.6
Courbevoie	8.7	0	8.7
Gurgaon	24.24	3.48	27.72
London	72.03	282.85	354.88
Luxembourg	14.5	175.46	189.96
Milton Keynes	1.39	0	1.39
Sao Paulo	0.91	24.62	25.53
Seoul	0.58	0.85	1.43

Getronics total carbon footprint is **4,753.8 tCO2e**

0.1 Carbon footprint

Hybrid work model

Getronics adopted a **hybrid work model** before the Covid19 crisis, which was still in place in 2022. However, due to the lifting of the pandemic restrictions, we noticed that more of our colleagues started returning to the office.

Although during 2022 we continued to **reduce the sqm and closed some of our locations**, the increase in carbon footprint is partly due to increased presence in the office.

We believe continuing the hybrid work model will still enable us to keep our carbon footprint on a reduced level. Because:

- Avoidance of transportation and the subsequent CO2 emissions.
- Consumption of energy and water in the office space decreased.
- Waste generation in the workplace decreased.



Working from home impacted our carbon footprint positively, however, we are aware that the energy consumption reduction in our offices, has transferred to our colleagues' homes. For that reason, we have put in measures to monitor this type of consumption as well.

Getronics offices	Number of active offices	Squared meters in total	Closed offices (2021 – 2022)	Number of data centres
2022	40	20.919,36	6	11

0.1 Carbon footprint

Intelligent monitoring tools

Systrack

Getronics has implemented a tool, which **monitors the energy consumption** of its **hardware fleet** even in a **remote working environment**. The application, named **Systrack**, helps us track the sources that impact our carbon footprint, as well as the potential energy savings, by showing how much electricity was used, how much CO2 was produced, and the amount of wasted electricity during the use of electronic devices at work. This feeds back into the way we educate our staff on hardware usage or set-up our technological environment as well as informs our hardware fleet updates schedule.

Centered around **End User** Digital Experience, Digital Insights utilizes cutting-edge A.I. Ops technology to provide deep data-driven, actionable **automation & powerful IT Operational insights**, carefully managed by the specialized **Getronics Digital Insights Team**. We also provide this type of service for our customers.



0.1 Carbon footprint

Car fleet

Fuel consumption in Getronics is mainly generated by our **car fleet** and some backup generator usage.

The countries where we have car fleets are Hungary, France, Netherlands, Spain, the UK, Belgium, Luxemburg, and Germany.



Company Car Policy

The provision of a company car is considered a **business tool** and necessary for eligible colleagues to **carry out their duties**.

We formalize the car usage within company car policies adapted to each location but following the same responsible usage practices.

0.2 Waste, including e-waste

The waste generated by **Getronics** is recycled in **78% of all our office locations**. The few offices where we are not recycling, being 22% of the overall wastage, are managed services offices, where we do not control the selective garbage collection. Getronics will strive to engage with such types of offices' landlords, in order to negotiate to implementing a selective waste disposal process.

Getronics IT equipment management

Getronics ensures that it buys its electronic equipment only from **green manufacturers**, who provide **energy-efficient devices**. All IT assets are procured as per the **Getronics procurement policy** and technical assessment is performed to evaluate that **the asset will meet the organization's objectives and support our environmental requirements**.

Asset disposal (e-waste)

We have a process in place that ensures that at the end of life, all assets are disposed of in an **ethical, responsible and appropriate manner**. We engage with specialized e-waste disposal companies in all of our locations who are in charge of collecting the assets and dispatching them as per our agreement as well as offering the **disposal certificate**.



0.3 Water conservation

Water stress means the amount of water per capita of a certain territory is insufficient to supply the population's basic needs.

Most of the countries where Getronics offices are located are under water stress, however, the majority of Getronics water consumption stems from normal office usage (restrooms and office kitchen) and some water is being consumed in data centers.

Water stress by country

Low stress	Brazil, Hungary and Romania.
Medium stress	Argentina, Netherlands, France, Germany, Luxemburg, UK and Malaysia.
High stress	Chile, Belgium, Italy, Portugal, Spain, India, Korea, Singapore and South Africa.

For this reason, **Getronics focuses on reinforcing the actions that are already in place**, in order to save water, following the SDG 6 recommendation related to Clear Water and Sanitation, ensuring the availability and sustainable management of water and sanitation for all, and avoiding its unnecessary use.



0.3 Water conservation

This information is based on accurate real time data reported by the locations where we have access to the water consumption.

As a result, the total annual water consumption has increased, because we now have access to data from a greater number of reporting units.

However, we can notice a decrease in water consumption compared to the historical data which was available to us in the past.



Water Consumption (m ³)	Eoy 2022	Eoy 2021	Eoy 2020	Eoy 2019	Eoy 2018	Eoy 2017
Uk	529	890	1,23	1,288	1,453	1,124
Chile	142	169	163	408	639	398
Romania (Sibiu)	14.6	22,02	-	-	-	-
Argentina	28	76	-	-	-	-
Malaysia	0	209,2	-	-	-	-
Hungary	520	-	-	-	-	-
Singapore	8.9	-	-	-	-	-
Brussels	5.8	-	-	-	-	-

*Location in Malaysia became a storage facility, therefore water consumption is 0.

0.4 Objectives for the future



Launch the ESG Training for internal colleagues: Continue to educate colleagues to be more energy conscious by switching off lights, printers, monitors, phone chargers, etc.

Reinforce the paperless policy, limiting the use of paper, keeping things digital or online, helps reducing the emission of CO2.

Gradually replace car fleet to more modern type of vehicles which are more energy efficient (e.g. electric cars).

Encourage our colleagues to reduce the business miles that they fly or drive by using unified communications and productivity tools, such as Microsoft Teams and route planners.

Continue to decommission redundant/ old equipment to save energy.

Continue reducing unused facility space.

ACHIEVED

Approximately 4.000 sqm2 decreased

Encourage our colleagues to contribute to water saving ideas

Continue Selective waste collection.



Appendix

0.1 SASB index

0.1 SASB index



Sustainability Accounting Standards Board

SASB Standards response

TC-SI-220a.1. Description of policies and practices relating to behavioural advertising and user privacy.

Getronics does not engage in behavioural advertising. Getronics engages in B2B marketing in accordance with GDPR.

TC-SI-220a.2. Number of users whose information is used for secondary purposes.

Personal Identifiable Information PII is collected primarily for the purposes of direct marketing and HR purposes and is not used for secondary purposes.

TC-SI-220a.3. Total amount of monetary losses as a result of legal proceedings associated with user privacy.

Zero.

TC-SI-220a.4. (1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure.

Zero.

TC-SI-220a.5. List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.

Not applicable to Getronics core services.

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Getronics has not recorded any personal data breaches requiring notification to a Supervisory Authority

SASB metrics

TC-SI-230a.1. (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected.

TC-SI-230a.2. Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.

1. The entity shall describe its approach to identifying vulnerabilities in its information systems that pose a data security risk.

Getronics employs both perimeter security which include firewalls with enhanced filtering and security capabilities as well as cloud security. Getronics subscribes to DDoS and Flooding prevention services.

Additional web-filtering, email filtering and local defensive measures have been taken by using multi-vendor, multi-layer protection which are constantly monitored. Getronics only allows Corporate Operating Environment (COE) devices, with all security measures based on the CIS Critical Security Controls model in place, to connect to its network. Getronics has its own Security Operations Center, including a full lifecycle vulnerability management program.

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2. The entity shall describe its approach to addressing data security risks and vulnerabilities it has identified, including operational procedures, management processes, structure of products, selection of business partners, employee training, and use of technology. Staff is required to go through the Security Awareness Trainings upon entering the company, followed by a mandatory yearly review. Periodic tests are conducted to help employees distinguish between legitimate and suspicious email (Phishing email tests), with a mandatory short training if failed.

Getronics is committed to following best practices and standards within the industry. For this purpose, various certifications are maintained.

These can be found at:

<https://www.getronics.com/policy-pages/iso-itil/>

Business partners and description can be found here:

<https://www.getronics.com/partners/>

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3. The entity shall describe its use of third-party cybersecurity risk management standards.

Getronics adheres to the International Standard for Information Security ISO/IEC 27001:2013. It has successfully completed the Service Organization Control (SOC) 2 Type II attestation report audited by a CPA. This attestation demonstrates Getronics' firm commitment to providing a trusted and secure platform with information security practises, policies, procedures, and operations that meet SOC 2 security and availability standards. Getronics UK has also received Cyber Essentials Certification. This accreditation certifies that Getronics UK has been independently assessed and verified by a UK Government-approved external body, and that we have put in place the necessary systems and controls to ensure our company's security.

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TC-SC-520a.1. Intellectual Property Protection & Competitive Behavior.

The way an organization balances the protection of their intellectual property and its use to spur innovation while also ensuring their business practices do not unfairly restrict competition.

We continue to develop intellectual property across multiple areas of our portfolio, owned by ourselves, developed for our customers and partners, with no instance of third-party infringement claims.

TC-SI-130a.2. (1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress.

1. The entity shall disclose the amount of water, in thousands of cubic meters, that was withdrawn from all sources.
2. The entity may disclose portions of its supply by source if, for example, significant portions of withdrawals are from non-freshwater sources.
3. The entity shall disclose the amount of water, in thousands of cubic meters, that was consumed in its operations.

Please see pages 67 and 68 of the report to see what is Getronics doing in this area.

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TC-SI-130a.1. (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable.

1. The entity shall disclose (1) the total amount of energy it consumed as an aggregate figure, in gigajoules (GJ).
2. The entity shall disclose (2) the percentage of energy it consumed that was supplied from grid electricity.
3. The entity shall disclose (3) the percentage of energy it consumed that is renewable energy.
4. The entity shall apply conversion factors consistently for all data reported under this disclosure, such as the use of HHVs for fuel usage (including biofuels) and conversion of kilowatt hours (kWh) to GJ (for energy data including electricity from solar or wind energy).
5. The entity may disclose the trailing twelve-month (TTM) weighted average power usage effectiveness (PUE) for its data centers.

Please see pages 59-65 of the report to see what is Getronics doing in this area.