

Sustainability Report 2021



Preface

Dear Reader,

2021 has been a challenging year for us all. The second year of the Covid-19 pandemic has required considerable patience on our part to cope with restrictions and changes, combined with the hope for a return to normality in the second half of the year through universal vaccination coverage. New ways of working have become firmly established, relationships are cultivated differently, while social interaction has taken on a whole new meaning.

Other global challenges, such as climate change, species extinction, or the refugee crisis have taken a back seat but have not become any less relevant. It is more urgent than ever to actively address these issues.

Through our actions, we have a local, national, and global impact on humans and the environment. Respectful, long-term relationships with our business partners and employees, as well as resource and environmentally friendly operations, are important values that shape all of our business activities.

We see sustainability as a process that develops over time or a long journey to a world in which all people can live well within the limits of our planet. No one can shape this world alone. On the contrary, everybody can and should contribute to its betterment. In this spirit, we invite you to join us on this important pathway.



Sincerely,

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Managing Director
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About this report



In this sustainability report, we document our environmental and social achievements and the progress we have made in implementing the sustainability goals for the reporting year 2021. In doing so, we want our readers to understand what we mean by sustainability, how our software can contribute to the UN Sustainable Development Goals (SDGs) published in 2015, and which environmental and social activities we have developed.



The reporting period corresponds to the year 2021, in other words, the period from 1 January to 31 December 2021.

In terms of the key figures included, the report refers to our German locations and focuses on the company headquarters in Aachen. Statements about our understanding of sustainability and the impact of our software solutions apply globally.

Dialog with our stakeholders

We cultivate long-term relationships with our stakeholders that are based on trust. In doing so, it is important to us that we treat each other with respect and in a spirit of partnership, just as we work with each other in the company. We consider ourselves to be part of society. For this reason, we are committed to community and social projects – most notably in the region of our headquarters in Aachen.

Through dialog, we aim to understand the perspectives of our stakeholders, to build or intensify trust, and strengthen existing partnerships. Together with our stakeholders, we discuss where we see scope for action in economic and social matters as well as in environmental issues. We also explain to them the context conditions we take into account when implementing our sustainability strategy.

The key stakeholders for us are:

- > Customers
- > Employees¹
- > Suppliers and business partners
- > Media
- > Educational institutions, science and research
- > Shareholders
- > Industry and trade associations
- > Local civil society organizations



¹ By this we mean current and future colleagues.

Stakeholders	Dialog topics	Forms of dialog
Customers	<ul style="list-style-type: none">> Product quality and safety> Resource efficiency and waste reduction> Combating financial crime> Compliance with human and labor rights> Employee health	<ul style="list-style-type: none">> Support from experts> INFORM after sales> Conferences, meetings and trade fairs> User conferences> Joint innovations
Employees	<ul style="list-style-type: none">> Health and safety> Work-life balance / parental leave and childcare> Career development> Training opportunities> Benefits> Diversity and equal opportunities> Employee share ownership scheme	<ul style="list-style-type: none">> Intranet and Teams channels> Monthly and quarterly meetings> Surveys> Education and training> Regular performance reviews> Independent working groups on specific topics> Corporate development
Suppliers and business partners	<ul style="list-style-type: none">> Product quality and safety> Responsible purchasing	<ul style="list-style-type: none">> Purchasing principles
Media	<ul style="list-style-type: none">> Innovations and industry trends> Projects with customers> Best practices with customers> INFORM as an employer	<ul style="list-style-type: none">> Interviews> Press releases and editorial articles> Posts on social media
Educational institutions, science and research	<ul style="list-style-type: none">> Promotion of research and teaching> Attracting girls and women to MINT professions> Recruitment / supervision of theses> Linking industry and research	<ul style="list-style-type: none">> Research projects> Funding professorships at universities of applied sciences> Girls Day> Conferences and trade fairs> Awarding of internships, bachelor's, master's and doctoral theses
Shareholders	<ul style="list-style-type: none">> Business development> Sustainability> Strategic direction	<ul style="list-style-type: none">> Annual accounts and annual report> Quarterly shareholder meetings
Industry and trade associations	<ul style="list-style-type: none">> Industry trends> Technological development> Sustainability	<ul style="list-style-type: none">> Conferences, meetings and sessions> Participation in working groups
Local civil society organizations	<ul style="list-style-type: none">> Contributions to sustainable regional development> Digitalization in small and medium-sized companies	<ul style="list-style-type: none">> Participation in events and working groups

Sustainable corporate governance and sustainability position



Sustainability is the basic foundation for our company's operations. With the development of intelligent software solutions, we support not only the operational and strategic business decisions of customers worldwide, but also create social and environmental benefits. We are aware of the associated dilemmas and actively discuss them with our stakeholders. Numerous internal corporate activities also promote a healthy working environment and sustainable company development. We take the responsible treatment of our environment, in particular climate protection measures, very seriously.



Our understanding of sustainability

In all our actions, we are guided by societal goals such as the UN's 17 Sustainable Development Goals (SDGs), the ten principles of the UN Global Compact, and flagship reports such as the Brundtland Report of 1987.

It is our firm belief that all change starts with ourselves. That is why we are adding a fourth pillar to the three-pillar model of sustainable development (planet, people, and profit)²: the person. In order to operate sustainably in the long term, the goals and requirements of all pillars need to be reconciled.

» In essence, sustainable development is a process of change in which the exploitation of resources, the direction of investments, the orientation of technological development, and institutional change are all in harmony and enhance both current and future potential to meet human needs and aspirations.³



² https://www.tutory.de/uploads/images/Nachhaltigkeit-Drei-S-C3-A4ulen-Modell-und-Vorrangmodell-svg_b779fb8e-d07a-4fc1-823c-8a2251ff1743.png?width=1806 (accessed on 22 October 2022).

³ Volker Hauff (Ed.): Our Common Future: the Brundtland Report of the World Commission on Environment and Development. Edition 1. Eggenkamp, Greven 1987, p. 49.

Digitalization paves the way for sustainable business

Sustainability and digitalization are topics that have rarely been considered together until now. Yet digitalization can be an effective lever for the transformation towards sustainable business and action.

In 2015, the United Nations published 17 SDGs. The implementation of these goals stimulates the transformation towards sustainable business. It requires all organizations: companies, administrations, educational institutions, non-governmental organizations etc. to be able to deal with processes of high complexity, especially when it comes to planning and decision-making.

Transformation processes are co-created involving many different stakeholders. Every transformation is a long journey into unknown territory. The transformation towards sustainable business is necessary for the survival of mankind. It is already in full swing. A pioneering spirit and innovative strength as well as new competences and tools are needed in order for it to take shape.

We adopt the following position in relation to digitalization and sustainability:

- > Digitalization and sustainability must be considered and shaped together.
- > Digitalization is an important lever for transforming our traditional business practices into sustainable ones.
- > All change starts with the individual, in other words, with each of us.
- > The implementation of the UN SDGs and the associated transformation to sustainable business increases the complexity and planning uncertainty of strategic and operational decisions.
- > Intelligent, data-driven decision-making enables the leaders of the transformation towards sustainable business to act effectively despite high levels of complexity and planning uncertainty.

Transformation leaders increase their effectiveness by:

- > Raising awareness of the power of digital decision-making for a sustainable world
- > Using data to create transparency
- > Making sustainability-enhancing decisions
- > Pioneering sustainable value creation
- > Strengthening resilience

Responsibilities within the company

Sustainability implementation is handled by various committees within our company. The "SDG Steering Team" which consists of a managing director, a business unit manager, and INFORM's Sustainability Catalyst, sets the goals and creates the framework conditions. An "SDG Network" comprising employees from a wide range of business units and specialist functions drives the sustainability initiative forward together with the responsible managers. All employees have the opportunity to undergo regular further training (see the "Education and training" section) and to integrate sustainable thinking and action into their daily business.



Contributions of our solutions to the UN SDGs

In the 2021 financial year, we analyzed all our software solutions for possible contributions to the UN SDGs. In doing so, we were guided by the 169 targets as well as the Rennord guideline "The Sustainable Development Goals for and by SMEs"⁴. In the following, we describe the main contributions of our solutions to selected SDGs.




SDG 3

Good health and well-being

Many of our software solutions help their users to make sound data-driven decisions in complex and highly dynamic, often unpredictable situations. This reduces stress for the individual, minimizes overtime and the associated health risks at the company level, and creates the prerequisites for a better work-life balance. In addition, many of our software solutions have integrated modules that support human resource planning and allow the needs of both employers and employees to be taken into account. Thus, we contribute directly to SDG 3.4, the second part of which states that it is important to promote mental health and well-being.

Example of shift scheduling at Carglass

Carglass Germany uses our optimization software **WORKFORCEPLUS** to manage shift scheduling in an employee-friendly way. The software can be adapted continuously to the needs of the company and also of the employees. The rosters for the entire workforce can be viewed conveniently via a portal. This means that they are always up to date.



SDG 7

Affordable and clean energy



SDG 13

Climate action

Digitalization makes a significant contribution to increasing energy efficiency and thus reducing greenhouse gas emissions. Every kilometer not driven saves CO₂. For example, optimization software can be used to calculate the most climate-friendly truck routes. Using our SYNCROTESS software, transportation on a factory site or crane operations in container ports can be managed to optimize the use of resources. In airport logistics, airlines use our intelligent software GROUNDSTAR to optimize their ground processes, thus saving CO₂ and kerosene. As a result, contributions to SDG 7.3 and SDG 13.3 are made.

Example based on Battersea Power Station

Up to 400 truck deliveries arriving at the large construction site at Battersea Power Station in the center of London were managed every day. Our **SYNCROSUPPLY** software was used to optimize the delivery logistics in such a way that there were no more traffic jams in the City of London for incoming or outgoing traffic. In addition, the system ensured that only trucks with minimal emissions were used.⁵

⁴ SDGs for and by small and medium-sized enterprises (SMEs) | https://www.globaleslernen.de/sites/default/files/files/pages/sdg_kmu_leitfaden_okt2018.pdf (accessed on 15 November 2022).
⁵ You can find more information in the case study <https://www.inform-software.com/informations-material/download-area-details/information/renewal-project-in-the-heart-of-london-battersea-power-station> (accessed on 11 November 2022).



SDG 8
Decent work and economic growth

AI-driven optimization software is an important tool for fair and flexible workforce planning and efficient equipment allocation. For example, AI can be used to help planners automate the optimization of staffing and workload requirements. This significantly improves employee morale as scheduling software supports employee preferences in work scheduling. Moreover, the efficient and resilient utilization of scarce resources such as cranes and ports, machines in production halls, ground handling equipment (baggage carousels, buses, check-in counters, etc.) can be optimized. This enables our customers to contribute to SDG 8.4.

**Example of the
HHLA Container Terminal Burchardkai
in the Port of Hamburg**

The Container Terminal Burchardkai in the Port of Hamburg optimizes all container movements using our optimization software. It ensures, among other things, intelligent control of the storage blocks, efficient use of the 125 VC vehicles, as well as optimized loading and unloading movements on the water and land sides. By using the software, the terminal capacity was gradually doubled and a costly and extensive expansion of the terminal was therefore avoided. The number of container movements is also reduced, which has a positive impact on the carbon footprint.⁶



SDG 9
Industry, innovation, and infrastructure

As in 2020, global supply chains were put to the test in 2021 by widespread disruptions that were mostly Covid-19 related. The global pandemic has led to border closures, lockdowns, production stops, plant closures, and disruptions across the value chain. In spring 2021, the container ship Ever Given with a carrying capacity of 20,000 TEUs was stuck in Egypt's Suez Canal for six days. Natural disasters have further disrupted an already strained supply chain. Companies need resilient planning to make their operations more robust and efficient.⁷ In difficult times, this means building more buffers into schedules and planning for excess inventory to bridge bottlenecks created by disruptions. However, this usually comes at a significant cost and capital expense. By leveraging artificial intelligence, machine learning, and proprietary algorithms, companies can strengthen their reliability and resilience without compromising profitability and efficiency. These technologies enable improved decision-making and more agile operations, allowing companies to achieve their sustainability goals alongside their economic goals. This allows our customers to contribute to SDG 9.4.

**Example of
Benz Werkzeugsysteme**

The German medium-sized company Benz Werkzeugsysteme won the "100 Places for Industry 4.0 in Baden-Württemberg"⁸ award in 2021. The company focuses on digitalization and our AI and used our **FELIOS** software to significantly improve the resilience of its business and production processes during the Covid-19 pandemic in order to sustain production and the associated jobs.

6 See also <https://www.inform-software.de/informationmaterial/infomaterial-details/information/speed-but-make-it-green> (accessed on 15 November 2022).

7 See also <https://www.inform-software.de/blog/post/sechs-stellschrauben-fuer-mehr-nachhaltigkeit-im-maschinenbau> (accessed on 15 November 2022)

8 For more information, refer to <https://www.inform-software.de/news/news-details/news/inform-kunde-benz-gmbh-werkzeugsysteme-erhaelt-auszeichnung-100-orte-fuer-industrie-40-in-baden-wuert> (accessed on 15 November 2022)



SDG 12
Responsible consumption and production

In the food industry, the use of specialized software for targeted sales forecasting and intelligent inventory management reduces food waste. All in all, the use of digital procurement planning and inventory management tools helps to reduce waste and thus reduce markdowns, overproduction, and surplus stocks. This enables our customers to contribute to SDGs 12.3, 12.5, and 12.6.

**Example of
Emmi**

The Swiss food group Emmi uses our sales-based procurement and production planning software **ADDONE** and has reduced food waste along the supply chain and the associated write-offs by 50%.⁹



SDG 16
Peace, justice, and strong institutions



SDG 10
Reduced inequalities

Financial service providers, such as banks, insurance companies, and increasingly also telecommunications companies, are subject to strict accountability obligations¹⁰. These have to be fulfilled both externally with regard to their customers and internally with regard to their employees. Using intelligent software such as RISKSHIELD, the right due diligence can be applied for accepting new customers and the behavior of existing customers can be continuously checked for irregularities. This helps to detect unlawful activities such as money laundering or human trafficking and other illegal activities. In addition, the software enables "good governance" strategies to be implemented effectively, which is an important means of reducing corruption. Standardized, digital internal fraud checks help prevent the mismanagement of available funds. This enables our customers to contribute to SDGs 10.5, 16.4, 16.5, and 16.6.

**Example of
Rabobank**

The Dutch Rabobank has long used our fraud prevention software to combat various aspects of financial crime, such as financial abuse of elderly people using debit cards and online financial services.¹¹ The Bank of Tanzania uses our software to establish sound business practices in line with "good governance".

9 <https://www.inform-software.de/informationmaterial/infomaterial-details/information/addone-unterstuetzt-emmi-beim-integrated-business-planning-ibp> (accessed on 11 November 2022)

10 <https://www.inform-software.com/blog/post/using-artificial-intelligence-in-the-fight-against-money-laundering-and-terrorist-financing> (accessed on 15 November 2022).

11 <https://www.inform-software.com/news/news-details/news/protecting-elderly-people-from-financial-abuse-a-successful-use-case-with-rabobank> (accessed on 15 November 2022).

Contributions of our solutions to the UN Sustainable Development Goals

INVENT

ADD*ONE

SYNCROTESS

GROUNDSTAR

FELIOS

RISKSHIELD

SYNCROSUPPLY

WORKFORCEPLUS

INFORM DATALAB



Ecological responsibility



Healthy ecosystems are the prerequisite for people to live a good life. The careful treatment of our environment concerns us all. Ecological responsibility is about acting with care and consideration towards the environment and resources.



Environmentally-friendly working environment

Internal processes



With the introduction of digital functions, such as the electronic signature and digital invoice receipt, we managed to reduce our paper consumption.

Work instructions for waste provide the service staff with information on how to separate and dispose of waste. Empty toner cartridges are collected and donated to a non-profit organization. They are refurbished there and put back into circulation. We also support a regional school with this donation.¹²

We donate old, but still functional hardware, such as laptops, monitors, and cell phones, to non-profit organizations, day-care centers, and clubs. Defective devices are also refurbished and reused.

Green spaces



When designing our expansive green spaces, we take care to minimize soil sealing. We also provide nesting spots for birds and purposely planted bee meadows. Our beehives are managed by our employees.



» As in previous years, we also offset our CO₂ emissions in 2021. This time, we chose a VCS¹³-certified project to build 14 wind parks in Northeast Brazil¹⁴. We always choose our carbon offset projects in countries where our customers are located.



¹² <https://www.sammeldrache.de/> (accessed on 19 September 2022).
¹³ VCS stands for "verified carbon standard" and is an internationally recognized label for the high quality of a carbon offset project.
¹⁴ https://fpm.climatepartner.com/project/1138/de?utm_source=climatemap&utm_medium=referral (accessed on 24 October 2022)

Activities to reduce CO₂ emissions

Measuring the carbon footprint



For 2021, we have determined our carbon footprint for the third time in accordance with the Greenhouse Gas Protocol (GHG)¹⁵. The resulting emissions were offset through a project to promote wind power in Brazil.

GHG-Scope	Emissions 2019 (tons CO ₂ e)	Emissions 2020 (tons CO ₂ e)	Emissions 2021 (tons CO ₂ e)
Scope 1	1.081	607	785
Scope 2	627	208	165
Scope 3	687*	304**	805***
Total	2.395	1.119	1.755

* Business trips and 850 employees were taken into account.
** Business trips, fuel-related emissions and 850 employees were taken into account.
*** Business trips, fuel-related emissions, commuting, home office, and 900 employees were taken into account.

Climate-friendly mobility



More than 60% of our CO₂ emissions are caused by our mobility behavior. This is why we are continuously changing the fleet of company vehicles in the direction of e-mobility. To encourage our employees to switch to e-mobility, a solar system and the installation of 75 charging stations for e-cars were planned for our main building in 2021, with construction and commissioning scheduled for 2022.

Furthermore, we support the shift to cycling by offering bike and e-bike leasing. E-bike charging stations, bicycle cellars, showers, and changing rooms are available.

The first half of 2021, the second Covid-19 year, was marked by home office and high use of digital solutions. Business travel all but came to a halt during this time. The emissions caused by business travel in the second half of 2021 were recorded and offset. (See Carbon footprint section).

Green IT server landscape



Since 2019, work has been underway to convert the existing server landscape into a central virtualization infrastructure, which was expanded further in 2020. As a result, we have significantly reduced the use of servers. This leads to a major reduction in cooling requirements, as much less waste heat is produced. We have reduced the power consumption of our newly constructed data center by 30% through the installation of an outdoor air cooling system.

Climate-friendly building management



The energy supply to our own premises has also been switched to green electricity. Our central office built in 2009 is run by geothermal energy. A further building is equipped with a heat exchanger system. In some buildings on the company campus, the air conditioning systems have been converted to water cooling systems wherever the structural conditions allow. This helps to reduce the use of coolants that are harmful to the environment. New buildings and conversions have also been equipped with LED lighting. In terms of our existing lighting, we are gradually replacing conventional light sources with LEDs.

¹⁵ <https://www.onetrust.com/resources/ghg-scope-1-2-3-emissions-infographic/> (accessed on 11 October 2022).

Social responsibility



We believe in the spirit of a social cooperation and this has been a part of our corporate culture for more than 50 years.



Commitment to civil society

As one of the largest employers in and around Aachen, we have close ties to our region. We believe it is our responsibility to contribute to the sustainable and social development of the city.

Locally, we participate actively in the creation of sustainable mobility, for example, by supporting the Radentscheid Aachen cycling initiative¹⁶ and participating in the Pascalstraße initiative¹⁷. Thanks to the Pascalstraße initiative, companies have joined forces to set up e-bike sharing stations as well as apps for car sharing and car pooling.

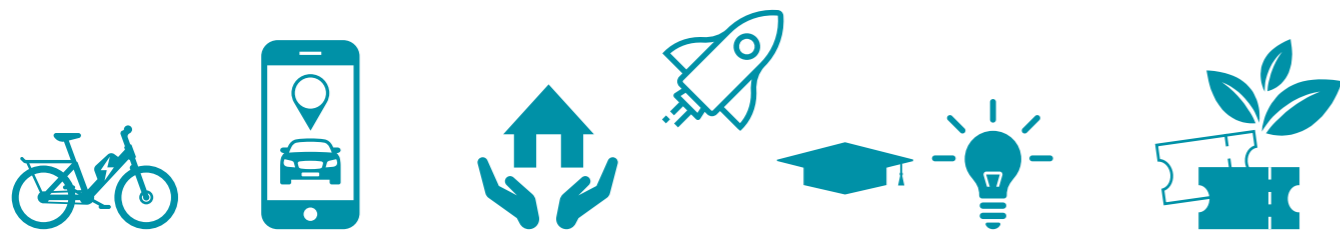
As a sponsor, we have supported small sports clubs in the region and various regional clubs such as the Lebensraum Aachen¹⁸ civic trust and Refugio e. V.¹⁹ human rights initiative.

We are a founding member of digitalHUB Aachen. The objective of digitalHUB is to support digital start-ups and facilitate a dialog with companies to drive digitalization in Aachen and

its surroundings. The heterogeneous nature of the region's many medium-sized companies in the service and technology sectors as well as the manufacturing industry, together with its academic landscape (RWTH University and Aachen University of Applied Sciences), offer the ideal environment for innovation, knowledge transfer, and mutual exchange.²⁰

We are a member of the non-profit association REGINA e. V. (REGionaler Industrieclub INformatik Aachen). As an independent network of more than 120 participating organizations, REGINA e. V. promotes dialog and cooperation among the regional economy, education, and research.²¹

We not only play an active role in the Aachen city region, but also support various projects worldwide: These include a school in Darjeeling, India, as well as the development of local gardens in the townships of Aachen's partner city Cape Town via the Climate Ticket²².



¹⁶ <https://radentscheid-aachen.de/> (accessed on 24 October 2022). – ¹⁷ <https://pascalstrasse.de/> (accessed on 24 October 2022).

¹⁸ <https://www.buergerstiftung-aachen.de/> (accessed on 24 October 2022) – ¹⁹ <http://www.cafe-zuflucht.de/refugio-ev.html> (accessed on 24 October 2022).

²⁰ <https://aachen.digital/> (accessed on 24 October 2022). – ²¹ <https://www.regina.ac/> (accessed on 24 October 2022).

²² <https://aachen-kapstadt.de/klimaticket-gaerten-in-kapstadt/> (accessed on 24 October 2022).

Smart Freight Centre: Standards for sustainable logistics

Our Managing Director Adrian Weiler (Managing Director until July 2021) is Chairman of the Board of Directors of a non-governmental organization called Smart Freight Centre (SFC), which is dedicated to sustainable freight. The goal is for over 100 multinational companies to reduce their logistics emissions by at least 30% by 2030 as compared to 2015 across their global logistics supply chain and achieve net zero emissions by 2050. In concrete terms this equals a yearly reduction of CO₂ emissions by 80 million tons by 2030.²³

EcoVadis²⁴

In 2021, we received a silver rating from EcoVadis, scoring well above the industry average listed on EcoVadis.



Human rights due diligence and working with suppliers

We understand our responsibility towards our customers, partners, and employees. We have therefore implemented strict ethical rules that guide us through our daily work. We support the principles of the UN's "Global Compact", the UN's "Universal Declaration of Human Rights" and the "Declaration on Fundamental Principles and Rights at Work" of the International Labor Organization in cooperation with national laws and practices. Our fundamental principles are defined in our Code of Conduct as well as the Code of Conduct for Business Partners.

When it comes to supporting our service providers and suppliers, we consider sustainability just as important as the typical priorities such as price, on-time delivery, and quality. We work with our suppliers and service providers as partners and as equals. Our goal is to make them aware of sustainability issues and motivate them to take steps in the right direction.

²³ <https://www.smartfreightcentre.org/en/> (accessed on 19 September 2022). – ²⁴ <https://ecovadis.com/> (accessed on 15 November 2022).

Employees



Openness, tolerance, and diversity – these values have been the foundation of our corporate culture for over 50 years. The health and well-being of our employees is a matter close to our hearts.



A working environment based on respect and trust

Education and training



We see the future in the next generations. We therefore guide young people by offering apprenticeships, providing internships, and working closely together with the universities of the city of Aachen. We regularly support the RWTH University of Aachen²⁵ as practical-experience partners in projects required by OR internships. We fund two scholarships each at RWTH University and FH Aachen – University of Applied Sciences and maintain a professorship at FH Aachen^{26 27}.

Annual participation in awareness training for data protection, information security, and occupational safety is mandatory for all employees.

We offer our employees professional training through our internal academy and external providers. Our goal is to support all employees in their individual development and accompany them in such a way that position-specific requirements and personal competencies can be effectively enhanced. Since 2020, the training courses have also been available as online workshops. We also offer employees the opportunity to take time off for sabbaticals.

The sustainability training program launched in 2020 was continued in 2021. Information on a wide range of sustainability topics is shared in a series of monthly presentations. The cross-divisional SDG network meeting takes place twice a month, where information and ideas from the different areas are exchanged and activities for the implementation of our sustainability goals are discussed.

In 2021, all employees invested an average of 3.92 days in training.

Work-life balance



Our trust-based working hour model, flexible full-time and part-time positions, as well as home office options and our company-sponsored U3 daycare center²⁸ make it easier to balance family and career. Parental leave is available to employees in all positions and departments. If a child is sick, we cover five of the statutory ten days of Kinderkrankengeld (child sickness benefit) with full pay. Furthermore, we provide allowances for daycare and a company pension scheme. Dogs are allowed in the office by prior arrangement.

Diversity



We live diversity. Our workforce in Aachen is international with employees from more than 30 different nations. Women made up 31% of the workforce in 2021. We participate in Girls Day and promote young women in MINT tracks of study and careers.

Special features of the second Covid-19 year



To protect our workforce, we adopted a "home office first" policy for all of our 2021 business operations. The physical well-being of our employees has always been a top priority. We have therefore intensified our cooperation with the company doctor and our business partner OTHEB²⁹. Since the second quarter of 2021, we have conducted a company-wide Covid-19 vaccination campaign together with our company doctor, which was also open to the relatives and friends of employees. We provide masks as well as rapid tests to employees working on site. It has become part of the corporate culture to do a Covid-19 test before entering buildings. We also expected our visitors to do the same in 2021.

Employee health and well-being



Our occupational health management (BGM) department – a key element of our corporate culture – focuses on people as a whole. It was awarded the "BFK – Gesundes Unternehmen" quality seal for its occupational health management program in 2020/2021.

Our BGM works closely with our company doctor and psychologist. Our company offers physiotherapy, massage, and targeted sports classes in our gym or outdoors. Our attractive quiet room is available to everyone. We have continued to offer our fitness and yoga classes as online sessions during the pandemic.

We offer flu shots, targeted screenings, as well as general health checkups. We cover the costs of workplace glasses. Fruit and vegetables are provided as healthy snacks free of charge the whole year round. We also provide various coffees and milk alternatives, as well as teas and mineral water. Our company cafeteria is supplied with freshly prepared meat and vegetarian dishes every day. Canteen meals are subsidized.

Participation in local events, such as the Aachen company run, the City Cycling challenge, and the Business-Run Aachen³⁰ are fixed events in our yearly calendar. These events were held in 2021 under Corona conditions and were well-attended.

In 2021, we offered online one-day seminars for all employees on the topic of "The Body and Stress" and invited them to attend a talk given by the region of Aachen entitled "Healthy Lunchtime: Resilience – Psychologically Resilient in Challenging Times".

We also held a summer party for all employees in September 2021 at our company headquarters in Aachen.

In 2021, the average number of sick days per employee was 8.86 days.

Occupational health and safety



Protecting the health and safety of our employees is of utmost importance to us. We comply with all applicable occupational safety standards and laws. In particular, we refer to the German Occupational Safety and Health Act (ArbSchG), the Occupational Safety Act (ASiG), the Working Hours Act (ArbZG), the Youth Employment Protection Act (JArbSchG), the Labor Courts Act (AGG), and the regulations of the employers' liability insurance association, such as the Workplace Ordinance (ArbStättV). We also have fire protection regulations and instructions for incident and accident management. All these laws and regulations can be accessed by all employees via our intranet. All colleagues take part in the annual occupational health and safety training.

Based on the risk assessment conducted in accordance with the German Occupational Safety and Health Act (ArbSchG), an external occupational safety specialist and an external occupational physician determine requirements and define necessary measures, such as workplace ergonomics or the provision of personal protective equipment for our service staff when handling chemicals such as cleaning agents.

Our Occupational Safety Committee meets once a quarter to discuss, plan, and further develop internal occupational health and safety processes. Its responsibilities also include:

- > Analysis of the emergency and accident situation
- > Consultation on measures and facilities to counter accident and health hazards
- > Exchange of experience on implemented measures
- > Coordination of occupational safety and fire prevention tasks
- > Development of an occupational safety or action program

²⁵ <https://www.or.rwth-aachen.de/de/> (accessed on 24 September 2021). – ²⁶ <https://www.fh-aachen.de/> (accessed on 24 September 2021).

²⁷ <https://www.inform-software.de/news/news-details/news/inform-professur-fuer-angewandte-informatik-an-der-fh-aachen> (accessed on 24 September 2021).

²⁸ <http://www.pascalszwerge.de/verein/verein.html> (accessed on 24 September 2021). – ²⁹ <http://www.otheb.de> (accessed on 24 September 2021).

³⁰ <https://www.aachener-firmenlauf.de> (Abrufdatum: 24.9.2021).

Company history

In 1969, Dr. Hans-Jürgen Zimmermann, previously working in university research, founded INFORM GmbH (Institute for Operations Research and Management). His goal was to prove that mathematical optimization can be useful in increasing the profitability of companies by increasing resource efficiency.



01 The early years: 1969 – 1984

In the early years, we focused mainly on customized software development projects to solve complex problems such as fleet and transport planning, maintenance planning, or food recipes. In addition, customer and internal training courses on emerging opportunities for data collection and data use, in other words, digitalization, were offered. The challenge of implementing the practical use of operations research in companies was successful and the foundation for achieving resource-efficient productivity was laid. **We pioneered mathematical optimization for corporations.**

02 The breakthrough: 1985 – 1999

For fifteen years we developed standard solutions for business processes that are used to organize material movement and production planning in companies. The ability to combine technical expertise with sound process know-how allowed us to give our customers tools they can use to shape complex processes such as production, procurement, and personnel planning, or fraud detection in real time even if data availability is low. **We operated as a pioneer for process optimization during this time.**

03 Diversification and organic growth: 2000 – 2009

With the start of the new century, our experts gained a broader perspective. With the enormous increase in data availability, the complexity of the challenges ahead continued to grow. Together with our customers, we uncovered greater potential for optimization and examined cross-departmental processes, such as the overall aircraft dispatch process. The education and training of our employees as well as our customers remained an important topic. **The company operated as a pioneer for company and business process optimization.**

04 Unpredictability and change: 2010 – 2019

Decision-making situations have become more complex due primarily to the increase in the size of the systems in place, so the dimension of time has begun to play a significant role over the last decade in how it manifests itself in unpredictability. Along with this was the call for agility. In the era of big data and the exponential growth of software algorithm efficiency, it became possible to capture and model systems with a complexity unimaginable 50 years ago, for example, organizing new car distribution. The topic of employee health attracted increasing attention. We worked together with our employees to find ways to promote this in a goal-oriented manner. We expanded our definition of sustainability and created a separate team to support the implementation of the UN Sustainable Development Goals in our day-to-day business. **We implemented our solutions globally as a pioneer for agile optimization.**

05 Digital decision-making for a sustainable world: 2020 –

Covid-19 is turning prioritization on its head and is highlighting all kinds of non-sustainable processes and behavioral patterns. The calls for a new way of doing business – one in which the financial success of companies comes from creating environmental and social benefits as well as customer value – are growing steadily louder. We are expanding our sustainability team to include employees from all business and functional areas and have decided that: **in the coming decade, we will act as a pioneer for systemic value creation.**

Company profile

Who we are and what we do

For more than 50 years, we have helped companies run their businesses in a more efficient and environmentally friendly way. We work closely with institutions of higher education and professional associations (e.g., RWTH Aachen, GOR³¹) and continuously research and develop new methods that help companies worldwide optimize their value-added processes. The "Agile Optimization" management method forges the path for decision makers in complex, highly dynamic situations and helps them find useful, alternative courses of action based on data.

Our software brings artificial intelligence (AI) to enterprise IT, giving companies a unique competitive advantage. It augments classical IT systems and increases the economic efficiency and resilience of many companies. Whereas data management software merely provides information, our systems are able to analyze huge quantities of data, cost-out numerous decision-variants, and suggest the best-possible solution to the user for implementation in a matter of seconds both in day-to-day operations and in tactical and strategic decision-making situations.



31 <http://www.gor-ev.de> (accessed on 19 September 2022).

Success factors include:

Hybrid AI

Our technology integrates operations research and artificial intelligence, including fuzzy logic and machine learning. Combining computer algorithms and human expertise yields results far superior to those of traditional management and purely data-driven algorithms.

Industry expertise

With more than 900 software engineers, data analysts, and consultants, we manage turnkey solutions for more than 1,000 customers worldwide in industry, trade, aerospace, ports, logistics, banks, and insurance companies. We optimize sales planning, production planning, personnel deployment, logistics and transport, inventories, and supply chain management, as well as the prevention of financial crime in insurance, telecommunications, and payment transactions.

Agile optimization

Digital decision-making empowers a new management strategy based on smart, rapid, and interactive decision-making. Agile Optimization is particularly valuable where complex operations face many ad-hoc changes, volatility, disruptions, unpredictability, and time constraints.



Facts and figures

- Software for intelligent optimization
- More than 900 employees from over 30 nations
- More than 1,000 customers worldwide
- Software development exclusively in Aachen, Germany
- Founded in 1969
- 2021 sales figures: EUR 101.5 million
- Profitable every year since 1985
- Profits systematically reinvested in research and development
- Internal capitalization, not beholden to external investors
- Primary company goal: sustainability

