



ESG-Report 2021/ 2022

▶▶ OUR SUSTAIN- ABLE ENGAGE- MENT

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Abbreviations
ACMP: ALSO Cloud Marketplace
BC: Board committee
CSR: Corporate social responsibility
FTEs: Full-time employees
HR: Human resources
SKUs: Stock keeping units
SMB: Small and medium businesses
UN: United Nations

PREFACE

Dear stakeholders of ALSO,

Corporate governance is the indispensable foundation of any long-term management. For us, this includes the commitment to environment and social topics. In recent years, however, the term “ESG” has become a real buzzword. We think it is wrong to lump together under this acronym three such important topics as environment, social and governance, which have little or nothing to do with each other.

Corporate governance is regulated by law, there is no room for interpretation. Those who do not comply with it are liable to prosecution. The basic understanding of good corporate governance is uniform in the Western world, yet jurisprudence varies between countries. One example of this is the different understanding of the task of the Board of Directors, which in Switzerland, unlike in the Anglo-Saxon world, is not a supervisory board — and thus a controlling body — but whose task it is to actively manage the company. We adhere to the regulations of the country in which we are based. They cannot be interpreted as we see fit or exported, dubbed ‘best practice’.

As clear as the legal situation is in governance, as unclear it is in the areas of environment and social affairs. For years, we have been calling for the introduction of legal requirements for these topics. We are therefore pleased that the legislators in the EU and Switzerland are taking action. In 2023/24, a series of laws will come into force that focus on such important topics as responsibility along the supply chain or respect for human rights. Clear criteria and rules are also needed for the rapidly growing number of so-called ESG funds. Often, existing funds have simply been renamed to take advantage of the high demand for sustainable investments. Of course, there are serious providers in this market. Together with them, we welcome the fact that the Securities and Exchange Commission (SEC) has created an ESG task force to ensure transparency and clarity in the disclosure of ESG topics. The work of rating agencies should also be defined and controlled. They must work according to a binding standard that is transparent and accessible to all stakeholders. Unfortunately, their audits are often very superficial (tick the box) to negligent and do not do justice to the importance of the content. The skyrocketing number of questionnaires and lists of ever new

agencies does lead to growing costs for processing — but it has not yet resulted in a single positive measure being planned, let alone implemented.

Regardless of ratings, funds and regulations, there have fortunately also been a number of positive developments over the last years. Many companies are in the process of reducing their ecological footprint. The number of start-ups working on sustainability issues has increased by leaps and bounds. Genetically modified trees that break down a toxic by-product of photosynthesis so that more energy is available for growth, technologies for converting CO₂ into chemicals such as plastics and fuels, new software architectures that reduce the energy required for crypto-mining by 99.95 percent — it is impressive how many new ideas and business models are developing.

ALSO is continuously expanding its sustainable portfolio and commitment and has been doing so for over twelve years now. We have governance arrangements that go far beyond the legal requirements, for example the role of the Lead Director, which we introduced back in 2015. We are committed to the environment, for example by using geothermal energy as an energy source at our warehouse in Finland since 2016. And with Citizen Science projects in Belgium and Serbia, we have long been responding to society’s interest in using digital technologies.

In 2022 we undertook a number of activities to further optimise sustainability performance:

The Annual General Meeting decided to establish an ESG Committee, which is mainly composed of external stakeholders under the leadership of a Board member. It supports and advises the Board of Directors in its efforts to further the sustainable development of the company. We succeeded in recruiting an international team of experts for the committee, representing the interests of vendors, resellers, investors, and employees. In addition, we were able to win a renowned expert on CSR as a permanent member. They have reviewed the respective parts of this sustainability report and provided us with valuable feedback.

For many years, we have screened all new vendors for their ESG performance. In 2022, we sent a questionnaire covering all relevant dimensions to the top 50 of our suppliers in order to systematically record their commitment to human rights and ecology as well as governance issues. The results are evaluated and actively followed up. The ALSO Supplier Code of Conduct is also being sent out step by step to our partners for them to sign.

We have taken a number of measures to reduce our CO₂ emissions. Our IoT solution “Workplace+” has been implemented in our own warehouses and offices to monitor and control energy consumption and emissions. We prepared a contract in Scandinavia with a logistics provider for intermodal transport, an environmentally friendly way of moving containers and trailers over long distances, and climate-neutral last-mile delivery. We have developed far-reaching measures to reduce our vehicle fleet. And we have done intensive groundwork to expand our portfolio in 2023 to include renewable energy products such as inverters, energy storage systems and EV chargers.

Diversity is part of ALSO's DNA. Having employees of different genders, ages, backgrounds, religions, etc. is an enrichment for our business and our corporate culture. In order to expand our commitment in the area of human rights, we have, among other things, started a dialogue with our suppliers and of course we still are an active member of the UN Global Compact.

There is one more initiative that I would like to mention in this context: In the course of the past year, the cost of living rose noticeably in some countries. In November, the Management Board of ALSO Holding therefore decided to make a one-off compensation payment to eligible employees in the affected countries. To ensure that the payments reach exactly where they were most needed, we developed a progressive system linked to wage levels. In total, 2683 employees received payments. We are also very proud of all those who did not benefit directly from the program but were happy to support their colleagues.

Neither greenwishing nor greenwashing will take us any further in realizing our purpose, which is to improve the quality of life of all people through technology. We work on the realisation of this purpose every day. Our work is recognized internationally, both by external agencies such as Ecovadis or Sustainalytics and by sustainable finance companies such as Green Growth Futura. Their sustainability committee has carefully examined ALSO and selected it for a fund launched jointly with GLS Bank (even though the colour of our company is ‘colored’ and not green).

Corporate governance has been an integral part of our Annual Reports for more than twelve years. For ten years, we have been reporting on social topics, and for eight years on our ecological commitment. After the content had become increasingly extensive and was not perceived within the Annual Report according to its importance, we are now again publishing this additional ESG report. Far beyond the legal requirements, we communicate transparently where we stand with our sustainability performance. The progress we have made is primarily due to the competence and commitment of our stakeholders. To the vendors and resellers with their willingness to work with us to make the channel sustainable. To the investors with their trust and understanding of the necessary investments. To the employees with the development of new ideas and the design of new, better processes. I would like to thank them all, also on behalf of my colleagues on the Executive Board, for their personal commitment.



► **Gustavo Möller-Hergt**

CEO AND PRESIDENT OF THE BOARD OF DIRECTORS OF ALSO HOLDING AG

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GRI CONTENT INDEX

ALSO Holding AG will be reporting in accordance with the GRI Standards for the period January 01, 2022 to December 31, 2022.

This report covers the business years 2021 and 2022, based on the the Annual Report 2021. After the publication of the Annual Report 2022 there will be an update published with the Annual Report 2022 as reference. This ESG-Report 2022 will then be delivered to GRI.

Disclosure	Company Report	UNCG Principles	UN SDG	Notes
GRI 2: GENERAL DISCLOSURES				
2-1 Organizational details	2021 Annual Report: p. 51, 146			
2-2 Entities included in the organization's sustainability reporting	2021 Annual Report: p. 147–150			
2-3 Reporting period, frequency, and contact point	2021 ESG Report: p. 29 2019/2020 ESG Report Update			GRI reporting biannual, separate Progress Report in alternating years
2-4 Restatements of information				Restatement of water and energy figures
2-5 External assurance				ISO 21001 for ALSO Marketplace, ISO 9001 for Germany, and Finland Sustainalytics, CDP, and Ecovadis rating
2-6 Activities, value chain and other business relationships	2021 Annual Report: p. 84, 93 2019/2020 ESG Report Update: p. 12, 15	2	9	
2-7 Employees	2019/2020 ESG Report Update: p. 13			
2-8 Workers who are not employees	2019/2020 ESG Report Update: p. 13			
2-9 Governance structure and composition	2021 Annual Report: p. 51–54, 59			
2-10 Nomination and selection of the highest governance body	2021 Annual Report: p. 55			
2-11 Chair of the highest governance body	2021 Annual Report: p. 55, 59 2019/2020 ESG Report Update: p. 20			
2-12 Role of the highest governance body in overseeing the management of impacts	2021 Annual Report: p. 44–45 2019/2020 ESG Report Update: p. 21			
2-13 Delegation of responsibility for managing impacts	2019/2020 ESG Report Update: p. 19			
2-14 Role of the highest governance body in sustainability reporting	2021 Annual Report: p. 57–59	8	13	
2-15 Conflicts of interest	2021 Annual Report: p. 59 2019/2020 ESG Report Update: p. 21			

2-16	Communication of critical concerns	2019/2020 ESG Report Update: p. 24	1, 2, 6, 10	8	
2-17	Collective knowledge of the highest governance body	2021 Annual Report: p. 53–54			
2-18	Evaluation of the performance of the highest governance body	2021 Annual Report: p. 59			
2-19	Remuneration policies	2021 Annual Report: p. 86–87			
2-20	Process to determine remuneration	2021 Annual Report: p. 68–69 Articles of Incorporation of ALSO Holding AG: p. 5–6			
2-21	Annual total compensation ratio	2021 Annual Report: p. 69–70			
2-22	Statement on sustainable development strategy	2021 ESG Report: p. 3–4	1, 2, 4, 5, 6, 7, 8, 9, 10	8, 9, 10, 12, 13, 17	
2-23	Policy commitments	2021 Annual Report: p. 25	1, 2, 4, 5, 6, 9, 10	8	
2-24	Embedding policy commitments	2021 Annual Report: p. 59 2019/2020 ESG Report Update: p. 18		10	
2-25	Processes to remediate negative impacts	2021 Annual Report: p. 44 2019/2020 ESG Report Update: p. 16	1, 2, 6, 7	8	
2-26	Mechanisms for seeking advice and raising concerns	2021 Annual Report: p. 48 2019/2020 ESG Report Update: p. 24	10		
2-27	Compliance with laws and regulations				No cases of non-compliance in the reporting period
2-28	Membership associations	2019/2020 ESG Report Update: p. 14			
2-29	Approach to stakeholder engagement	2019/2020 ESG Report Update: p. 24–25	7, 8	17	
2-30	Collective bargaining agreements	2019/2020 ESG Report Update: p. 25	3		

GRI 3: MATERIAL TOPICS

3-1	Process to determine material topics	2019/2020 ESG Report Update: p. 23–24	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	3, 4, 8, 9, 10, 12, 13, 17	
3-2	List of material topics	2019/2020 ESG Report Update: p. 23	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	3, 4, 8, 9, 10, 12, 13, 17	
3-3	Management of material topics	2019/2020 ESG Report Update: p. 17	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	3, 4, 8, 9, 10, 12, 13, 17	

GRI 201: ECONOMIC PERFORMANCE

3-3	Management of material topics				
201-1	Direct economic value generated and distributed	2021 Annual Report: p. 76, 81			
201-2	Financial implications and other risks and opportunities due to climate change	2021 Annual Report: p. 47	7, 9	13	
201-3	Defined benefit plan obligations and other retirement plans	2021 Annual Report: p. 87			
201-4	Financial assistance received from government				We did not apply for or receive any significant financial support

GRI 202: MARKET PRESENCE

3-3	Management of material topics	2021 Annual Report: p. 15			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	2019/2020 ESG Report Update: p. 28	6	8	
202-2	Proportion of senior management hired from the local community	2019/2020 ESG Report Update: p. 28			

GRI 203: INDIRECT ECONOMIC IMPACTS

3-3	Management of material topics	2021 Annual Report: p. 45–49			
203-1	Infrastructure investments and services supported	2021 Annual Report: p. 110–111, 113			
203-2	Significant indirect economic impacts	2019/2020 ESG Report Update: p. 29		4, 17	

GRI 204: PROCUREMENT PRACTICES

3-3	Management of material topics	2021 Annual Report: p. 15			
204-1	Proportion of spending on local suppliers	2019/2020 ESG Report Update: p. 29			

GRI 205: ANTI-CORRUPTION

3-3	Management of material topics	2021 Annual Report: p. 48			
205-1	Operations assessed for risks related to corruption	2021 Annual Report: p. 44	10		
205-2	Communication and training about anti-corruption policies and procedures	2021 Annual Report: p. 29	10		
205-3	Confirmed incidents of corruption and actions taken		10		No reported cases of corruption

GRI 206: ANTI-COMPETITIVE BEHAVIOR

3-3	Management of material topics	2021 Annual Report: p. 48	10		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices				No legal actions pending

GRI 207: TAX

3-3	Management of material topics	2021 Annual Report: p. 49, 91			
207-1	Approach to tax	2021 Annual Report: p. 49, 91			
207-2	Tax governance, control, and risk management	2021 Annual Report: p. 49, 91			
207-3	Stakeholder engagement and management of concerns related to tax				Not reported
207-4	Country-by-country reporting	2021 Annual Report: p. 97–98			Not reported

GRI 301: MATERIALS

3-3	Management of material topics	2019/2020 ESG Report Update: p. 32			
301-1	Materials used by weight or volume	2021 ESG Report: p. 10			

301-2	Recycled input materials used	2021 ESG Report: p. 11		12	
301-3	Reclaimed products and their packaging materials				Not reported

GRI 302: ENERGY

3-3	Management of material topics	2019/2020 ESG Report Update: p. 35	7, 9	13	
302-1	Energy consumption within the organization	2021 ESG Report: p. 12–15			
302-2	Energy consumption outside of the organization	2021 ESG Report: p. 16			
302-3	Energy intensity				
302-4	Reduction of energy consumption			13	
302-5	Reductions in energy requirements of products and services				Not reported

GRI 303: WATER AND EFFLUENTS

3-3	Management of material topics	2019/2020 ESG Report Update: p. 39		6	
303-1	Interactions with water as a shared resource			6	Consumption by employees, maintenance of buildings, and possible operation and servicing of equipment
303-2	Management of water discharge-related impacts				Not reported
303-3	Water withdrawal	2021 ESG Report: p. 17–18			
303-4	Water discharge	2019/2020 ESG Report Update: p. 41			Values up to 2020
303-5	Water consumption	2019/2020 ESG Report Update: p. 42			Values up to 2020

GRI 304: BIODIVERSITY

3-3	Management of material topics				Not a material topic
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas				Not reported Not a material topic
304-2	Significant impacts of activities, products and services on biodiversity				Not reported Not a material topic
304-3	Habitats protected or restored				Not reported Not a material topic
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations				Not reported Not a material topic

GRI 305: EMISSIONS

3-3	Management of material topics	2021 Annual Report: p. 30 2019/2020 ESG Report Update: p. 42	7	13	
305-1	Direct (Scope 1) GHG emissions	2019/2020 ESG Report Update: p. 42			

305-2	Energy indirect (Scope 2) GHG emissions	2021 ESG Report: p. 19			
305-3	Other indirect (Scope 3) GHG emissions	2021 ESG Report: p. 20			
305-4	GHG emissions intensity				Not reported
305-5	Reduction of GHG emissions				Not reported
305-6	Emissions of ozone-depleting substances (ODS)				Not reported
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions				Not reported

GRI 306: WASTE

3-3	Management of material topics	2019/2020 ESG Report Update: p. 44	7	12	
306-1	Waste generation and significant waste-related impacts		7	12	
306-2	Management of significant waste-related impacts				Waste managed by a third party, following country-specific legal requirements
306-3	Waste generated	2021 ESG Report: p. 21–22			Previous GRI 306 disclosure
306-4	Waste diverted from disposal	2021 ESG Report: p. 21–22			Previous GRI 306 disclosure
306-5	Waste directed to disposal	2021 ESG Report: p. 21–22			Previous GRI 306 disclosure

GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT

3-3	Management of material topics	2019/2020 ESG Report Update: p. 48			
308-1	New suppliers that were screened using environmental criteria	2019/2020 ESG Report Update: p. 48	7, 8		
308-2	Negative environmental impacts in the supply chain and actions taken	2019/2020 ESG Report Update: p. 48	7, 8		

GRI 401: EMPLOYMENT

3-3	Management of material topics	2021 Annual Report: p. 8		8	
401-1	New employee hires and employee turnover	2021 ESG Report: p. 23			
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	2019/2020 ESG Report Update: p. 50	6	8	
401-3	Parental leave	2019/2020 ESG Report Update: p. 50		8	Most employees return to work after parental leave

GRI 402: LABOR/MANAGEMENT RELATIONS

3-3	Management of material topics				
402-1	Minimum notice periods regarding operational changes	2019/2020 ESG Report Update: p. 51			

GRI 403: OCCUPATIONAL HEALTH AND SAFETY

3-3	Management of material topics			3, 8	Preventing accidents and promoting health Managing health and safety Clear rules of conduct
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403-1	Occupational health and safety management system	2021 Annual Report: p. 32 2019/2020 ESG Report Update: p. 51–52 Code of Conduct ALSO Holding AG: p. 6		3, 8	
403-2	Hazard identification, risk assessment, and incident investigation	2019/2020 ESG Report Update: p. 52		3, 8	
403-3	Occupational health services	2019/2020 ESG Report Update: p. 52		3, 8	
403-4	Worker participation, consultation, and communication on occupational health and safety	2019/2020 ESG Report Update: p. 53	3	3, 8	Group-wide, 54% of employees are represented in formal joint management-worker health & safety committees
403-5	Worker training on occupational health and safety	2019/2020 ESG Report Update: p. 53		3, 8	
403-6	Promotion of worker health	2019/2020 ESG Report Update: p. 53		3, 8	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships			3, 8	Annual health and safety training mandatory for all employees
403-8	Workers covered by an occupational health and safety management system				Not reported
403-9	Work-related injuries				No fatal accidents, 35 work-related injuries Average lost time injury frequency rate: 2.69 Average lost time injury severity rate: 0.01
403-10	Work-related ill health	2019/2020 ESG Report Update: p. 53			No fatalities

GRI 404: TRAINING AND EDUCATION

3-3	Management of material topics	2019/2020 ESG Report Update: p. 53–54	10	4	
404-1	Average hours of training per year per employee	2019/2020 ESG Report Update: p. 54		4	
404-2	Programs for upgrading employee skills and transition assistance programs	2019/2020 ESG Report Update: p. 54		4	
404-3	Percentage of employees receiving regular performance and career development reviews	2019/2020 ESG Report Update: p. 54			

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY

3-3	Management of material topics	2019/2020 ESG Report Update: p. 55	6	8, 10	
405-1	Diversity of governance bodies and employees	2019/2020 ESG Report Update: p. 55	6	10	
405-2	Ratio of basic salary and remuneration of women to men	2019/2020 ESG Report Update: p. 55	6	10	

GRI 406: NON-DISCRIMINATION

3-3	Management of material topics	Code of Conduct ALSO Holding AG: p. 3	6	8, 10	
406-1	Incidents of discrimination and corrective actions taken	2019/2020 ESG Report Update: p. 55	6	8, 10	

GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

3-3	Management of material topics		3	8	Employees have the right to join labor unions, workers' councils, or other collective bargaining organizations
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				Suppliers questioned about this topic in a CSR Self-Assessment Questionnaire Not reported

GRI 408: CHILD LABOR

3-3	Management of material topics	2019/2020 ESG Report Update: p. 56	5	8	
408-1	Operations and suppliers at significant risk for incidents of child labor	2019/2020 ESG Report Update: p. 56	5	8	

GRI 409: FORCED OR COMPULSORY LABOR

3-3	Management of material topics	2019/2020 ESG Report Update: p. 56	4	8	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	2019/2020 ESG Report Update: p. 56	4	8	

GRI 410: SECURITY PRACTICES

3-3	Management of material topics		1	3	
410-1	Security personnel trained in human rights policies or procedures		1	3	

GRI 411: RIGHTS OF INDIGENOUS PEOPLES

3-3	Management of material topics		-	-	Not reported
411-1	Incidents of violations involving rights of indigenous peoples		-	-	Not reported

GRI 413: LOCAL COMMUNITIES

3-3	Management of material topics	2019/2020 ESG Report Update: p. 57	-	8	
413-1	Operations with local community engagement, impact assessments, and development programs	2019/2020 ESG Report Update: p. 57	-	8	
413-2	Operations with significant actual and potential negative impacts on local communities	2019/2020 ESG Report Update: p. 57	1, 2	-	

GRI 414: SUPPLIER SOCIAL ASSESSMENT

3-3	Management of material topics	2019/2020 ESG Report Update: p. 58	1, 2, 3, 4, 5, 6, 10	3, 8, 10	
414-1	New suppliers that were screened using social criteria		1, 2, 3, 4, 5, 6, 10	3, 8, 10	All new vendors screened using social criteria
414-2	Negative social impacts in the supply chain and actions taken	2019/2020 ESG Report Update: p. 58	1, 2, 3, 4, 5, 6, 10	3, 8, 10	

GRI 415: PUBLIC POLICY

3-3	Management of material topics				No direct or indirect support of any political organizations Not a material topic
415-1	Political contributions	2019/2020 ESG Report Update: p. 58			Not a material topic

GRI 416: CUSTOMER HEALTH AND SAFETY

3-3	Management of material topics			3	Not a material topic
416-1	Assessment of the health and safety impacts of product and service categories				Not a material topic
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services			3	No instances of non-compliance regarding this topic Not a material topic

GRI 417: MARKETING AND LABELING

3-3	Management of material topics		7	12	Empowering informed choices Accelerating sustainable change
417-1	Requirements for product and service information and labeling				Information disclosed in Webshop Not a material topic
417-2	Incidents of non-compliance concerning product and service information and labeling				No instances of non-compliance regarding this topic Not a material topic
417-3	Incidents of non-compliance concerning marketing communications				No instances of non-compliance regarding this topic Not a material topic

GRI 418: CUSTOMER PRIVACY

3-3	Management of material topics	2019/2020 ESG Report Update: p. 58	1	9	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		1		No complaints received

GENERAL DISCLOSURES

GRI 2: General Disclosures 2022

1. The organization and its reporting practices

2-1: Organizational details

The name of the organization is ALSO Holding AG. The headquarters are in Emmen, Switzerland.¹

ALSO Holding AG is the parent company of the ALSO Group, which directly or indirectly holds all other Group companies and associates. The shares of ALSO Holding AG have been listed on SIX Swiss Exchange since 1986 (symbol: ALSN, valor symbol: 2 459 027, ISIN: CH0024590272). Its shareholders are private and institutional investors, including renowned pension funds. The principal shareholder is Special Distribution Holding GmbH (51.30 percent). We operate in 29 European countries with a physical presence and an additional 115 countries worldwide through our Platform-as-a-Service partners.

2-2: Entities included in the organization's sustainability reporting

This report contains information on the following of our operations: ALSO Deutschland GmbH, ALSO Polska sp.z.o.o., ALSO Schweiz AG, ALSO Nederland B.V., ALSO A/S, Denmark, ALSO AS Norway, ALSO Sweden AB, ALSO France S.A.S., ALSO Finland Oy, ALSO Bulgaria EOOD, UAB ALSO Lietuva, ALSO Technology SRL, SIA ALSO Latvia, ALSO Eesti OU, ALSO Croatia d.o.o. The reporting for these entities started in 2020. In 2021 the following organizations were added: ALSO Austria GmbH, ALSO d.o.o. Slovenia, and ALSO Slovakia s.r.o. In the 2022 report our newly acquired enterprises in Serbia and Spain are included for the first time.

Companies acquired during M&A activities are included in the first full year of their membership of ALSO Group. Should any entities be disposed of their reporting will end with the termination date of their membership/existence.

Our annual reports include financial statements of additional entities.²

Within the scope of this report, we do not report on the following topics:

Taxes: As part of its reporting, ALSO Holding AG provides information on income taxes in its Annual Report. Further discussion on the topic of taxes is not considered to be material.

Biodiversity: ALSO sites do not endanger biodiversity in protected areas.

Indigenous rights: ALSO is not active in any countries or regions where the rights of indigenous people are endangered.

Local communities: ALSO sites do not entail special risks for local communities or have adverse effects on the neighbourhoods.

Politics: No support is given to political parties or politicians, we don't see this as an actionable topic.

Assessment of the health and safety impacts of product and service categories: There were no incidents, we don't see this as an actionable topic.

Incidents of non-compliance concerning the health and safety impacts of products and services: There were no incidents, we don't see this as an actionable topic.

Incidents of non-compliance concerning product and service information and labeling: There were no incidents, we don't see this as an actionable topic.

Incidents of non-compliance concerning marketing communications: There were no incidents, we don't see this as an actionable topic.

¹ ALSO Annual Report 2021, p.146: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

² ALSO Annual Report 2021, p.147–150: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

2-3: Reporting period, frequency, and contact point

The GRI reporting cycle is annual. Reporting periods for the financial and the sustainability reporting are the same. It ranges from January 01, 2022 to December 31, 2022, date of publication is January 31, 2023. After publication of the annual report, an update with the current figures will be published.

This is the first report submitted to GRI. Nevertheless, we had included the vast majority of GRI Disclosures in our Sustainability Report for 2020³ and our 2021 Sustainability Report Update, published in 2022⁴.

For any inquiries about the sustainability reporting or the financial reporting, please contact:

ALSO Holding AG
Beate Flamm
Senior Vice President Sustainable Change
beate.flamm@also.com

2-4: Restatements of information

There were restatements of water and energy figures due to wrong figures reported from our providers.

These restatements have had no negative effects.

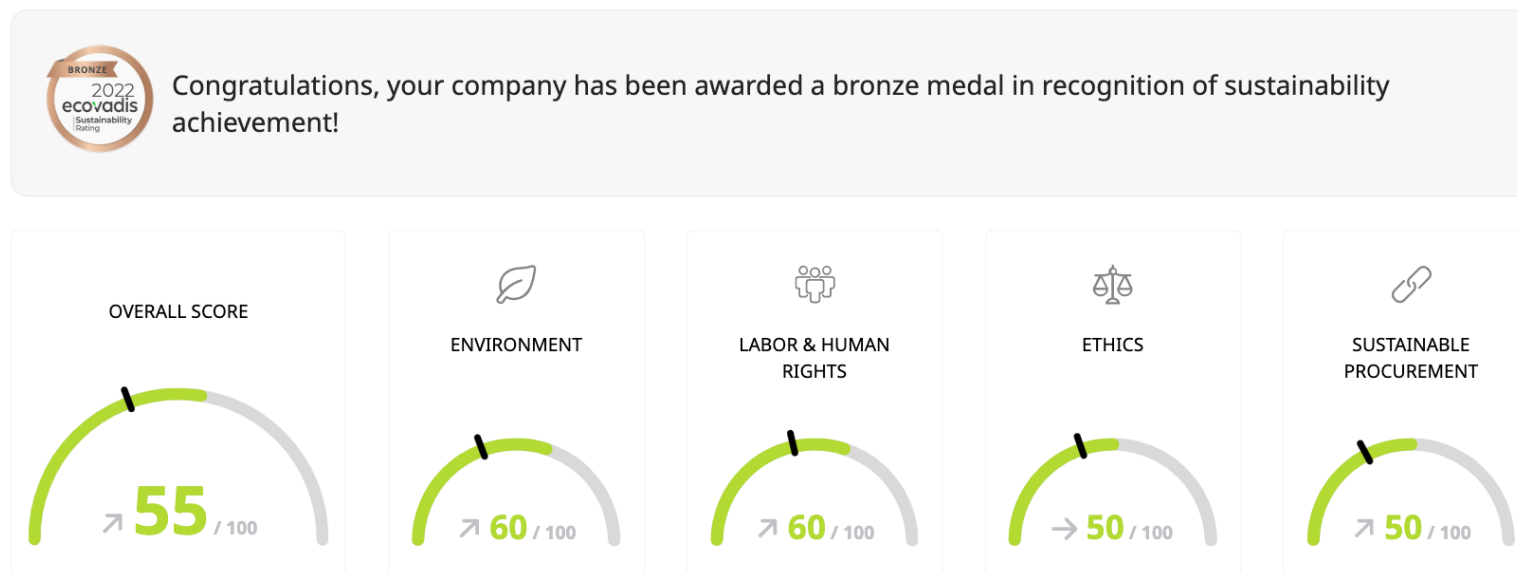
2-5: External assurance

An external audit of our sustainability reports has not been conducted.

In 2022 the ALSO Group was rated by Sustainalytics, CDP and Ecovadis, on its ESG performance.

EcoVadis: Since its founding in 2007, EcoVadis has become the world's largest and most trusted provider of corporate sustainability assessments. ALSO Holding AG was awarded an Ecovadis bronze medal for our latest report.

Rating Ecovadis



³ ALSO ESG Report 2019/2020 Update: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

⁴ ALSO Sustainability Report 2021: https://www.also.com/ec/cms5/media/documents/6000_1/news_27/publications_2/20220221_also_egs-report_2021_update.pdf

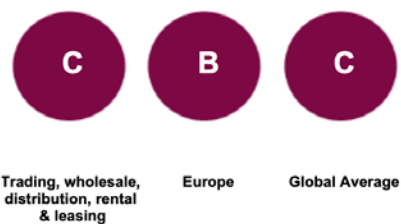
Carbon Disclosure Project: CDP is a non-for-profit charity running a global disclosure system focusing on environmental matters. ALSO received a C which is in the “Awareness” band. It is the same level as the trading, wholesale, distribution, rental & leasing sector average.

Rating Carbon Disclosure Project

Your CDP score



Average performance



Sustainalytics: Morningstar Sustainalytics is a leading independent ESG and corporate governance research, ratings and analytics firm. ALSO's ESG Risk Rating is 8.7, which means the company is exposed to “Negligible Risk”. Within the industry ALSO performs at 12th of 659, in the Global Universe ALSO ranks 111 out of 15 557.

Rating Sustainalytics

ESG Risk Rating

CORE ?

8.7

Negligible Risk



Ranking

Industry Group (1st = lowest risk)

Technology Hardware 12 out of 655

Universe

Global Universe 116 out of 15620

2. Activities and workers

2-6: Activities, value chain and other business relationships

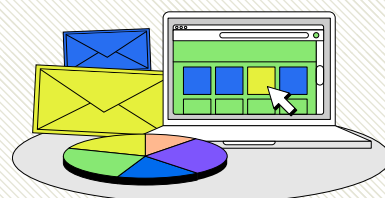
After starting as a wholesaler of equipment for the ICT sector, ALSO has developed over the past ten years into a **technology provider**. With the three business models **Supply**, **Solutions** and **Service**, we cover the entire spectrum from the provisioning of hardware and software, consulting in architecture and installation of complex IT landscapes, IT-as-a-Service offerings via the Cloud to developing digital platforms e.g. for IoT, AI, or cybersecurity.

As a technology provider, we sell and market about 252 000 stock-keeping units (SKUs) from more than 700 providers in about 1 450 product categories and sub-categories of hardware and software in approximately 18.2 million transactions each year.

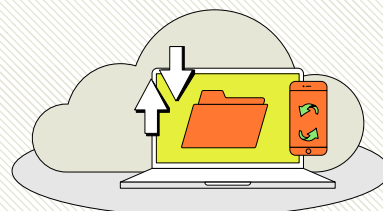
ALSO's areas of activities



Delivery of
Hard- and Software



IT Solutions



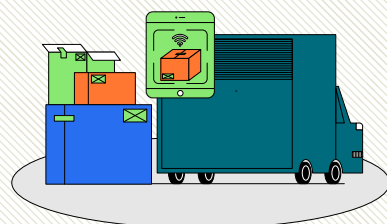
Cloud Marketplace



IoT, AI,
Streaming, Gaming



Cybersecurity



Logistical
Services



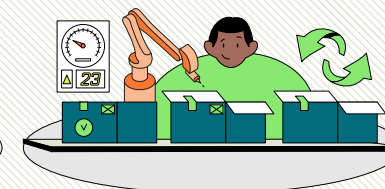
Financial
Services



Training
and events



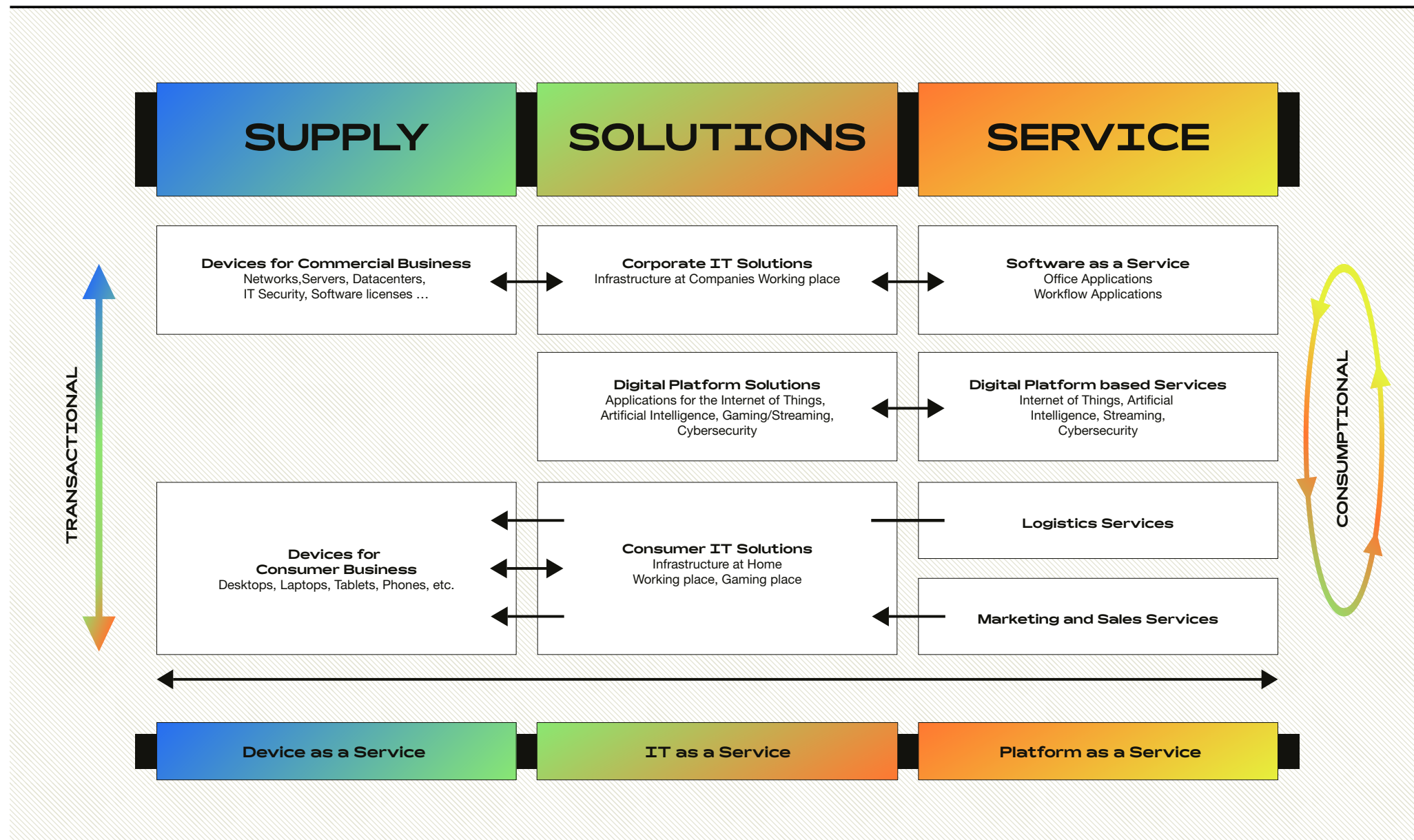
Aftersales



Recycling,
Refurbishment

ALSO has three different business models:

ALSO's business models (3S)



Supply refers to the transactional provisioning of hardware and software for the IT, consumer electronics, and telecommunication sectors.

The **Solutions** business model is characterized by practical support of customers across all project phases and the sale and provision of the required hardware and software. Relevant areas for this model are the working place, the gaming place, infrastructure at home, infrastructure at companies, and applications in the areas of cybersecurity, IoT, AI, and streaming.

The **Service** area provides cloud, logistics, and marketing services. The ALSO Cloud Marketplace acts as a central hub for the consumptional provisioning of software, hardware, and other services.

ALSO has developed and expanded a stable, wide-ranging, and flexible ecosystem for the ICT industry over the last years. It consists of two customer categories, vendors (manufacturers of IT products and services) and resellers (retailers, e-tailers, SMB resellers, corporate resellers, and value-added resellers).

The Group has a portfolio of more than 700 vendors, including all global market leaders, in the product categories of hardware, software, and IT services. We offer these vendors access to approximately 120 000 potential buyers or resellers, who we support with a wide range of services like logistics, finance, IT services, cloud, cybersecurity, and traditional distribution services. From developing complex IT landscapes to providing and updating hardware and software, to reverse logistics, refurbishing, and remarketing IT hardware in the spirit of circular economy, ALSO offers all services from a single source. In addition to our presence in 29 European countries, we offer access to our ALSO Cloud Marketplace and its range of software and services in an additional 115 countries worldwide via Platform-as-a-Service partners.

The main upstream supply chain activities comprise the purchase of hardware, software, services, consumables, and equipment for use in operations or reselling to end customers, the purchase of parts for repairing and upgrading electronic equipment in our refurbishment business, the reverse logistics for products, transportation contracts, and collaboration with banks.

Our main downstream supply chain activities include sales and provisioning of hard- and software, as well as additional services. An increasingly large component of our activities, namely the cloud and platform business, takes the form of a 'virtual supply chain'.

We contractually commit our vendors to high standards of Corporate Social Responsibility, in particular to respect human rights (including a ban on forced and child labor and discrimination), environmental protection and responsible sourcing of raw materials. They either sign our Supplier Code of Conduct or send us own documentation showing their sustainable commitment.

We regularly audit our vendors on their sustainable commitment in the areas of production, compliance, sustainability and Human Rights. In the reporting period, we did an assessment of our Top 50 vendors (revenue-based) by sending out a Supplier Code of Conduct and a questionnaire to get a holistic overview of their ESG engagement.

Changes in the supply chain: Both in the Supply area and in the case of the digital platforms, ALSO has been able to attract a number of new vendors and expand existing business relationships in 2022. The most important new vendors are: ProofPoint, Datto, LastPass, Remarkable, Huawei Digital Power, and CrowdStrike. The established ecosystem enabled ALSO to provide hard- and software to its resellers throughout 2022 in all product categories.

2-7: Employees

Number of employees by region and gender

Region	2021			2022		
	Men	Women	Total	Men	Women	Total
Western Europe	1 574	926	2 500	1 470	879	2 349
Northern Europe	368	176	544	357	165	522
Central/Eastern Europe	612	456	1 068	609	415	1 024
Total	2 554	1 558	4 112	2 436	1 459	3 895

2-7 b Number of employees by employment contract

Region	2021							2022						
	Permanent			Temporary			Total	Permanent			Temporary			Total
	Men	Women	Total	Men	Women	Total		Men	Women	Total	Men	Women	Total	
Western Europe	1 439	864	2 303	135	62	197	2 500	1 378	831	2 209	92	48	140	2 349
Northern Europe	364	165	529	4	11	15	544	349	156	505	8	9	17	522
Central/Eastern Europe	589	387	976	23	69	92	1 068	543	388	931	66	27	93	1 024

2-7 b Number of employees by employment type

Region	2021							2022						
	Permanent			Temporary			Total	Permanent			Temporary			Total
	Men	Women	Total	Men	Women	Total		Men	Women	Total	Men	Women	Total	
Western Europe	1 403	594	1 997	171	332	503	2 500	1 319	562	1 881	151	317	468	2 349
Northern Europe	329	143	472	39	33	72	544	307	128	435	50	37	87	522
Central/Eastern Europe	597	411	1 008	15	45	60	1 068	580	378	958	29	37	66	1 024

The employee count is by head, values are taken from the company's HR system.

2-8: Workers who are not employees

There are areas, particularly in our warehouses, where due to large fluctuations in the volume of work additional workers are employed on a seasonal basis, for example during the back-to-school- or pre-christmas sales. However, their share in relation to internal FTEs is only 12 percent on average. There were also no significant fluctuations in the breakdown of employees by employment contract, employment type, gender, and region.

The HR department uses a central ERP system on the basis of which the data were collected. In addition, local payroll systems were used as sources.⁵

⁵ ALSO ESG Report 2019/2020 Update, p.13: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

3. Governance

2-9: Governance structure and composition

The **Board of Directors**, which may have a maximum of eight members, currently has six members. Except for Gustavo Möller-Hergt, who has been a member of Group Management since 2011, and a member and Chairman of the Board of Directors since March 13, 2014, the Board of Directors is composed of non-executive members. During the Annual General Meeting on March 18, 2022, Thomas FÜRER was elected as an independent member of the Board.

Board of Directors

Name	Nationality	Function	Member since	Independent ¹
Gustavo Möller-Hergt	DE	President	2014	–
Walter P.J. Droege	DE	Vice President	2011	X
Frank Tanski	DE	Member	2011	X
Peter Athanas	CH	Member	2014	X
Ernest-W. Droege	DE	Member	2016	X
Thomas FÜRER	CH	Member	2022	X

¹ 'Independence' refers to conditions that enable the members of the highest governance body to exercise independent judgment free from any external influence or conflicts of interest, which means a situation where an individual is confronted with choosing between the requirements of their function in the organization and their other personal or professional interests or responsibilities

None of the members of the Board of Directors, with the exception of Gustavo Möller-Hergt, has been part of the Group Management of ALSO Holding AG or a subsidiary of the ALSO Group in the three fiscal years preceding the year under review. A member of the Board of Directors may exercise a maximum of ten additional activities as a member of the highest management or directorial body of other legal entities that are entered in the Commercial Register or required by Art. 12 of VegüV to be so entered and are not controlled by the company. The Board of Directors shall ensure that such activities do not conflict with the exercise of duties to the ALSO Group. Functions in various legal entities that are under joint control, or in entities in which this legal entity has a material (unconsolidated) interest, are counted as one function.

The Board of Directors may delegate the preparation and execution of its decisions to committees or to its individual members. The Board of Directors has appointed three standing committees: the Board Committee (BC), the Audit Committee, the Compensation and Nomination Committee.

The Board of Directors appoints a standing BC from among its members. Normally, the BC consists of three members of the Board of Directors who have solid knowledge and extensive experience in the

wholesale, financial, corporate governance, and risk control areas. The BC assists and supports the Board of Directors in the management of the ALSO Group at senior level and in the supervision of the individuals entrusted with running the Group's different entities.

The BC reports to the Board of Directors. The Chairman of the BC informs the Board of Directors about the BC's work and decisions at each ordinary board meeting. Exceptional events of major significance are communicated immediately to all members of the Board of Directors.

According to the law, the Board of Directors is responsible for the ultimate management and supervision of the Group. These inalienable and non-transferable responsibilities are in accordance with Art. 716a, Paragraph 1, of the Swiss Code of Obligations. It can also take decisions on all matters that are not allocated to the Annual General Meeting by law or by the Articles of Incorporation.

In addition, the Board of Directors has delegated operational management of the company to Group Management, consisting of five persons: CEO, CFO, Senior Vice President Legal and HR, Chief Technology Officer and Senior Vice President Sustainable Change. Operational management comprises the obligation to implement all necessary measures, particularly regarding personnel- and product-related issues, market orientation, monitoring the competition, sustainability, and planning for the future.

The Board of Directors and its committees periodically receive information in the form of Group reports relevant to their needs. These reports are also discussed in depth at regular meetings that take place with the committees involved.

The Board Committee advises and supervises Group Management and uses reporting and controlling processes to monitor its operating methods. The ALSO Group has available a comprehensive electronic management information system (MIS).

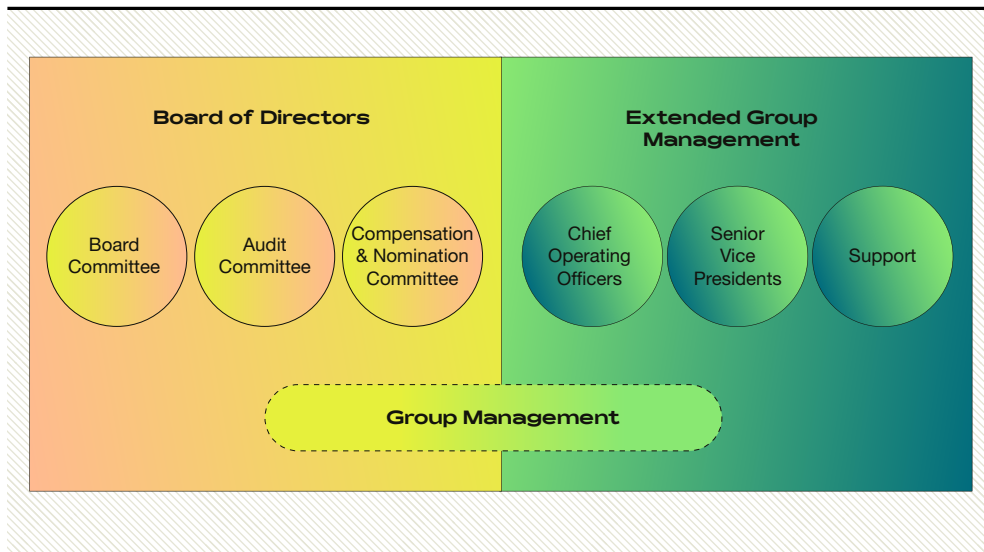
The Internal Audit, compliance officers, and auditing bodies assist the Board of Directors in carrying out its controlling and supervisory duties.

Group Management defines the focal points of operating activities and manages business development on this basis. It pursues the strategic goals, observes other specifications and guidelines issued by the Board of Directors, and in doing so safeguards the interests of the entire ALSO Group as a link to the Extended Group Management.

The **Extended Group Management** consists of the Chief Customer Officers (defined managing directors of the countries or regions), Senior Vice Presidents (responsible for various functions such

as IT, Vendor Management, etc.) as well as those responsible for supporting services (e.g. Customer Relationship Management or Business Intelligence).⁶

Governance structure of the company



Members of the Board of Directors with other significant positions:

- **Walter P. J. Droege:** Member of the Supervisory Boards or member of the Advisory Boards of various subsidiaries within the Droege Group AG, Dusseldorf, Germany; Member of the Supervisory Board of Trenkwalder Group AG and of Trenkwalder Beteiligungs GmbH, both in Vienna, Austria; Member of the Advisory Board of Weltbild D2C Group GmbH, Augsburg, Germany; Member of the Advisory Board of Coroplast Fritz Müller GmbH & Co.KG, Wuppertal, Germany.
- **Peter Athanas:** Member of the Board of Directors of KONTIVIA AG, Zurich, Switzerland; Member of the Board of the Institute of Public Finance and Fiscal Law of the University of St. Gallen, Switzerland; Council member of the Foundation for the Promotion of Studies for the Master's Degree in Law and Economics of the University of St. Gallen, Switzerland, and council member of the Werner Siemens Foundation, Zug, Switzerland. Emeritus of National and International Tax Law at the University of St. Gallen, Switzerland. Member of the Foundation Board of the Swiss Study Foundation, Zurich, Switzerland. Protector of Brunneria Foundation, Vaduz, Liechtenstein.

- **Ernest-W. Droege:** CEO or member of the supervisory board of various subsidiaries within the Droege Group AG, including among others Managing Director of Droege Group Unternehmer-Beratung GmbH, Dusseldorf, Germany; Vice Chairman of the Supervisory Board of Trenkwalder Group AG and Trenkwalder Beteiligungs GmbH, both in Vienna, Austria; Chairman of the Supervisory Board of Weltbild D2C Group GmbH, Augsburg, Germany.

- **Thomas Fürer:** Member of the Supervisory Board of various subsidiaries within the ABB group.

- **Gustavo Möller-Hergt:** Member of the Advisory Board of Deutsche Bank AG, Düsseldorf, Germany, and of the Board of Trustees of the Bamberg Symphony Orchestra, Bamberg, Germany.⁷

Walter P. J. Droege is the majority shareholder of Droege Group AG (the Droege Group). There are no other material business relationships between the members of the Board of Directors and ALSO Holding AG⁸.

Currently all members of the Board of Directors are male. 20 percent of Group Management and 26 percent of the Extended Group Management are female. Diversity is not limited to gender for us. Our board members come from very different cultural and socio-economic backgrounds, different religions, generations, educations and value systems. This is how we ensure diversity.

Should vacancies occur, the Board of Directors will consider filling them with female members, not least in view of future legal guidelines for the gender representation in the Board of Directors and Group Management.⁹ However, the main criterion for selection will be the professional suitability of the candidate. It was a joint and conscious decision to make the SVP Sustainable Change a member of Group Management, as sustainable profitable growth is the most important strategic objective of the company.

In 2022, the Annual General Meeting decided to implement an ESG Committee for Sustainability (ESGC). The ESGC is led by a member of the Board of Directors, all other members are external advisors. The Board selected ESG-experts from among its main stakeholders:

- Virginie LeBarbu, Director Sustainability at Lenovo; for the vendors
- Keijo Taulamäkki, Teliagroup; for the resellers
- Julia Wittenburg, Sustainability, Head of Active Ownership from Bank J. Safra Sarasin Ltd. Zurich; for shareholders and investors

⁷ ALSO Annual Report 2021, p.53–54: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

⁸ ALSO Annual Report 2021, p.52: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

⁹ ALSO Annual Report 2021, p.59: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

- Prof. Dr. Sabrina Scheidler, Professor at FH Dortmund, Germany, renowned expert in the area of Corporate Social Responsibility; representing science and research.

In addition, the SVP Sustainable Change is a member of the ESGC.

2-10: Nomination and selection of the highest governance body

The members of the Board of Directors are elected individually by the Annual General Meeting for a term of office of one year and can be re-elected. The Chairman of the Board of Directors is also elected by the Annual General Meeting for a period of office of one year. There is no limit on the term in office.

The Board of Directors has decided that, as a rule, members should retire at the Annual General Meeting held to approve the Annual Report for the fiscal year in which they reach the age of 70. In exceptional cases, the Board of Directors may decide to waive this rule.¹⁰

2-11: Chair of the highest governance body

At ALSO, the positions of Chairman of the Board of Directors and CEO are held conjointly by Gustavo Möller-Hergt. The main reason for this is the fundamental difference between the tasks of the Board of Directors in Swiss law and the Supervisory Board in Anglo-Saxon law. According to Swiss law, the Board of Directors is the top management body of a company. We adhere to the regulations of the country in which we are based. They cannot be interpreted as we see fit or, dubbed 'best practice', exported.

The balance of influence between the Board of Directors and Group Management is safeguarded by three committees that have been established, of which the Chairman of the Board of Directors is not a member, and the membership of representatives of the main shareholder. In 2015, the "Lead Director" concept was introduced as part of an amendment of the Organizational Regulations. The Lead Director is responsible for chairing the meetings of the Board of Directors – or, on a case-by-case basis, only individual agenda items – in the event of a conflict of interest of the Chairman. He may convene meetings independently.¹¹

2-12: Role of the highest governance body in overseeing the management of impacts

ALSO Group's purpose is to "improve the quality of life of everybody through technology". This purpose has been developed in discussions held at the Board of Directors. Based on the organization's purpose, its MORE (M)aintain the existing business | (O)ptimize processes | (R)einvent business models | (E)nhance

reach) business strategy has been established more than ten years ago and is in place ever since. Its main goal is sustainable profitable growth, making sustainability an integral part of the company's development. The Chairman as well as Group Management were and are also actively involved in the development of the sustainability strategy LESS and the definition of goals and KPIs based on this strategy.

At ALSO organizing risk management is the responsibility of Internal Audit. The principles of the risk management system are defined in the risk management manual of ALSO Group. Risks are identified on the basis of analytical studies or by way of reports. A defined group of risk officers (e.g. Group Management, Senior Vice Presidents, Chief Customer Officers, Center of Competence Heads, employees with functional responsibility) identify and assess risks and report them to Internal Audit. Employees can also report identified risks to Internal Audit. To identify risks, Internal Audit uses modern technology-based tools for analytical studies, which increase objectivity, effectiveness, and efficiency.

Internal Audit prepares an annual report for the Audit Committee that contains a summary of the individual risks, and provides information at short notice when necessary. The Board of Directors is also informed about the risk structure on an annual basis.

The ESG Committee, the implementation of which was an initiative of the Board of Directors, advises the Board of Directors on corporate governance and sustainability issues and supports it in implementing ethical, social and environmental measures. The annual ESG report is prepared by the ESG Committee. Meetings are held as often as business requires. Possible recommendations are delivered to the Board of Directors via the chairman of the committee bi-annually, following its meetings.

The Board of Directors maintains continuous dialog with Group Management and the members of the Extended Group Management with regard to setting goals, values, and strategy. At an annual strategy meeting, held last in September 2022, the company's goals, strategies, and their level of achievement are monitored by the Board of Directors and adjusted if necessary.

Regarding the economic side, budget is allocated in a bottom-up process: the countries/functional managers are responsible for developing and planning their requirements, which are then evaluated with Group Management and adopted in full by the Board of Directors.

Talks are held with all members of the Extended Group Management each year to review target attainment and set new targets.

¹⁰ ALSO Annual Report 2021, p.55: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

¹¹ ALSO Annual Report 2021, p.59: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

2-13: Delegation of responsibility for managing impacts

The Board of Directors has issued Organizational and Operational Rules in which responsibility is clearly regulated. On this basis, Group Management has issued according Organizational and Operational Rules for each Group company. For economic, environmental, and social topics as well as corporate governance, responsibility lies with the managing directors of the respective companies as operating units.¹²

Senior executives are in constant exchange with Group Management regarding ESG topics as well as the performance of the company. Group Management reports to the Board of Directors in all Board Meetings.

2-14: Role of the highest governance body in sustainability reporting

ESG is incorporated directly in the Group Management at ALSO. Overall responsibility for sustainability lies with the CEO and Chairman of the Board of Directors, the SVP Sustainable Change is also a member of the Group Management. Every year, the Sustainability Report is sent to the Chairman of the Board, the Group Management Board and all Members of the Sustainability Committee for review and approval.

2-15: Conflicts of interest

At ALSO, the positions of Chairman of the Board of Directors and CEO are held conjointly. The balance of influence between the Board of Directors and Group Management is safeguarded by three committees that have been established, of which the Chairman of the Board of Directors is not a member, and the membership of representatives of the main shareholder. In 2015, the “Lead Director” concept was introduced as part of an amendment of the Organizational Regulations. The Lead Director is in particular responsible for chairing the meetings of the Board of Directors — or, on a case-by-case basis, only individual agenda items — in the event of a conflict of interest of the Chairman. He may convene meetings independently.¹³

To avoid conflicts of interest with the main shareholder, all contracts with its associated companies require the prior approval of the Board of Directors, with the representatives of the main shareholder abstaining.

A member of the Board of Directors may exercise a maximum of ten additional activities as a member of the highest management or directorial body of other legal entities that are entered in the Commercial Register, or required by Art. 12 of VegÜV to be so entered, and are not controlled by the company. The Board of Directors shall ensure that such activities do not conflict with the exercise of duties to the ALSO Group. Functions in various legal entities that are under joint control, or in entities in which this legal entity has a material (unconsolidated) interest, are counted as one function.¹⁴

There are no cross-shareholdings with suppliers or other stakeholders.

The principal shareholder is Special Distribution Holding GmbH (51.30 percent).

2-16: Communication of critical concerns

Any critical concerns in relation to ALSO’s actions can be communicated to the Ombudsman at any time. His contact details are accessible via the website www.also.com. The Ombudsman is an independent external third party available for employees, customers and the General Public to report violations of the ALSO Code of Conduct. The Ombudsman has a professional duty of confidentiality and will follow up tip-offs anonymously if desired. The information is passed on to ALSO only after consultation with the whistleblower. At the same time, ALSO complies with the legal requirements applicable in each of its countries for whistleblower protection.¹⁵

Legal and ethical conduct of the employees in day-to-day business is ensured by way of a compliance management system. This establishes binding compliance regulations for the entire ALSO Group, helps prevent violations, monitors compliance, and sanctions violations.

Any critical concerns are communicated to the Board of Directors during their regular meetings by the SVP Legal and HR on behalf of the Ombudsman.

During the reporting period there had been no critical concerns which have been reported to the Ombudsman.

¹² ALSO ESG Report 2019/2020 Update, p.19: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egr-report_2019-2020_update.pdf

¹³ ALSO Annual Report 2021, p.59: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

¹⁴ ALSO ESG Report 2019/2020 Update, p.21: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egr-report_2019-2020_update.pdf

¹⁵ ALSO ESG Report 2019/2020 Update, p.24: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egr-report_2019-2020_update.pdf

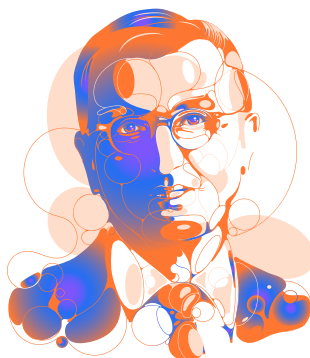
2-17: Collective knowledge of the highest governance body

ALSO's Board of Directors has a multitude of academic knowledge and degrees, which is an indicator of their general expertise including economic, environmental and social topics. Group Management keeps the Board informed about the latest legislative requirements and/or stakeholder expectations on a bi-annual basis.

Board of Director's career milestones¹⁶:

Walter P. J. Droege

Member and Vice Chairman of the Board of Directors of ALSO Holding AG since 2011 and Chairman of the Board Committee.



Career Milestones

Position/Function	Period
Founder and Director of Droege Group AG, Dusseldorf, Germany, which is wholly owned by the Walter P. J. Droege family	1987 until today

Education

Diploma in Business Management

Other Activities and Vested Interests

Member of the Supervisory Board or member of the Advisory Board of various subsidiaries within the Droege Group AG, Dusseldorf, Germany; Member of the Supervisory Board of Trenkwalder Group AG and of Trenkwalder Beteiligungs GmbH, both in Vienna, Austria; Member of the Advisory Board of Weltbild D2C Group GmbH, Augsburg, Germany; Member of the Advisory Board of Coroplast Fritz Müller GmbH & Co.KG, Wuppertal, Germany.

Peter Athanas

Member of the Board of Directors of ALSO Holding AG since 2014 and Chairman of the Compensation and Nomination Committee.



Career Milestones

Position/Function	Period
CEO of pa impact GmbH, Baden, Switzerland	2009 until today
Senior Executive Vice President Corporate Development of Schindler Holding AG	2013 until 2014
Member of the Board of Directors and of the Executive Committee of the Board of the Schindler Group	2010 until 2013
Chairman of the Board of Directors and CEO of Ernst & Young Switzerland	2002 until 2008
Member of the Global Executive Board and member of the Global Management Group of Ernst & Young Switzerland	2005 until 2008
CEO of Arthur Andersen Switzerland, and member of the Global Board	2001 until 2002
Partner in the Arthur Andersen organization	1990 until 2002

Education

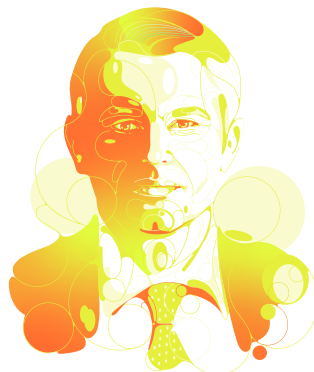
Master's degree in Law and Economics and PhD in Economics from the University of St. Gallen, Switzerland

Other Activities and Vested Interests

Member of the Board of Directors of KONTIVIA AG, Zurich, Switzerland; Council member of the Werner Siemens Foundation, Zug, Switzerland. Emeritus of National and International Tax Law at the University of St. Gallen, Switzerland. Member of the Foundation Board of the Swiss Study Foundation, Zurich, Switzerland. Protector of Brunneria Foundation, Vaduz, Liechtenstein.

Ernest-W. Droege

Member of the Board of Directors of ALSO Holding AG since 2016.



Career Milestones

Position/Function	Period
CEO of Droege Group AG (since 2018), prior in various positions with the Droege Group, Dusseldorf, Germany	2014 until today
Scientific assistant at RWTH Aachen, Germany	2012 until 2014
Investment Banking at Goldman Sachs AG, Frankfurt, Germany	2010 until 2012

Education

Studied business engineering in Karlsruhe and Zurich, doctorate in economics at RWTH Aachen

Other Activities and Vested Interests

CEO or member of the supervisory board of various subsidiaries within the Droege Group AG, including among others Managing Director of Droege Group Unternehmer-Beratung GmbH, Dusseldorf, Germany; Vice Chairman of the Supervisory Board of Trenkwalder Group AG and Trenkwalder Beteiligungs GmbH, both in Vienna, Austria; Chairman of the Supervisory Board of Weltbild D2C Group GmbH, Augsburg, Germany.

Thomas Furer

Member of the Board of Directors of ALSO Holding AG since 2022; Chairman of the Audit Committee and the ESG Committee.



Career Milestones

Position/Function	Period
Group Senior Vice President and Group Head of Tax of ABB Ltd	2009 until today
Group Vice President and Head of International Tax and Tax Accounting & Reporting of ABB Ltd	2001 until 2008
Various consulting roles within EY including Senior Audit Manager	1992 until 2001

Education

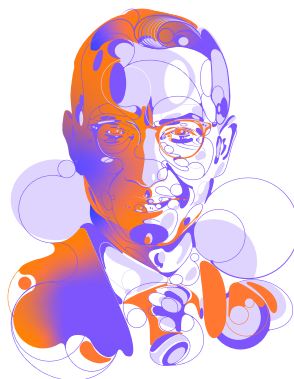
Swiss Certified Tax Expert and Swiss Certified Fiduciary Expert, Harvard PMD

Other Activities and Vested Interests

Member of the Supervisory Board of various subsidiaries within the ABB Group

Gustavo Möller-Hergt

Member of the Board of Directors of ALSO Holding AG and Chairman since 2014. Chief Executive Officer of the ALSO Group and since 2011 a member of the Group Management.



Career Milestones

Position/Function	Period
Chief Operating Officer ALSO Group	2011 until 2012
Chief Representative of the Droege Group	2008 until 2011
CEO and Chief Representative and previously in various positions with the Warsteiner Group	1992 until 2007
Member of the Supervisory Board of SIAC in Douala, Cameroon	1998 until 2007
Chairman of the Supervisory Board of CASA Isenbeck in Buenos Aires, Argentina	1993 until 2007

Education

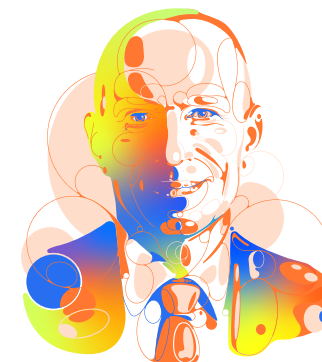
Diploma in Engineering from the Technical University, Munich, Germany, and graduate of Harvard Business School, Boston, USA. Doctorate from the Technical University, Berlin, Germany, where he lectures on technical management

Other Activities and Vested Interests

Member of the Advisory Board of Deutsche Bank, Düsseldorf, Germany, and of the Board of Trustees of the Bamberg Symphony Orchestra, Bamberg, Germany.

Frank Tanski

Member of the Board of Directors of ALSO Holding AG since 2011.



Career Milestones

Position/Function	Period
Managing Director of Droege Capital GmbH, Germany	2008 until today
Employee of a major bank in Germany, most recently as Head of Division	1992 until 2008

Education

Diploma in Business Management

2-18: Evaluation of the performance of the highest governance body

The Board of Directors regularly conducts a self-evaluation of its working methods and efficiency, and the Chair of the board is in regular contact with the Board members between meetings as part of the Board's work and its evaluation process. Among other things this evaluation covers working methods, the working climate, wishes and the main focus of the Board's work. It also focuses on access to and the need for specialist expertise within the Board.

The evaluation of the company at the Annual General Meeting is the final authority for monitoring the Board of Directors' performance.¹⁷

2-19: Remuneration policies

The members of the Board of Directors receive a fixed fee for their activities but no performance-related payment.

The Chairman and members of committees of the Board of Directors receive an additional fixed fee for the performance of these functions.

The members of Group Management receive compensation consisting of fixed and performance-related (variable) components. Statutory rules regarding the principles of the performance-related (variable) components can be found in Art. 23 Paragraph 3 of the Articles of Incorporation¹⁸.

The fixed components consist of a monthly salary and, in some cases, a flat-rate vehicle allowance, a company car, or flat-rate representation expenses. Certain fringe benefits may also be paid.

The variable compensation depends on the business success and is paid in the form of a cash bonus. Variable compensation includes a short-term and a long-term component and breaks down as follows:

Short-term variable compensation:

For the CEO and CFO, short-term, variable compensation (bonus) depends entirely on the combined target values of EBT and EBITDA that are defined by the Board of Directors. If the targets are attained, the bonus is calculated according to a progressively increasing percentage of the attained EBT, which is defined in advance by the Board of Directors.

For a member of the Group Management, the short-term variable compensation depends entirely on predefined combined target values from Group and area EBT. If the targets are attained, the bonus is calculated according to a predefined, fixed percentage of the achieved area EBT.

For two other members of the Group Management, the bonus is dependent on the achievement of target values from Group EBT and predefined qualitative targets. If the targets are attained, the bonus is calculated according to a predefined, fixed percentage of the achieved Group EBT.

Long-term variable compensation:

In 2011 a long-term incentive was agreed with the members of the then Group Management, which includes the CEO and CFO. It was designed in such a way that a one-time special premium is paid if long-term financial targets that are defined by the Board of Directors are attained in two successive years. These conditions were met as of December 31, 2021. The special premium was disclosed in the Compensation Report for the fiscal year 2021. Payment was made in the fiscal year 2022.

A new long-term incentive is expected to be agreed with members of the Group Management in the course of 2023. This was originally planned to be introduced in 2022.

In the case of exceptional non-recurring events (e.g. acquisitions) that are not the responsibility of Group Management, the Board of Directors may, at its own discretion, adjust the parameters on which the calculation of variable compensation is based.

For exceptional performance, in addition to the target bonus, the Board of Directors may, at its own discretion, award a special bonus, which is reported under "Cash bonus (gross)" in the Compensation Report.

In accordance with art. 25 par. 1 of the Articles of Association, no equity securities, conversion rights or options are allocated to members of the Board of Directors or Group Management.

In addition to the actual remuneration for services rendered (wages, salaries, and bonuses), personnel expenses also include ancillary personnel costs and social security contributions. Premiums for years of service are also recognized as personnel expenses over the underlying period of service and accrued accordingly.

There are no retirement benefits paid to members of the Board of Directors.

The employee post-employment benefit plans of the ALSO Group comply with the legal requirements of the respective countries. There are defined benefit plans in Germany, Netherlands, Austria, Slovenia, and Switzerland. The defined benefit plan in Switzerland (ALSO pension fund) covers 85.2 percent (previous year: 84.2 percent) of plan assets and 80.3 percent (previous year: 81.9 percent) of the present value of the expected obligations of the ALSO Group.

¹⁷ ALSO Annual Report 2021, p.59: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

¹⁸ https://www.also.com/ec/cms5/en_6000/6000/company/index.jsp#corporate_governance

Defined contribution plans are post-employment plans under which the Group pays fixed contributions into a separate fund and is neither legally nor de facto obliged to pay further contributions.

For defined benefit pension plans, the costs of providing benefits as well as the required provisions are defined actuarially using the projected unit credit method. In the case of plans that provide higher benefit growth in later years (backloading), the benefits that can be acquired are assigned on the basis of the net liability excluding future employee-funded benefit components. The liabilities are to some extent backed with assets which are managed by autonomous separately funded benefit plans.

A surplus in a defined benefit plan is only recognized to the amount of the future economic benefits that are available in the form of reductions in contributions or repayments, taking into account the upper limit for the asset (asset ceiling). A defined benefit obligation is fully recognized as a provision.

Pension costs are composed of three elements:

- Service costs, which are part of personnel expenses, and consist of current service costs, past service costs, and gains/ losses from plan settlements;
- Net interest, which is recorded in the financial result, and is determined by applying the discount rate to the net defined benefit liability, or net defined benefit asset, that exists at the beginning of the year;
- Gains and losses resulting from actuarial remeasurement, which are immediately recognized in other comprehensive income as remeasurements of employee benefits. Remeasurements of employee benefits are not recycled through the income statement at any later point in time.¹⁹

2-20: Process to determine remuneration

Responsibilities for compensation-related decisions are governed by the Articles of Incorporation²⁰, the Organizational Regulations and the Regulations of the Compensation and Nomination Committee of ALSO Holding AG.

The Compensation and Nomination Committee prepares all relevant decisions of the Board of Directors relating to the compensation of the members of the Board of Directors and Group Management and submits proposals to the Board of Directors regarding the type and amount of the annual compensation of the members of the Board of Directors and Group Management, as well as their fringe benefits and the stipulations of their employment contracts.

The Compensation and Nomination Committee can also make proposals to the Board of Directors for amendments to the compensation system.

Under and subject to the approval of the Annual General Meeting, the definitive compensation is determined by the Board of Directors. As a rule, the effective bonus is determined at the proposal of the Compensation and Nomination Committee in the first quarter of the following year. The executive members of the Board of Directors are excluded from voting rights when their compensation is determined. In the reporting year, no external consultants were called in.²¹

The ultimate governing body of the Company limited by shares is the General Meeting of the shareholders. Their powers include the approval of the financial statements and deciding on the appropriation of the retained earnings, in particular determination of the dividend and of the shares of profits; and the approval of the compensation of the Board of Directors and Group Management.²²

At the Annual General Meeting on March 18, 2022, shareholders approved maximum fixed total compensation of CHF 0.9 million for fiscal the year 2022.²³

2-21: Annual total compensation ratio

See [Annual Report, pages 67–74 \(Compensation Report\)](#)

4. Strategy, policies, and practices

2-22: Statement on sustainable development strategy

Letter from the CEO and Chairman of the Board of Directors: [See Preface](#)

2-23: Policy commitments

Through the ALSO ecosystem, we have access to all market participants: technology vendors, resellers, retailers and e-tailers, value-add resellers, SMBs, and indirectly end users. For us, responsible corporate management means growing profitably, acting ethically, and improving people's quality of life through technology. This purpose is the foundation of our corporate ethics, and it guides our commercial activities. Furthermore, we consider it as our responsibility to ensure sound business practices throughout our value chain. We acknowledge the complexity of our global supply chain and the risks we face together. In this light and to support our efforts to contribute to strengthening the

¹⁹ ALSO Annual Report 2021, p.86–87: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

²⁰ https://www.also.com/ec/cms5/en_6000/6000/company/index.jsp#corporate_governance

²¹ ALSO Annual Report 2021, p.68: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

²² https://www.also.com/ec/cms5/en_6000/6000/company/index.jsp#corporate_governance

²³ ALSO Annual Report 2021, p.69: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

sustainable business practices in the industry, we have drafted a Code of Conduct for ALSO, which has been approved by the Board of Directors and is communicated in regular training courses. It is publicly accessible on ALSO's [website](#).

One important element of our commitment towards human and labour rights is the membership of the UN Global Compact, which we joined in 2021. We are constantly striving to improve our performance in this area. The latest Report of Progress is to be found [here](#).

Risk management in corporate governance: ALSO pursues a coordinated and systematic approach to risk management and controlling to identify and evaluate risks affecting the Group as a whole and individual Group companies. Operational risks, market risks, financial risks, tax risks, risks in the supply chain, environmental risks, and other risks are recorded separately and classified in terms of their probability of occurrence and potential impact. Based on the resulting risk matrix, Group Management develops a catalog of suitable measures for preventing and/or mitigating potential losses. The risk matrix is regularly presented to the Audit Committee and subsequently to the Board of Directors for assessment and approval, and the implementation of the measures is monitored.

In addition, the Board of Directors and the Audit Committee are supported by the ALSO Group Internal Audit. The Internal Audit has an unrestricted right to demand information and examine the records of all Group companies and departments. It reports to the Audit Committee. In addition, after consultation with the Audit Committee, Group Management may ask the Internal Audit to carry out special investigations above and beyond its usual remit. The annual plan for internal audit is approved by the Audit Committee. The Head of Internal Audit submits a report to the Audit Committee at half-yearly intervals. The Audit Committee discusses this with the Head of Internal Audit and takes any necessary measures or proposes them to the Board of Directors for approval. The Head of Internal Audit attended two Audit Committee meetings in the year under review.

Corporate Due Diligence Obligations in Supply Chains: To not only fulfil its legal obligations, but also to raise awareness and promote sustainable change along the supply chain with regard to human and labour rights and environmental issues, ALSO has started to engage in a dialogue with its suppliers and customers. A Supplier Code of Conduct was drawn up and initially sent to our 50 most important vendors (revenue-based), together with a comprehensive questionnaire covering all ESG aspects. The responses will be evaluated by ALSO's Sustainable Change department and followed up in discussions as required. In parallel, we have started to work with our resellers, providing them with our Ecovadis and CDP reports, answering their due diligence questions and helping them to obtain information on the environmental footprint at product level (Product Carbon Footprint).

The newly established Sustainability Committee and its international experts are also supporting us in ensuring due diligence and the appropriate management of ESG risks.

2-24: Embedding policy commitments

The Internal Audit has an unrestricted right to demand information and examine the records of all Group companies and departments. It reports to the Audit Committee. In addition, after consultation with the Audit Committee, Group Management may ask the Internal Audit to carry out special investigations above and beyond its usual remit. The annual plan for internal audit is approved by the Audit Committee. The Head of Internal Audit submits a report to the Audit Committee at half-yearly intervals. The Audit Committee discusses this with the Head of Internal Audit and takes any necessary measures or proposes them to the Board of Directors for approval. The Head of Internal Audit attended two Audit Committee meetings in the year under review.

Additionally, our Code of Conduct is communicated in regular mandatory training courses.

2-25: Processes to remediate negative impacts

A risk analysis, including economic, environmental, and social issues, is made continuously through data analytics, process mining and robotic process automation. This has been happening since 2015. Following the EU directive on Corporate Sustainability Due Diligence, we are preparing an annual risk analysis regarding identifying negative impacts on human rights and environment (double materiality). This will be presented to the Board of Directors in 2023 for the first time, together with suggestions regarding risk management where necessary.²⁴

Risk management in corporate governance: ALSO pursues a coordinated and systematic approach to risk management and controlling to identify and evaluate risks affecting the Group as a whole and individual Group companies. Operational risks, market risks, financial risks, tax risks, and other risks are recorded separately and classified in terms of their probability of occurrence and potential impact. Based on the resulting risk matrix, Group Management develops a catalog of suitable measures for preventing and/or mitigating potential losses. The risk matrix is regularly presented to the Audit Committee and subsequently to the Board of Directors for assessment and approval, and the implementation of the measures is monitored.

All employees of the ALSO Group are entitled to a safe and fair working environment where everyone is treated with respect and in accordance with our social values and commitment. We strongly encourage our employees and managers to follow our open-door practice and resolve work-related issues and disagreements through an informal, open and straightforward dialogue. At the same time, employees as well as all other stakeholders can turn to the ombudsman regarding the possible violations of human rights.

2-26: Mechanisms for seeking advice and raising concerns

Legal and ethical conduct of the employees in day-to-day business is ensured by way of a compliance management system. This establishes binding compliance regulations for the entire ALSO Group, helps prevent violations, monitors compliance, and sanctions violations.

The central document is the Code of Conduct, which is binding for all employees and managers at all levels of the Group. For the highest-risk compliance issues, there are Group guidelines based on the Code of Conduct that specifically regulate the issue in detail and in relation to typical matters in the ALSO Group's business as a technology provider. This particularly includes topics such as antitrust and competition law, dealing with gifts and invitations, and avoiding conflicts of interest.

The Compliance organization is headed by the Group Compliance Officer, who reports directly to the Audit Committee. He is assisted by four Regional Compliance Officers, who in turn coordinate the work of the Local Compliance Officers in each national organization.²⁵

Any ethical concerns in relation to ALSO's actions can be communicated to the ombudsman at any time. His contact details can be accessed via the website www.also.com. The ombudsman is available as an independent external contact for employees and third parties to report violations of the ALSO Code of Conduct. The ombudsman has a professional duty of confidentiality and will follow up tip-offs anonymously if desired. The information is passed on to ALSO only after consultation with the whistleblower. At the same time, ALSO complies with the legal requirements applicable in each of its countries for whistleblower protection.²⁶

2-27: Compliance with laws and regulations

There have been no significant instances of non-compliance with laws and regulations during the reporting period. If there are any risks arising from legal disputes and proceedings, we report on these in the corporate governance and the Risk Report.

2-28: Membership associations

ALSO is a member of the German industry association Bitkom ("Bundesverband Informationswirtschaft, Telekommunikation und neue Medien") and the French "Syndicat des Grossistes Informatiques."²⁷

5. Stakeholder engagement

2-29: Approach to stakeholder engagement

Our stakeholders are the following:²⁸

- Shareholders and investors
- Vendors
- Resellers
- Employees
- Employee representatives
- Local communities and authorities
- Suppliers
- Sales partners

We include all stakeholder groups with which we cooperate directly as part of the supply and value chain, as well as those that are directly affected by the impacts of our business activities.²⁹ With our most important vendors, responsible for about 80 percent of the business, we are having regular quarterly meetings.

During 2022 we have set up a procedure for reaching out to our vendors, asking them to sign our Supplier's Code of Conduct and answering a Sustainability Questionnaire. This questionnaire is based on the Responsible Business Association's [questionnaire](#).

Currently it has been sent to our 50 main vendors. 16 of them have already signed the Code of Conduct, 5 did not sign ALSO's CoC but provided their own, which, after close scrutiny, was found to contain all topics addressed in each case. This covers already more than 50 percent of our TOP 20 vendors. The same goes for the accompanying questionnaire. Our goal is to get the input from all of our Top 50 vendors until the end of 2023. At the same time, we will widen the circle of vendors we engage with and approach the next segment during the year.

ALSO's reports for the Carbon Disclosure Project and Ecovadis are available to all of our stakeholders on request.

Since late 2021 we are an active member of the Lenovo 360 Circle, dedicated to improving sustainability within the IT Channel.

²⁵ ALSO Annual Report 2021, p.48: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

²⁶ ALSO ESG Report 2019/2020 Update, p.24: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

²⁷ ALSO ESG Report 2019/2020 Update, p.14: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

²⁸ ALSO ESG Report 2019/2020 Update, p.24: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

²⁹ ALSO ESG Report 2019/2020 Update, p.25: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

2-30: Collective bargaining agreements

The Code of Conduct reaffirms the right to freedom of association and collective bargaining in accordance with applicable rights and regulations, both for all employees of ALSO and for those of our business partners.³⁰

None of the employees are covered by collective bargaining agreements, all contracts are negotiated individually with the employees, based on the legal requirements of each respective country.

³⁰ ALSO ESG Report 2019/2020 Update, p.25: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

MATERIAL TOPICS

GRI 3: Material Topics 2021

3-1: Process to determine material topics

Our business activities affect the lives of many people in both professional and personal respect. For this reason, dialog with our stakeholders is an important factor in developing and improving our sustainable performance. Our goal is to build and permanently maintain trust.

To identify the social, economic, and environmental topics which matter most to our stakeholders and our long-term business success, we conducted a materiality analysis in 2020. We arranged structured talks in focus groups with the following stakeholders:

Hardware vendors | Software vendors | Etail and Retail customers | SMB customers | Shareholders | Financial Institutions | Employees | Local communities where ALSO has a relevant presence (basis: business tax). Regarding the customer side, we have been talking to 10 hardware- and software vendors as well as 10 e-tail / retail and SMB customers each. We interviewed 5 shareholders, 3 financial institutions, 10 employees and 3 communities in which we are present.

For the structured talks described above we developed a questionnaire addressing the following topics based on the SDGs and prior informal discussions. We asked our stakeholders to rank these topics by their importance in their relations with ALSO, 0 being not relevant at all and 10 being most relevant.

Topics and explanation:

- **Decent work and economic growth:** Sustained economic growth, higher levels of productivity and technological innovation. Attractive jobs, trainings and apprenticeships for young people. Due to its importance, we decided to have Compulsory and Child Labour as separate topics.
- **GHG emissions:** Measurement and disclosure of GHG emissions in all 3 scopes. Risk assessment regarding this topic and implementation of circular economy offers.
- **Industry, innovation and infrastructure:** Upgrade the technological capabilities of industrial sectors in all countries; support the development of a quality, reliable, sustainable and resilient infrastructure.

- **Cybersecurity:** Secure cloud solutions, protection against cyber-crimes like crypto-hacking or data theft.
- **Governance:** Be fully compliant with Swiss company law, offer the highest degree of transparency.
- **Customer Privacy/Data protection:** Secure customer privacy and safeguard customer data. Cover all GDPR regulations.
- **Partnerships to reach goals:** Active engagement in projects which contribute to the development of a sustainable channel. Promote sustainable solutions and technologies.
- **Energy Consumption:** Define goals to lower energy consumption in our own enterprises. Develop and offer solutions which support lower energy consumption at customers.
- **Waste:** Reduce waste, use new ways of more sustainable packaging.
- **Responsible consumption and production:** Offer solutions for building a circular economy. Encourage vendors to reduce the resources needed for production. Offer customers attractive solutions for refurbishment and recycling. Due to its importance, conflict minerals and waste are a separate topic.
- **Conflict minerals:** Responsible supply chain regarding minerals from conflict-affected and high-risk areas.
- **Reduced inequality:** Empower low-income earners by offering trainings and other qualification, support them if/when needed. Promote economic inclusion regardless of sex, race, or ethnicity.
- **Compulsory Labor:** Ensure there is no forced labor used in the supply chain.
- **Child Labor:** Ensure there is no child labor used in the supply chain.
- **Health & Safety:** Ensure the health and safety of our employees; this explicitly includes mental health. Zero lethal accidents.

- **Benefits:** Pay above the respective minimum wage in all countries, support employees in critical personal situations. Offer additional healthcare, bonuses or other benefits, depending on the respective country.
- **Quality Education:** Equal access to information and knowledge. foster digital literacy and empower people to mitigate the risks of cyber-attacks, identity theft and data loss.
- **Gender Equality:** Equal pay and the opportunity for women to have both a career and a family. Access to IT education for girls.
- **Employee rights:** Ensure the Freedom of Association and the option of collective bargaining as fundamental elements of Human Rights.
- **Water consumption:** Contribute to protect and restore water-related ecosystems. Save water in the face of climate change.

Since then, we seek constant dialog with our stakeholders. External expectations regarding ALSO's ESG performance are reviewed, challenged, and discussed in talks with our vendors and customers, as well as with banks and shareholders. We also take into account any ESG-related publications and ratings. Internal expectations are explored at an annual meeting with over 200 ALSO managers to identify and verify the demands of all stakeholders along our supply chain. Talks with local authorities and institutions have also been held occasionally, especially in cases where we are looking for a change of warehouses.

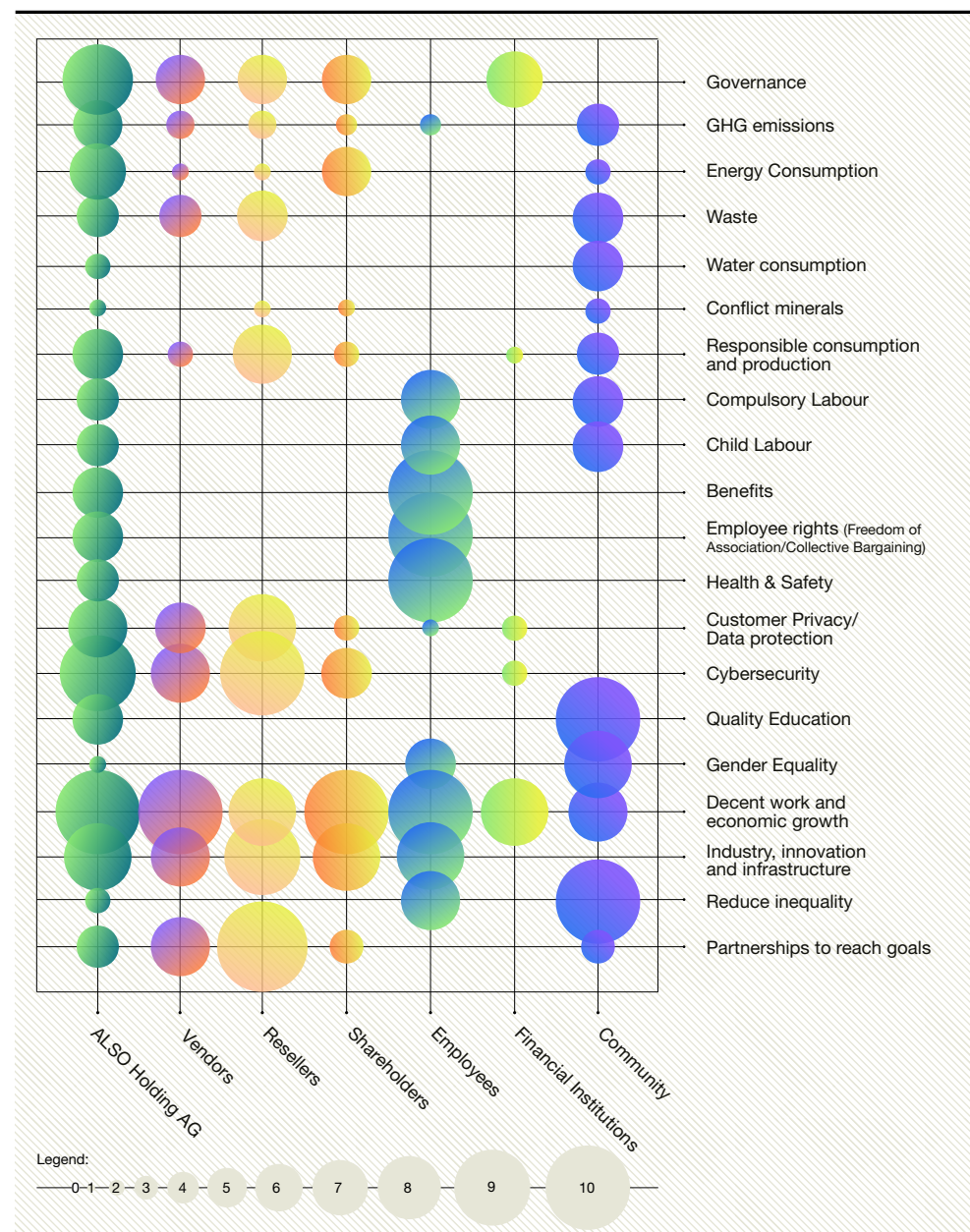
ALSO Materiality Dimensions

We asked our stakeholders to rank the topics mentioned above by their importance in their relations with ALSO, 0 being not relevant at all and 10 being most relevant. The aggregated results are shown in the graph on the right.

This approach visualizes the relevance different topics have for our stakeholders, for example, Governance is a highly relevant topic for ALSO Holding AG, but it doesn't hold high relevance for the community, whereas Quality Education is of the highest relevance for the community and irrelevant for Financial Institutions. It is also noticeable that topics which might be highly relevant in a B2C environment are not of such high importance in a B2B environment.

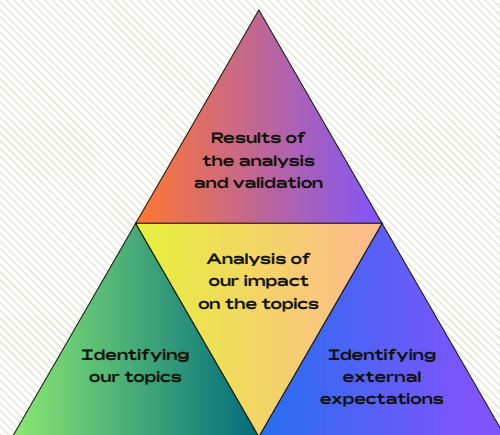
At the same time this graph shows the wide range of topics we as a company have to cover in order to meet the expectations of all our stakeholders.

Stakeholder materialities



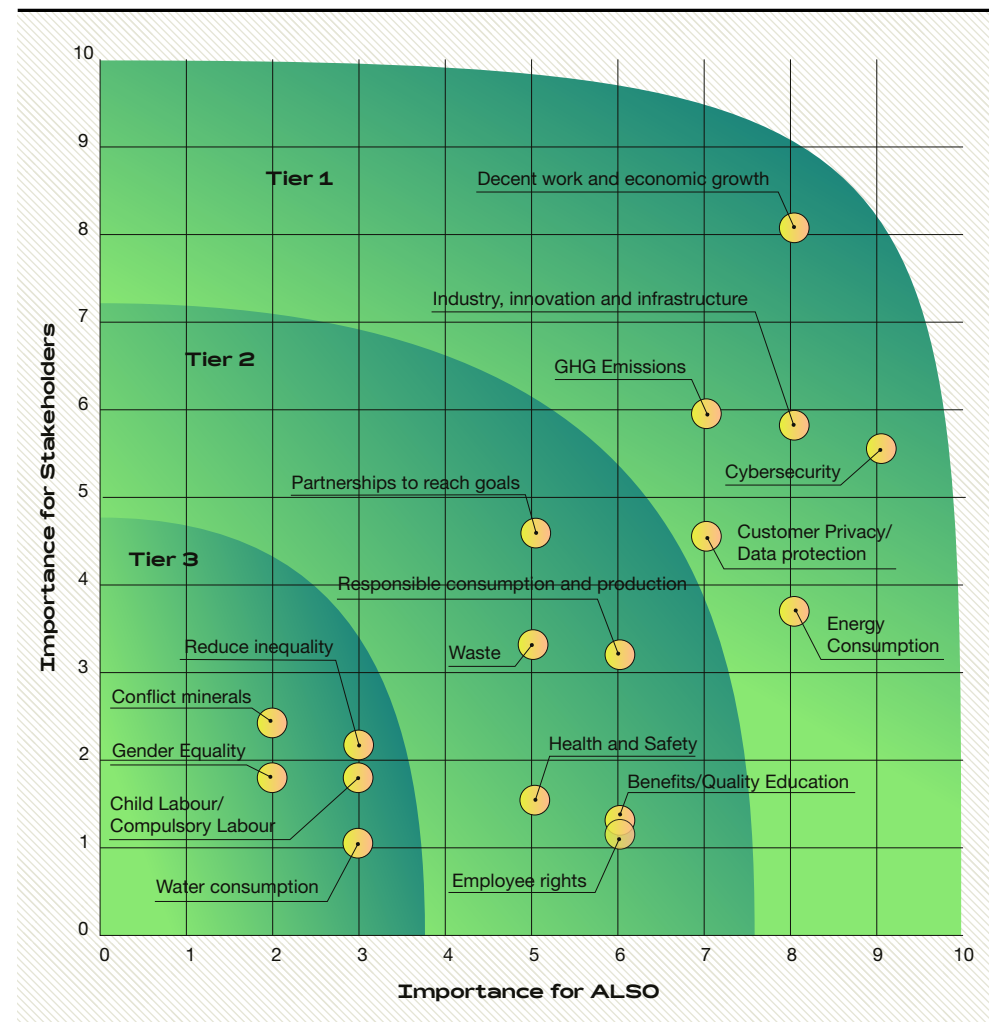
The structure we followed in identifying the materialities is shown here:

Process of identifying ALSO's materialities



The results enabled us to create an aggregated materiality matrix, based on the weighted values of the survey, that was segmented into 3 tiers.

ALSO Materiality Matrix



The results will be re-evaluated in 2023 through a new formal dialogue including all relevant stakeholders of ALSO Group.

3-2: List of material topics

Tier 1 topics:

- **Decent work and economic growth:** Commitment to our shareholders, Commitment to our employees
- **GHG emissions:** Commitment to the environment
- **Industry, innovation and infrastructure:** Commitment to our shareholders, Commitment to society
- **Governance:** Commitment to our shareholders
- **Customer Privacy/Data protection:** Commitment to society
- **Energy Consumption:** Commitment to the environment

Tier 2 topics:

- **Partnerships to reach goals:** Commitment to our shareholders, Commitment to the environment
- **Waste:** Commitment to the environment
- **Responsible consumption and production:** Commitment to the environment
- **Health & Safety:** Commitment to our employees
- **Benefits:** Commitment to our employees
- **Quality Education:** Commitment to society
- **Employee rights:** Commitment to employees

Tier 3 topics:

- **Conflict minerals:** Commitment to the environment
- **Reduced inequality:** Commitment to society
- **Compulsory Labour:** Commitment to society
- **Child Labour:** Commitment to society
- **Gender Equality:** Commitment to our employees, Commitment to society
- **Water consumption:** Commitment to the environment

Based on the different materialities the company has defined the following areas of engagement:

Areas of sustainable engagement

Commitment to our Shareholders

Sustainable profitable growth (Sustainable profitable growth Rate, EBITDA & ROCE)	Expansion of product and service portfolio for our customers	Digital development (Cloud, IoT, AI, virtualisation; solution-focused services)
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Commitment to the environment

CO ₂ emissions	Energy consumption and waste	Responsibility along the supply chain
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Commitment to our employees

Attractive employer	Health and safety	Training and qualifications
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Commitment to society

Teaching digital literacy	Cybersecurity	Data protection
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The 3 topics within each area are not shown by importance or priority, all of them are considered to be equally important for our performance.

The relevant Sustainable Development Goals (SDGs) for us were also identified during the stakeholder dialogues. Our impact on these topics was evaluated, and based on this we defined the relevant SDGs for ALSO.

Sustainable Development Goals



The company has defined the following goals for its sustainable engagement:

Commitment to our Shareholders:

🌐 [See Annual Report](#)

Commitment to the Environment:

1. Apply for membership in the Science-based Targets Initiative (SBTI) and develop action plan for reducing carbon emissions
2. Enhance circular economy-based business model
Based on the experience of Webinstore, our refurbishment and recycling company in Germany, roll out the principle of circular economy to other organizations. Start offering Webinstore's services to adjacent countries (Austria, BeNeLux, France, Denmark, Poland, Switzerland)
3. Lower Scope 2 emissions by 15 percent until 2025
4. Examine the possibility of offering CO₂-offsetting for resellers as part of the ALSO web shop
5. Engage in dialogue with vendors and data providers to offer sustainability data/Product Carbon Footprint as part of the product data provided in the web shop

Commitment to our Employees:

1. Establish Individual Development Plans (IDP) for all employees
Foster an appreciative and supportive work environment and enable employees to grow by IDPs which focus on the strength and talents of people
2. Maintain high level of training and qualification
Employees at ALSO have one week (5 working days) on average per year they can dedicate to their professional development
3. 100 percent of all employees do an annual online course educating and informing them about safety measures and educating them about a healthy workplace

Commitment to Society:

1. Expand cybersecurity portfolio and security training and onboarding of new vendors on the ALSO Cloud Marketplace.
Integrate cybersecurity, GDPR and data protection trainings in ALSO Academy — also for external use.
2. Maintain ISO/IEC 27001 certification
The ACMP is fully compliant with the standards on information and security management.
3. Enhance 🌐 www.oscar-scout.com portfolio.

All action points are constantly assessed and monitored through the department for Sustainable Change according to their specific requirements. Internal Audit is involved in evaluating the process of data collection and the results achieved as reported by the countries.

We are constantly expanding the reporting system for ALSO Holding AG's environmental and social commitment that was initiated back in 2015. A member of Group Management is directly involved in this subject.

3-3: Management of material topics

Our corporate purpose is to use technology to improve the quality of life of all people. The results of our business activities are reflected directly in environmental and social dimensions.³¹ In order to structure and manage the impacts and corresponding risks and opportunities, we have created an impact table. Actual impacts are those that have already occurred, and potential impacts are those that could, but have not yet occurred. These impacts include negative and positive impacts, short-term and long-term impacts, intended and unintended impacts, and reversible and irreversible impacts.

	Actual impact		Potential impact	
	Positive	Negative	Positive	Negative
Sustainable profitable growth	Dividend, employment, taxes; availability of IT technology in more countries	Emissions, high workload	Development of new offers based on new technologies and digital platforms	Increased instability due to currency issues and potential local risk factors
Expansion of portfolio	Good access to products; few availability problems; increase in turnover	Increased complexity in handling of vendors and goods	Customer can select the more sustainable of two products	Higher inventories, more waste, increased demand of space
Digital development	Reduce waste and improve energy efficiency; informed society; drive progress through innovation	Some business areas at customers will shrink/disappear, workers need to be retrained	Relief and release of additional resources; improving performance in industry; new opportunities for environmental technologies; further democratization of society	Potential security breaches; rising energy consumption
CO ₂ emissions		Climate change	Indirect savings due to lower energy consumption; offer of CO ₂ -neutral transport	Higher cost for transport
Energy consumption and waste		Increased cost, higher demand of resources, more landfill	Potential savings	
Responsibility along the supply chain	Meeting legal requirements, raising awareness for topics	Too little, too late; very high complexity; additional cost	Lowering of the environmental and Human Rights impact (emissions, conflict minerals etc.), higher transparency, informed decisions for customers	Development of "Passing the bucket" mentality
Attractive employer	Higher motivation and efficiency, good team spirit, word of mouth promotion, low fluctuation	Negative impact on profitability (very limited)	Candidate database, attraction of new talents beyond local reach	
Health & safety	No downtimes, confident and motivated employees		Mental health improvement; longer working life	
Training & qualification	Highly skilled workforce, higher efficiency and motivation	Disruption due to time needed; qualified trainings that meet our ALSO needs are hard to find. Developing trainings is very time-consuming.	Lifelong learning, development, better leaders	
Teaching digital literacy	Competent and empowered society		ALSO reputation	
Cybersecurity	Protection of customer and company value; fostering move to the cloud	Massive threat for businesses, high potential of fraud, reputational and financial damage for companies		Breach of data protection laws, abuse of computing capacity with substantial economical impact on customers
Data protection	Trust and Governance	Threat of identity theft and abuse of information		Breach of law, unwanted communication

31 ALSO ESG Report 2019/2020 Update, p.17: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

In alignment with the “Enhance” element of our LESS strategy we are working on defining concrete scientific measurement methods for reaching our goals. The biggest impact, as well as the biggest challenge we currently have, is the measurement of the CO₂ emissions upstream. We are currently working on ways to get the information about the exact origin of the deliveries, the mode of transport, the weight of the actual products and the weight of the freight packaging in the first place, so that we can then put it into a structured form that can be processed. The biggest progress has been made in developing an automated system for downstream emissions, where we intend to provide information to our resellers starting in 2023.

ECONOMIC STANDARDS

201: Economic Performance 2016

3-3: Management approach

Materiality Graph (Areas of sustainable engagement)

Annual Report: Corporate Governance, Economic performance, Risk report

201-1: Direct economic value generated and distributed

Consolidated income statement 2021³²

In € 1 000	Note ²	2022		2021	
Total net sales	4.1	12 394 388	100.0 %	11 898 367	100.0 %
Cost of goods sold and services provided		-11 710 962		-11 258 967	
Gross profit		683 426	5.5 %	639 400	5.4 %
Personnel expenses	4.2	-251 676		-238 972	
Other operating expenses	4.4	-192 142		-194 535	
Other operating income	4.4	17 629		21 643	
EBITDA		257 237	2.1 %	227 536	1.9 %
Depreciation and amortization	5.5/5.6	-39 677		-42 200	
Operating profit (EBIT)		217 560	1.8 %	185 336	1.6 %
Financial income	4.5	5 341		5 813	
Financial expenses	4.5	-21 811		-23 432	
Profit before tax (EBT)		201 090	1.6 %	167 717	1.4 %
Income taxes	4.6	-46 893		-37 746	
Net profit Group		154 197	1.2 %	129 971	1.1 %
Attributable to shareholders of ALSO Holding AG		154 004		130 060	
Attributable to non-controlling interests		193		-89	
Earnings per share in €¹					
Basic/diluted earnings per share	5.13	12.01		10.14	

¹ Attributable to the shareholders of ALSO Holding AG

² All notes refer to the Financial Report 2021

³² ALSO Annual Report 2021, p.76: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

Consolidated statement of cash flows 2021³³

In € 1 000	2022	2021
Net profit Group	154 197	129 971
Depreciation and amortization	39 677	42 200
Change of provisions and employee benefits	1 824	-2 031
Losses from the sale of non-current assets	299	274
Other non-cash items	1 747	-7 194
Subtotal	197 744	163 220
Change in trade receivables	180 596	-117 898
Change in receivables from factoring	-569	-23 981
Change in inventories	-175 371	174 714
Change in prepaid expenses, accrued income and other receivables	-19 220	-16 217
Change in trade payables	96 844	47 738
Change in accrued expenses, deferred income and other payables	10 555	18 579
Cash flow from operating activities	290 579	246 155
Net cash flow from acquisitions of subsidiaries (see Note 3)	-33 096	-2 293
Payment of contingent consideration from acquisitions of subsidiaries (see Note 3)	-2 730	-5 922
Net cash flow from disposal of subsidiaries (see Note 2.5)	1 827	0
Additions to property, plant and equipment	-5 544	-6 804
Additions to intangible assets	-5 222	-4 878
Additions to financial assets	-3 741	0
Disposals of property, plant and equipment	394	297
Disposals of intangible assets	135	0
Disposals of financial assets	10	1
Cash flow from investing activities	-47 967	-19 599

In € 1 000	2022	2021
Distributions to shareholders	-43 571	-39 338
Net cash flow from acquisitions of non-controlling interests (see Note 3)	0	-1 855
Repayments of financial liabilities	-88 281	-40 002
Proceeds/repayment from factoring liabilities	13 563	-9 204
Cash flow from financing activities	-118 289	-90 399
Exchange differences from cash and cash equivalents	9 760	-2 459
Change in cash and cash equivalents	134 083	133 698
Cash and cash equivalents at January 1	483 162	349 464
Cash and cash equivalents at December 31	617 245	483 162
INCLUDED IN CASH FLOW FROM OPERATING ACTIVITIES		
Income taxes paid	50 575	34 674
Interest paid	16 914	18 923
Interest received	601	739

Annual Report:

- 5-Year Overview
- Consolidated Income Statement
- Consolidated Cash Flow Statement
- Status Report

33 ALSO Annual Report 2021, p.81: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

201-2: Financial implications and other risks and opportunities due to climate change

As an international technology provider, we are subject to risks from potential damage to people, goods, our reputation, and physical risks caused by natural disasters.

We see concrete risk potential in the following areas:

- Increase in transportation costs
- Necessary shift in the regional focuses of our business activities
- Health consequences for our employees and the population

These are countered by a range of opportunities for how we can contribute to reducing the impact of climate change through our business activities:

- New devices very often enable significantly reduced energy consumption and lower emissions.
- New solutions can, for example, enable the monitoring of climate-related changes or energy-saving facility management.
- Virtualization of business processes and remote working lead to a significant reduction in emissions.
- Artificial intelligence can examine the impact of processes and behaviors on the climate and identify correlations and modes of action.

The goals based on our sustainability strategy LESS, as well as training on environmental protection, occupational health, and safety, are designed to minimize these risks to people and the environment. We evaluate them directly at our sites as well as indirectly through inquiries with vendors to secure the supply chain. We comply with all codes of conduct and legal requirements in environmental protection, occupational health, and safety. We monitor regulatory risks that could arise from the requirements to reduce emissions. These arise in the medium and long term, particularly through the pricing of CO₂ through emissions trading systems, taxes, or changes in energy legislation. We actively counteract these risks through measures within the framework of our energy and CO₂ management. We classify the risks as high because critical negative effects on the financial position cannot be ruled out.

We see opportunities by developing solutions that aim to minimize environmental impact, for example, sensor-based IoT applications that can measure and manage air quality, temperature, or brightness and regulate them accordingly.³⁴ Some of these solutions are already being distributed through our sales channels.

201-3: Defined benefit plan obligations and other retirement plans

In addition to the actual remuneration for services rendered (wages, salaries, and bonuses), personnel expenses also include ancillary personnel costs and social security contributions. Awards for years of service are also recognized as personnel expenses over the underlying period of service and accrued accordingly.

The companies of the ALSO Group operate various employee benefit plans according to the local conditions and practices in the respective countries.

Defined contribution plans are post-employment plans under which the Group pays fixed contributions into a separate fund and is neither legally nor de facto obliged to pay further contributions.

For defined benefit pension plans, the costs of providing benefits as well as the required provisions are defined actuarially using the projected unit credit method. In the case of plans that provide higher benefit growth in later years (backloading), the benefits that can be acquired are assigned on the basis of the net liability excluding future employee-funded benefit components. The liabilities are to some extent backed with assets which are managed by autonomous separately funded benefit plans.

A surplus in a defined benefit plan is only recognized to the amount of the future economic benefits that are available in the form of reductions in contributions or repayments, taking into account the upper limit for the asset (asset ceiling). A defined benefit obligation is fully recognized as a provision.

Pension costs are composed of three elements:

- Service costs, which are part of personnel expenses, and consist of current service costs, past service costs, and gains/losses from plan settlements.
- Net interest, which is recorded in the financial result, and is determined by applying the discount rate to the net defined benefit liability, or net defined benefit asset, that exists at the beginning of the year.
- Gains and losses resulting from actuarial remeasurement, which are immediately recognized in other comprehensive income as remeasurements of employee benefits. Remeasurements of employee benefits are not recycled through the income statement at any later point in time.³⁵

Annual Report:

🌐 2.11. Personnel expenses/employee benefit plans

🌐 4.3 Employee benefits

³⁴ ALSO Annual Report 2021, p.47: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

³⁵ ALSO Annual Report 2021, p.87: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

201-4: Financial assistance received from government

In 2022, we did not apply for or receive any significant financial support.

GRI 202: Market Presence 2016

3-3: Management approach

ALSO website

202-1: Ratios of standard entry level wage by gender compared to local minimum wage

For the vast majority of employees, the standard entry level wage is higher than the statutory minimum wage in the respective country.

No differences are made based on gender.³⁶

Annual Report 2021: 4.2 Personnel expenses

202-2: Proportion of senior management hired from the local community

The overwhelming majority of senior management, these being team leaders, department heads, managing directors, is hired from respective countries where the company is operating,

Additionally, the opportunity to work in an international team increases our attractiveness as an employer.³⁷

GRI 203: Indirect Economic Impacts 2016

3-3: Management approach

Annual Report 2021

203-1: Infrastructure investments and services supported

Acquired tangible assets³⁸:

Acquired Property, plant and equipment 2021

In € 1 000	Land and buildings	Equipment	Other property, plant and equipment	Total
January 1, 2021	54 038	10 278	14 744	79 060
Additions	238	863	4 443	5 544
Effect of acquisitions	373	16	557	946
Disposals	-29	-105	-667	-801
Effect of deconsolidation	-1 913	0	0	-1 913
Assets held for sale (Note 5.15)	-10 934	-409	0	-11 343
Reclassifications	-15	-285	300	0
Depreciation	-1 834	-1 899	-5 487	-9 220
Exchange differences	1 292	129	227	1 648
December 31, 2021	41 216	8 588	14 117	63 921
OVERVIEW AS AT DECEMBER 31, 2021				
Acquisition costs	61 285	37 153	51 545	149 983
Accumulated depreciation/impairment	-20 069	-28 565	-37 428	-86 062
December 31, 2021	41 216	8 588	14 117	63 921

³⁶ ALSO ESG Report 2019/2020 Update, p.28: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

³⁷ ALSO Annual Report 2021, p.110: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

³⁸ ALSO Annual Report 2021, p.111: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

Leased tangible assets³⁹:

Right-of-use assets 2021

In € 1 000	Land and buildings	Equipment	Other property, plant and equipment	Total
January 1, 2021	85 375	668	4 463	90 506
Additions	8 509	101	2 814	11 424
Effect of acquisitions	2 156	0	0	2 156
Disposals	-1 942	-28	-150	-2 120
Depreciation	-19 632	-203	-2 830	-22 665
Exchange differences	986	-1	-1	984
December 31, 2021	75 452	537	4 296	80 285
OVERVIEW AS AT DECEMBER 31, 2021				
Gross right-of-use assets	132 529	1 292	11 483	145 304
Accumulated depreciation/impairment	-57 077	-755	-7 187	-65 019
December 31, 2021	75 452	537	4 296	80 285
Total Property, plant and equipment	116 668	9 125	18 413	144 206

The acquisition and lease of land and buildings is used for operational purposes.

In 2022, Group Management decided to commit to a call option for a plot of land in Soest, Germany, after leasing contracts for both the office and warehouses have expired or will do so during 2023. ALSO Germany is the biggest employer and taxpayer in the area and sees it as a social responsibility to secure a future for its employees, their families, and the community in this region.

Other additions are mainly a result of investments in equipment and other property, plant and equipment and in "Infrastructure-as-a-Service", as well as lease extensions and capture of deconstruction costs for land and buildings.

Losses from the sale of property, plant, and equipment are recognized in other operating expenses and amount to T€ -299.³⁹

203-2: Significant indirect economic impacts

At several of its locations, like German Soest or Swiss Emmen, ALSO is the biggest employer, offering trainings for young people and livelihoods for families. It is also one of the biggest taxpayers with a significant impact on communal finances.

ALSO provides a wide range of customized services in Cloud and as-a-Service, logistics, finance, marketing, and IT services, as well as traditional wholesale services to more than 120 000 resellers. These goods and services have an overall positive impact on the efficiency and economic development of companies. Our aim is to assist in the digitalization of society, automating processes, and spreading new technologies.

In addition, ALSO is an important partner to companies and institutions when it comes to the transition to remote working and the virtualization and digitalization of teaching. One example is the #schuledigital initiative in Germany, which has set itself the task of offering schools comprehensive advice on digitalization. The concept comprises a total of eleven components, includes solutions for parents to finance end devices.

GRI 204: Procurement Practices 2016

3-3: Management approach

Annual Report 2021

204-1: Proportion of spending on local suppliers

We have three categories of local, i.e. national, suppliers: insurance companies, banks, and transportation, including packaging materials. These categories account for 100 percent of the procurement budget for suppliers based in the local region.

GRI 205: Anti-Corruption 2016

3-3: Management approach

Code of Conduct

Annual Report

39 ALSO Annual Report 2021, p.110: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

205-1: Operations assessed for risks related to corruption

A defined group of risk officers (e.g. Group Management, Senior Vice Presidents, Chief Customer Officers, Center of Competence Heads, employees with functional responsibility) identify and assess risks and report them to Internal Audit. Employees can also report identified risks to Internal Audit.⁴¹

All operations are included in the legally prescribed compliance risk analysis. Tips from whistleblowers are also followed up and investigated using internal audits or external service providers.

No significant risks have been identified during the latest risk assessments.

205-2: Communication and training about anti-corruption policies and procedures

The compliance management program includes comprehensive anti-corruption training for all employees. It starts with uniform basic training throughout the Group for all new employees who join ALSO. This training is based on ALSO's typical business requirements and is held in the local languages of all ALSO companies. It is mandatory for all employees except logistics and temporary employees and must be successfully completed within four weeks of joining the company. Completion is actively monitored and employees who have missed the training or not successfully finished it, are being notified and actively supported in successfully finishing the training.

This basic training is supplemented by another two mandatory training courses to refresh and build on the first one. The information learned is tested using an e-learning platform. The refresher training is provided at regular intervals and actively monitored. The Group's managers are required to submit a declaration of commitment once a quarter that reminds them of the existing compliance obligations and includes a statement on potential compliance-related issues from the past quarter.⁴²

205-3: Confirmed incidents of corruption and actions taken

In 2022 there were no cases of corruption.

GRI 206: Anti-Competitive Behavior 2016

3-3: Management approach

Compliance is one of our primary considerations. As an international company, we have extremely stringent requirements for effective compliance management. For us, however, there is more to compliance than simply adhering to regulatory provisions. We consistently aspire to act in accordance with the principles defined in our Code of Conduct and believe that profitability should go hand in hand with the highest ethical standards.

206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

In 2022 no legal actions were pending in the reporting period.

GRI 207: Tax 2019

3-3: Management approach

See Annual Report 2021, pages 50, 80, 95–97

207-1: Approach to tax

Taxes on income are accrued in the same periods as the revenue and expenses to which they relate and are reported as tax liabilities. Deferred taxes include the income tax effects of temporary differences between the Group's internal measurement criteria and the local tax measurement guidelines for assets and liabilities (comprehensive liability method). With this method, deferred taxes are created for temporary taxable differences. Deferred taxes are adjusted annually for any changes in local tax legislation. Tax-loss carryforwards and deductible temporary differences are reported as deferred tax assets if it is sufficiently probable that future taxable profits will be adequate to utilize the respective deferred tax assets.

Taxes that would have to be paid in the event of a payout of retained earnings in the subsidiaries are not accrued unless this type of payout is expected to be made in the near future.⁴³

⁴¹ ALSO Annual Report 2021, p.44: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

⁴² ALSO Annual Report 2021, p.29: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

⁴³ ALSO Annual Report 2021, p.91: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

Since our operations are heavily networked and carried out across different locations, we work with specialist tax consultants to design the transfer pricing concept and have the underlying transfer pricing documentation audited at regular intervals. All the company's finances function following local tax regulations and legislation.⁴⁴

207-2: Tax governance, control, and risk management

ALSO always is tax compliant. All taxes and charges are paid according to local laws and regulations in the countries where ALSO operates. As a good corporate citizen ALSO sees tax as an important part of its social responsibility.

Over the years ALSO has applied a conservative and cautious tax policy. The company complies with the OECD Transfer Pricing guidelines, which means that the profits are allocated and taxed where the value is created.

ALSO is present in many countries and by its presence contributes to society through various taxes and charges such as corporate tax, duties, payroll taxes and also indirectly through VAT levied on goods sold to customers.

ALSO Holding AG is a Swiss company, listed on the Swiss Stock Exchange (SIX). ALSO applies International Financial Reporting Standards (IFRS) as adopted by the EU.

The ALSO group's total tax rate is a result of the reported profits of ALSO's various subsidiaries and the effective corporate tax rates in each country, which vary from country to country.

See Annual Report 2021, pages 49, 59, 81, 89

⁴⁴ ALSO Annual Report 2021, p.49: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

ENVIRONMENTAL STANDARDS

GRI 301: Materials 2016

3-3: Management approach

The largest share of material consumption takes place in our warehouses. As a distributor, we require materials for shipping. As we don't manufacture goods, we generally do not purchase any raw materials. Our possibilities to use recycled materials relate to shipping and the remarketing of refurbished devices and are limited given that our Supply business model puts us in the middle of the value chain, i.e. we receive already manufactured and packaged goods from our vendors.

We currently track the use of paper, cardboard, plastic, and pallets. We record and optimize the material and substance flows, ensure recycling and appropriate disposal, and avoid waste while taking account of the environmental requirements.

By separating waste consistently and efficiently, we keep the proportion of recyclable packaging components at the warehouse facilities at a high level and thus minimize non-recyclable waste throughout the Group. In addition, more detailed separation of the materials is implemented.

We are continuing to focus on improving the availability of data and systematically increase the percentage of locations that report. In addition, we measure the data quality based on accuracy, completeness, and the punctuality of delivery.

301-1: Materials used by weight or volume

GRI 301-1 a Materials used to produce and package primary products and services

in kg	2020					2021					2022					
	Renewable			Non-renewable	Total	Renewable			Non-renewable	Total	Renewable			Non-renewable		Total
	Paper	Cardboard	Pallets	Plastic		Paper	Cardboard	Pallets	Plastic		Paper	Cardboard	Pallets	Plastic	Metal	
Germany ¹	19 130	1 333 681	1 818 750	78 076	3 249 637	24 168	742 748	6 376 545	109 475	7 252 936	46 317	522 076	5 481 120	162 297		6 211 810
Poland	9 388	96 612	1 457 925	61 788	1 625 713	11 640	135 840	2 125 650	91 250	2 364 380	11 640	133 333	2 133 333	91 067		2 369 373
Switzerland	48 779	506 940	359 980	62 745	978 444	54 982	621 883	350 739	45 526	1 073 130	⊖	⊖	⊖	⊖	⊖	⊖
Netherlands	8 840	355 376	144 640	41 274	550 129	8 890	395 809	343 648	46 256	794 603	9 168	399 559	535 604	31 596		975 927
Denmark, Norway, Sweden	56 477	163 037	104 600	17 997	342 111	215 729	586 851	214 369	42 631	1 059 579	53 674	128 149	154 364	22 369		358 556
Denmark ²	–	–	–	–	–	215 729	586 851	214 369	42 631	1 059 579	53 674	128 149	154 364	22 369		358 556
Norway ²	–	–	–	–	–	WH via Denmark, paperless office				0	WH via Denmark, paperless office					0
Sweden ²	–	–	–	–	–	WH via Denmark, paperless office				0	WH via Denmark, paperless office					0
France	7 953	185 715	159 194	32 069	384 931	6 847	152 036	147 212	29 212	335 307	6 000	148 810	123 214	26 530		304 553
Finland	3 300	113 361	126 648	25 098	268 407	2 412	100 814	93 970	17 410	214 606	2 412	95 197	80 806	19 021		197 436
Bulgaria	6 000	600	3 000	4 500	14 100	3 463	1 600	63 750	2 688	71 501	2 255	1 102	89 280	2 435		95 072
Lithuania	2 273	13 735	8 900	3 003	27 911	706	19 671	22 525	6 170	49 072	123	8 627	19 691	3 193	21	31 655
Romania	⊖	263 460	102 906	48 497	414 864	65	424 007	200 224	75 724	700 020	82	330 528	125 202	47 927		503 739
Latvia	7 192	5 182	59 052	6 642	78 068	12 281	10 565	65 064	2 458	90 368	791	7 265	40 623	1 776		50 456
Estonia	128 412		49 045	38 900	216 357	205 506		55 517	53 361	314 384	185 395		57 900	51 441		294 736
Croatia	3 603	24 804	15 450	1 380	45 237	6 005	33 072	20 800	2 150	62 027	4 804	35 828	22 100	2 800		65 532
Austria	–	–	–	–	–	250			20	270	150	38		126		314
Slovenia	–	–	–	–	–	2 034	12 300	60 200	956	75 490	3 192	12 545	60 764	7 582		84 083
Slovakia	–	–	–	–	–	3			1	3	2			1		3
Hungary	–	–	–	–	–	–	–	–	–	–		20 000	50 000	8 000		78 000
Czech Republic	–	–	–	–	–	–	–	–	–	–	311	1 079	15 185	4 753		21 329
Spain	–	–	–	–	–	–	–	–	–	–	26	15				41
Serbia	–	–	–	–	–	–	–	–	–	–	617	69 933	8 904	587		80 041
Total	301 346	3 062 503	4 410 090	421 969	8 195 909	554 980	3 237 196	10 140 213	525 287	14 457 675	326 959	1 914 085	8 998 089	483 500	21	11 722 654

¹ Values differ significantly between 2020 and 2021 due to new method of measurement

² Denmark, Norway & Sweden reported separately from 2021 onwards

⊖ no data available

– no information accessible

301-2: Recycled input materials used

GRI 301-2 a Percentage of recycled input materials used to manufacture primary products and services

in kg	2020			2021							2022							
	Total material used	Total amount of Recycled material used		Total material used	Total amount of Recycled material used						Total material used	Total amount of Recycled material used						
		Total	Total (%)		Paper	Cardboard	Pallets	Plastic	Total	Total (%)		Paper	Cardboard	Pallets	Plastic	Metal	Total	Total (%)
Germany ¹	3 249 637	1 133 629	35	7 252 936	12 973	647 441	4 948 525	10 812	5 619 751	77	6 211 810	34 287	475 736	168 371	6 977		685 371	11
Poland	1 625 713	1 262 952	78	2 364 380	0	135 840	1 700 000	0	1 835 840	78	2 369 373		133 333	1 700 000			1 833 333	77
Switzerland	978 444	0	0	1 073 130	0	0	0	0	0	0	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Netherlands	550 129	489 135	89	794 603	2 000	359 667	327 648	3 158	692 473	87	975 927	436	364 509	260 165	577		625 688	64
Denmark, Norway, Sweden	⊖	⊖	⊖	1 059 579	172 583	575 114	205 794		953 491	90	358 556	26 837	128 149	148 189	0	0	303 175	85
Denmark ²	–	–	–	1 059 579	172 583	575 114	205 794		953 491	90	358 556	26 837	128 149	148 189			303 175	85
Norway ²	–	–	–	WH via Denmark, paperless office							WH via Denmark, paperless office							
Sweden ²	–	–	–	WH via Denmark, paperless office							WH via Denmark, paperless office							
France	384 931	173 024	45	335 307	0	54 720	88 327	11 684	154 731	46	304 553		53 571	72 808	10 611		136 991	45
Finland	268 407	169 014	63	214 606	844	90 733	52 688	2 612	146 876	68	197 436		81 668	40 944	2 520		125 132	63
Bulgaria	14 100	7 695	55	71 501		1 600			1 600	2	95 072	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Lithuania	27 911	16 008	57	49 072	706	19 671		281	20 658	42	31 655	123	8 627	19 691			28 441	90
Romania	⊖	⊖	⊖	700 020	⊖	⊖	⊖	⊖	⊖	⊖	503 739		31 964	17 531	52 582		102 076	20
Latvia	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	50 456	0	0	0	0	0	0	0
Estonia	216 357	133 354	62	314 384	143 854		24 983	29 349	198 185	63	294 736	129 777		26 055	28 293		184 124	62
Croatia	45 237	20 480	45	62 027		9 646	19 800	1 350	30 796	50	65 532	4 804	10 335	21 700	1 300		38 139	58
Austria	–	–	–	270	229				229	85	314	41					41	13
Slovenia	–	–	–	75 490		12 300	60 200		72 500	96	84 083		12 545	60 764			73 309	87
Slovakia	–	–	–	3	3				3	83	3	2					2	80
Hungary	–	–	–	–	–	–	–	–	–	–	78 000		19 000	49 000	5 600		73 600	94
Czech Republic	–	–	–	–	–	–	–	–	–	–	21 329						0	0
Spain	–	–	–	–	–	–	–	–	–	–	41	1					1	2
Serbia	–	–	–	–	–	–	–	–	–	–	80 041		34 966				34 966	44
Total		3 405 290			333 192	1 906 732	7 427 964	59 245	9 727 134			196 307	1 354 404	2 585 218	108 460	–	4 244 389	

1 Values differ significantly between 2020 and 2021 due to new method of measurement 2 Denmark, Norway & Sweden reported separately from 2021 onwards ⊖ no data available – no information accessible

GRI 302: Energy 2016

3-3: Management approach

We reduce our carbon footprint by limiting or lowering our energy consumption (including heating, electricity, and cooling consumption) and switching to electricity from sustainable energy sources where possible. Energy consumption within the organization mainly comes from purchased sources (which is why 302-1 d is quantified as 0 for all countries). We monitor the sources from which we obtain electricity at our sites and strive to increase the proportion of sustainable electricity, taking into account the economic viability.

One example of measures to optimize energy consumption is the installation of building insulation to reduce the loss of heat.

Because our Group is spread across 29 countries, there was a very high level of travel by employees before 2020. This contributed to the company's CO₂ emissions. We reduce these emissions by keeping business trips to a minimum, using climate-friendly options such as train travel, and increasingly switching to virtual meetings. During the COVID-19 pandemic, travel was virtually halted, and all employees whose jobs permitted it worked remotely for large parts of the year. If they were in the offices, then only in shifts and under maximum hygiene precautions. Even after the end of the COVID-19 pandemic, remote working will remain an option for employees with jobs that allow it, which will also reduce the emissions caused by commuter traffic.

302-1: Energy consumption within the organization

GRI 302-1 a Total fuel consumption within the organization from non-renewable sources

in Gigajoule	2020						2021							2022						
	Gasoline	Diesel fuel	Natural Gas	Coal	Others	Total	Gasoline	Diesel fuel	Natural Gas	Coal	Nuclear	Others	Total	Gasoline	Diesel fuel	Natural Gas	Coal	Nuclear	Others	Total
Germany ¹	419	4 659	20 298		1 259	26 635	458	6 590	26 064			994	34 106	719	6 206	16 453			459	23 837
Poland	755	802	9 115	4 331		15 003	439	124	12 239	3 787			16 590	439	124	9 563	4 176			14 303
Switzerland			4 765		4 279	9 044			5 744		3 862		9 606		0	6 757		3 110		9 867
Netherlands	995	343	4 147		1 854	7 339	747	426	3 545			113	4 830	1 114	237	1 912				3 263
Denmark, Norway, Sweden	42	1 044			8 018	9 104	416	1 433				5 491	7 340							0
Denmark ²	–	–	–	–	–	–	47	1 206				4 788	6 041	274	973				9 100	10 347
Norway ²	–	–	–	–	–	–						703	703		9				1 141	1 150
Sweden ²	–	–	–	–	–	–	369	227					596	495	47					542
France	1 273		3 096		3 524	7 894	826	993	2 596		2 324		6 739	702	1 060	3 103		2 373		7 238
Finland	609	523			76	1 207	545	297				84	926	581	315					896
Bulgaria	101	157			353	611	5	147			378		530		210			411		621
Lithuania			1 971	943	90	3 005	720	836	3 503			156	5 214	746	807	1 253				2 805
Romania	38	78				116		137					137	28	211					239
Latvia	660	1 165	1 530			3 355	545	959	1 997				3 501	649	669	1 321				2 639
Estonia	2	47	1 397			1 446	26	61	1 645				1 731	36	76	1 554				1 666
Croatia		5	667	160	139	971		65	585	27	26		704		171	308	14	8	28	529
Austria	–	–	–	–	–	–			1 804				1 804	144	214	1 770				2 128
Slovenia	–	–	–	–	–	–	43	50	162		429		684		142	161		463		767
Slovakia	–	–	–	–	–	–	27	23	8				58	32	40	7				79
Hungary	–	–	–	–	–	–	–	–	–	–	–	–	–	768	403	0	0	0	0	1 171
Czech Republic	–	–	–	–	–	–	–	–	–	–	–	–	–	122	82	39	28	27	0	299
Spain	–	–	–	–	–	–	–	–	–	–	–	–	–	90	2	17	7	16	53	185
Serbia	–	–	–	–	–	–	–	–	–	–	–	–	–	186	677	0	0	0	0	863
Total	4 894	8 823	46 986	5 434	19 592	85 729	4 798	12 141	59 891	3 814	7 019	6 837	94 500	7 125	12 674	44 218	4 226	6 409	10 781	85 434

1 Values differ significantly between 2020 and 2021 due to new method of measurement 2 Denmark, Norway & Sweden reported separately from 2021 onwards no data available – no information accessible

GRI 302-1 b Total fuel consumption within the organization from renewable sources

in Gigajoule	2020						2021						2022								
	Geothermal	Wind	Solar	Hydro	Biomass	Total	Geothermal	Wind	Solar	Hydro	Biomass	Other	Total	Geothermal	Wind	Solar	Hydro	Biomass	Other	Total	
Germany ¹				20 529.38		20 529.38			36.00	20 970.00			21 006.00	370.86			15 860.76			16 231.62	
Poland	147.06	452.52	0	66.96	376.20	1 042.74	0	396.00	0	57.60	328.68		782.28		398.40					398.40	
Switzerland		7.65	107.16	2 770.86	489.87	3 375.55				3 411.25			3 411.25				2 746.50			2 746.50	
Netherlands		1 164.27				1 164.27	0	1 068.55	0	1 591.20	0	0	2 659.75		1 196.99		1 252.80			2 449.79	
Denmark, Norway, Sweden		1 999.24				1 999.24		2 871.60		654.73	17.23	409.21	3 952.77							0	
Denmark ²								2 854.01					2 854.01	0	0	0	0	0	0	0	
Norway ²												409.21	409.21	0	0	0	0	0	0	0	
Sweden ²								17.59		654.73	17.23		689.55	27.02	27.02	27.02	612.40	27.02		720.47	
France	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Finland														66.10	4 194.63	1 061.53				5 322.26	
Bulgaria						0	0	0	0	0	0		0	0	0	0	0	0	0	0	
Lithuania	0.14	262.05	17.47	53.87	88.81	422.34	0.26	452.42	30.18	93.01	153.30		729.16	181.64	631.87	18.35	586.00	136.86		1 554.72	
Romania				18.90		18.90	0	0	0	0	0		0	0	0	0	0	0	0	0	
Latvia						864.00							878.06						728.82	728.82	
Estonia	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	
Croatia		33.72	4.76	6.37	11.41	56.26		66.99	42.60	213.33	20.61		343.52		79.40	60.95	130.77	45.15		316.27	
Austria	–	–	–	–	–	–		84.65	15.10	409.45	14.79	7.90	531.89		100.15	20.09	373.93	15.26	7.29	516.73	
Slovenia	–	–	–	–	–	–	0	0	0	0	0		0	0	0	0	0	0	0	0	
Slovakia	–	–	–	–	–	–	0	0	0	0	0		0	0	0	0	0	0	0	0	
Hungary	–	–	–	–	–	–	–	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖	0	
Czech Republic	–	–	–	–	–	–	–	–	–	–	–	–	–		0.29	1.47	0.43	2.27		4.46	
Spain	–	–	–	–	–	–	–	–	–	–	–	–	–		39.56						39.56
Serbia	–	–	–	–	–	–	–	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖		
Total	147	3 919	129	23 446	966	29 473	0	4 940	124	27 401	535	417	34 295	646	6 668	1 189	21 564	227	736	31 030	

1 Values differ significantly between 2020 and 2021 due to new method of measurement 2 Denmark, Norway & Sweden reported separately from 2021 onwards ⊖ no data available – no information accessible

GRI 302-1 c Electricity, heating, cooling, steam consumption

in MWh	2020					2021					2022				
	Electricity	Heating	Cooling	Steam	Total	Electricity	Heating	Cooling	Steam	Total	Electricity	Heating	Cooling	Steam	Total
Germany ¹	5 702.61	6 027.12			11 729.73	5 616.00	7 854.08	18.00		13 488.08	4 482.57	4 697.91	17.63		9 198.10
Poland	1 278.07	2 457.00			3 735.07	1 370.00	3 298.98			4 668.98	1 371.33	2 555.74			3 927.07
Switzerland	2 126.19	1 323.62			3 449.81	2 020.40	1 595.45			3 615.86	1 626.69	1 877.01			
Netherlands	846.73	1 152.04	0	0	1 998.77	754.95	984.62	21.25		1 760.82	686.88	531.16	34.34		1 252.37
Denmark, Norway, Sweden	555.35	2 227.20			2 782.55	925.59	1 645.92	51.72		2 623.24					
Denmark ²						792.78	1 330.08			2 122.86	1 344.10	1 183.63			2 527.73
Norway ²						113.67	195.16			308.83	145.44	171.43			316.86
Sweden ²						19.14	120.68	51.72		191.54	19.90	126.16	54.07		200.13
France	979.00	860.08			1 839.08	645.49	721.06			1 366.55	659.28	861.82			
Finland	1 466.00	21.00			1 487.00	1 632.66	23.24			1 655.90	1 460.05	18.36			1 478.41
Bulgaria	58.00	27.00	13.00		98.00	58.70	36.10	10.10		104.90	64.65	33.29	16.32		114.26
Lithuania	383.42	547.52	22.17		953.11	371.11	822.77	24.89		1 218.76	405.58	347.81	26.41		
Romania	5.25				5.25	0	0	0	0	0	0	0	0	0	0
Latvia	240.52	425.00			665.52	244.62	554.78			799.40	202.82	366.87			569.69
Estonia	107.00	281.00			388.00	117.32	339.68			457.00	100.68	331.06			
Croatia	130.74	153.10			283.84	126.19	147.60			273.80	108.49	107.59			216.08
Austria	–	–	–	–	–	215.12	433.71			648.84	213.02	422.21			635.23
Slovenia	–	–	–	–	–	119.30	45.00			164.30	128.70	44.73			173.43
Slovakia	–	–	–	–	–	0.60	1.56			2.16	0.55	1.43			1.98
Hungary	–	–	–	–	–	–	–	–	–	–	⊖	⊖	⊖	0	
Czech Republic	–	–	–	–	–	–	–	–	–	–	18.50	9.05			27.55
Spain	–	–	–	–	–	–	–	–	–	–			37.51		37.51
Serbia	–	–	–	–	–	–	–	–	–	–	⊖	⊖	⊖	⊖	
Total	13 879	15 502	35	0	29 416	14 218	18 505	126	0	32 849	13 077	13 687	149	0	20 676

GRI 302-1 d Electricity, heating, cooling, steam sold

During the reporting period, Denmark has sold a total of 11.14 MWh of electricity. No other organizations have sold electricity in the reporting period.

¹ Values differ significantly between 2020 and 2021 due to new method of measurement

² Denmark, Norway & Sweden reported separately from 2021 onwards

⊖ no data available

– no information accessible

GRI 302-1 e Total energy consumption within the organization

	2020	2021	2022
in MWh	Total	Total	Total
Germany ¹	47 164	55 112	40 069
Poland	16 046	17 372	14 701
Switzerland	12 419	13 017	12 613
Netherlands	4 419	3 890	5 713
Denmark, Norway, Sweden	11 103	11 292	
Denmark ²		8 895	10 347
Norway ²		1 112	1 150
Sweden ²		1 286	1 262
France	7 894	6 739	7 238
Finland	6 485	6 804	6 218
Bulgaria	611	530	621
Lithuania	3 427	5 943	4 360
Romania	135	137	239
Latvia	4 219	4 379	3 368
Estonia	1 446	1 731	1 666
Croatia	1 027	1 047	846
Austria	–	2 336	2 645
Slovenia	–	684	767
Slovakia	–	58	79
Hungary	–	–	1 171
Czech Republic	–	–	304
Spain	–	–	225
Serbia	–	–	863
Total	116 395	131 072	116 464

1 Values differ significantly between 2020 and 2021 due to new method of measurement

2 Denmark, Norway & Sweden reported separately from 2021 onwards

no data available

– no information accessible

302-2: Energy consumption outside of the organization

GRI 302-2 a Energy consumption outside of the organization

in Gigajoule	2020	2021				2022					
	Total	Freight	Third-party warehouse	Energy sold	Total	Freight	Third-party warehouse	Energy sold	Travel		Total
									Air	Road	
Germany ¹	90 785	77 802	0	0	77 802	68 147	0	0	74	7	68 227
Poland	14 584	12 623	0	0	12 623	0	0	0	0	0	0
Switzerland	10 117	8 764	0	0	8 764	0	0	0	0	0	0
Netherlands	13 877	15 642	0	0	15 642	18 545	0	0	85	423	19 054
Denmark, Norway, Sweden	13 489	12 531	0	0	12 531	13 923					13 923
Denmark ²		12 531	0	0	12 531	13 923	0	40	36	0	13 999
Norway ²	via Denmark		0	0	0	via Denmark				69	69
Sweden ²	via Denmark		0	0	0	via Denmark	0	0	41	0	41
France	23 453	27 183	0	0	27 183	23 419	0	0	0	0	23 419
Finland	6 308	8 955	0	65	9 020	5 498	0	0	48	60	5 606
Bulgaria	432	470	0	0	470	572	0	0	16	41	629
Lithuania	2 462	1 943	0	0	1 943	837	0	0	35	0	873
Romania	289	1 180	26	0	1 207	1 162	32	0	26	23	1 243
Latvia	1 428	1 529	0	0	1 529	1 457	0	0	34	0	1 491
Estonia	936	931	0	0	931	770	0	0	0	0	770
Croatia	1 087	1 076	0	0	1 076	1 187	0	0	8	7	1 201
Austria	–	5 631.79	2 298.18	0	7 930	via Germany	0	0	12	5	17
Slovenia	–	2 426.90	0	0	2 427	2 339	0	0	0	62	2 402
Slovakia	–	0	0	0	0	0	0	0	0	4	4
Hungary	–	–	–	–	–	0	0	0	0	0	0
Czech Republic	–	–	–	–	–	564	0	0	0	0	564
Spain	–	–	–	–	–	81	0	0	9	84	174
Serbia	–	–	–	–	–	0	0	0	1.7	287.0	288.6
Total	179 247	178 690	2 325	65	181 079	138 500	32	40	426	1 073	140 071

1 Values differ significantly between 2020 and 2021 due to new method of measurement

2 Denmark, Norway & Sweden reported separately from 2021 onwards

0 no data available

– no information accessible

302-3: Energy intensity

302-3 a Energy intensity ratio

	2022		
	Total inner energy consumption (Gigajoule)	Energy intensity ratio by area (Gigajoule/m²)	Energy intensity ratio by FTE (Gigajoule/FTE)
Western Europe	27 116	0.21	31.38
Northern Europe	17 729	0.34	37.80
Central/Eastern Europe	28 984	0.44	32.20
Total	73 830	0.30	33.06

302-3 b Energy intensity ratio based on FTEs

	2022	
	Area (m²)	FTE
Western Europe	126 909	864
Northern Europe	52 222	469
Central/Eastern Europe	66 623	900
Total	245 755	2 233

302-4: Reduction of energy consumption

302-4 a Amount of reduction in energy consumption

	2022		
	Reductions in energy consumption (Gigajoule)	Fuel	Initiative
Netherlands	2 945.14	Wind energy, hydro energy, natural gas	Nieuwegein: Optimization of building management system Wijchen: change to LED lights, climate control system
France	⊖	⊖	Electricity: motion sensor lights in warehouse Heating: heating temperature cap in offices, removal of heaters in low-traffic areas
Bulgaria	10.10	Nuclear energy	Heating regulation in office spaces
Lithuania	1 709.86	Natural gas	Insulation optimization, specially in Warehouse
Latvia	333.22	Natural gas	Thermal insulation in office buildings
Austria	⊖	⊖	Heating regulation in office spaces
Slovakia	0.56	Natural gas	Change to central heating system
Serbia	⊖	⊖	Replacement of ordinary light bulbs to LED lighting. Heat regulation
Total	4 998.87		

GRI 303: Water and Effluents 2018

3-3: Management approach

We have a duty to use water responsibly and help safeguard water quality, accessibility, and availability, especially in areas of high water risk. However, based on our current materiality analysis, whilst being an important issue in general, consumption and thus ALSO's influence on reducing water consumption is limited to consumption by employees, maintenance of buildings, and possible operation and servicing of equipment.

303-1: Interactions with water as a shared resource

Water consumption is limited to consumption by employees, maintenance of buildings, and possible operation and servicing of equipment. ALSO is measuring water consumption in total. We are asking each employee to be aware of the value of water as a natural resource and limit its use to the absolutely necessary in order to maintain health and safety.

303-3: Water withdrawal

303-3 a Total water withdrawal from all areas

in ML	2020						2021						2022					
	Surface water	Ground-water	Sea-water	Produced water	Third-party water	Total	Surface water	Ground-water	Sea-water	Produced water	Third-party water	Total	Surface water	Ground-water	Sea-water	Produced water	Third-party water	Total
Germany ¹					7.34	7.34					9.44	9.44					5.93	5.93
Poland					4.06	4.06					3.23	3.23					2.66	2.66
Switzerland					3.89	3.89					3.59	3.59		1.71				1.71
Netherlands					4.53	4.53	4.35				0.82	5.16		0.001			0.88	0.88
Denmark, Norway, Sweden					1.85	1.85	0.43				1.24	1.68						0
Denmark ²											0.96	0.96					1.87	1.87
Norway ²							0.43					0.43	0.49					0.49
Sweden ²											0.28	0.28					3.19	3.19
France	0.91					0.91	0.82					0.82	0.91					0.91
Finland					1.06	1.06					1.02	1.02	1.12					1.12
Bulgaria					0.18	0.18				0.00	0.16	0.17					0.01	0.01
Lithuania		0.96				0.96		1.16			0.01	1.17		1.26			0.01	1.26
Romania					0.01	0.01	0	0	0	0	0	0	0					0
Latvia					0.58	0.58					0.52	0.52					0.36	0.36
Estonia					0.15	0.15					0.12	0.12					0.13	0.13
Croatia					0.58	0.58	1.23				0.44	1.67					0.38	0.38
Austria	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Slovenia	–	–	–	–	–	–		0.10				0.10		0.11				0.11
Slovakia	–	–	–	–	–	–					0.01	0.01					0.01	0.01
Hungary	–	–	–	–	–	–	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖
Czech Republic	–	–	–	–	–	–	–	–	–	–	–	–	⊖					0
Spain	–	–	–	–	–	–	–	–	–	–	–	–	0.01					0.01
Serbia	–	–	–	–	–	–	–	–	–	–	–	–					3.39	3.39
Total	0.91	0.96	0	0	24.23	26.10	6.83	1.27	0	0.00	20.60	28.70	2.53	3.07	0	0	18.82	24.43

1 Values differ significantly between 2020 and 2021 due to new method of measurement 2 Denmark, Norway & Sweden reported separately from 2021 onwards ⊖ no data available – no information accessible

303-3 b Total water withdrawal from all areas with water stress

303-3 c A breakdown of total water withdrawal by freshwater and other water

in ML	2021			2022		
	Water stress total	Freshwater	Other water	Water stress total	Freshwater	Other water
Germany ¹	0	9.44	0	0	5.93	0.0003
Poland	0	3.23	0		2.66	0
Switzerland	0	3.59	0	0	1.71	0
Netherlands	4.35	5.16	0	0	0.88	0
Denmark	0.96	0.96	0	1.87	1.87	0
Norway	0.43	0.43	0		0.49	0
Sweden	0.28	0.28	0	3.19	3.19	0
France	0.82	0.82	0	0.91	0.91	0
Finland	0	1.02	0		1.12	0
Bulgaria	0	0.17	0		0.01	0
Lithuania	0	1.16	0.01		1.26	0.01
Romania	0	0	0	0	0	0
Latvia	0	0.52	0	0	0.36	0
Estonia	0	0.12	0	0.13	0.13	0
Croatia	1.67	0.44	1.23	0.38	0.38	0
Austria	⊘	⊘	⊘	⊘	⊘	⊘
Slovenia	0	0.10	0	0	0.11	0
Slovakia	0	0.01	0		0.01	0
Hungary	–	–	–	⊘	⊘	⊘
Czech Republic	–	–	–	⊘		
Spain	–	–	–	0.01	0.01	0
Serbia	–	–	–	3.39	3.39	
Total	8.51	27.46	1.24	9.88	24.42	0.01

¹ Values differ significantly between 2020 and 2021 due to new method of measurement

⊘ no data available

– no information accessible

303-4: Water discharge

303-4 a Total water discharge to all areas

in ML	2020						2021						2022					
	Surface water	Ground-water	Sea-water	Produced water	Third-party water	Total	Surface water	Ground-water	Sea-water	Produced water	Third-party water	Total	Surface water	Ground-water	Sea-water	Produced water	Third-party water	Total
Germany ¹					6.97	6.97					8.97	8.97					5.64	5.64
Poland					3.85	3.85					3.07	3.07					2.53	2.53
Switzerland					3.69	3.69					3.41	3.41		1.62				1.62
Netherlands					4.31	4.31	4.13				0.77	4.91		0.00			0.83	0.83
Denmark, Norway, Sweden					1.76	1.76	0.41				1.18	1.59						0
Denmark ²							0				0.92	0.92					1.78	1.78
Norway ²							0.41					0.41	0.46					0.46
Sweden ²							0				0.27	0.27					3.03	3.03
France	0.86					0.86	0.78					0.78	0.87					0.87
Finland					1.01	1.01					0.96	0.96	1.07					1.07
Bulgaria					0.17	0.17				0.00	0.15	0.16					0.01	0.01
Lithuania		0.91				0.91		1.11			0.01	1.11		1.20			0.00	1.20
Romania	0	0	0	0	0.01	0.01	0	0	0	0	0	0	0	0	0	0	0	0
Latvia					0.55	0.55					0.50	0.50					0.34	0.34
Estonia					0.15	0.15					0.12	0.12					0.13	0.13
Croatia					0.55	0.55	1.17				0.42	1.59					0.36	0.36
Austria	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Slovenia	–	–	–	–	–	–		0.10				0.10		0.10				0.10
Slovakia	–	–	–	–	–	–					0.01	0.01					0.01	0.01
Hungary	–	–	–	–	–	–	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖
Czech Republic	–	–	–	–	–	–	–	–	–	–	–	–	⊖					0
Spain	–	–	–	–	–	–	–	–	–	–	–	–	0.01					0.01
Serbia	–	–	–	–	–	–	–	–	–	–	–	–					3.22	3.22
Total	0.86	0.91	0	0	23.02	24.80	6.49	1.20	0	0.00	19.57	27.27	2.41	2.92	0	0	17.88	23.21

1 Values differ significantly between 2020 and 2021 due to new method of measurement 2 Denmark, Norway & Sweden reported separately from 2021 onwards ⊖ no data available – no information accessible

303-5: Water consumption

303-5 a Total water consumption in all areas

in ML	2020	2021	2022
Germany ¹	0.37	0.47	0.30
Poland	0.20	0.16	0.13
Switzerland	0.19	0.18	0.09
Netherlands	0.23	0.26	0.04
Denmark, Norway, Sweden	0.09		
Denmark ²		0.05	0.09
Norway ²		0.02	0.02
Sweden ²		0.01	0.16
France	0.05	0.04	0.05
Finland	0.05	0.05	0.06
Bulgaria	0.01	0.01	0.00
Lithuania	0.05	0.06	0.06
Romania	0.00	0	0
Latvia	0.03	0.03	0.02
Estonia	0.01	0.01	0.01
Croatia	0.03	0.08	0.02
Austria	–	⊖	⊖
Slovenia	–	0.01	0.01
Slovakia	–	0.00	0.00
Hungary	–	–	⊖
Czech Republic	–	–	⊖
Spain	–	–	0.00
Serbia	–	–	0.17
Total	1.31	1.43	1.22

1 Values differ significantly between 2020 and 2021 due to new method of measurement

2 Denmark, Norway & Sweden reported separately from 2021 onwards

⊖ no data available

– no information accessible

GRI 304: Biodiversity 2016

The ongoing loss of biodiversity is a systemic risk that threatens the future prosperity of our economies and the survival of humanity. Average wildlife populations have decreased by more than two-thirds in the past 50 years. Transformative change is needed to reverse this trend. ALSO can contribute to this change by offering solutions for a circular, regenerative economy. Our ambition is to have a positive impact on biodiversity by:

- Working to prevent and reduce our overall impact on the biodiversity and natural ecosystems touched by our value chain.
- Supporting the protection and restoration of biodiversity and natural ecosystems in line with scientific advice.

We will develop targets and actions to support this ambition, in line with the ARRRT (Avoid, Reduce, Restore & Regenerate, Transform) framework. This refers mainly to offering refurbishment for as many used devices as possible in as many countries as possible.

Please note: currently, this is not a material issue for ALSO.

GRI 305: Emissions 2016

3-3: Management approach

Reducing energy consumption and emissions remains our top priority in the field of our environmental commitment. Most of the greenhouse gas emissions we produce come from direct energy consumption in our operations. Given the nature of our business, Scope 3 emissions are much higher than Scope 1 and 2 emissions combined. We commission third parties with the transportation of goods.

As described in [section 302 “Energy,”](#) our business trips are a significant factor here, although they have been significantly reduced since March 2020. One of our goals is to set up a management system for travel data so that we can actively manage this area, as well as commuting. In Germany this system is already implemented; other countries will follow.

305-1: Direct (Scope 1) GHG emissions

Scope 1 emissions add up to 0 for all organizations in the reporting period.

305-2: Energy indirect (Scope 2) GHG emissions

GRI 305-2 a Gross location-based energy indirect (Scope 2) GHG emissions

in Megatonnes	2020					2021					2022				
	Carbon Dioxide Equivalent CO ₂ e					Carbon Dioxide Equivalent CO ₂ e					Carbon Dioxide Equivalent CO ₂ e				
	Gasoline	Diesel fuel	Natural gas	Coal	Total	Gasoline	Diesel fuel	Natural gas	Coal	Total	Gasoline	Diesel fuel	Natural gas	Coal	Total
Germany ¹	33.42	377.52	1 267.72		1 678.67	0.76	0.45	1 627.84		1 629.06	61.54	502.85	1 027.60		1 591.98
Poland	60.20	65.00	569.27	409.79	1 104.27	35.05	10.05	673.45	358.30	1 076.86	35.05	10.05	526.82	395.09	967.01
Switzerland			297.60		297.60			358.72		358.72	⊖	⊖	422.03		422.03
Netherlands	79.34	27.77	259.02	0	366.14	59.59	34.50	206.29	0	300.38		2.65	119.43		122.07
Denmark, Norway, Sweden	3.33	95.56			98.89	33.14	116.13			149.27					
Denmark ²	–	–	–	–	–	3.72	97.73			101.45	0	0	0	0	0
Norway ²	–	–	–	–	–	0	0	0	0	0		0.71			0.71
Sweden ²	–	–	–	–	–	29.42	18.40			47.82	39.49	3.78			43.27
France	101.56		193.38		294.94	65.89	80.47	162.12		308.49	55.99	85.92	193.77		335.68
Finland	48.54	42.35			90.89	43.50	24.09			67.59	46.34	25.49			71.83
Bulgaria					0	0.40	11.90			12.30		17.01			17.01
Lithuania			129.84	89.24	219.08	57.39	67.75	218.75		343.89	59.46	65.37	78.23		203.06
Romania	3.06	6.31			9.38		11.09			11.09	2.23	17.10			19.33
Latvia	52.67	94.38	95.56		242.61	43.46	77.72	124.74		245.92	51.76	54.22	82.49		188.47
Estonia	0.15	3.79	87.24		91.18	2.05	4.91	102.75		109.70	2.87	6.16	97.07		106.10
Croatia		0.42	41.64	15.11	57.17		5.21	36.56	2.56	44.33		13.86	19.25	1.34	34.46
Austria	–	–	–	–	–			112.67		112.67	11.49	17.36	110.55		139.41
Slovenia	–	–	–	–	–	3.41	4.08	10.12		17.60		11.53	10.06		21.58
Slovakia	–	–	–	–	–	2.18	1.85	0.49		4.52	2.59	3.22	0.45		6.26
Hungary	–	–	–	–	–	–	–	–	–	–	61.27	32.64	⊖	⊖	93.91
Czech Republic	–	–	–	–	–	–	–	–	–	–	9.75	6.66	2.44	2.69	21.53
Spain	–	–	–	–	–	–	–	–	–	–	7.17	0.14	1.06	0.66	9.03
Serbia	–	–	–	–	–	–	–	–	–	–	14.81	54.88			69.69
Total	382.28	713.11	2 941.27	514.15	4 550.81	346.83	450.20	3 634.50	360.86	4 792.39	461.78	931.63	2 691.23	399.78	4 484.42

1 Values differ significantly between 2020 and 2021 due to new method of measurement

2 Denmark, Norway & Sweden reported separately from 2021 onwards

⊖ no data available

– no information accessible

305-3: Other indirect (Scope 3) GHG emissions

GRI 305-3 a Gross other indirect (Scope 3) GHG emissions

Carbon Dioxide CO _{2e} in Megatonnes	2020	2021		2022						
	Total	Freight	Business travel	Total	Freight	Third-party warehouse	Energy sold	Air travel	Road travel	Total
Germany ¹	7 356.30	6 607.38	3.01	6 610.40	5 396.73	0	0	9.13	0.00	5 405.85
Poland	1 181.77	1 022.84	2.19	1 025.03	0	0	0	0	0	0
Switzerland	819.79	710.12	22.48	732.60	0	0	0	0	0	0
Netherlands	1 106.93	1 253.86	30.93	1 284.79	1 502.70	0	0	9.88	139.13	1 651.71
Denmark, Norway, Sweden	1 093 003.00	1 015 344.00	17.42	1 015 361.42	1 128.17					1 128.17
Denmark ²		1 015 344.00	15.84	1 015 359.84	1 128.17	0	no data	4.42	100.67	1 233.26
Norway ²		via Denmark	1.09	1.09	via Denmark	0	0	0	5.58	5.58
Sweden ²		via Denmark	0.49	0.49	via Denmark	0	0	5.14	0	5.14
France	1 900.39	2 202.66	0	2 202.66	1 864.70	0	0	0	0	1 864.70
Finland	511.10	725.64	0.61	726.25	445.54	0	0	5.50	4.84	455.88
Bulgaria	34.99	38.12	no data	38.12	46.39	0	0	1.84	3.32	51.55
Lithuania	199.49	157.48	0	157.48	67.83	0	0	4.10	0	71.93
Romania	23.42	95.64	2.42	98.05	94.12	0.47	0	3.06	1.85	99.50
Latvia	115.72	123.90	no data	123.90	118.06	0	0	3.97	0	122.03
Estonia	75.82	75.47	no data	75.47	62.35	0	0	0	0	62.35
Croatia	88.10	87.23	0.59	87.82	96.17	0	0	0.90	0.54	97.60
Austria	–	446.00	0	446.00	via Germany	0	0	1.38	0.43	1.81
Slovenia	–	196.65	13.02	209.67	189.29	0	0	0	5.02	194.31
Slovakia	–	0	0.59	0.59	0	0	0	0	0.36	0.36
Hungary	–	–	–	–	0	0	0	0	0	0
Czech Republic	–	–	–	–	45.68	0	0	0	0	45.68
Spain	–	–	–	–	6.53	0	0	1.03	6.93	14.49
Serbia	–	–	–	–	0	0	0	0.19	11.78	11.97
Total	1 106 416 83	1 029 086 98	93 26	1 029 180 24	11 064 27	0 47	–	50 53	280 45	11 395 72

1 Values differ significantly between 2020 and 2021 due to new method of measurement

2 Denmark, Norway & Sweden reported separately from 2021 onwards

0 no data available

– no information accessible

305-5: Reduction of GHG emissions

305-5 a GHG emissions reduced as a direct result of reduction initiatives

	2022		
	Reductions in energy consumption (Mega-tonnes CO ₂ e/)	Fuel	Initiative
Netherlands	92.89	Wind energy, hydro energy, natural gas	Nieuwegein: Optimization of building management system Wijchen: change to LED lights, climate control system
France	⊖	⊖	Electricity: motion sensor lights in warehouse Heating: heating temperature cap in offices, removal of heaters in low-traffic areas
Bulgaria	0	Nuclear energy	Heating regulation in office spaces
Lithuania	106.79	Natural gas	Insulation optimization, specially in Warehouse
Latvia	20.81	Natural gas	Thermal insulation in office buildings
Austria	⊖	⊖	Heating regulation in office spaces
Slovakia	0.04	Natural gas	Change to central heating system
Serbia	⊖	⊖	Replacement of ordinary light bulbs to LED lighting. Heat regulation
Total	220.53		

GRI 306: Waste 2020

3-3: Management approach

We focus on integrating circularity across our entire ecosystem by building on the synergies and interconnections of all parts of our value chain. We focus on three interconnected areas:

- Circular supply chain: Fueling systems that circulate products and support circular production processes and material flows.
- Circular offer: Developing trade-in and as-a-Service-offers with refurbishment and remarketing of used products as an integral part.
- Circular customer journey. Providing access to reusable, refurbished devices via ALSO's webshop.

On top of recording and optimizing the material and substance flows, we ensure recycling and appropriate disposal, as well as the avoidance of waste while taking account of the environmental requirements. By separating waste consistently and efficiently, we keep the proportion of recyclable packaging components at the warehouse facilities at a high level and thus minimize non-recyclable waste throughout the Group. In addition, more detailed separation of the materials is implemented.

306-1: Waste generation and significant waste-related impacts

To proactively optimize resource use, we:

- adapt our supply chain to order and deliver to demand. With the help of our Business Intelligence, we are able to apply predictive artificial intelligence (AI) to streamline the supply chain, supporting our vendors in matching production with demand.
- Support resource-efficient production and packaging. We work closely together with our vendors to use resources as efficiently as possible.
- Increase recycling by expanding refurbishment and remarketing offers.

306-2: Management of significant waste-related impacts

In all reporting countries, most of the waste is managed by a third party. It is part of the legal framework to ensure waste management according to the local legal obligations.

306-3: Waste generated

306-3 a Total waste generated by composition

in kg	2021												2022											
	Paper/ cardboard	Electronic waste	Wood	Metal	Batteries	Organic	Glass	Plastic	Industrial waste	Hazardous waste	Other	Total	Paper/ cardboard	Electronic waste	Wood	Metal	Batteries	Organic	Glass	Plastic	Industrial waste	Hazardous waste	Other	Total
Germany ¹	3 977 984	31 043	169 492		1 949	4 311		72 680			139 480	4 396 939	751 251	2 015	79 255		358	2 633		76 343			109 886	1 021 741
Poland	208 450		82 060					19 940				310 450	178 507		73 813					17 733				270 053
Switzerland	676 865	90 949	350 739	11 617				45 526			133 377	1 309 073	☹	☹	☹	☹	☹	☹	☹	☹	☹	☹	☹	☹
Netherlands	269 520	10 438	7 620	800	5	26 400	0	27 008	0	0	13 945	355 736	255 425	4 837	41 640	2 230	5	4 495	0	21 757	0	0	36 316	366 706
Denmark	145 905	6 619	126 060	6 590				17 550	5 000	441	292 827	600 992	118 878	5 269	127 620	4 380				15 144	4 488		23 640	299 419
Norway	295 690	2 525 499			17 916			45 258				2 884 363	262 543	2 229 482	43 593		11 014			42 695				2 589 327
Sweden	111	95	60	95				1			2	364	219	22									62	303
France	56 960		73 214								95 832	226 006	45 164		66 886						122 007			234 057
Finland	147 768	1 351	124 420	948	0	2 958	506	11 260			1 820	291 031	125 455	1 893	52 538	1 120		3 480	652	8 357			1 156	194 652
Bulgaria	4 875				120	1 625		3 250				9 870	6 750		2 400		54	2 250		4 500				15 954
Lithuania	292 448	2 157 079	37 715		14 418			73 946			2 366	2 577 972	275 289	1 848 995	59 815		16 295	154		79 664			3 663	2 283 874
Romania	424 072	1 061 122	200 224		75 860			75 724				1 837 002	360 658	970 909	136 584		32 836			52 284				1 553 271
Latvia	24 520	50	65 064					744			☹	90 378	21 610		10 145					☹				10 145
Estonia	3 338	2 240	1 004		34			2 038				8 654	3 573	1 150	860					2 205				7 788
Croatia	8 583	150	20 800					5 615			3 592	38 740	8 135	620	22 100					5 145			3 650	39 650
Austria	299 340			1	2		360	51 995			6 985	358 682	228 701	987 213			136 683	6 439		34 161			3 512	1 396 709
Slovenia	8 761							4 840				13 601	9 655	262	3 535					4 876			1 200	19 527
Slovakia	20				0	1		10				31	20				0	3		10				33
Hungary	–	–	–	–	–	–	–	–	–	–	–	–	☹	☹	☹	☹	☹	☹	☹	☹	☹	☹	☹	☹
Czech Republic	–	–	–	–	–	–	–	–	–	–	–	–	453	2						2 352				2 807
Spain	–	–	–	–	–	–	–	–	–	–	–	–	172			4	1	125		12				314
Serbia	–	–	–	–	–	–	–	–	–	–	–	–	12 404	1 822	818			164		587				15 794
Total	6 845 210	5 886 635	1 258 472	20 051	110 304	35 295	866	457 385	5 000	441	690 226	15 309 885	2 643 251	6 054 490	721 602	7 734	197 247	19 743	652	367 825	126 495	0	183 086	10 322 125

1 Values differ significantly between 2020 and 2021 due to new method of measurement

☹ no data available

– no information accessible

306-4: Waste diverted from disposal

306-5: Waste directed to disposal

Waste by disposal method

in kg	2020								2021								2022								
	Reuse	Recycling	Composting	Other recovery operations	Incineration	Landfilling	Other disposal operarions	Total	Reuse	Recycling	Composting	Other recovery operations	Incineration w. energy recovery	Incineration wo. energy recovery	Landfilling	Other disposal operarions	Total	Reuse	Recycling	Other recovery operations	Incineration w. energy recovery	Incineration wo. energy recovery	Landfilling	Other disposal operarions	Total
Germany ¹		1 347 120		113 940				1 461 060		1 194 100			129 676			3 000	1 326 776		917 001		99 508		192	2 182	1 018 883
Poland		166 000			87 120	1 550		254 670		310 450							310 450		270 053						270 053
Switzerland		1 195 962			108 138			1 304 100		824 957			133 377	350 739			1 309 073	End of Jan							
Netherlands		404 881	0	0	47 287	0	0	452 168	0	315 849	0	0	26 400	0	0	13 487	355 736		330 389		26 225			10 091	366 706
Denmark, Norway, Sweden		313 070			33 300			346 370									0								
Denmark ²	–	–	–	–	–	–	–	–		302 724		446	29 287				332 457		275 779		23 640				299 419
Norway ²	–	–	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	2 884 363								0
Sweden ²	–	–	–	–	–	–	–	–	60	215			2				277		293		10				303
France		173 322				106 086		279 408		202 048					23 958		226 006	45 164		66 886	122 007				234 057
Finland	196 270	144 610	2 763	133 350				476 993	159 028	2 805			129 198				291 031	133 812	3 665		57 175				194 652
Bulgaria		75				3 000		3 075									0						14 186	14 186	
Lithuania		377 136						377 136	78 944							2 532 670	2 611 614	58 792					2 225 081	2 283 874	
Romania		234 346					19 691	254 037	797 822	359 316						32 457	1 189 595	803 188	302 195	11 801	750 165			1 867 349	
Latvia	64 234	13 040				21 200		98 474	75 629	14 749					⊖		90 378	10 145	⊖						10 145
Estonia	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖		8 232			299	25	82	1 849	10 487		7 564		170	13	41		7 788
Croatia		14 076				2 350		16 426	23 780						3 592	11 368	38 740	24 600	11 400				3 650		39 650
Austria	–	–	–	–	–	–	–	–		290 727						66 325	357 051		207 431		63 441		1 941	625 586	898 398
Slovenia	–	–	–	–	–	–	–	–		13 601							13 601		18 327				1 200		19 527
Slovakia	–	–	–	–	–	–	–	–	3	27					1		31	3	27				2		32
Hungary	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	⊖	⊖	⊖	⊖	⊖	⊖	⊖	
Czech Republic	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–		2 805						2 805
Spain	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	⊖	160	⊖	⊖	120	no data	120	400
Serbia	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–		15 513		281				15 794
Total	260 504	4 383 638	2 763	247 290	275 845	134 186	19 691	5 323 917	1 135 266	3 839 800	0	446	448 239	350 764	27 633	2 661 156	11 347 667	1 075 704	2 362 604	78 686	1 142 623	133	7 025	2 877 246	7 544 022

1 Values differ significantly between 2020 and 2021 due to new method of measurement

2 Denmark, Norway & Sweden reported separately from 2021 onwards

⊖ no data available

— no information accessible

GRI 308: Supplier Environmental Assessment 2016

3-3: Management approach

With over 700 vendors and more than 120 000 resellers, ALSO has a very diverse supply chain. Our activities in our Supply business model primarily relate to the purchase of technology such as hardware and software for resale and, to a much lesser extent, non-inventory purchases such as equipment, consumables, and corporate services.

Our supply chain includes freight services, building management service providers, financial institutions, waste disposal and recycling companies, and security services.

308-1: New suppliers that were screened using environmental criteria

All new vendors are screened using environmental criteria. ESG-compliant behavior is part of all contracts signed with them.

308-2: Negative environmental impacts in the supply chain and actions taken

One of the goals of our supplier management is compliance with fundamental environmental and social standards. To achieve this, we regularly evaluate all of our suppliers in a managed process. In 2022, a comprehensive analysis, covering the most relevant vendors, was conducted, using a comprehensive questionnaire, and a Code of Conduct for suppliers was issued for signage.

We are in the process of following up all of those vendors who have not yet responded or where the data is not considered to be sufficient for evaluation. Additionally, all new vendors are screened using environmental criteria. ESG-compliant behavior is part of all contracts signed with them.

SOCIAL STANDARDS

GRI 401: Employment 2016

3-3: Management approach

We support our employees to pursue the career path that aligns with their individual ambitions, skills, and talents. To sustain our success, we endeavor to attract talent who will be critical in shaping the necessary transformation of our company.⁴⁵

401-1: New employee hires and employee turnover

Total number of restaffed positions: In 2022, a total of 450 positions were restaffed after becoming vacant when an employee left or changed position, while in 2021 the figure came to 324.⁴⁶

401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees

Due to the country-specific legal regulations, which ALSO respects, there is no difference in benefits between full-time and part-time employees, as ALSO would otherwise be guilty of discrimination. One example was the one-off payment made by the company in November 2022. This was paid to all eligible employees based on their earnings, regardless of whether they were full-time, temporary, or part-time.

Employees are entitled to benefits if they are still at the company after a successful trial period.

Only the type or purpose of the employment relationship forms the basis for different treatment. Temporary employees, external contract workers, apprentices, interns, working students, and minimally employed workers are excluded from some cash- or non-cash benefits.⁴⁷

401-3: Parental leave

ALSO allows all employees to take parental leave and supports their return to work, as their acquired knowledge is an asset. It also is part of our goal to be a good employer to offer employees the opportunity to raise a family and be/stay a valuable part of their team at ALSO. In most regions, the overwhelming majority of employees return to work at the company after their parental leave period is over.

401-3 a Number of employees entitled to parental leave

Region	2021			2022		
	Men	Women	Total	Men	Women	Total
Western Europe	1 574	926	2 500	1470	879	2 349
Northern Europe	368	176	544	357	165	522
Central/Eastern Europe	612	456	1 068	609	415	1 024

401-3 b Number of employees on parental leave

Region	2021			2022		
	Men	Women	Total	Men	Women	Total
Western Europe	30	62	92	36	64	100
Northern Europe	18	12	30	15	12	27
Central/Eastern Europe	4	45	49	3	42	45

⁴⁵ ALSO Annual Report 2021, p.8: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

⁴⁶ ALSO ESG Report 2021, p.23: https://www.also.com/ec/cms5/media/documents/6000_1/news_27/publications_2/20220221_also_egs-report_2021_update.pdf

⁴⁷ ALSO ESG Report 2019/2020 Update, p.42: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

401-3 c Number of employees returning after parental leave

Region	2018		2019		2020		2021		2022	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Western Europe	32	34	31	16	22	20	9	23	28	46
Northern Europe	24	9	17	8	20	8	17	10	14	2
Central/Eastern Europe	5	21	8	19	3	25	5	26	2	25

401-3 d Number of employees returning after parental leave, still employed after exactly 12 months per year

Region	2018		2019		2020		2021		2022	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Western Europe	28	30	28	15	22	20	9	23	25	41
Northern Europe	18	7	13	6	17	8	15	10	16	2
Central/Eastern Europe	0	7	3	19	3	16	1	19	2	18

401-3 e Number of employees due to return after parental leave

Region	2021		2022	
	Men	Women	Men	Women
Western Europe	8	22	33	51
Northern Europe	18	10	14	2
Central/Eastern Europe	6	24	2	28

401-3 e Parental leave cont.

Region	Return to work rate				Retention rate			
	2021		2022		2021		2022	
	Men	Women	Men	Women	Men	Women	Men	Women
Western Europe	100%	100%	84%	90%	100%	100%	89%	89%
Northern Europe	94%	100%	100%	100%	88%	100%	100%	100%
Central/Eastern Europe	83%	100%	100%	89%	20%	73%	100%	72%

GRI 402: Labor/Management Relations 2016

3-3: Management approach

As a technology provider, we are always looking for new ideas and solutions and constantly work on evolving our employee's engagement. Motivated, curious employees are key to our ability to innovate and perform. We also believe in a corporate culture that challenges our employees and broadens their knowledge and skills, one that creates opportunities to grow. Open feedback from everyone helps us to improve.

We keep our employees up to date with the company's changes via our local intranets, emails both in German and English and virtual townhall meetings for all employees.

402-1: Minimum notice periods regarding operational changes

The regulations on periods of notice vary for each country. We comply with all regulations that apply on a local level. This applies both to notice periods for individual employees and to those for employee representatives.⁴⁸

GRI 403: Occupational Health and Safety 2018

3-3: Management approach

When it comes to the health and safety of our employees, we take our responsibility very seriously, doing everything in our power to safeguard them against work-related illnesses and accidents. Commitment to the health and safety of our employees is part of our goal to be a good employer. With our top priorities comprising issues such as stress prevention, prevention of posture problems and mobility, we help our employees prevent acute or chronic health issues through steps that are easy to integrate into their daily work routine.

Preventing accidents and promoting health:

We seek to promote the health of our employees and maintain their ability to perform over the long term, for which a safe workplace is paramount. One of our Group-wide objectives is therefore to step up our safety culture, with our goal for 2023 to keep our lost time injury frequency rate below 2.6 and the lost time injury severity rate at the current low level of 0.01. At all our sites, we conduct hazard assessments to minimize or eliminate any potential safety risks to our employees. Furthermore, we are working to make workplace health management a greater part of our corporate culture and leadership.

Our health projects are tailored to the needs of our employees. We are concentrating on warehouse work, hybrid work, mental stress, and demographic change, as well as analyzing COVID-19 related information to draw up appropriate measures. We regularly evaluate the success of our efforts.

Managing health and safety:

HR is responsible for managing our health and safety measurements. They report to the SVP HR, who is a member of Group Management. HR sets objectives, oversees initiatives and conducts internal audits, while local managers ensure that each individual site adheres to occupational safety laws and regulations.

We collect workplace accident data from our sites monthly. Every facility is required to immediately report relevant accidents to HR, where the cases are investigated and assessed. If necessary, we implement additional safety measures at our sites.

⁴⁸ ALSO ESG Report 2019/2020 Update, p.43: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

If employees are worried about their health or safety, they are encouraged to either talk to HR or turn to ALSO's ombudsman, who's contact data is publicly available.

On top of their usual tasks, some of our warehouse employees at our local sites are also responsible for health matters.

Clear rules of conduct

Experience shows that most workplace accidents can be prevented by proper conduct. We are working to educate our employees on dangers in the workplace and provide them with rules of conduct that help keep them safe. It is mandatory for all employees to participate in an annual Health and Safety training including knowledge checks on an annual basis.

Workplace health offers

We are offering a variety of health-related measures in the countries, like the yoga courses which are running twice a week for 30 minutes each or the "Jobrad" offer in Germany. Since the outbreak of Corona we have introduced a shift system for all sites, and made hand sanitizers, masks, and tests available to all employees, free of any cost.

403-1: Occupational health and safety management system

Per our Code of Conduct, we assume responsibility for the health and safety of our employees. We take precautions and conduct training to protect them from work-related illnesses and accidents. The focus here is on topics such as prevention, exercise, and support with structuring and prioritizing work. We rely on preventive measures that can easily be integrated in everyday working life. These are intended to help avoid short-term or long-lasting health problems for our employees⁴⁹.

We want to support our employees' health and maintain their performance ability in the long term. A safe workplace is essential for this. Based on our experience, most workplace accidents can be avoided by following the right procedures. We therefore raise awareness and train our employees to recognize and avoid risks at the workplace and provide them with suitable rules of conduct.

In addition, we are continuously expanding our occupational health management system. Our health projects are geared toward the needs of our staff. For the coming years, these will relate to shift work, flexible work off- and on-site, psychological stress, and demographic development, and deriving corresponding measures.

Protection of employees in 2022:

Throughout 2022, ALSO adhered consistently to the principles of remote work or shift work in the areas where employees needed to be on site. The developments in the fourth quarter with its rising cases of COVID worldwide, confirmed that this approach was the correct one. An external virologist continued to advise the company throughout the whole year. He was also always available to individual countries and the entire workforce to answer questions when required⁵⁰.

403-2: Hazard identification, risk assessment, and incident investigation

We apply various methods for the identification of risks and hazards:

- Through safety checks at a location level, we identify new or previously unknown risks and hazards. Additionally, supervisors conduct regular inspections of the respective areas.
- Our Facility Management continuously monitors compliance with all legally prescribed safety standards in our buildings.
- Employees can report work-related hazards and dangerous situations to the respective safety employees, their direct supervisors, or their HR department to initiate documentation of the incident and possibly an investigation including an analysis of the causes and a plan for corrective actions. Our policies have the employees' best interest in mind; therefore they protect the workers who report incidents.⁵¹

49 https://www.also.com/ec/cms5/en_6000/6000/company/index.jsp#corporate_governance

50 ALSO Annual Report 2021, p.32: https://files.also.com/holding/reports/2022-02/also-annual-report-2021_en.pdf

51 ALSO ESG Report 2019/2020 Update, p.52: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

403-3: Occupational health services

At our biggest location, employees can consult a permanent company doctor, while at other locations there are company paramedics, first-aiders, or employees with comparable training. Employees who are injured or sick can also use occupational health services outside the company at any time. If necessary, we organize transport to local hospitals so that employees can be examined and treated. We comply with the applicable country-specific regulations on the protection of our employees' medical data.⁵¹

403-4: Worker participation, consultation, and communication on occupational health and safety

The employee representatives are also consulted on certain measures beyond the extent stipulated by the legal requirements for occupational safety. In addition, the employee representatives are informed of all workplace accidents. Group-wide, 54 percent of employees are represented in formal joint management-worker health & safety committees.

403-5: Worker training on occupational health and safety

It is not just the employee representatives who are involved in occupational health and safety, but also each individual employee.

As part of the employee onboarding process, employees also receive appendices to their employment contract that they must acknowledge, such as fire safety regulations. Their knowledge is increased by means of fire drills and, for some employees who are deployed as fire safety assistants, by special exercises on how to use a fire extinguisher or how to transport disabled people. The first aiders are also regularly given further training. Alongside the safety officers, they ensure that all first-aid supplies are always available and can be reached very quickly.

In the logistics area, employees receive staff safety instructions and training. Some employees, such as facility managers and forklift operators, must undergo health checks or other suitability tests.

It is mandatory for all employees to participate in an annual Health and Safety training including knowledge checks on an annual basis. Information regarding health and safety is available in offices/warehouses and is to be adhered to by employees and visitors at all times.

403-6: Promotion of worker health

In some cases, ALSO supplements the general healthcare benefits in the various countries with additional benefits such as company health insurance. We also encourage employees to participate in initiatives by local health service providers and organize courses on the prevention of health problems where possible.

We are following all obligations regarding the payment of statutory health insurance contributions by the employer in every ALSO Group entity.

Every employee of ALSO Germany is entitled to additional private health insurance. Each employee also has the option of an individual increase in insurance cover at particularly favorable benefit conditions. Family members can also be co-insured and receive improved conditions as well. This program will be rolled out to other countries in the future.

Additionally, we encourage employees to participate in initiatives by local health service providers and organize courses on the prevention of health problems where possible. Twice a week a free of cost virtual yoga course is offered internationally for all our employees.

Further excellent examples are the "Jobrad" (job bike) initiative in Germany, in which ALSO subsidizes the use of a bike for employee commuting; and the yearly "Company run" in which employees from the German offices cycle, run, walk or swim as part of a competition.

⁵¹ ALSO ESG Report 2019/2020 Update, p.52: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

It is mandatory for all employees to participate in an annual Health and Safety training including knowledge checks on an annual basis.

403-9: Work-related injuries

In 2020 and 2021 there were no fatal accidents in the Group. There were a total of 27 work-related injuries in 2022 all of which can be described as minor injuries. The injuries and lost days account to an average Lost time Injury Frequency rate of 0.11, while our average Lost Time Injury Severity Rate is as low as 0.0011. The Lost Time Injury Rate was calculated based on 1 000 000 hours worked. The number of hours worker for the Group is 40 hours per week. The data to execute injury calculations is based on the respective personnel databases and includes all employees of the following organisations:

- ALSO Deutschland GmbH
- MEDIUM GmbH
- ALSO International Services GmbH
- SEAMCOM GmbH & Co. KG
- Druckerfachmann.de GmbH
- ALSO Enterprise Services GmbH
- Webinstore AG

- ALSO Polska sp. z o.o.
- iSource S. A. Polska
- i-Terra sp. z o.o.
- ALSO Schweiz AG
- CORVICE AG
- ALSO Nederland B.V. (incl. ALSO International)
- ALSO Denmark A/S
- ALSO Norway AS
- ALSO Sweden AB
- ALSO France S.A.S., LAFI
- ALSO Finland Oy
- ALSO Bulgaria EOOD
- ALSO Lietuva UAB
- ALSO Technology Romania SRL
- ALSO Latvia SIA
- ALSO Cloud Latvia SIA
- ALSO Eesti OÜ
- ALSO Croatia d.o.o.
- ALSO Austria GmbH
- ALSO Technology Ljubljana d.o.o.
- ALSO Slovakia s.r.o.

403-9 a Work-related injuries – Number of injuries in the workplace

Region	2021						2022					
	working inability 1–3 days	working inability >3 days	fatal accidents	Total accidents	Days lost due to accidents	Working hours per week	working inability 1–3 days	working inability >3 days	fatal accidents	Total accidents	Days lost due to accidents	Working hours per week
Western Europe	9	17	0	26	177	478.5	3	15	0	18	179	558.5
Northern Europe	2	5	0	7	42	152.5	1	5	0	6	64	152
Central/Eastern Europe	1	1	0	2	31	480	0	3	0	3	34	520

403-9 a Work-related injuries – Lost time injury

Region	2021		2022	
	Lost time injury frequency rate	Lost time injury severity rate	Lost time injury frequency rate	Lost time injury severity rate
Western Europe	9	478.5	3	558.5
Northern Europe	2	152.5	1	152
Central/Eastern Europe	1	480	0	520

403-10: Work-related ill health

There were no fatalities for the Group due to work-related ill health. Generally, due to data protection reasons and to protect our employees' privacy, we do not collect any data on this.⁵²

GRI 404: Training and Education 2016

3-3: Management approach

In times of fast digital transformation, the requirements for employees are constantly changing. ALSO pursues a holistic strategy for improving its employees' skills, irrespective of which need arose and where. The company offers a wide range of training on various platforms, with which employees can develop their skills and qualifications. Offering our employees the opportunity to get internal and external trainings is part of our goal to be a good employer.

First and foremost, ALSO must ensure that the company and its employees satisfy its legal requirements. For this reason, ALSO offers e-learning courses with a self-evaluation for topics such as:

- Code of Conduct
- Compliance policies
- GDPR
- Occupational Health and Safety
- legally prescribed instructions, etc.

Furthermore, training is provided either in group training sessions, in individual courses, or through e-learning, sometimes in-house and sometimes with the help of external service providers. On top of this, ALSO has set up a virtual internal academy where knowledge is imparted on various topics, e.g.:

- BI system
- Microsoft Office suite
- CRM system
- Rules of corporate communication
- "New Work"
- Management of virtual organizations
- KPIs, working capital
- Visual arts

Using a management development program, ALSO trains its own managers and prepares them for their future role. The focus here is on understanding leadership and staff management, as well as on business aspects. ALSO maintains relationships with universities, particularly in the field of project and process management, and offers corresponding courses of study.⁵²

404-1: Average hours of training per year per employee

In 2022 at the major operations, employees participated in an average of 35.5 hours per year of training events on the above-mentioned topics during the reporting period. One focus here was digital training measures, where the higher degree of individualization allows the learning goal to be achieved with fewer hours of training.

We employed a total of 130 apprentices at the major operations in the reporting period. There are a large number of management courses, subsidized additional training programs, and certifications. Training for the works councils is also facilitated by the company.⁵²

404-2: Programs for upgrading employee skills and transition assistance programs

Each year we hold workshops and training programs for our managers. These are usually designed for the different managers in line with their range of experience and their work area. Their content may include, for example, the general conditions of ALSO's employment contracts and the Swiss Code of Obligations, holding contract negotiations, or using measurement methods and/or tools. Another major topic area relates to leadership behavior and dialog with employees. The program is rounded off by courses on project management, remote management, lean management, Canva, Scrum, etc.

We continually train all employees on the use of digital platforms such as Teams, whiteboards, and virtual moderation. The company supports all employees who proactively seek to complete recognized further training. In addition to educational leave, employees can also expect financial support.

If an employment relationship is ended by ALSO or due to the employee's upcoming retirement, ALSO aims to find a socially acceptable solution for the individual case.⁵²

⁵² ALSO ESG Report 2019/2020 Update, p.54: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

404-3: Percentage of employees receiving regular performance and career development reviews

The first and second management level, i.e. all of the CCOs and SVPs as well as all business unit leads, receive an annual review of their performance and career development. In addition, feedback meetings are held in different forms depending on the country and team.⁵³

In 2022 a group-wide “Individual Development Plan” was established, reflecting on the development and setting goals for the future for each participant. 100 percent of employees received regular performance and career development reviews.

GRI 405: Diversity and Equal Opportunity 2016

3-3: Management approach

Diversity and inclusion are material topics for us and for our stakeholders. It is important for us to clarify that diversity relates not only to gender, but also to categories such as sexual identity and orientation, disability, ethnicity, age, religion, genetic background, and pregnancy. This also includes culture, perspective, experience, and many other factors that make us what we are. Inclusion relates to efforts to encourage individuals to be authentic and feel comfortable sharing their perspectives. The goal is to promote respect, engagement, and understanding of our differences. It also is an important factor in being a good employer.

We promote initiatives for diversity and inclusion within the company and encourage our employees to get involved with these. For employees with mobile disabilities we are taking all measures needed to give them autonomous access to appropriate work- and recreation space.

We do not tolerate discrimination at our company. This is mandated in our Code of Conduct. If employees feel that they are being discriminated against, various options are available for them to report this. The first point of contact is the managers responsible. Alternatively, employees throughout the Group can contact the ombudsman.

Our company prides itself of becoming increasingly diverse: people from more than 75 different countries work for us, with 20 nationalities represented on the Extended Group Management alone.⁵³

405-1: Diversity of governance bodies and employees

Diversity covers more than gender. It is about a wide range of different factors such as religion, ethnicity, age, disability, personality profile, and sexual orientation. We take account of these factors in the recruitment and development of employees at all levels of the company, for example. This is why we have a wide variety of nationalities, age groups, professions, and personalities at ALSO. The ratio of women in Group Management is 20 percent, in the Extended Group Management 26 percent.

There are various initiatives to promote diversity and inclusion, at our largest site in Soest as well as at other sites. As an example, we would like to mention a specific program from Switzerland that focuses on the (re-)integration in the job market in logistics. Choosing the right career and finding an apprenticeship can sometimes be difficult. ALSO supports them by offering internships. In 2022, six interns took advantage of this offer. With us, they can find out about the career of a logistics specialist and have the opportunity to help out in a range of departments. They are supervised and supported by trained practical instructors and a person with primary responsibility in logistics. With this offering, we want to help young people find a suitable apprenticeship and gain a foothold in the world of work.⁵³

405-2: Ratio of basic salary and remuneration of women to men

The salaries at our company are based on the job descriptions and are tied to these. Within the functions there are fixed salary ranges and remuneration tables, which are identical for men and women.⁵³

⁵³ ALSO ESG Report 2019/2020 Update, p.54: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

GRI 406: Non-discrimination 2016

3-3: Management approach

The Code of Conduct reaffirms that no type of discrimination will be tolerated, neither in terms of cultural background, age, ethnicity, gender, sexual orientation, religion, etc.

406-1: Incidents of discrimination and corrective actions taken

There were no reported incidents of discrimination in 2022. If an employee, customer, business partner, or other stakeholder feels discriminated against, they can contact the ombudsman at any time. Possible cases of discrimination are examined carefully and reported to Group Management and the Board of Directors. Disciplinary measures will be initiated if necessary.⁵⁴

GRI 407: Freedom of Association and Collective Bargaining 2016

3-3: Management approach

At ALSO, employees have the right to join labor unions, workers' councils, or other collective bargaining organizations. This is also defined in the Company's Code of Conduct.

407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

All employees are entitled to exercise freedom of association or collective bargaining, hence, none of these rights are at risk of being violated at our operational sites.

Members of the work council have access to the company's internal communication channels (Intranet, black boards) and can autonomously post information. Our suppliers are specifically questioned⁵⁵ about those two topics before initiating a business relationship with us and they are also invited to comment in the 2022 questionnaire. So far, there has been no reason to follow up on any questions with one of our vendors.

GRI 408: Child Labor 2016

3-3: Management approach

Based on the countries and the sectors in which we operate, we do not see any internal risk of incidents of child labor.

Our labor and human rights policies prohibit the employment of children and very young employees, except in the case of internships and apprenticeships in preparation for a career. Additionally, our Code of Conduct prohibits the use of child labor, and we explicitly ask vendors about this before entering a business relationship⁵⁶. In turn, many of our business partners expect us to carry out due diligence regarding human rights at our operations, address relevant findings with plans for corrective actions, and introduce checks to prevent any recurrence.⁵⁷

408-1: Operations and suppliers at significant risk for incidents of child labor

Our current assessment indicates an insignificant risk of child labor incidents at any of our operations. Our Code of Conduct prohibits the use of child labor, and we explicitly ask vendors about this before entering a business relationship and they are also invited to comment in the 2022 questionnaire. So far, there has been no reason to follow up on any questions with one of our vendors.⁵⁷

GRI 409: Forced or Compulsory Labor 2016

3-3: Management approach

Based on the countries and the sectors in which we operate, we do not see any internal risk of incidents of forced or compulsory labor and they are also invited to comment in the 2022 questionnaire. So far, there has been no reason to follow up on any questions with any of our vendors.⁵⁷

409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor

Our current assessment indicates an insignificant risk of forced or compulsory labor incidents at any of our operations. Our Code of Conduct prohibits the use of forced and compulsory labor, and we explicitly ask vendors about this before entering a business relationship.⁵⁷

⁵⁴ ALSO ESG Report 2019/2020 Update, p.54: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

⁵⁵ CSR Self-Assessment Questionnaire for ALSO suppliers available via the ALSO department for Sustainable Change.

⁵⁶ CSR Self-Assessment Questionnaire for ALSO Suppliers.

⁵⁷ ALSO ESG Report 2019/2020 Update, p.56: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

GRI 410: Security Practices 2016

3-3: Management approach

Our commitment to society places the security of all our stakeholders — both online and in person — as one of our central motives. From our warehouses to the ALSO Cloud Marketplace, security plays a leading role in the company.

410-1: Security personnel trained in human rights policies or procedures

Compliance with human rights is a mandatory element in all contracts between ALSO and its employees, vendors, and suppliers. In warehouses, employees responsible for security receive full training on health and safety, which composes the element of human rights. Regarding data security, our information security team receives constant training from state-of-the-art companies on safeguarding our customer's private data, which is also relevant regarding human rights.

GRI 413: Local Communities 2016

3-3: Management approach

ALSO feels deeply committed to its locations. Particularly at more extensive sites such as those in Emmen, Switzerland, and the Soest region in Germany. In those locations, we are a relevant employer and contribute to the development of the local economy. When selecting service providers and suppliers outside the core business, we strongly incline towards working with regional providers. The company and many employees are involved in social community initiatives, focusing on digitalization, data protection, and cybersecurity, as well as supporting young people and education — always with a close connection to our core business and expertise.⁵⁸

413-1: Operations with local community engagement, impact assessments, and development programs

Where possible, we support local and regional initiatives. For example, since 2015 ALSO has been offering jobs in Switzerland in the field of material disposal and material sorting to the Dock Group, a company that creates jobs for long-term unemployed people.

Additionally, bulk food procured for the offices comes from local produce. This practice ensures quality products, lowers GHG emissions, and supports regional economies.⁵⁸

In 2021 we started www.oscar-scout.com, an initiative with the purpose of enabling children and families to use the opportunities of modern technologies and understand the risks. It offers constructive, practical tips for everyday life — in a way that both children and parents can enjoy. This is not a strictly local initiative, but it is meant as a support for families everywhere. Currently we have 21 articles and videos on the page in both German and English, are doing regular promotions and over 10 000 visitors have been on the site so far.



413-2: Operations with significant actual and potential negative impacts on local communities

ALSO's inner business activities have not been found to cause any negative impacts on the local community.⁵⁸

⁵⁸ ALSO ESG Report 2019/2020 Update, p.56: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

GRI 414: Supplier Social Assessment 2016

3-3: Management approach

Suppliers' conduct concerning human rights can have a substantial impact on the overall sustainability performance of the companies that commission them. In worst-case scenarios, violations in the supply chain lead to indirect responsibilities of the client and the damage of their reputation.

Hence, we adhere to established social and environmental standards in our procurement and purchasing processes, which include human rights aspects and work practices for a sustainable supplier relationship.⁵⁹

Assessing human rights at our suppliers was an explicit goal in the development of the questionnaire we sent out in 2022.

414-1: New suppliers that were screened using social criteria

All new vendors are screened using social criteria. ESG-compliant behavior is part of all contracts signed with them.

Additionally, a CSR self-assessment⁶⁰ is required to be filled out by them. This questionnaire includes the topics of human rights, forced or compulsory labor, child labor, general working conditions, wages and benefits, discrimination, freedom of association, collective bargaining, health and safety, business ethics and anti-corruption.

414-2: Negative social impacts in the supply chain and actions taken

A CSR self-assessment⁶⁰ is required to be filled out by all suppliers.

To the best of our knowledge, we are not aware of any significant actual or potential negative impacts regarding human rights or work practices in our supply chain in the reporting year.⁵⁹

GRI 415: Public Policy 2016

3-3: Management approach

To remain transparent in our business, we do not support any political causes — either directly or indirectly — in any of our organizations. Please note: currently, this is not a material issue for ALSO.

415-1: Political contributions

As a company, we do not have a political mandate and refrain from any political statements or activities. We do not make donations to political parties or associated organizations, nor do we offer them any other financial assets or services.⁵⁹

GRI 416: Customer Health and Safety 2016

3-3: Management approach

As a technology provider, ALSO acts as an intermediary between IT producer and user. We work with the best IT vendors in the industry, which follow international product health and safety measures in the development and design of their products.

416-2: Incidents of non-compliance concerning the health and safety impacts of products and services

There have been no instances of non-compliance concerning the health and safety impacts of products and services in the organization. Please note: currently, this is not a material topic for ALSO.

⁵⁹ ALSO ESG Report 2019/2020 Update, p.56: https://www.also.com/ec/cms5/media/documents/6000_1/news_events/20210301_also_egs-report_2019-2020_update.pdf

⁶⁰ CSR Self-Assessment Questionnaire for ALSO suppliers.

GRI 417: Marketing and Labeling 2016

3-3: Management approach

Communicating openly and honestly about our business is vital for building meaningful relationships with colleagues, customers, investors and others. Transparency prompts change by:

- Empowering informed choices. Giving customers information on product and business sustainability so they can make informed decisions aligned with their values. Encouraging customers to adopt more sustainable behaviours promoting circular economy. We are actively engaging with the main provider of data for our webshop to integrate ecological KPIs, for example information about the Product Carbon Footprint (PDF), so we can provide our customers with a better level of information.
- Accelerating sustainable change. Increasing transparency and traceability across our value chain to give us greater oversight and control of our impacts. Sharing accurate data on our performance to identify areas for improvement and create accountability and comparability within our industry.

As we continuously improve our data systems to help reach our ambition of a fully traceable and transparent supply chain, we're mindful of the ethical considerations around collecting and using data. We see the need for shared guidance on responsible data handling from policy makers and the development of strong public governance procedures.

417-1: Requirements for product and service information and labeling

In our webshop we disclose all information available from our vendors regarding the content of their products, any recommendation regarding their safe usage and disposal. Please note: currently, this is not a material topic for ALSO.

417-2: Incidents of non-compliance concerning product and service information and labeling

There were no incidents regarding non-compliance regarding product and service information and labeling. Please note: currently, this is not a material topic for ALSO.

417-3: Incidents of non-compliance concerning marketing communications

There were no incidents regarding non-compliance regarding marketing communications. Please note: currently, this is not a material topic for ALSO.

GRI 418: Customer Privacy 2016

3-3: Management approach

The company has set up its own data protection organization headed by a Chief Data Protection Officer with Group-wide responsibility, which provides for data protection officers in all national organizations. Together, they continuously monitor compliance with all legal provisions. Additionally, a "Cybersecurity Incident Response Plan" has been implemented with a clearly defined protocol for dealing with possible issues. Security of ALSO's own and its customer data is constantly challenged and monitored by an external company specialized in cybersecurity intelligence, to guarantee the highest level of security possible.

418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data

ALSO has not received any complaints concerning breaches of customer privacy or losses of customer data. Inquiries regarding data subject rights — as defined in the EU GDPR — were reviewed, processed, and documented.

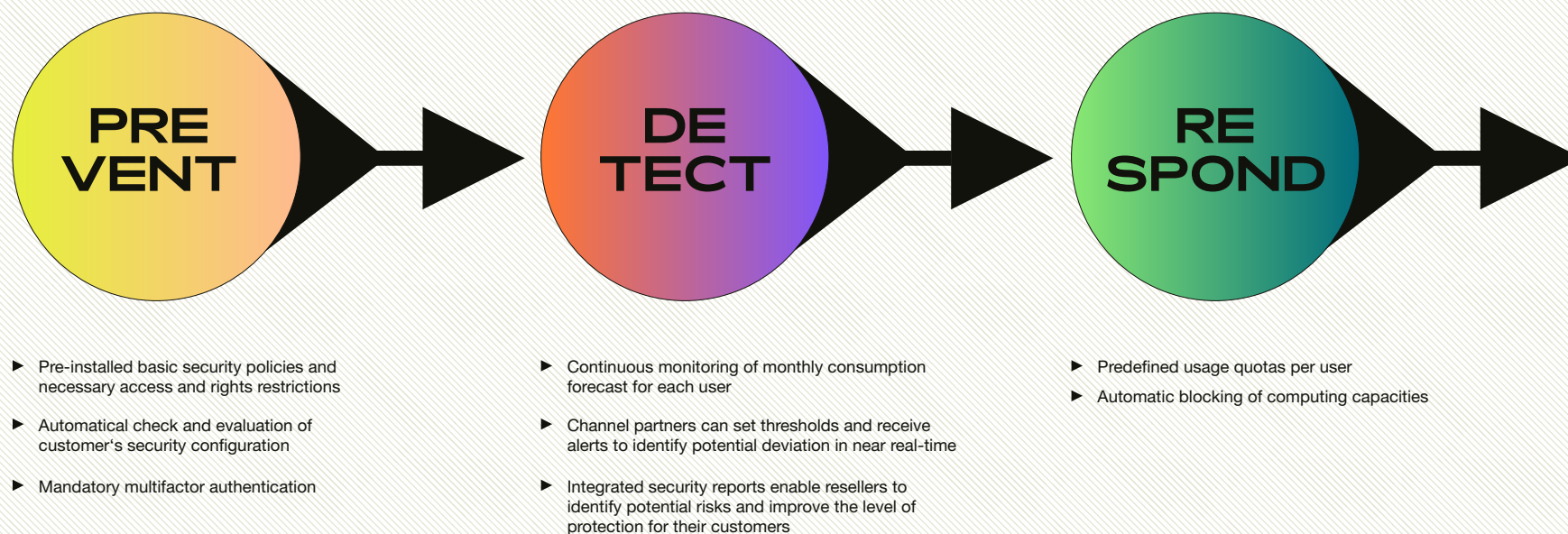
Internal reporting of information security incidents per incident type

Incident type	2021	2022
Malware on computers	17	10
Malware on servers	0	0
Phishing — mass campaigns	14	6
Phishing — targeted attacks	26	16
User accounts compromise attempts (Office 365, Azure AD)	25	7
Hacking attacks at ALSO endpoints (computers and servers)	8	0
eCommerce and web marketplaces (account take over attempts, fraud cases)	36	10
Computer software misuse	6	2
Other	9	9
Total	141	60

All incidents regarding information security were solved. There were successfully two incidents that may be considered as having the potential to lead to security breaches in ALSO IT/business processes (one in 2021 and another in 2022). However, in none of them, external customer data was endangered or leaked. These breaches were dealt with according to the protocol defined in our “Cybersecurity Incident Response Plan”.

There is a special area where customer data needs protection: when it comes to so called “crypto-hacking”. This involves cloud computing subscriptions being used to mine cryptocurrencies or operate botnets. The result is that the subscribers’ consumption costs skyrocket. Especially for smaller companies, this can quickly threaten their existence. This year, a breakthrough in protecting ACMP customers against these attacks was achieved with the introduction of the automated “Fraud Protection” application. For IaaS services in the cloud, ALSO 2022 has set up a multi-layered system to protect channel partners and end customers.

ALSO Fraud Protection



APPENDIX

Calculation and Data Description

Country organization division

Additional countries reporting starting 2021: Austria, Slovenia, Slovakia

Additional countries reporting starting 2022: Hungary, Czech Republic, Spain, Serbia.

Data from ALSO International Services integrated to Netherlands figure since both organizations merged.

Most data from the countries had been reported up to November, in some cases earlier data have been reported. The missing months were extrapolated on the basis of the available historical values.

The polish organization moved to a bigger warehouse in September 2022, it is not possible to extrapolate figures relating to that warehouse yet.

301-1 Materials used by weight or volume

a. Materials used to produce and package primary products and services

Relevant formulas:

$$\text{Paper (kg)} = \text{Paper (m}^3\text{)} \times 1\,201$$

$$\text{Cardboard (kg)} = \text{Cardboard (m}^3\text{)} \times 689$$

This point contains almost exclusively warehouse packing materials and office supplies. Pallets are considered to be made out of wood and are counted under renewable materials.

Envelopes containing bubble wrap or other types of plastic, are considered to be half paper and half plastic.

For 2020, 75% of pallets in Germany are assumed to be change-pallets while the remaining 25% are assumed to be one-way-pallets. This percentages are based on 2021 figures for Germany.

For 2021 and 2022, Norway and Sweden use no printouts in their offices as part of a “paperless office policy”. Packaging materials for both countries are reported under the Danish figure.

For 2021 and 2022, figures for Slovakia only include office consumption.

Estonia reports carboard and paper together in all reporting years.

301-2 Recycled input materials used

a. Percentage of recycled input materials used to manufacture primary products and services

Relevant formula:

$$\text{Recycled materials (\%)} = \frac{\text{Total materials (kg)}}{\text{Recycled materials (kg)}} \times 100$$

Total materials stem from the total of 301-1 a.

302-1 Energy consumption within the organization

a. Total fuel consumption within the organization from non-renewable sources

Relevant formulas¹:

$$\begin{aligned} \text{Gigajoules} &= \text{MWh} \times 3.6 \\ \text{MWh} &= 1\,000 \text{ kWh} \\ \text{m}^3 &= 1\,000 \text{ l} \\ \text{Diesel (GJ)} &= \text{Diesel (l)} \times 9.79 \text{ (kWh/l)} \div 1\,000 \text{ (MWh/kWh)} \times 3.6 \text{ (GJ/MWh)} \\ \text{Gasoline (GJ)} &= \text{Gasoline (l)} \times 8.67 \text{ (kWh/l)} \div 1\,000 \text{ (MWh/kWh)} \times 3.6 \text{ (GJ/MWh)} \\ \text{Natural gas (GJ)} &= 0.0373 \times \text{Natural gas (m}^3\text{)}^2 \end{aligned}$$

Almost all energy demand is bought, ALSO usually does not self-generate, or sell energy. Only the Finnish and the Danish organizations produced energy.

Fossil fuel from Germany and the Netherlands will be counted under “others”.

For 2020, the “others” value for Denmark, Norway and Sweden is calculated based on previous consumption.

For calculations for cars controlled by the company, leasing contracts show that each one is meant to travel 15.000 km per year. Our assumption is an average consumption of 8.5 Liters per 100 km.

The Netherlands leases 30 company cars, 5 of which consume diesel and 25 gasoline. France has leased 32 cars from 2018 until 2020, all of which are gasoline driven. In 2021 France leased 28 cars which used mobile diesel and 22 cars which used gasoline.

$$\text{Fuel (l)} = \text{company cars} \times 8.5 \text{ (l/100km)} \times \text{km}/100^3$$

Starting 2021, the real value of company car mileage was reported for France.

Starting 2022, the real mileage was reported from most organizations.

Electric cars have been reported for ALSO International. The consumed “fuel” is reported under “others”.

$$\text{Electric car} = 15\text{kWh}/100 \text{ km}^4$$

Figures of Romania are low since the organization does not dispose of its own warehouse and has no office for the time being.

b. Total fuel consumption within the organization from renewable sources

Relevant formula:

$$\text{Gigajoules} = \text{MWh} \times 3.6^5$$

Wind energy for Finland includes ALSO Cloud Solution Datacenter energy consumption.

c. Electricity, heating, cooling, steam consumption

Energy from mobile diesel and gasoline will not be included in this category since it does not fit any sub-category.

Until 2020, Romanian figures can’t differentiate between electricity and heating consumption since it is handled externally. Starting 2021, Figures of Romania are low since the organization does not dispose of its own warehouse and has no office for the time being.

In 2022, the Spanish organization could not differentiate between the categories and placed all consumption under electricity.

d. Electricity, heating, cooling, steam sold

Since 2022, the Danish organization started producing and selling its self-generated electricity stemming from solar panels.

e. Total energy consumption within the organization

Obtained by the sum of total fuel consumption from non-renewable sources (302-1 a) and renewable sources (302-1 b).

f. Standards, methodologies, assumptions, and/or calculation tools used

See above

g. Source of the conversion factors used

<https://www.energie-gedanken.ch/umrechnungsfaktoren/>

Natural Gas: A Primer (nrcan.gc.ca)

¹ <https://www.energie-gedanken.ch/umrechnungsfaktoren/>.
² Natural Gas: A Primer (nrcan.gc.ca)
³ The division by 100 should only be performed once.
⁴ How much power does an electric car use? — Energiguide

⁵ <https://www.energie-gedanken.ch/umrechnungsfaktoren/>

302-2 Energy consumption outside of the organization

a. Energy consumption outside of the organization

Until 2020, values stem exclusively from freight carriers delivering goods to our customers. Freight carriers are mostly diesel engines.

Starting 2021, third-party warehouse figures and sold energy will be reported as well.

Until 2020, a tank-to-wheel value is given for Switzerland, it includes emissions from production, which is consistent with all other values.⁶

Germany's 2020 value is calculated with approximated mobile diesel consumption for some freight carriers.

Values from France, Poland, Denmark and Lithuania for 2021 are assumed to be from diesel, just like the past years.

Austria's freight figure for 2021 is based on its total shipments compared to the ones from Germany. While Austria's third-party warehouse figure for 2021 is based on its total units kept in the German warehouse compared to Germany's total units in its warehouse.

For organizations that did not specify the fuel of their freight carriers or cars, it was assumed to be diesel.

Air travel figures have been introduced in 2022, the basis of this calculation is approximate km.

Relevant formula:

$$\text{Aviation gasoline (GJ)} = \text{AvGas(l)} \div 1\,000 \text{ (GJ/MJ)} \times 30.81 \text{ (MJ/l)}^7$$

Assumption that flights were medium-haul (480-3700 km) and the airplanes flown were Airbus A320neo that consumed 2.25 L per 100km:

$$\text{Aviation gasoline (L)} = \text{AvGas (km)} \div 100 \times 2.25^8$$

Calculation for CO₂ emission for one liter of fuel goes as follows⁹: Gasoline has a carbon content per gallon of 2 421 grams, and Diesel one of 2 778 grams per gallon¹⁰. An oxidation factor is necessary to apply to the carbon content in order to account for a small portion of the fuel that is not oxidized into CO₂, this factor will be 0.99 (99% of the carbon in the fuel is oxidized)¹¹. The value 44/12 accounts for the ratio of molecular weight of CO₂ to the molecular weight of carbon.

$$\text{CO}_2 \text{ emissions from a gallon of gasoline}^{12} = 2.421 \text{ grams} \times 0.99 \times (44/12) = 8.788 \text{ grams}$$

$$\text{CO}_2 \text{ emissions from a gallon of diesel} = 2.778 \text{ grams} \times 0.99 \times (44/12) = 10.084 \text{ grams}$$

$$1 \text{ gallon} = 3.785 \text{ l}$$

Resulting in the relevant formulas:

$$2.664 \text{ CO}_2 \text{ (kg)/Diesel (l)}^{13}$$

$$2.322 \text{ CO}_2 \text{ (kg)/ Gasoline (l)}^{14}$$

$$\text{Diesel CO}_2\text{e emissions (kg)} = 1.072 \times \text{Diesel CO}_2\text{emissions (kg)}^{15}$$

Figures for Romania include electricity and heating from a warehouse operated by a third party.

$$\text{Diesel} = 0,832 \text{ kg/litre}$$

$$\text{Diesel} = 832 \text{ kg/m}^3$$

b. Standards, methodologies, assumptions, and/or calculation tools used

See above

c. Source of the conversion factors used

Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

VR-CO₂-Spezial_2011_Juni.pdf (verkehrs-rundschau.de)

IPCC: Intergovernmental Panel on Climate Change

⁶ T is for Tank-to-wheel (TTW) (volkswagenag.com)

⁷ Wayback Machine (archive.org), p.7.

⁸ EPA Emission factors sheet

⁹ One of the entries given requires a calculation to transform a CO₂e emission to a GJ value.

¹⁰ <https://www.epa.gov/sites/default/files/2020-12/documents/mobileemissions.pdf>

¹¹ IPCC: Intergovernmental Panel on Climate Change.

¹² Motor gasoline.

¹³ <https://www.epa.gov/sites/default/files/2020-12/documents/mobileemissions.pdf>

¹⁴ From calculation.

¹⁵ From Dachser

302-3 Energy intensity

a. Energy intensity ratio for the organization

Total energy consumption from inside the organization is used, stemming from point 302-2 a., it is the base for all intensity ratios.

b. Organization-specific metric (the denominator) chosen to calculate the ratio

FTE only considers internal employees.

302-4 Reduction of energy consumption

b. Gases included in the calculation

The gases included in the calculation are CO₂, CH₄ and N₂O.

c. Base year or baseline, including the rationale for choosing it

The base year for the calculations is 2021, since the initiatives were implemented in 2022.

d. Scopes in which reductions took place

All initiatives reduce scope 2 emissions.

e. Standards, methodologies, assumptions, and/or calculation tools used

See above

303-3 Water withdrawal

a. Total water withdrawal from all areas

Relevant conversions:

$$\begin{aligned} \text{ML} &= 1\,000\,000 \text{ l} \\ 1 \text{ m}^3 &= 1\,000 \text{ l} \end{aligned}$$

For France, only warehouse water consumption is included, the rent of the offices includes water consumption.

The Estonian figure for 2020 is a calculation based on the 10-month consumption assuming that it stays constant for the missing months.

The Romanian figure adds up to 0 in 2021 since all the water is consumed in the third-party controlled warehouse.

In 2022, the Spanish organization IREO did not report water figures.

b. Total water withdrawal from all areas with water stress

Some organizations present water stress in different levels and are counted under this section.

- France: low-medium water stress
- Denmark: medium-high water stress
- Norway: low water stress
- Sweden: low to medium water stress
- Netherlands: water stress without specification
- Croatia: low-medium water stress
- Estonia: medium water stress
- Serbia: medium water stress.

d. Standards, methodologies, assumptions, and/or calculation tools used

For France only water from the warehouse is reported.

303-4 Water discharge

a. Total water discharge to all areas

For France, only water from the warehouse is reported.

e. Standards, methodologies, assumptions, and/or calculation tools used

Assumption that 95% of withdrawn water is discharged, unless a country has reported its own water discharge figures, which is only the case for Germany in 2018 and 2019.

303-5 Water consumption

a. Total water consumption from all areas

Difference between totals of water withdrawal (303-3 a.) and water discharge (303-4 a.).

d. Standards, methodologies, assumptions, and/or calculation tools used

Assumption: 5% of water withdrawn is not discharged.

305-1 Direct (Scope 1) GHG emissions

a. Gross direct (Scope 1) GHG emissions

No Scope 1 emissions from the company.

305-2 Energy indirect (Scope 2) GHG emissions

a. Gross site-related energy indirect (Scope 2) GHG emissions

Relevant formulas:

$$\text{Diesel CO}_2\text{e emissions (kg)} = 1.072 \times \text{Diesel CO}_2 \text{ emissions (kg)}^{16}$$

$$\text{Gasoline CO}_2\text{e emissions (kg)} = 1.072 \times \text{Gasoline CO}_2 \text{ emissions (kg)}^{17}$$

$$\text{Natural gas CO}_2\text{e emissions (kg)} = 1.022 \times \text{Natural gas CO}_2 \text{ emissions (kg)}^{18}$$

$$\text{Coal CO}_2\text{e emissions (kg)} = 1.0001 \times \text{Coal CO}_2 \text{ emissions (kg)}^{19}$$

$$\text{Diesel (l)} = 2.664 \text{ CO}_2 \text{ (kg)}^{20}$$

$$\text{Gasoline (l)} = 2.322 \text{ CO}_2 \text{ (kg)}^{21}$$

$$\text{Natural gas (kWh)} \times 0.22 = \text{CO}_2 \text{ (kg)}^{22}$$

$$\text{Natural gas (m}^3\text{)} = 2 \text{ CO}_2 \text{ (kg)}^{23}$$

$$\text{Coal CO}_2 \text{ emissions (kg)} = 94.6 \times \text{Coal (GJ)}^{24}$$

Reporting of direct GHG emissions only.

Uncategorized fuels are not included in this section.

c. Gases included in the calculation

Gases included in the calculation are CO₂, CH₄ and N₂O.

e. Source of the emission factors

VR-CO₂_Spezial_2011_Juni.pdf (verkehrs-rundschau.de)

EPA Climate Leadership – Emission Factors November 2015

Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

g. Standards, methodologies, assumptions, and/or calculation tools used

See above

305-3 Other indirect (Scope 3) GHG emissions

a. Gross other indirect (Scope 3) GHG emissions

Until 2020, emissions exclusively from freight carriers.

Since 2021, additional reporting of emissions from business travel.

From 2022, third party warehouse emissions and business travel differentiation will be added.

$$\text{AvGas CO}_2 \text{ emissions (kg)} = \text{AvGas (km)} \div 1.609344 \times 0.129$$

d. Gases included in the calculation

The gases included in the calculation are CO₂, CH₄ and N₂O.

f. Source of the emission factors

VR-CO₂_Spezial_2011_Juni.pdf (verkehrs-rundschau.de)

EPA Climate Leadership – Emission Factors November 2015

Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

¹⁶ From Dachser.

¹⁷ https://media1.verkehrsrundschau.de/fm/3576/VR-CO2_Spezial_2011_Juni.pdf

¹⁸ Ibid.

¹⁹ EPA Climate Leadership – Emission Factors November 2015

²⁰ From calculation.

²¹ From calculation.

²² <https://www.epa.gov/energy/greenhouse-gases-equivalencies-calculator-calculations-and-references>

²³ Natural Gas: A Primer (nrcan.gc.ca)

²⁴ Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

Environment – U.S. Energy Information Administration (EIA) – U.S. Energy Information Administration (EIA)

Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

305-5 Reduction of GHG emissions

a. GHG emissions reduced as a direct result of reduction initiatives

Values stem from initiatives reported in GJ in 302-4 a.

b. Gases included in the calculation

The gases included in the calculation are CO₂, CH₄ and N₂O.

c. Base year or baseline, including the rationale for choosing it

The base year for the calculations is 2021, since the initiatives were implemented in 2022.

d. Scopes in which reductions took place

All initiatives reduce scope 2 emissions.

e. Standards, methodologies, assumptions, and/or calculation tools used

See above

306 Waste

Relevant formula:

$$\text{Organic waste (kg)} = 267 \times \text{Organic waste (m}^3\text{)}^{25}$$

In France, 75% of industrial waste managed by the government was assumed to be recycled, while the remaining 25% was assumed to be disposed via landfilling in 2021²⁶.

Estonia does not report any values since it shares its disposal with other companies.

Austria, Norway and Sweden report packaging and other materials which have been put on the market/delivered to customers as part of a “Producer’s Responsibility Act”.

²⁵ Waste and Recycling Reporting Template.

²⁶ Waste management (un.org)

Further Information

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