

2024 SUSTAINABILITY REPORT

Sustainability isn't a project with a deadline - it's a responsibility we live by every day.

As of September 2025

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1 INTRODUCTION – WHO WE ARE

Founded in 2007 and headquartered in Stuttgart, Poolarserver GmbH is a software company specializing in web-based solutions and complementary mobile apps designed to streamline office and project management in the construction industry.

For us, sustainability is not a buzzword or a finite task—it is a continuous, responsible way of working and living. Our mission is to minimize our environmental footprint and to make steady progress toward that goal. We are committed to developing sustainable solutions that serve not only today's needs but also those of future generations.

Our understanding of sustainability goes beyond environmental responsibility. We believe that sustainable action also means creating positive social impact—through fair working conditions, inclusive participation, and ethical corporate governance.

Collaboration is more than a method at Poolarserver—it is one of our core values. We foster a culture of constructive, respectful, and solution-oriented cooperation, both within our teams and in our relationships with clients, suppliers, and partners.

We place particular emphasis on the health and safety of our employees, the quality of our working environment, and the cultivation of an open and respectful company culture. Information security and data protection are also top priorities at Poolarserver.

This report is part of our commitment to transparency and aims to make our sustainability efforts visible. It is aligned with the Global Reporting Initiative (GRI) Standards, our ISO 27001 and ISO 9001 certifications, and our contribution to the UN Global Compact.

2 UN GLOBAL COMPACT ACT AND ECOVADIS

We are proud to have joined the UN Global Compact in 2024. It is the world's largest and most influential initiative for responsible corporate governance. The German UN Global Compact Network (UN GCD) supports companies in embedding sustainability into their strategies based on ten universal principles and in contributing to the UN Sustainable Development Goals.

As part of our sustainability commitment, we undergo an annual assessment by EcoVadis, a globally recognized platform for sustainability ratings. In October 2024, we were awarded a Bronze Medal, placing us among the top 35% of evaluated companies worldwide.

These recognitions validate the strength of our sustainability management across key areas: environment, labor and human rights, ethics, and sustainable procurement. They also reflect our firm commitment to transparency and accountability throughout our entire value chain.

By participating in these initiatives, we not only embrace environmental responsibility but also actively contribute to a fairer and more sustainable society. For us, sustainable business means making smart decisions today - so that tomorrow will remain possible. And we stand behind that with conviction.

3 MATERIALITY ANALYSIS

As part of our ESG initiative, we have identified and prioritized key sustainability topics based on their relevance to our primary stakeholders - investors, employees, and clients - as well as their significance to us as a specialized software company. Our selection is grounded in established ESG standards, adapted to reflect our business realities.

We place particular importance on fair working conditions, opportunities for professional development, and responsible information management - because our people and the security of our digital services are at the heart of our business model.

Environmental topics such as energy consumption and CO₂ emissions are gaining importance, even though our impact as an office-based company is relatively limited. Topics like waste management and emissions control are less material to our operations but are still considered as part of a holistic sustainability approach.

Our analysis makes one thing clear: for us, sustainability begins with responsibility. For people, for data, and for the conscious use of resources.

4 ENVIRONMENTAL MANAGEMENT

Energy, Waste, Greenhouse Gas & Emissions Management

Environmental protection is a cornerstone of our sustainability strategy. With only one planet to call home, we see it as our duty to use resources mindfully and efficiently, contributing to the long-term preservation of our natural foundations.

Our measures include:

- **Minimizing waste and emissions**
through streamlined processes and full recycling of electronic waste
- **Investing in energy-efficient operations**
by sourcing 100% green electricity and partnering with low-emission service providers
- **Reducing greenhouse gas emissions**
by optimizing our workflows to be resource-conscious and energy-efficient
- **Raising awareness and empowering our employees**
through targeted training and financial support that promote sustainable behaviour

Our goal is to reduce paper usage to a legal and customer-acceptable minimum by 2030 and ultimately become a paperless company. We also aim to continue recycling 100% of our electronic waste.

In addition, we are working to reduce greenhouse gas emissions per customer across all relevant scopes (Scope 1–3) and to continuously shrink our environmental footprint in a meaningful and lasting way.

5 OCCUPATIONAL HEALTH AND SAFETY

The safety and well-being of our employees are of utmost importance to us. We are committed to providing a safe and ergonomically optimized work environment that helps prevent physical strain and workplace accidents.

Our measures include:

- **Comprehensive ergonomic workstations**
tailored to individual needs
- **Targeted health promotion**
ranging from fitness programs and preventive care to personal equipment
- **Regular training and safety briefings**
to raise awareness of risks and prevent accidents
- **Ongoing collaboration with occupational safety specialists and company physicians**
to protect and promote both the physical and mental health of our employees

Our goal is to go beyond legal compliance by 2026 and establish a holistic health and safety management system. We aim to offer attractive health programs to all employees.

6 INFORMATION SECURITY

In an increasingly digital world, information security is critical for every business. As a provider of Software-as-a-Service (SaaS), we bear a special responsibility to protect our customers' data and ensure the integrity of our services.

Our measures include:

- **Continuous maintenance of our management system**
in line with ISO 27001 and ISO 9001 certifications and full GDPR compliance
- **Implementation of advanced encryption technologies**
along with strict access and authorization controls
- **Regular training and awareness programs**
to foster a strong culture of data protection and security among employees

Our goal is to maintain a record free of major security incidents throughout 2025 and to reaffirm our commitment to the highest security standards through the successful ISO 27001 recertification - ensuring that our information security remains at the highest level, both internally and externally.

7 DIVERSITY AND EMPLOYEE DEVELOPMENT

In light of demographic shifts, fostering diversity has become a key driver of business success. At Poolarserver, our diversity and workplace strategies focus on adaptability to evolving market conditions - enhancing our competitiveness in attracting and retaining top talent.

Our measures include:

- **Commitment to equality and inclusion**
by all employees and partners, with zero tolerance for any form of discrimination
- **Team-building activities**
that strengthen employee engagement and support respectful onboarding for new colleagues
- **Flexible work models**
including full-time, part-time, and remote options tailored to individual life circumstances
- **Systematic development of individual skills and career paths**
to unlock potential and ensure equal opportunities

In 2025, we aim to further strengthen diversity through dedicated workshops and maintain a high level of flexibility to support optimal work-life balance. Despite a growing workforce, we are committed to preserving our strong team spirit and increasing our Net Promoter Score (NPS) to 40 by 2027.

8 DATA PROTECTION, COMPLIANCE AND RISK MANAGEMENT

Compliance with legal requirements, early identification of potential risks, and ethical conduct are fundamental principles of our corporate responsibility. In procurement and sales, we place particular emphasis on integrity, transparency, and the avoidance of conflicts of interest.

Our measures include:

- **Reliable compliance with all relevant data protection regulations**
especially the General Data Protection Regulation (GDPR)
- **Implementation of a structured compliance system**
with clear guidelines for effective risk management
- **Regular training and awareness programs for our employees**
to strengthen understanding of legal and ethical risks

Our goal is to position data security not just as a legal obligation, but as a competitive advantage. With our ISO 27001 certification, we have laid a strong foundation that we continue to expand and refine.

9 FUTURE GOALS AND INITIATIVES

At Poolarserver GmbH, we are committed to sustainability and strive for continuous improvement and transparent performance. As part of our comprehensive sustainability strategy, we pursue the following goals and actions:

- Ongoing development of our environmental management to use resources efficiently, responsibly, and with a focus on reusability, reducing our ecological footprint in measurable ways
- Maintaining high standards in occupational safety, compliance, and information security through regular reviews, updates, and targeted risk awareness initiatives
- Collaborating with stakeholders across the value chain to drive sustainable transformation and embed sustainability across all business areas
- Continuous training and development of our employees in all relevant sustainability topics to foster knowledge and a strong sense of responsibility
- Creating a discrimination-free, diverse, and appreciative work environment that promotes cohesion and contributes to long-term employee satisfaction and motivation

10 SUMMARY

Sustainability is not a project with an end date - it is a responsibility we live by. We are continuously working to reduce our ecological footprint and develop solutions that empower future generations. Our approach is rooted in collaboration within our teams and with customers, suppliers, and stakeholders, to drive positive change and actively contribute to a sustainable future.

We place particular emphasis on employee health and safety, fair and inclusive working conditions, and responsible information management. This report reflects our commitment to transparency and underscores our belief in sustainability as a foundation for a liveable future.

By 2026, we aim to achieve measurable progress across all key dimensions of sustainability - environmental, social, and governance - and to communicate these results openly each year. Our ambition is not only to meet standards but to help transform our industry for the better.

