Poolar

Sustainability Report 2025

For us, sustainability is not a project with an end date –
it is a responsibility we live by.

As of October 2026

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1 Introduction – who we are

Founded in 2007 and based in Stuttgart, Poolarserver GmbH is a software company that develops web-based products and companion mobile apps to help construction businesses organise and manage their offices and projects.

For us, sustainability is neither a one-off task nor an empty phrase – it is a lasting commitment to working and living responsibly. We aim to keep our environmental footprint as small as possible and to move ever closer to that goal. To ensure that future generations also have access to effective solutions, we keep stepping up our contribution to sustainability. And it is not just about the environment: we firmly believe that acting sustainably also benefits society, for instance through fair working conditions, social inclusion and responsible corporate governance.

At Poolarserver GmbH, collaboration is more than what drives us – it is one of our core values. To us, it means working together constructively, respectfully and with a focus on solutions, both within our teams and with our customers, suppliers and other partners.

We place particular emphasis on the health and safety of our people, good working conditions and an open, respectful company culture. Information management and data protection are also top priorities at Poolarserver.

This report aims to provide transparency and showcase our commitment to sustainability. It draws on the Global Reporting Initiative's Sustainability Reporting Standards (GRI Standards), our ISO 27001 and ISO 9001 certifications and our participation in the UN Global Compact.

2 UN Global Compact and EcoVadis

We are proud to have been a participant in the UN Global Compact since 2024. The UN Global Compact is the world's largest and most significant initiative for sustainable and responsible business. The UN Global Compact Network Germany (UN GCD) helps companies embed sustainability in their strategy on the basis of ten universal principles and contribute to the Sustainable Development Goals.

As part of our commitment to sustainability, we have our performance assessed every year by EcoVadis, a leading international sustainability ratings platform. In October 2024, we were awarded a bronze medal, placing us in the top 35% of companies rated. We have made further progress since then: in December 2025, we received a silver medal, putting us in the top 15% of rated companies.

These awards recognise the quality of our sustainability management across the environment, labour and human rights, ethics and sustainable procurement. They also underline our clear commitment to transparency and accountability throughout our value chain.

By taking part in initiatives like these, we not only take responsibility for the environment but also actively help to build a fairer, more sustainable society. For us, sustainable business means acting wisely today to safeguard tomorrow – a principle we stand behind wholeheartedly.

3 Materiality assessment

As part of our ESG initiative, we assessed key sustainability topics according to how much they matter to our main stakeholders – investors, employees and customers – and how relevant they are to us as a specialist software company. Our choice of topics is based on established ESG standards, tailored to the realities of our business.

What matters most to us are fair working conditions, opportunities for professional development and responsible information management – because our people and the security of our digital services lie at the heart of our business model. Environmental factors such as energy consumption and CO_2 emissions are becoming increasingly important, even though our impact as a purely office-based business is limited. Issues such as waste management and pollution control are less relevant to us, but we still take them into account as part of a holistic approach.

Our analysis shows that, for us, sustainability starts with responsibility – towards people, towards data and in the way we use resources.

4 Environmental management

Energy, waste, greenhouse gas and emissions management

Protecting the environment is central to our sustainability strategy. As we only have one planet, we believe it is our responsibility to use resources carefully and sparingly, helping to preserve the natural foundations of life for the long term.

Key measures:

- **Minimising waste and emissions**
  through efficient processes and by recycling all of our electronic waste
- **Investing in energy-efficient processes**
  for example by using 100% renewable electricity and choosing partners committed to cutting emissions
- **Cutting greenhouse gas emissions**
  through resource-efficient, streamlined operations
- **Engaging and supporting our employees**
  with targeted training and financial incentives that encourage the responsible use of natural resources

By 2030, we aim to cut paper use to a minimum – as far as the law allows and our customers accept – and ultimately to go paperless, while continuing to recycle 100% of our electronic waste.

We also aim to reduce greenhouse gas emissions per customer across all relevant scopes (Scopes 1–3) and to keep shrinking our environmental footprint over the long term.

5 Health and safety

The health and safety of our employees is our top priority. That is why we attach great importance to a safe, ergonomically designed working environment that effectively prevents physical strain and accidents.

Key measures:

- **Fully equipped ergonomic workstations**
  tailored to individual needs
- **Targeted health promotion**
  from sports programmes and preventive healthcare to personal equipment
- **Regular training, safety courses and briefings**
  to raise risk awareness and prevent workplace accidents
- **Regular consultation with our health and safety adviser and occupational physician**
  to protect and actively promote our employees' physical and mental wellbeing

Review: *In our 2024 Sustainability Report, we set ourselves the goal of introducing a holistic health and safety management system by 2026 that goes beyond the legal minimum. This system is now in place and part of our day-to-day work. One tangible result: in 2025, we cut the number of sick days by around a quarter compared with the previous year.*

Goals for the coming years: *We will continue to ensure full compliance with all relevant legal requirements and keep expanding our health programmes so that every employee benefits from attractive offerings. We also aim to sustain the positive trend in sick days throughout 2026.*

6 Information security

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

Key measures:

- **Continuous maintenance of our management system, which meets the requirements of ISO 27001 and ISO 9001**, and ensures full GDPR compliance
- **Secure, Germany-based data centres run by our partners Hetzner and OVHcloud** to keep data protected and secure at all times
- **State-of-the-art encryption technologies** together with access and permission controls
- **Regular training and awareness initiatives for our employees** to foster strong security awareness and a sound understanding of data protection

Review: *In 2025, we kept the number of information security incidents very low. The few incidents that did occur were quickly identified, assessed and resolved, with no significant impact on our operations or our customers. This confirms that our existing measures are working.*

Goals for 2026: *In 2026, we aim to keep security incidents at this low level and, where possible, reduce them further. Until our ISO 27001 certification comes up for renewal in March 2028, we will rigorously uphold and continuously improve our security standards to ensure a high level of information security, both internally and externally.*

7 Diversity and employee development

Against the backdrop of demographic change, promoting diversity has become a key driver of business success. At Poolarserver GmbH, our diversity management and working conditions focus on adapting to changing market conditions, giving us a competitive edge in attracting qualified employees and skilled professionals.

Key measures:

- **A commitment from all employees and partners**
  to actively promote equality and diversity and to firmly reject all forms of discrimination, whether direct or indirect
- **Team-building activities**
  that strengthen ties with existing staff and give new colleagues a warm welcome
- **Flexible working models**
  including full-time, part-time and remote working, tailored to our employees' individual circumstances
- **Systematic development of individual skills and career paths**
  to nurture potential and ensure equal opportunities

Our goal is to continue strengthening diversity in 2026 and to promote it through workshops. In 2026, we also want to maintain a high degree of flexibility to ensure the best possible work-life balance, as we did last year. Even as our workforce grows, we want to preserve our strong team spirit while raising our Net Promoter Score (NPS) to 40 by 2027.

8 Data protection, compliance and risk management

Complying with legal requirements, identifying potential risks early and acting in line with high ethical standards are fundamental to how we understand corporate responsibility. Particularly in purchasing and sales, we take care to uphold integrity and transparency and to avoid conflicts of interest.

Key measures:

- **Reliable compliance with all relevant data protection regulations**
  in particular the General Data Protection Regulation (GDPR)
- **A structured compliance system**
  with clear guidelines for effective risk management
- **Regular training and awareness initiatives for our employees**
  to raise awareness of legal and ethical risks

We see data security not merely as a legal obligation, but as a clear competitive advantage. Our successful ISO 27001 certification has already given us a strong foundation, which we continue to build on.

9 Looking ahead: goals and actions

Poolarserver GmbH is committed to sustainability and to continuously and transparently improving its performance. As part of our holistic sustainability strategy, we are pursuing the following goals and actions:

- Continuously developing our environmental management to use resources as efficiently and sparingly as possible, reuse them wherever we can and measurably reduce our environmental footprint

- Maintaining high standards in health and safety, compliance and information security by regularly reviewing and improving our existing security measures and raising awareness to minimise risk

- Working with stakeholders across the value chain to drive sustainable change together and embed sustainability in every area of our business

- Continuously training and developing our employees in all relevant areas of sustainability to build knowledge and a strong sense of responsibility

- Creating a diverse, respectful and discrimination-free workplace that fosters team spirit and supports the long-term satisfaction and motivation of our teams

10 Summary

For us, sustainability is not a project with an end date – it is a responsibility we live by. We are continuously working to reduce our environmental footprint and to develop solutions that give future generations room to grow and thrive. To achieve this, we rely on close collaboration within our teams and with customers, suppliers and other stakeholders, working together to bring about positive change and actively shape a sustainable future. We pay particular attention to the health and safety of our employees, fair and inclusive working conditions and responsible information management. With this report, we aim to provide transparency and underline our commitment to sustainability – out of conviction and for a future worth living.

Beyond 2026, we aim to make measurable progress across all relevant sustainability dimensions – environmental, social and governance – and to report on it openly every year. Our ambition is not just to meet standards, but to actively help transform our industry.

