

INFORM SUSTAINABILITY

EXECUTIVE
SUMMARY
2023



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 **INFORM**



Dr. Andreas Meyer

RESPONSIBILITY CONSTANTLY REQUIRES A CHANGE OF PERSPECTIVE

An essential factor in our understanding of success is the responsibility we assume as a company in society. In doing so, it is crucial for us to always find a balance between the economic needs of us as a company, the social security of our employees, the ecological awareness of our living environment, and the conviction that sustainable change requires the intention of each individual to want to improve the world for themselves and future generations. Our intelligent software solutions contribute to this. After all, they not only support operational and strategic business decisions at companies worldwide, but also create social and ecological benefits.

However, responsibility also requires a constant change of perspective. We must be prepared to question our points of view and adopt new perspectives. This is the only way we can act in an innovative and future-oriented manner. This is why we constantly exchange with our stakeholders and derive measures from them.

It goes without saying that we treat our environment responsibly, in particular by taking measures to protect the climate. However, as a software company, sustainability for us also means realizing a technologically advanced and, at the same time, ethically responsible approach to the future topic of artificial intelligence (AI). In addition, as an employer, we are committed to our social responsibility. We do a lot to create a safe, flexible, and respectful work environment. As one of the largest employers in the IT sector in the Aachen area, we are also committed to our home region.

To make our company's strategy visible both externally and internally, we made a number of voluntary commitments in 2023. By joining the UN Global Compact, we are underlining our commitment to sustainable and responsible corporate governance. And in the area of technology, we have defined our own guidelines for the responsible use of AI to establish trustworthy AI. This is particularly important to us because we at INFORM think about sustainability and digitalization together. A sustainable use of AI that is oriented towards the benefits for people.

This Executive Guide on Corporate Responsibility provides an overview of the many facets that characterize our daily actions and business activities. We proudly present ourselves as a responsible, reliable, and sustainable employer, business partner, and market participant!

However, no one can bear responsibility alone. It requires the energy and commitment of many. Everyone can and should contribute. You are cordially invited to join us on this important journey!

The INFORM-Management Board

WE ARE INFORM!

INFORM is the sum of human curiosity and enthusiasm for modern technologies and advanced mathematics. The result is our AI-supported optimization software. Cracking nuts, solving knots - whatever you call it, **we are passionate about solving complex problems**. We are passionate, responsible, progressive, committed, and sustainable!

+1,000 EMPLOYEES
+40 NATIONS
7 LOCATIONS WORLDWIDE
+1,000 CUSTOMERS WORLDWIDE

PIONEER FOR KI-BASED OPTIMISATION
AND INTELLIGENT SOFTWARE



OUR 2023 HIGHLIGHTS

We are committed to acting and doing business responsibly and sustainably. This is why these topics and activities were particularly important to us in 2023:

ETHICAL RESPONSIBILITY

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An ethically responsible approach to AI is essential for us. That is why we gave ourselves guidelines for the use of AI technologies in 2023.



ECOLOGICAL RESPONSIBILITY

Our photovoltaic system supplied 84.6 MWh of electricity in 2023. We use this energy for our data center and our charging stations for e-mobility.



SOCIAL RESPONSIBILITY

By signing the UN Global Compact, we are committed to responsible corporate governance.



RESPONSIBILITY AS BUSINESS PARTNER

We implement an appropriate and effective risk management system for our company and our suppliers.



OUR SUSTAINABILITY CONCEPT

We accept our responsibility and are actively involved in transforming to sustainable economics. To this end, we leverage our pioneering spirit and innovative strength. At the same time, we are convinced that every change starts with ourselves. That is why we at INFORM supplement the three-pillar model of sustainable development (planet, social, profit) with a fourth pillar: the person!



PLANET

Sustainable development is a process of change that leads to respecting our planet and allowing nature to regenerate.

PEOPLE

Our society should be designed so that all people can live together properly today and in the future, and satisfy their needs.

PROFIT

A sustainable economic system enables companies to contribute positively to society and the environment while being profitable.

PERSON

Every change starts with the individual and their intention to improve the world for themselves and future generations.



WHAT HAS ALWAYS DRIVEN US AT INFORM: CREATE SOMETHING REALLY MEANINGFUL, ENJOY OUR WORK, AND BE SUCCESSFUL IN THE LONG TERM. WE UNDERSTAND SUCCESS NOT ONLY IN THE FINANCIAL SENSE. FOR US, THIS INCLUDES, ABOVE ALL, POSITIVE CONTRIBUTIONS TO THE ECONOMY, SOCIETY, AND ENVIRONMENT.



WE ASSUME RESPONSIBILITY IN THE DIGITAL AGE

Our understanding of responsibility requires clear and open communication. We are constantly in dialog, both within our company and with our partners. In this way, we ensure that we take the needs of everyone involved into account. The most important interest groups for us are active and potential employees and their families, customers, suppliers and business partners, regional partners, science and education, politics and legislation, the media, competition, and trade associations.

We want to take advantage of emerging opportunities and manage economic, ecological and social risks with foresight. To this end, we have defined these eight material topics as our main levers:

- **CLIMATE-FRIENDLY MOBILITY** is a major contribution to reducing global CO₂ emissions the transport and mobility sector generates.
- **EFFICIENT USE OF RESOURCES** by optimizing planning and decision-making processes and avoiding waste and wastefulness.
- **RESILIENCE THROUGH DIGITALIZATION, INNOVATION AND INTERNATIONALIZATION** for the preservation of jobs and economic viability even in the current turbulent times of change.
- **INFORMATION SECURITY** to increase the level of IT security and ensure the smooth use of our software.
- **FAIR LABOR PRACTICES & TRUSTWORTHY ORGANIZATIONS** by acting and operating with integrity and ethics in all our business processes.
- **SUSTAINABLE PROCUREMENT AND PARTNER MANAGEMENT** for the greatest possible transparency in the supply chain while ensuring social, ecological, and economic requirements.
- **ATTRACTIVENESS AS AN EMPLOYER** by creating flexible working conditions, a wide range of social benefits, and fostering a value-based corporate culture.
- **SOCIAL ENGAGEMENT** for using digital methods to achieve social and educational sustainability goals in our home region and at our international sites.

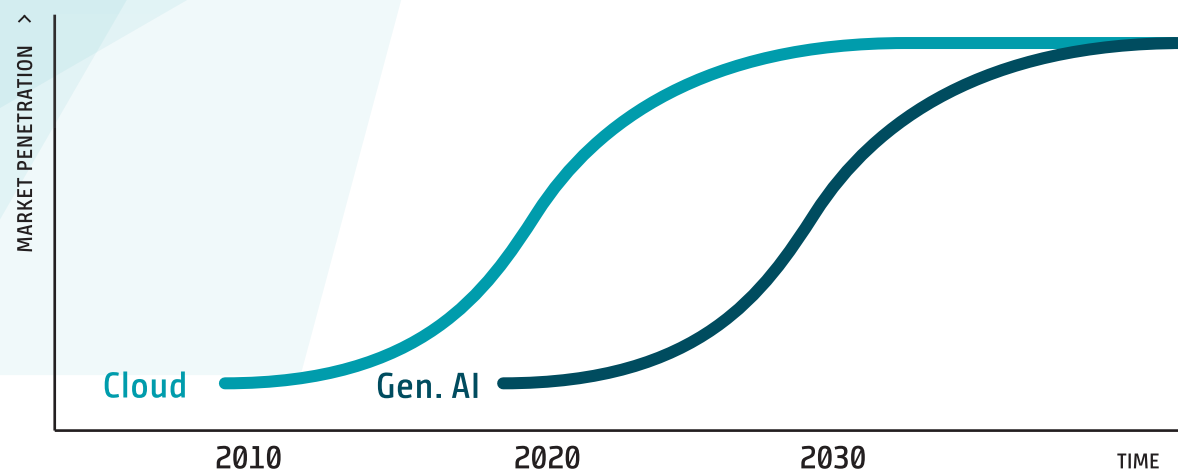


WE TAKE RESPONSIBILITY FOR THE DIGITAL TRANSFORMATION

Sustainability, digitalization and artificial intelligence (AI) are topics that until now have rarely been considered together. Currently, the cloud transformation is taking place in the software world. Experiments are being conducted worldwide with ChatGPT, Midjourney and other generative AI tools. Both cloud-based software as a service (SaaS) solutions and the new possibilities of AI can be effective levers for the transformation towards sustainable business and action.

In the future, AI-based software will "think along" with people to cleverly control processes and realize business goals. We will see adaptive AI applications that create comprehensive digital representations of the world, understanding the processes they are working on. They will learn from every step and support us humans with new insights, point out upcoming challenges and automate decision-making processes.

INFORM software already uses decision intelligence to optimize a large number of processes in a wide range of industries worldwide on a daily basis. Our solutions are used at airports and container ports alike. We provide support in production and supply chain management, in a variety of logistics processes, shift planning and also in the fight against financial crime at banks, insurance companies and online payment systems. Nowadays, we are also working on using AI to optimize business processes. This enables our customers to make their business processes sustainable and future-proof.



Cloud-based software and AI will penetrate the market in the coming years. They can therefore be an important lever for the transformation to sustainable business and action.



OUR AI APPROACH

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WE ACCEPT ETHICAL RESPONSIBILITY



We support the ambition to turn AI made-in-Germany into a brand that stands for quality, innovation and inventiveness.

OUR RESPONSIBLE AI GUIDELINES

We are convinced that artificial intelligence (AI) can make people more capable of acting. In a business context, where AI applications will continue to increase over the next few years, it should support people at work and improve decision-making in companies. This comes into play wherever complex processes require far-reaching operational and strategic decisions under time pressure. We can optimize or automate business processes using AI. We stand for a transparent, responsible approach to AI, in which the final responsibility always remains with people. INFORM's guidelines for the responsible use of AI communicate our principles to employees, customers, suppliers and partners.

THEY COMPRISE SIX PRINCIPLES:

1.

BENEFICIAL AI

Ensuring AI systems enrich both users and society, mitigating negative impacts like bias and misinformation.

2.

HUMAN-CENTRIC AI

Promoting AI's supportive role to humans, enhancing decision-making processes, and upholding human responsibility.

3.

ALIGNED AI

Guaranteeing AI is in sync with human and business values, with clear and understandable AI as a foundation.

5.

PRIVACY-PRESERVING AI

Upholding the European Union's GDPR standards and achieving top-tier security standards endorsed by ISO 27001 certifications.

6.

RELIABLE AI

Prioritizing quality, consistency, and transparency in AI applications, especially in vital sectors.

4.

SAFE AI

Crafting AI algorithms that ensure safety, and ward off potential threats.



HOW WE DEAL WITH OUR ENVIRONMENT

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WE ACCEPT ECOLOGICAL RESPONSIBILITY

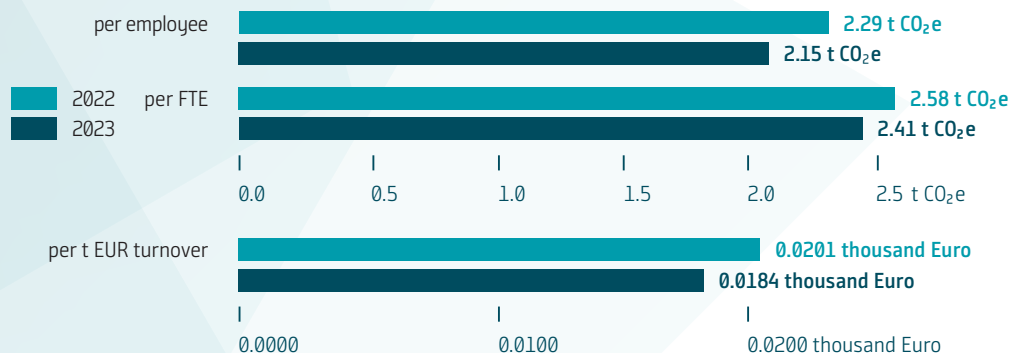


Treating our environment with care affects us all. Climate change is, therefore, a particular area of attention for us as a company. We are clearly committed to contributing to the 2015 Paris Agreement on climate change, so reducing CO₂ emissions is crucial for us.

OUR CLIMATE PROTECTION ACTIVITIES

We continuously implement energy-efficient technologies and sustainable practices to reduce our carbon footprint. We have been measuring our carbon footprint since 2019. The absolute value of emissions (see key figures in the appendix) has risen slightly compared to the previous year. However, in relation to the increased number of employees (per capita or FTE), there is a trend towards a reduction despite company growth.

ABSOLUTE VALUE OF EMISSIONS



The reasons for the changes compared to the previous year are:

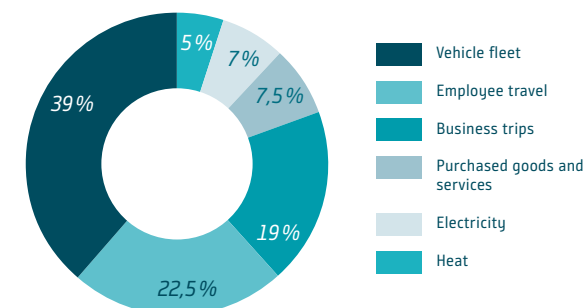
- Expansion of Scope 3 to include water, emissions from the electricity requirements of e-vehicles and their upstream chain
- Increase in travel activities after the pandemic
- More employees
- Influence of changed calculation factors according to the GHG protocol (e.g. for upstream chain vehicle fleet)

TOWARDS A CLIMATE-FRIENDLY MOBILITY CONCEPT

A particularly high level of CO₂ emissions is caused by mobility (80.5%). In 2023, we began developing a climate-friendly mobility concept. The switch to e-mobility plays a crucial role here. We are systematically converting our vehicle fleet to battery electric vehicles (BEVs). In addition, there are wall boxes and charging facilities for e-bikes and a photovoltaic system in the company buildings.

We rely on offsetting measures via Climate Partner projects for the CO₂ emissions we cause. Additionally, we provide financial support for climate protection projects in Colombia and South Africa.

OUR CO₂ FOOTPRINT



WE LIVE A SUSTAINABLE CORPORATE CULTURE



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WE ACCEPT SOCIAL RESPONSIBILITY

We always want to be a reliable and attractive employer for our employees. We therefore live a sustainability-oriented corporate culture. It is characterized by openness, diversity and tolerance as well as personal engagement, the greatest possible freedom and the transfer of responsibility.

OUR SOCIAL ENGAGEMENT AT OUR HEADQUARTER IN AACHEN

We want to be a good employer for our employees in the long term. This includes an appreciative working environment in which we create, maintain, and live. We also consciously invest in measures to improve employer attractiveness. We aim to create conditions that enable our staff to balance work, leisure and family life with each other.

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NEW WORK

Maximum flexibility, up to 100% remote work, "workation", time-off account



HEALTH

Company health management, regular check-ups, health events, company doctor and socio-psychological service 24/7



PERSONAL DEVELOPMENT

Further training, e.g. on the topic of AI, language courses, and intrapreneurship program



MODERN CAMPUS

Underground parking garage with e-charging stations, modern office concepts, subsidized canteen with healthy food, barbecue area for team events



FLEXIBILITY

Individual part-time models, trust-based no core working hours



FAMILY FRIENDLINESS

Child day-care on the company campus, childcare surcharge, vacation games, parent-child room, child sick days



FINANCIAL SECURITY

Employee participation model, company pension scheme, bonuses for many years of service



PREVENTION OF DISCRIMINATION

No tolerance of discrimination, anonymous support via external company social counseling, internal reporting channels for violations



CORPORATE CULTURE

Promotion of a respectful, appreciative corporate culture with open communication across hierarchies



INFORM LOCAL INITIATIVE

Networking with other companies in the Aachen region – through cooperation, social engagement, and our personnel marketing



WE ACT IN THE INTERESTS OF ALL INVOLVED

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WE TAKE RESPONSIBILITY AS A BUSINESS PARTNER AND MARKET PARTICIPANT

Acting sustainably means acting legally and ethically in the interests of all involved. In this way, we gain and maintain the trust of customers, suppliers, investors and other stakeholders and minimize business risks.

OUR COMPLIANCE ACTIVITIES

We are committed to responsible corporate governance and compliance with the law. This increases trust in our company and contributes to the sustainable development of ethical standards and environmental protection practices. Our key compliance focus areas are data protection and security, labor and social law, discrimination, anti-corruption and tax. We are well-positioned in all areas and consider the risks arising specifically from our business activities, relationships, or products to be low.

IN 2023, WE FOCUSED ON THESE KEY COMPLIANCE ISSUES:

HUMAN RIGHTS DUE DILIGENCE OBLIGATIONS

The German Supply Chain Due Diligence Act (LkSG) has applied to us since 2024. As a software company, we perceive the risk of possible violations of human rights at the various stages of our value chain to be typically low for the industry. To be on the safe side, we implement an appropriate and effective risk management system for our own company and our suppliers. This is intended to minimize human rights and environmental risks. The violations of protected legal positions along the supply chain are identified and prevented, and, if necessary, eliminated or at least their extent minimized.

COMPLAINTS PROCEDURE

To report possible violations or suspected violations of the law, legislation, and internal guidelines, our employees can contact their employees, their line manager, or their HR partner at any time. In 2023, we also set up a whistleblower system for external parties and employees to comply with current regulations which so far has not been used.



EXTRACT OF THE RELEVANT KEY FIGURES FOR 2023

GRI-SRS INDICATOR	DNK-CRITERION	VALUE / ANSWER		
		2022	2023	UNIT
GRI SRS 102-16	Responsibility	We have set out our organization's general standards of conduct in our Code of Conduct. We base our actions on the ten principles of the UN Global Compact.		
GRI SRS 102-35	Incentive systems	No generalized answers can be given. A company pension scheme with a statutory contribution of 15% is offered to employees.		
GRI SRS 102-38	Remuneration systems	Ratios such as the remuneration of the highest-paid employee to the median of the total remuneration of all employees are not calculated. When and how this indicator can be determined is currently being examined.		
GRI SRS 102-44	Stakeholder engagement	see DNK Declaration of Conformity		
G4 FS11	Percentage of financial assets subject to positive or negative screening based on environmental or social factors.	93.5	100	%
GRI SRS 301-1	Materials used	No specifications, because we develop software and, are therefore, a non-manufacturing company		
GRI SRS 302-1	Energy consumption • Total electricity • Total gas • Diesel for vehicle fleet • Petrol for vehicle fleet • Electromobility	1,492,440 607,794 135,955 118,113 8,490 (incomplete data)	1,475,213 552,936 128,198.51 132,529.45 28,676.75	kWh kWh l l kWh
GRI SRS 302-4	Reduction in energy consumption: electricity generation from own PV system	14,256	82,329	kWh
GRI SRS 303-3	Water withdrawal	3.018	2.941	Megalit



GRI-SRS INDICATOR	DNK-CRITERION	VALUE / ANSWER		
		2022	2023	UNIT
GRI SRS 306-3	Accumulated waste			
	• Mixed light packaging (yellow bin for businesses)	7.44	7.59	t
	• Residual waste	12.34	12.67	t
	• Organic waste	7.29	8.58	t
	• Waste paper	19.57	20.51	t
	• E-scrap mixed quality	1.39	2	t
	• Bulky waste	3.3	7.4	t
	• Document destruction	1.62	2.02	t
GRI SRS 305-1	Direct GHG emissions, Scope 1	672	653	t CO ₂ e
GRI SRS 305-2	GHG emissions, Scope 2	198	309 (extended)	t CO ₂ e
GRI SRS 305-3	GHG emissions, Scope 3	1,311	1,471 (extended)	t CO ₂ e
GRI SRS 305-5	Reduction of GHG emissions	see DNK Declaration of Conformity		
GRI SRS 403-4	Employee participation in occupational health and safety	see DNK Declaration of Conformity		
GRI SRS 403-9	Work-related injuries	7 (Commuting accidents)	13 (Commuting accidents)	–
GRI SRS 404-1	Number of hours of training and further education	29.04	26.73	hours/ employee
GRI SRS 405-1	Diversity			
	• Gender Control bodies	male 89	female 13	diverse 0
		<30 Y. 0	30-50 Y. 33	>50 Y. 67
	• Age distribution of supervisory bodies	male 87	female 13	diverse 0
		<30 Y. 0	30-50 Y. 25	>50 Y. 75
	• Gender in general	male 69	female 30	diverse <0,5
	• General age distribution	<30 Y. 22	30-50 Y. 54	>50 Y. 24
		<30 Y. 30	30-50 Y. 49	>50 Y. 21



GRI-SRS INDICATOR	DNK-CRITERION	VALUE / ANSWER		
		2022	2023	UNIT
GRI SRS 406-1	Incidents of discrimination	We are not aware of any significant cases of discrimination		
GRI SRS 412-3	Human rights screening of investment agreements	We have no significant investment agreements		
GRI SRS 412-1	Human rights screening of operating sites	Not material for INFORM für Institut Operations Research und Management GmbH.		
GRI SRS 414-1	New suppliers screened on social aspects	An in-process assessment of new suppliers based on social criteria will be carried out from 2024 as part of the implementation of the LkSG. The implementation of sustainability aspects in the in-process supplier assessment is currently under development.		
GRI SRS 414-2	Social impact in the supply chain	see DNK declaration of conformity		
GRI SRS 201-1	Direct economic value generated and distributed			
	· Direct economic value generated (sales revenue, other revenue)	118,905	132,147	thousand €
	· Distributed economic value	111,767	126,265	thousand €
	· Economic value retained (net profit for the year before distributions to shareholders)	7,138	5,882	thousand €
GRI SRS 205-1	Operating sites audited for corruption risks	No material corruption risks were identified.		
GRI SRS 205-3	Incidents of corruption	0	0	corruption cases
GRI SRS 419-1	Non-compliance with laws and regulations	none/0	none/0	€ fines paid



IMPRINT

EDITING, TEXT, DESIGN

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Further, detailed information on the entire portfolio of our sustainability efforts are available in our DNK declaration of conformity in the database of the German Sustainability Code.



The
SUSTAINABILITY
Code
Signatory **2023**

