Glacier’s Responsibility Report 2021

📝 Executive Summary

🔊 Statement

The WHY and Glacier’s history

🌍 Environmental Aspects

🤝 Social Aspects

🌐 Imprint

Executive Summary

This is Glacier’s first Responsibility Report. Covering both the environmental and social aspects of our activities in 2021, it was created by our internal Team Green.

Environmental aspects

Here we measured our corporate carbon footprint. This amounts to **18 tCO2e** for the period 01.01.2021 to 31.12.2021. We included Scopes 1, 2 and 3 in the calculation. In this section, we also examined our energy & electricity consumption, food & drink, offices & IT, material & waste, offsetting and finance.

We want to improve in each of these areas. That’s why we set objectives for 2022. These include office and remote work, a travel policy for business trips, more awareness of plant-based foods, a move to 100% refurbished/repaired IT products and a system to reduce lunch packaging waste.

Social aspects

Here we explored our employee profile, including data such as team growth, employment type, turnover rate, age, nationality and educational background. We also look at our organogram, the history of Team Green, diversity and gender equality, healthcare, employee benefits, education management, team events, human rights and anti-corruption.

Our objectives for 2022 include appointing a representative for LGBTQIA+ issues, including pronouns in our email signatures, targeting more mindfulness in our daily

work, providing more benefits for employees (e.g. funded education, discounts, etc.) and organizing climate-related team activities and retreats.

Goals for 2022

We ultimately set ourselves the following targets for 2022:

- Set up a stakeholder dialog to properly analyze materiality
- Start a value definition process across the entire Glacier team
- Publish a new report
- Implement an impact framework for our products, so we can measure the impact we have on other companies and their employees

Statement

To set a good example at every level, Glacier wants to provide complete stakeholder transparency with regard to the environmental, social and (in the future) economic impact of our work.

We want to keep our company’s ecological footprint as small as possible and have a positive influence on the environment from the very beginning.

We want to create a safe and inclusive workplace where every employee feels welcome and can develop their full potential.

We are aware that we’re not perfect and thus try to question things, remaining critical and transparent about the journey we’re taking.

We hope future reports will go into even more detail, thus providing our stakeholders an increasingly clear picture over time.

We hope you’ll enjoy reading this report as much as we enjoyed creating it.

Team Green, Glacier

Benedikt Fiedler, Customer Success Manager

Rainhard Fuchs, CCO

Tanja Halicki, Digital Marketing Manager

Isabel Pointecker, Finance Manager

Camille Reynaud, Climate Intelligence

Magdalena Wallis, Climate Academy Program Manager

The WHY and Glacier’s history

❓ The WHY

🙌🏼 Our products

🏁 Goal and scope of the report

☝️ Materiality

🌍 Global Compact

The WHY

Asking WHY we founded a climate action startup shouldn't really be necessary in 2022. It's almost laughable! Because in times like these, shouldn't the real question be 'WHY *NOT*?' Climate change ranks as humanity's biggest challenge – and only a few companies drive climate action forward as part of their core business. Glacier is one of them.

Andreas Tschas and Rainhard Fuchs first considered a climate action company in 2019, but they didn't want to rush into it. They dived into meetings and workshops, as well as discussions with experts, scientists, CEOs, politicians and friends. Then, in December of that year, they went to Madrid to visit COP25. What they witnessed was too much talking and too little action – plus weak political leadership. This was the eye-opening moment that convinced Andreas and Rainhard to take the plunge.

Back in Austria, they explored several possible ways they could take real action. At the end of February 2020, they filed the initial documents to register a company. But guess what happened then? COVID-19 hit. With the economy at a standstill, there was little point in completing the founding process during those uncertain months. So Glacier Carbon Reduction GmbH wasn't formally established until September of that year.

Still, Andreas and Rainhard made use of the first phase of the pandemic, getting early support for their vision of driving climate action forward. They met with Alissa, Denise and – later on – Sebastian to define the company's first milestones.

This process led to the concept of a climate action day for companies (Climate Impact Day) and the development of a digital Carbon Manager for company CO2 footprint calculations. No less than 19 corporate customers, including Bank Austria, ÖAMTC, A1

Telekom Austria and Microsoft, had committed to the inaugural event by the end of 2020.

The first Climate Impact Day went ahead in 2021. It proved a great success, with over 140 companies taking part. In turn, over 21,000 of their employees were inspired to take climate action by this direct reachout. The digital Carbon Manager (CARMA) was also launched, with 39 companies using it to calculate their carbon footprints for 2021. May 2021 also saw the Climate Academy take place for the first time. With 189 participants from over 50 companies and a star rating of 4.8 out of 5, it was also a complete success.

To get off to a strong start financially, the first round was expanded to accommodate renowned business angels from the DACH region. A total of €1.7 million was raised. We quickly hit an important milestone by expanding our customer base to over 100 paying companies in 2021.

Moreover, the team pushed Glacier’s vision of a world in which climate action is a central part of every company’s DNA. Our mission is ‘Empowerment & Education’ for companies and their employees. Through our programs, we aim to do just that – empower and educate them to take effective climate action and achieve ambitious climate goals.

While maximizing our positive climate impact through our products, we’re also trying to keep our own carbon footprint as low as possible. To establish a company that is carbon-neutral and ideally net-zero from day one. This ongoing challenge has been successful to date.

Our products

Our programs are designed to train and empower as many people as possible to start taking genuine climate action. And, in turn, to help integrate climate action into the DNA of their companies. To do this, we rely on the following products:

Climate Impact Day

➡️ The Climate Impact Day is geared to create awareness and inspire every participant.
This annual event inspires and motivates companies and their employees to promote climate action with greater passion and urgency. Run out of Vienna, it's a hybrid that takes place both online and at the offices of participating companies. The content is made available via livestream and an online hub for the participants, as well as to the broader domestic and international audience.
By taking part in the Climate Impact Day, companies can make the latest scientific findings in the field of climate action tangible for their employees, demonstrate their practical relevance and thus generate enthusiasm. The 2021 Climate Impact Day was certified as a 'Green Meeting' by The Austrian Ecolabel. It was the first ever hybrid event to receive this certification. You can read more about that on our blog: https://glacier.eco/blog-climate-impact-day
In 2022, the Climate Impact Day will evolve into the Glacier Climate Week.

Glacier Climate Academy

➡️ The Glacier Climate Academy is an advanced program in which employees take things to the next level, becoming climate action experts in their companies. More and more employees want to make a difference in their organizations and are committed to internal climate action. However, they often lack the know-how to act effectively. In our courses, we take them by the hand and guide them on their way to becoming climate leaders.
In the four-week Basic Course, participants learn from leading experts about the essentials of climate change and how to drive concrete climate action in their companies. They also get the chance to network with like-minded peers facing the same challenges.
An Advanced Course was added in May 2022.

CARMA

➡️ The Carbon Manager – CARMA for short – is the digital companion for companies on their CO_2 reduction journeys. With CARMA, companies can calculate their climate footprints as well as access an extensive database of reduction measures and innovative products. In this way, CARMA helps companies save CO_2 both easily and efficiently.

Goal and scope of the report

We know our first climate report isn’t perfect, but by issuing it we aim to:

- foster and strengthen our own commitment to climate action.
- reflect on our internal environmental and social processes in order to challenge our existing measures and continuously improve them.
- provide transparency to our stakeholders, showing that we ‘walk the talk’ and do our best to keep our carbon footprint as low as possible.
- Be transparent about the measures we’ve implemented and our plans to provide comparable numbers and key indicators going forward.

We’re a young company, and this report is expected to grow with Glacier and become more detailed with each edition. Given our core business, we decided to focus on climate action topics for this first publication – but over time this report should evolve into a sustainability report. While it might be a promise we might not be able to keep, we hope that we can publish our first real sustainability report in 2023 (covering 2022). For this year, however, we decided to call it a responsibility report, and cover environmental and social topics.

Either way, we hope that you enjoy reading it – and perhaps even find yourself inspired to write your own. We're happy to hear any feedback and suggestions via: teamgreen@glacier.eco

Materiality

We started the 2021 report a little too late to do a proper materiality analysis that included our stakeholders. With this in mind, we decided to at least do an internal materiality analysis, in which we tried to put ourselves into their position. That’s no substitute for a proper stakeholder engagement process, of course, which is why we’re planning one for 2022. We expect to publish a new materiality matrix in our next report.

For this edition, we started off with a brainstorming session at Team Green, coming up with numerous topics that might have social, environmental or economic relevance. We then benchmarked these against other large and small companies, comparing them to our list. Then, guided by our climate intelligence team member Camille, we rated the topics according to our firm’s impact. Finally, we tried to put ourselves into the shoes of our stakeholders, rating the topics according to the . We want to stress that the validity of this approach is limited.

As a result of our internal materiality analysis, we identified nine material topics that we wanted to tackle in detail in this report. Below is an overview of where you’ll find them:

Material topics

- GHG emissions (Chapter *Environmental Aspects*)
- Employee education (Chapter *Education & talent management*)

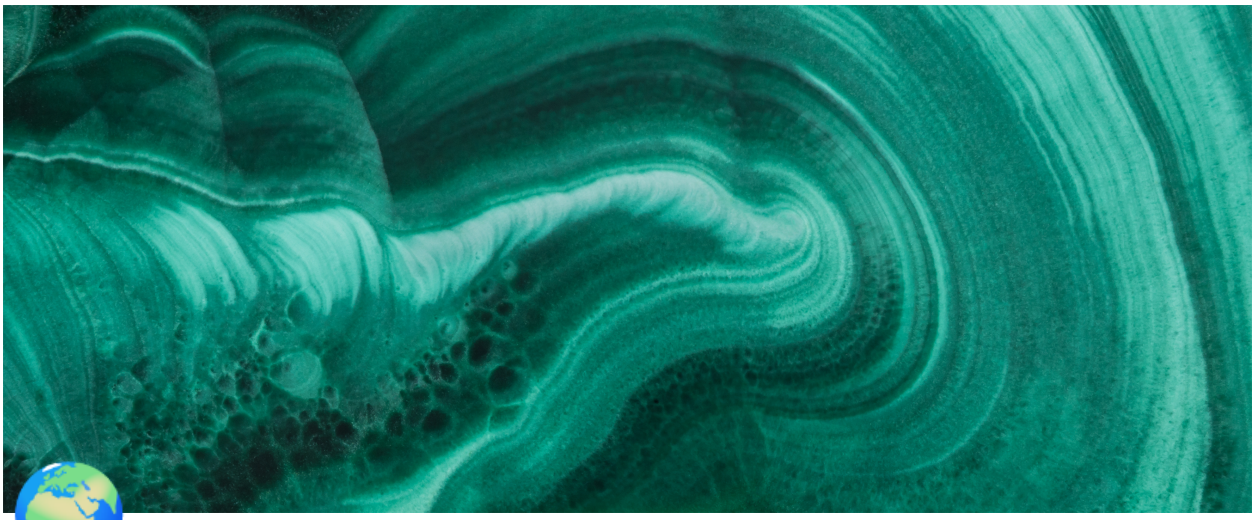
- Human rights (Chapter *Human rights & anti-corruption*)
- Gender equality (Chapter *Diversity & gender equality*)
- Energy use (Chapter *Energy & electricity*)
- Ethical diversity (Chapter *Diversity & gender equality*)
- International diversity (Chapter *Diversity & gender equality*)
- LGBTQIA+ friendliness (Chapter *Diversity & gender equality*)
- Economic growth (Unfortunately, we can’t disclose these numbers in this report due to an ongoing funding process)

As a young company and start-up, our circumstances are constantly changing. To ensure as much transparency as we can, we’ll publish a climate (and in the future sustainability) report every year. In order to ensure comparability and transparency with regard to our journey, the reported numbers will be updated and published again in the next report (covering 2022).

Glacier Carbon Reduction GmbH is not required to publish a sustainability or climate report by law. But we wanted to show that no matter how big or small a company is, a non-financial report can be – and in our case *is* – a valuable tool both for internal development and external communication.

Goals for 2022:

- Set up a stakeholder dialog to properly analyse materiality
- Start a value definition process across the entire Glacier team
- Publish a new report
- Implement an impact framework for our products, so we can measure the impact we have on other companies and their employees



Global Compact

In August 2021, Glacier joined the United Nations Global Compact initiative. The mission of the UN Global Compact is to offer guidelines for companies to achieve sustainable value by delivering measurable impact on the world’s most pressing challenges. The approach relies on ten principles divided into human rights, labor, environment and anti-corruption. As a member of the Global Compact, we’re expected to disclose an annual Communication of Progress (COP), reporting our commitments and action in the four aforementioned areas. The key findings presented in this climate report will also form the basis of our COP.
Below is the fundamental content required to renew our commitment to the Global Compact.

CEO Statement

> "I am proud to confirm Glacier's commitment to the ten principles of the United Nations Global Compact in the areas of human rights, labour, environment and anti-corruption. In this first annual report, we outline our actions to integrate the Global Compact and its

> principles into our business strategy, culture and day-to-day operations. We also commit to sharing this information with our stakeholders through our key communication channels.”

- Andreas Tschas, Co-Founder and CEO at Glacier

Description of measures

The measures taken in 2021 are described in detail in the ‘Environmental Aspects’ and ‘Social Aspects’ chapters. Each of these chapters also lists our objectives for 2022.

List of all measures

For 2021, we measured the following indicators:

- GHG emissions (Scopes 1, 2 & 3)
- Energy & electricity consumption
- Mobility & transportation
- Food & drink
- Office & IT: refurbished equipment, cloud storage
- Material & waste
- Finance: Green bank account, sustainable investments
- Employee turnover rate
- Employee average age
- Employee nationalities
- Employee educational background
- Diversity & gender equality

Environmental Aspects

This section will elaborate on environmental aspects of Glacier’s operations by outlining our corporate carbon footprint and then going into more detail on the contributing indicators.

👣 Corporate Carbon Footprint

💡 Energy and Electricity

🚆 Mobility

🍎 Nutrition

💻 Office and IT

♻️ Material and Waste

💸 Green Finance

🌳 Offsetting

Corporate Carbon Footprint

Description

The Glacier corporate carbon footprint for 2021 has been calculated using our Carbon Manager CARMA. The carbon emissions accounting in CARMA follows the Greenhouse Gas Protocol guidelines and uses the Akaryon database. It includes emissions from the following categories: electricity, energy, mobility, food, office, IT, waste and processes. Details about the data collection methodology are presented below.

Indicators

The overall carbon footprint for Glacier in 2021 was 18 tCO2e, which is equivalent to an average of 1.4 tCO2e per employee. For comparison, the carbon footprint per person in Austria amounted to 9 tCO2e in 2019. [1] The carbon footprint per employee was calculated based on the average number of employees over the year, which was 13. This differs from the number of employees as of December 31st (for more information see 5 Social Aspects). The following sections list the greenhouse gas (GHG) emissions in detail, by scope as well as by category.

Greenhouse gas (GHG) emissions by scope:

At Glacier, we report on Scope 1, Scope 2 and Scope 3 emissions.

- **Scope 1** covers the company's direct emissions. Direct GHG emissions arise from sources owned or controlled by the company. For example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc. In our case, Scope 1 emissions amount to 9.17 tCOe and include emissions from operations such as heating and cooling – both in our office and in employee home offices. They also include mobility emissions resulting from staff travel and team event travel.

- **Scope 2** accounts for GHG emissions from the generation of purchased electricity consumed by the company. In our case, this includes the electricity used in the office and home office. Glacier's Scope 2

emissions total 0.34 tCO2e

- **Scope 3** emissions are a consequence of the company's activities, but derived from sources not owned or directly controlled by the company. Scope 3 is an optional reporting category that allows all other indirect emissions to be taken into account. In our case, Scope 3 emissions amount to 8.49 tCOe and include:
  - Employee commutes to the office
  - Food and drinks consumed in the office
  - Use of paper and IT devices
  - Waste generation

All three scopes add up to our total carbon footprint of 18 tCO2e. (Note: Water consumption during the course of remote work is not included in our carbon footprint.)

Greenhouse gas emissions per category

The main contributors to this carbon footprint are the energy used for heating and cooling in the building, followed by office & IT emissions. Figure 1 shows each category's contribution to the carbon footprint, using German typology (comma instead of for decimals).

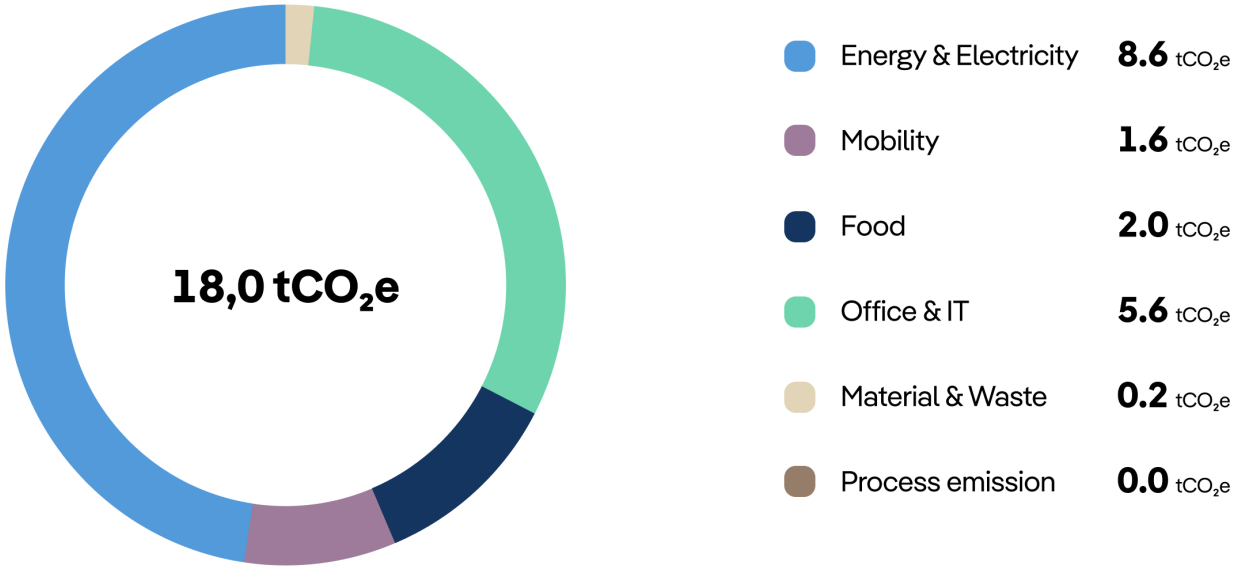


Figure 1: Glacier's company carbon footprint for 2021

The following sections explain the data collection methodology and key figures. For each category, we break down the CO2 emissions into main indicators (e.g. energy consumption, electricity consumption, % of employees using public transport) and state the main objectives for 2022.

[1] Statista (https://de.statista.com/statistik/daten/studie/962397/umfrage/treibhausgasemissionen-pro-kopf-in-oesterreich/#:~:text=Im%20Jahr%202019%20beliefen%20sich,CO2%2D%C3%84quivalente%20pro%20Kopf.)

Energy and Electricity

This category includes greenhouse gas emissions attributed to electricity consumption and energy consumption for heating/cooling in the office and in home office.

GHG emissions from electricity, heating and cooling

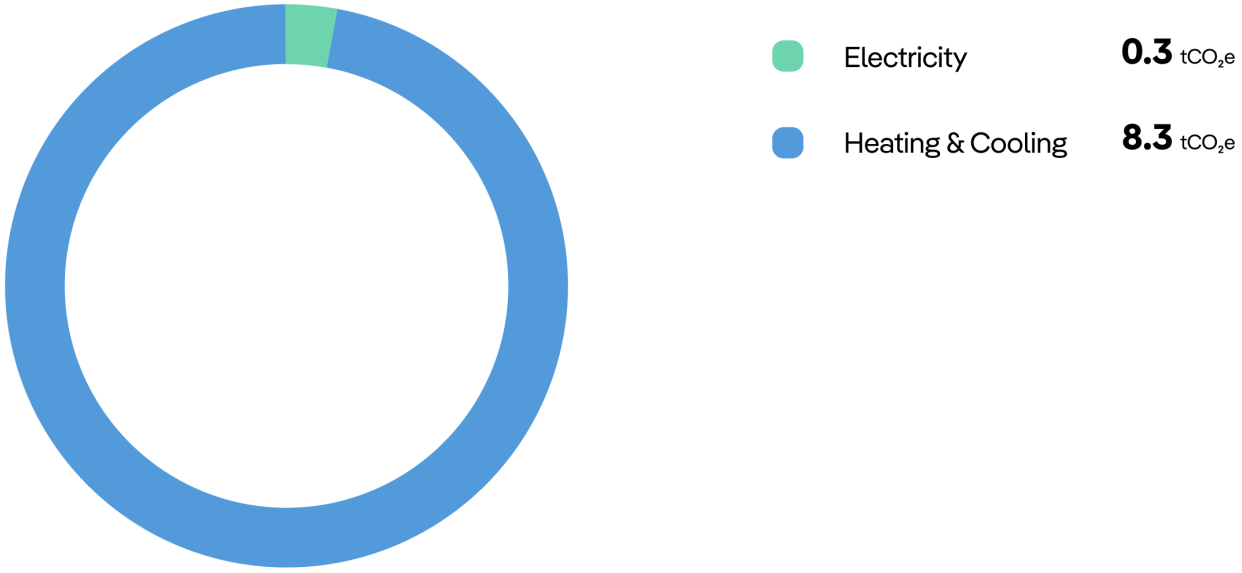


Figure 2: Greenhouse gas emissions - energy & electricity

Indicators (quantitative and qualitative)

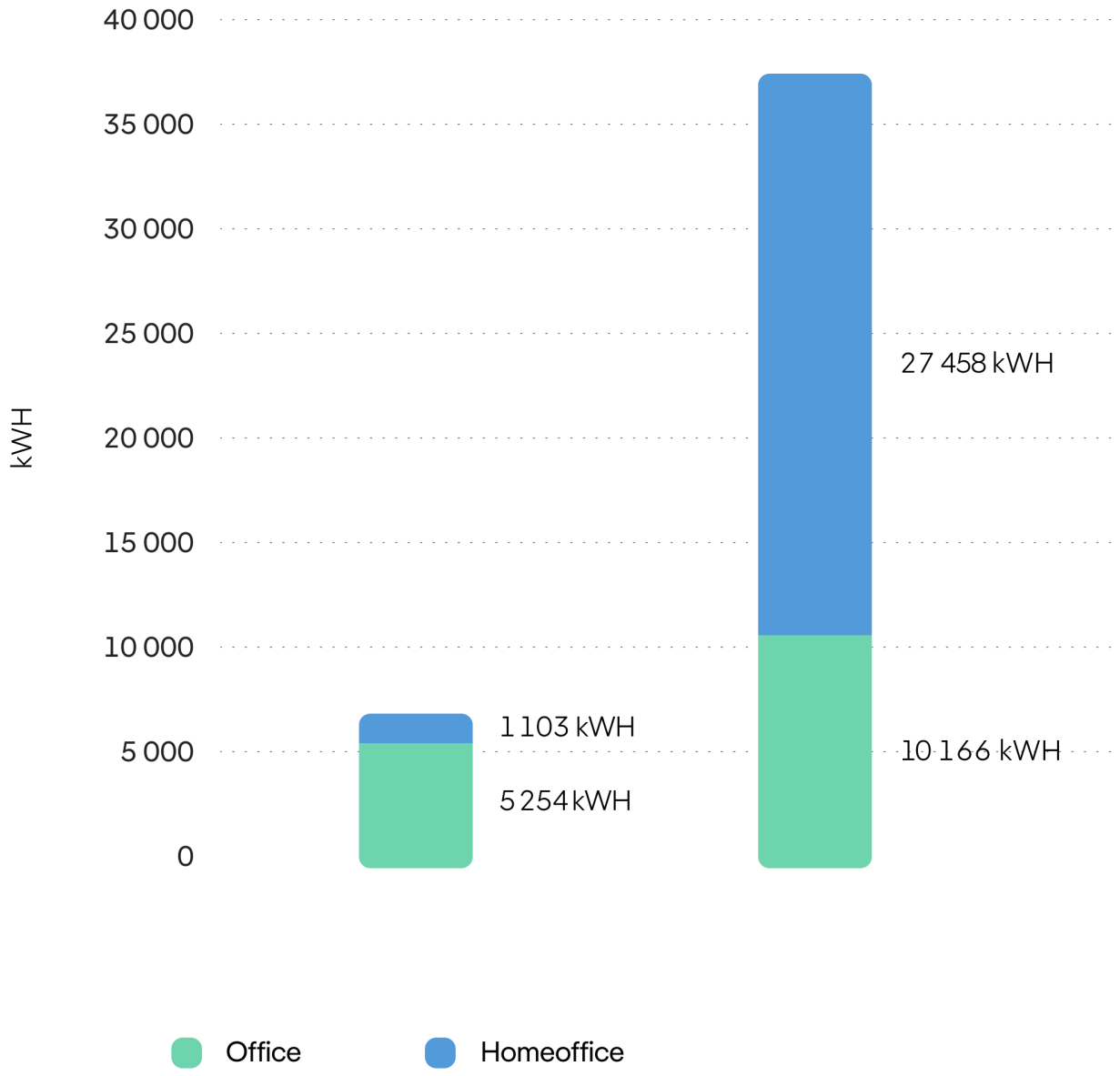


Figure 3: Energy and electricity consumption in the office and in home office

Data collection methodology

Our office is located in a shared space in which we rent one office room and one meeting room, giving us a total of 110 square meters. Our calculations are based on data we received from our shared office provider, as well as a survey we conducted internally to assess energy consumption in home office.

The electricity consumption calculation is based on the numbers we received from our shared office provider, using the total electricity consumption per month for the whole shared office space as a baseline and calculating our own office's percentage thereof. We also calculated electricity consumption in home office, basing this on annual electricity requirements and factoring in lighting and equipment for every employee. We assumed a 30% home office share for this calculation. One of the first things we always tell our Climate Academy participants is to switch to certified green electricity – but since we only rent two rooms in a shared office, we don't have the option to switch electricity providers. Nevertheless, we have made a request in this regard.

The energy consumption calculation for heating and cooling is based on yearly totals we received from our shared office provider. We also calculated typical heating and cooling usage for the workforce while working from home. This data was collected via a survey of all team members.

There is no limit on home office days at Glacier. That provides a lot of flexibility for the team, but also limits our control over energy behavior. The total energy footprint thus only represents an estimate.

Ongoing measures

- We ventilate our rooms as efficiently as possible (g. opening the windows wide for a short period when the heating is on).
- We turn off our laptops and electrical appliances at the end of the working day.
- We turn off switches at the nearest distribution outlet at the end of the working day.
- We turn off the lights when leaving a room.
- We double-check if all screens and the air-conditioning are turned off upon closing the office.

Objectives for 2022

- Install smart heating and cooling thermostats to maintain a comfortable working temperature without over-heating or over-cooling.
- Fit every desk with smart outlets which automatically turn off every appliance outside working hours.
- Conduct a new survey to collect detailed data on CO2 emissions in home office.

Mobility

The mobility category includes GHG emissions from the employees' commutes to the office, as well as from staff and team event travel.

GHG emissions from mobility

GHG emissions from mobility amounted to 1,6 t CO2e in 2021. [1]

Indicators (quantitative and qualitative)

100% of our 16 employees commute to the office using 'clean' means of transport. The breakdown is shown in Figure 4. None of our employees used cars or carsharing.

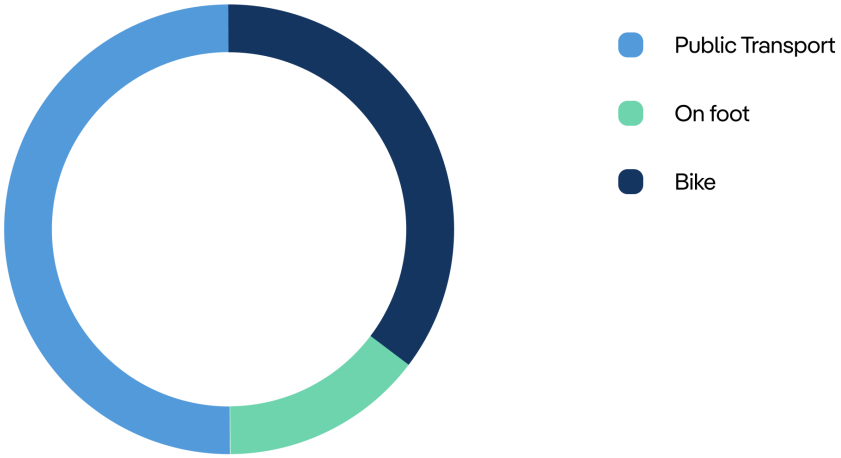


Figure 4: Means of transport for office commutes

When it comes to business trips, 51% of staff travel kilometers in 2021 were covered by train, and the rest by car. For team events, 54% of the kilometers were covered by train, and the rest by car.

While our commutes to the office are already relatively sustainable, it would be even better for the climate if more people rode a bike or walked instead of taking public transport. These are even greener ways of getting around, while the health benefits are also clear. But optimizing travel for our team events and trips is where we see the most potential for carbon savings – so that's our priority in 2022.

Data collection

The data here was collected by surveying employees about their commutes, as well as from our HR department.

Ongoing measures

- Glacier provides flexible working conditions, with unlimited home office and flexible working hours reducing the need to commute.
- All employees are provided with an annual public transport ticket for Vienna. Alternatively, bicycle service costs are reimbursed until the cost of such a yearly

ticket is reached.

Objectives for 2022

- Implement a business travel policy that is as climate-friendly as possible.
- All our team event and trip locations must be reachable by public transport.

[1] CO2 equivalent, abbreviated as CO2-eq: The amount of carbon dioxide (CO2) emission that would cause the same integrated radiative forcing or temperature change, over a given time horizon, as an emitted amount of another greenhouse gas (GHG) e.g., methane or a mixture of GHGs. (IPCC, 2018)

Nutrition

This category covers GHG emissions owing to food and drink consumed in the office. This includes soda water, tap water, fruit juice, tea and coffee consumption, as well as team lunches and food served at our team events.

GHG emissions from the food & drink category

The total GHG emissions from this category amounted to 2 tCO2e in 2021.

Indicators

As a climate company, we've committed to serving only vegetarian and vegan meals at company and team events, as well as for our team lunches. In 2021, we organized three team events at which a total of 166 vegetarian meals were served. On average, we hold two monthly team lunches, adding up to a total of 313 vegetarian or vegan lunches annually.

Data collection

Data was collected via a survey of team event participants. Assumptions were made based on our carbon footprint calculation for 2020.

Ongoing measures

- All meals paid for by Glacier are vegetarian and/or vegan.

Objectives for 2022

- Switch to in the office.
- Increase share of vegan meals. (e.g. switch the monthly breakfast from vegetarian to vegan)
- Raise awareness within the team about dairy products and their climate impact.

Success stories:

Food is a topic we spend a lot of time discussing! Many members of our team are vegan or vegetarian. We've also noticed that some have changed their diet habits and included more plant-based ingredients in their meals – this is thanks in part to our vegetarian approach to meals and our efforts to raise awareness around food emissions. Here are some minor success stories:

> *"Since joining Glacier, I've become far more aware of what food I consume. I was astonished to learn how much of a positive impact one can have on the planet by choosing from the ever-growing range of cheap alternatives to traditional meat dishes. Besides being more climate-friendly, it's also the healthier and more ethical option – and saves me from the classic 'food coma' that often comes after consuming animal-based dishes."*

– Sebastian Habersack-Martos, Customer Success

> *“I’ve changed from eating meat almost every day to doing so 2-3 times a week. In the process, I’ve gotten to know many vegetarian and vegan meals that taste incredibly good. In particular, Asian cuisine offers a variety of dishes that can be prepared quickly and easily. Another highlight is chili sin carne… with the right ingredients, this vegetarian version tastes just like the original.”*

– Andreas Tschas, CEO & Co-Founder

> *“I’ve definitely begun taking a closer look at what I’m eating since co-founding Glacier. The additional knowledge you get from browsing climate action studies definitely makes you choose what you eat more carefully! But I’ve been equally inspired by the eating habits of my colleagues, with some going vegetarian or even vegan. It’s the people you surround yourself with who influence you the most.”*

– Rainhard Fuchs, CCO & Co-Founder

Office and IT

This category includes GHG emissions attributable to things like furniture, digital devices and cloud storage. For 2021, it amounted to 5.6 tCO2e. These emissions include paper consumption, toilet and paper towel consumption and IT resources such as computers, screens, printers and servers. For this category, it’s important to reflect on a number of aspects and ask ourselves various questions so we can set reasonable objectives for the following year.

Given that we work flexible hours and can work both from home or the office, it may be unnecessary to have enough screens for everyone in our shared office space. Smaller appliances, such as mice or keyboards, should be bought refurbished. And then there’s the fact that our office is in a shared co-working space. This means, for example, that we can only have limited influence on the type of paper the co-working space provides its members. Of course, we’re always in contact with the Impact Hub team regarding a switch to more sustainable alternatives in various areas.

Indicators

In 2021, during which ten new laptops were bought for team members, two of them were refurbished. The total number of laptops owned by Glacier amounted to 12 by the end of the year. Additionally, 18 monitors were bought, three of them refurbished. 17

computers, mice and keyboards were purchased, though none of them were refurbished. Our cloud storage amounted to 38.71 Gigabytes.

Data collection

The data represents an inventory of devices bought in 2021, as well as cloud storage usage. For paper consumption, assumptions were made based on averages.

Ongoing measures

- We only print when it’s really necessary. And when we do, it’s double-sided and in black & white.

Objectives for 2022

- All laptops and screens purchased will be refurbished ones.
- Come up with purchasing guidelines.
- Repair broken equipment where reasonably possible.

Material and Waste

Greenhouse gas emissions from this category (quantity per type of waste, etc.) total 0.2 tCO2e. This low number reflects the structure of our small company, our shared office, almost non-existent packaging & printing, and the absence of a bespoke canteen.

One thing that can be improved, however, is the consumption of take-away food at work. Even though we all have our own reusable water bottles and mostly drink tap water, reducing waste from take-away food picked up at nearby grocery stores or restaurants is a problem. The reasons are twofold: sometimes the options for getting the food in reusable containers are limited, and sometimes time pressure or pure laziness leads people to choose packaging that may often be plastic. We're considering a better incentive system as a viable option to lower our footprint.

Indicators

We have a system for waste sorting/recycling in the office. The categories are glass, plastic, cans, paper, organic waste and general waste. The stage backdrop for the Climate Impact Day was designed sustainably and will be reused in 2022. Electronic purchases are expected to remain in the company for a longer period of time than in average companies. Our inventory in this regard is already partly made up of refurbished devices – the numbers here always depend on model availability.

Data collection

We’ve drawn on studies from the WKO, ARA and others that outline typical behavior with regard to waste management and calculate various averages for workers in Austria.

Objectives for 2022

- Come up with a system to reduce waste from lunch orders and pick-ups.
- Reuse event materials (eg. stage).

Green Finance

In addition to the breakdown above, there are other areas where we want to make a big effort going forward. For example, we aim to place all corporate investments and cash in climate-friendly banks.

Green bank account

For 2022, we switched to UniCredit Bank Austria's Go-Green business account, which has sustainable financial product certification from The Austrian Ecolabel. The account strictly excludes investments in (among other things) armaments, coal extraction and technologies powered by fossil fuels. Given the limited choice of green business bank accounts in the Austrian market, we see this as a promising first step in mitigating the negative climate and social impacts of conventional bank account alternatives.

Fair Finance

According to Austrian Law, each employer has to pay 1,53% of wages into an employee pension fund. Glacier chose the Fair Finance sustainable pension fund. If you're interested in a more detailed definition of what that means, take a look at their sustainability report.

Offsetting

We’ve committed to calculating and publicly disclosing our carbon footprint on an annual basis, starting with this year’s report. To achieve this, we’ll track climate data throughout the year to ensure a high-quality annual carbon footprint calculation. We’ll then be able to re-evaluate the main drivers of our carbon emissions and implement impactful reduction measures.

We’ve also committed to compensating our unavoidable emissions by purchasing high-quality offsets governed by the principles of verifiability, enforceability, additionality, permanence and transparency. To cover our 2021 carbon footprint of 18 tCO2e, we purchased 20 t of the following carbon offsets: Central Kalimantan Peatlands in Indonesia – Avoided Planned Deforestation. To prove this purchase, we will receive a serial number in about two weeks. As soon as we have it, it will be included in this chapter.

We’d like to stress that only unavoidable emissions should and will be compensated. Our priority has to be avoiding and reducing emissions wherever possible. Compensation and carbon offsets should only be used as a last resort when it comes to a company’s climate neutrality journey.

Social Aspects

This chapter will elaborate on social aspects of the Glacier team, first by presenting our employee data and then taking a closer look at the breakdown.

👥 Employees

🌈 Diversity and Gender Equality

❤️ Healthcare

🙌🏼 Employee benefits

🎓 Education and Talent Management

🎉 Team Events

🤲 Human Rights and Anti-Corruption

👥

Employees

	Male	Female	Non-binary, agender, gender neutral, genderfluid, other	Total
Founders	2	0	0	2
Management / C-Level (includes founders)	4	1	0	5
Employees	5	9	0	14
Glacier team in total (employees + founders)				16

(reporting date 31.12.2021)

On 1st January 2021, the Glacier team consisted of eight people. The team then doubled in size during the course of the year. This was a challenge for the company culture and the team in general. To ensure a positive and motivated team, we arranged

a lot of team activities as well as weekly meetings with the entire team. (For more information, see 5.6. Team Events)

Type of employment

At Glacier, we do our best to support our employees' educational aspirations and family obligations. That's why part-time contracts are sometimes the best way to go for employees and Glacier alike – especially at the beginning of their employment period. As at 31.12.2021, Glacier employed 12 full-time staff, one full-time intern and one part-timer (30h/week).

We welcomed two interns for three months each in 2021. They ended up staying on as full-time and part-time employees respectively.

Employee turnover rate: 33,3%

With a turnover rate of 33,3%, we're a little above the average among start-up companies. There's room for improvement. One of Glacier's goals is to support its employees in developing and growing personally and professionally, so we do all we can to provide an attractive, supportive work environment. Nevertheless, the high turnover rate is due to the fact that Glacier is a fast-moving, fast-changing start-up. For example, we changed our focus in 2021 from our Carbon Manager (CARMA) to the Climate Academy – a big shift. Despite this, we're able to offer an environment where employees can learn and work independently.

Average age: 29,3

As is very common for start-up companies, the average age is under 30. Our exact figure is 29,3 years old. Our youngest team member is 22 and our oldest is 41.

Nationalities

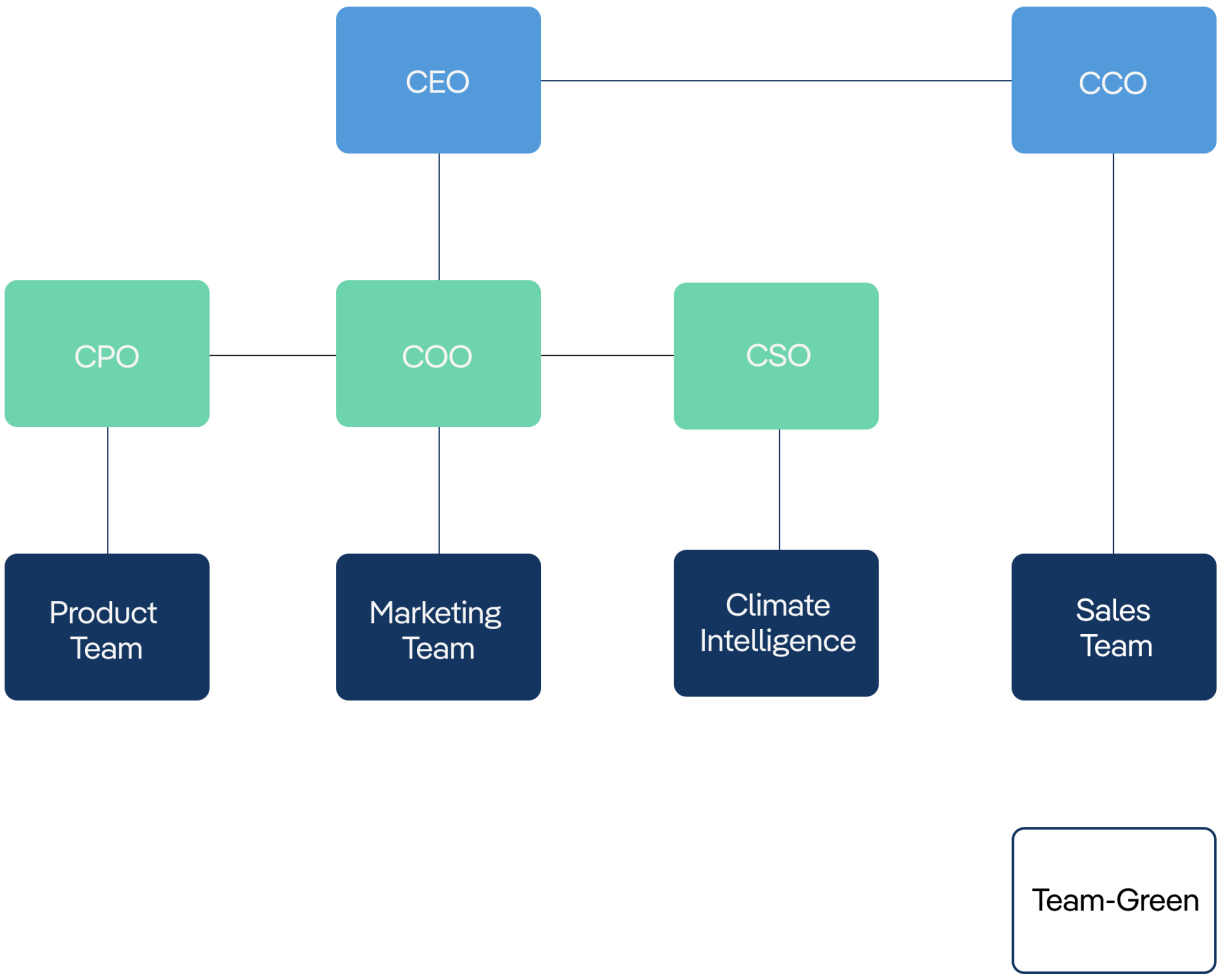
For a young, small team, we're pleased to be fairly international. Even though the majority is still from Austria (63%) and Germany (19%), we have team members from Portugal (6%), France (6%) and the Netherlands (6%).

Educational background

A clear business focus is in evidence when it comes to the education our team members have behind them. Half of the team comes from a business background, while 19% of our people hail from a sustainability background. Around 13% studied technology or engineering, with politics, law and design accounting for 6% each.

Organogram

The following organogram depicts our team structure as of 31.12.2021. As a start-up, however, teams and structures are continuously changing and evolving. Therefore, this organogram should be understood as a snapshot.



The Team Green story

We launched our Team Green in 2021, with a mandate to promote climate-friendly behavior, reflect on measures implemented and push the company to become a more sustainable one. Team Green was founded by Anna-Sofia Kraus (Climate Intelligence), Camille Reynaud (Climate Intelligence), Magdalena Wallis (Climate Academy Program Manager) and Tom Wohlfahrtstätter (CFO). Over the next couple of months, more and more team members joined. As of June 2022, the following Glacier team members are part of Team Green:

- *Benedikt Fiedler, Customer Success Manager*
- *Rainhard Fuchs, CCO*
- *Tanja Halicki, Digital Marketing Manager*
- *Isabel Pointecker, Finance Manager*
- *Camille Reynaud, Climate Intelligence*
- *Magdalena Wallis, Climate Academy Program Manager*
- *Felix Woduschek, Production Manager*

We began by compiling a Climate Action Policy that outlined all the climate action measures we wanted to implement in our working lives. The Climate Action Policy was then shared with the entire Glacier team and adapted with their feedback and suggestions. At the beginning of 2022, the Climate Action Policy was signed by the entire team. And it's been signed by all new team members to come on board since. If you're interested, you can check it out here. While this report aims to inform our stakeholders about what we do and who we are, the Climate Action Policy is an internal tool and reminds us of our pledge:

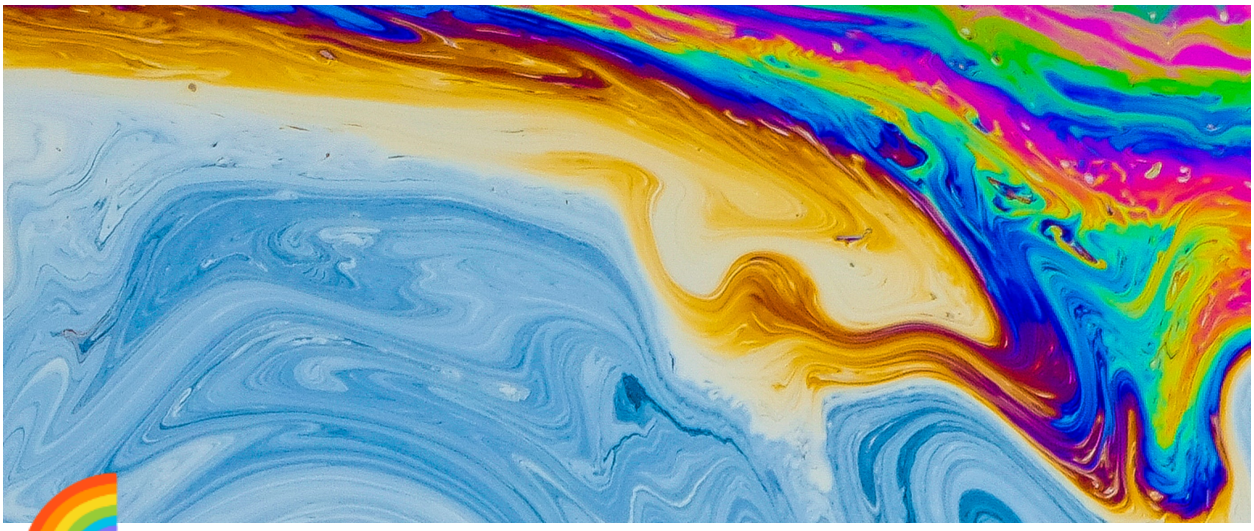
> *We commit to being climate neutral from Day 1. We will reduce our carbon footprint as far as possible and will only offset unavoidable*

> *emissions.*

To keep our carbon footprint as small as possible, everyone needs to do their best. We challenge, motivate and remind each other of the pledge we took and the measures to which we've committed ourselves. To make sure the Climate Action Policy isn't just a 'digital piece of paper', signed once and then never looked at again, we post a monthly reminder of one of the measures in our internal communication platform Teams. We also decided to start monthly educational team activities in 2022 (For more information, see 5.5. Education & talent management).

Finally, we came to the conclusion that we wanted to write our first climate report in 2022. We started brainstorming what we wanted this report to entail, how to get the information and who would be responsible for which tasks.

Now we're proud to know that you're reading about the very beginning of our climate reduction journey. This report will grow in the future, and include more and more social and environmental aspects.



Diversity and Gender Equality

Glacier strives to be an inclusive employer. We consider diversity and gender equality to be a crucial aspect of the fight against the climate crisis. A range of measures have been implemented to provide an inclusive workplace atmosphere. We also want to stress that we have a zero-tolerance policy when it comes to discrimination on the grounds of gender or sexual orientation.

- While we're happy to report that there are more women than men in the team as a whole, we hope to achieve a better balance in the management team. Therefore, given equal qualifications, women will have preference until they make up 50% of the management.
- A diverse team is important to us. That's one of the reasons we work with a gender quota in our teams. This means that given equal qualifications, any under-represented gender will get hiring preference for a respective team until at least 40% of that team consists of women/men. Nevertheless, we must underline that this quota only considers the binary gender system. We hope to find a more inclusive approach for the future. If you have suggestions or tips, we would be very happy to hear them at teamgreen@glacier.eco.

- Also, within our programs (Climate Week & Climate Academy) we will give preference to female, non-binary, agender, gender neutral or genderfluid people until at least 50% of the speakers/experts are female or non-binary, agender, gender neutral or genderfluid.
- A flexible work schedule for all employees allows parents to reconcile parenthood and work, and students to balance studies and work. There are no limits to home or remote office days, as long as it’s agreed upon with the respective team lead. However, personal connection and interaction are considered very important for team cohesion, and so all team members have to be based in Vienna.
- Due to the international background of the employees, the company language switched from German to English in 2021.
- When communicating in German, we use the gender star * in order to include not only female, but also non-binary, agender, gender neutral or genderfluid people.
- The shared office space provides bathroom facilities for non-binary people.

Objectives for 2022

- Assign an LGBTQIA+ representative/trusted person to act as a confidant for any LGBTQIA+ related topics.
- Include pronouns in our email signatures.

Healthcare

Start-ups are known for ‘burning’ employees with their high-performance, high-pressure environments. Glacier, however, aims not only for a sustainable world, but also sustainable jobs. That makes the health of our team members very important to us.

In November 2021, our HR representative carried out Glacier’s first employee survey. While employee satisfaction with the atmosphere, current position and job benefits was fairly high (in all cases more than 4 out of 5 stars), 38% of the participants stated that they often feel stressed during the week. [Question: In a typical week, how often do you feel stressed? Responses: Very often (0%) – Often (38%) – Rarely (54%) – Never (8%).] That’s why we’re focusing more on mental health and stress reduction measures in 2022, and have begun doing weekly breathing exercises.

Objectives for 2022

- Exercise mindfulness in our working days. We’ll start our weekly team meetings – as well as bigger workshops – with breathing exercises.
- Repeat the employee survey and implement appropriate measures thereafter.

🙌🏽

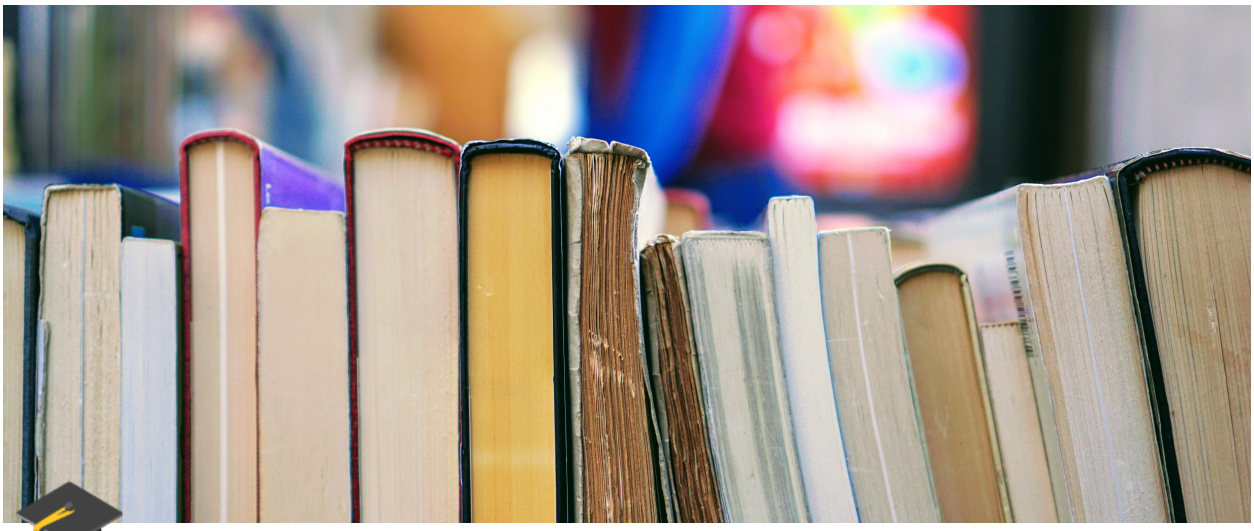
Employee benefits

As mentioned above, Glacier does its best to offer an attractive workplace. This includes several benefits for employees:

- Annual public transport ticket for Vienna. Alternatively, bike service costs are reimbursed up to the cost of the yearly ticket.
- 2-3 team retreats per year (For more information, see 5.6. Team events).
- 1-2 mountaineering trips per year (For more information, see 5.6. Team events).

Objectives for 2022

- Implement an employee discount system for sustainable brands.
- Allocate a personal education fund for each employee’s growth and development. (For more information, see *Education & talent management*).
- Provide an organic fruit box in the office on a weekly basis, thus providing healthy snacks during the working day.



Education and Talent Management

Glacier aims to provide a work atmosphere in which employees can grow both personally and professionally. That includes benefiting from our own knowledge of climate topics. That is why it's our aim that all employees sign the internal Climate Action Policy (For more information, see *Employees*) in 2022. We've also set the following additional goals:

Objectives for 2022

- Allocate an education budget of € 800,-per person, per year. Each employee chooses a relevant course/program in agreement with his*her manager and HR.
- We started monthly climate-related team activities in Q1. For example, a climate movie night, workshop or guided tour.
- Every new employee can take part in the Basic and/or Advanced Course of our in-house Climate Academy.

Team Events

Team spirit and cohesion mean a lot to us at Glacier – but this is always a challenge for a fast-growing company. That’s why we run a lot of team activities and events:

- We did two mountaineering trips in 2021: a Glacier hike at Großer Geiger in Tyrol and wilderness trekking in the Almtal in Upper Austria.
- We participated in the global climate strike on 24th September 2021.
- We went on three 3-day retreats to do some team building and work on our products and strategy.
- We entered two relay teams in the Vienna City Marathon.

Objectives for 2022

- Organize team breakfasts in the office once a month.
- Two team retreats.
- Team trip to the carbon-neutral Coldplay concert in Paris.
- Mountaineering trip.

- Monthly educational climate activities (For more information, see *Education & talent management*).

Human Rights and Anti-Corruption

Human rights

Glacier strives to be a respectful, fair employer and to respect the protection of internationally and nationally proclaimed human rights in all business areas. In the workplace, we uphold the fundamentals of human rights by providing safe and healthy working conditions, access to essential healthcare and education, and ensuring non-discrimination in employment practices. Going forward, we aim to develop company-specific policies and frameworks to better measure our activities with regard to human rights issues.

Anti-corruption

At the time of writing, Glacier has not yet formulated a policy to combat corruption or bribery. However, as the company grows in size, we are planning adopt a ‘zero tolerance’ approach to corruption. We believe corruption poses a serious threat to the development of our business, to our customers and to our stakeholders. We therefore plan to put more emphasis on implementing measures and policies to better track and prevent potential cases of corruption.

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Business purpose: Management consulting, Event agency

Member of: Vienna Chamber of Commerce (WKO)

Professional law: Trade regulations (www.ris.bka.gv.at)

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