

COMMUNICATION ON PROGRESS 2017

hemmersbach

TABLE OF CONTENTS

Introduction	4
Statement of Continued Support	5
About Hemmersbach	6
Our Services	7
Corporate Policy	9
Contribution to UNGC 10 Principles	
Human Rights.	12
Labour Standards	13
Environment	16
Anti-Corruption.	18
CSR Activities	20
Agenda 2018	22
Annex:Hemmersbach Policy	23

INTRODUCTION

4

As a global IT services provider with business dealings in many countries in the world, Hemmersbach fully complies and expects all associated parties to comply with local, regional, national, and international laws and regulations.

With the signature and statement letter of commitment on the 8th May 2017, we dedicated ourselves to an ongoing commitment to respect and support the initiative of the United Nations Global Compact (UNGC). As a participant, we commit ourselves with immediate effect to bringing our actions in line with the principles of the UNGC through a culture of integrity and corporate sustainability that meets fundamental responsibilities in the areas of human rights, labour, the environment, and anti-corruption. By joining this initiative, we have the great chance to help create a better future for all of us.

This is our first Communication on Progress (COP) and herein we aim to present the achievements and actions we have implemented regarding the 10 principles of the UNGC. Furthermore, we would like to display our future goals and strategies to keep up to the requirements of the UNGC as well as show our motivation of getting the GC Advanced Level and implementing the Sustainable Development Goals (SDGs) within our next year's COP.

We strongly believe that implementing the 10 Principles can help creating a fairer, more sustainable-simply a better future.



STATEMENT OF CONTINUED SUPPORT

5

Our mission at Hemmersbach is to enthuse our customers. In order to fulfill this mission, we do not only offer our customer a great service experience, we operate according to the principles of corporate governance and act as a diligent corporate citizen in all societies. Further, Hemmersbach recognizes that as a global company we have the responsibility helping to create a better world and to ensure that future generations will have a more sustainable place to live in.

I am therefore pleased to confirm that Hemmersbach reaffirms its support of the United Nations Global Compact. In our first year as a participant, we incorporated the 10 principles in our strategy and culture. We take the UNGC's mission as a foundation to build on and as an inspiration to grow upon. Our commitment to this initiative and its principles is ongoing and we are looking forward to keep up our work in order to achieve the Sustainable Development Goals.

This is our first Communication on Progress and the gateway for Hemmersbach regarding reporting on labour standards, human rights, environment and corruption. This progress report encompasses the two pillars of our sustainability program. The first pillar – Hemmersbach Global Sustainability – relates to our core business. With the help of the ISO 26000 we are able to integrate the three dimensions of sustainability as well as the 10 principles to our daily business.

The second pillar – Hemmersbach Corporate Social Sustainability – covers our non-core business. Our biggest project here is the Hemmersbach Rhino Force where we operate as a direct action conservation organisation to protect one of the most endangered species on earth.

We at Hemmersbach are highly motivated and dedicated and see this report as the start of the continuous improvement process on which we will foster the upcoming years in order to help creating a better future for all of us.

A handwritten signature in blue ink, appearing to read 'Ralph Koczwar', is positioned above the name and title.

Ralph Koczwar
CEO Hemmersbach

ABOUT HEMMERSBACH

HEMMERSBACH BUSINESS

The core of our IT services is based on three key elements, which make our business model unique. This represents our DNA.



INDIRECT BUSINESS ONLY

We only work for the leading companies in the IT industry and keep our word by saying that we never sign contracts with end customers. Therefore, we avoid conflicts between our main contractors and their direct sales force or channel partners.



AUTONOMIC TECHNOLOGY APPLIED WORLDWIDE

We are convinced that the only way to survive is the avoidance and automation of tickets and tasks. Therefore, we have built up our own workflow systems by utilising automation and autonomic computing technology. Ultimately, we are able to reduce costs and improve quality at the same time.



PAID FOR RESULTS, NOT HOURS

Our ticket-based approach places the overall responsibility for productivity and quality on Hemmersbach. Having the responsibility in our hands highly motivates us to achieve an optimum operation. In fact, 90% of our revenue is generated by means of being paid for performance. Another advantage for our customers is the predictability of the costs as the operational hustle to steer ticket volumes and utilisation stays with us.

OUR SERVICES



What sets us apart? We differentiate ourselves through our unrivalled indirect business model and the fact that our customers are global market leaders.

That is how we made it to the very top: Not only do most of our processes run automatically but also our operations are controlled centrally through our self-developed software. Our Service Delivery Code (SDC) is an open, agile, and learning system designed for excellent service delivery. All of these factors raise the benchmark in the IT service industry.

Crossing the finish line means for us to have completed the project successfully and most important to have an enthused customer. We are doing everything in our power to offer our customers excellent services everyday- everywhere.

Our commitment to provide excellent services for our customers are verified by several ISO Certificates:

8

Since 1997 we have been certified in ISO 9001. One fundamental principle of the ISO is the process orientation. Our Quality Management System accompanies all essential processes and puts them to the test ensuring continual improvement of the quality of our services.

In order to raise awareness and encouragement for the environment we established an Environmental Management System, which is ISO 14001 certified. In order to ensure the sustainable use of resources, the environmental impact of each new activity and process will be judged by the responsible person in advance, and environmentally friendly, advanced technology will be used.

Confidential handling of data and information is a top priority at Hemmersbach. We ensure our customers to be a trustworthy partner by having implemented the ISO 27001-Information Security Management System standards throughout all hierarchical levels.

CORPORATE POLICY

As service provider for the IT industry, we do our best every day to offer our customers excellent performance – everywhere.

9

We can only achieve this together with our most important asset: our employees. Besides our flat hierarchies and open communication, we all live our mission according to our principles. The operational principles defined in our Corporate Policy result in high customer satisfaction while handling requirements.

OUR MISSION

Simply enthused customers



1 WE SOLVE PROBLEMS

We are always friendly when dealing with our clients and help solve their problems.



2 WE ARE RELIABLE

We are punctual, keep our word and are committed to high quality.



3 WE ARE EFFECTIVE

We focus on the efficient attainment of our company's goals constantly improving ourselves personally and professionally.



4 WE ARE A TEAM

We communicate openly and honestly with one another and provide each other mutual support.



5 WE ENTHUSE CUSTOMERS

We always exceed expectations in every customer contact.

Today, we are supported by more than 3,000 permanent employees in more than 35 subsidiaries and offer our services in more than 190 countries worldwide. In countries where we do not have own entities, we work with Authorized Partners who are legally bound to Hemmersbach and integrated into our ticket system.



35+

Country subsidiaries



3,000+

Permanent employees



190

Countries covered

Equal job opportunities are mandatory to develop further and grow sustainable. As the IT sector is predominately attractive for men, we are promoting gender diversity at all levels. Currently 21% of all employees are women. We are proud to highlight that when it comes to women in management positions we are above the German average of 22.5% [Statista, 2018] with 27%.



21%

Percentage of Women

27%

Percentage of Women
in Management

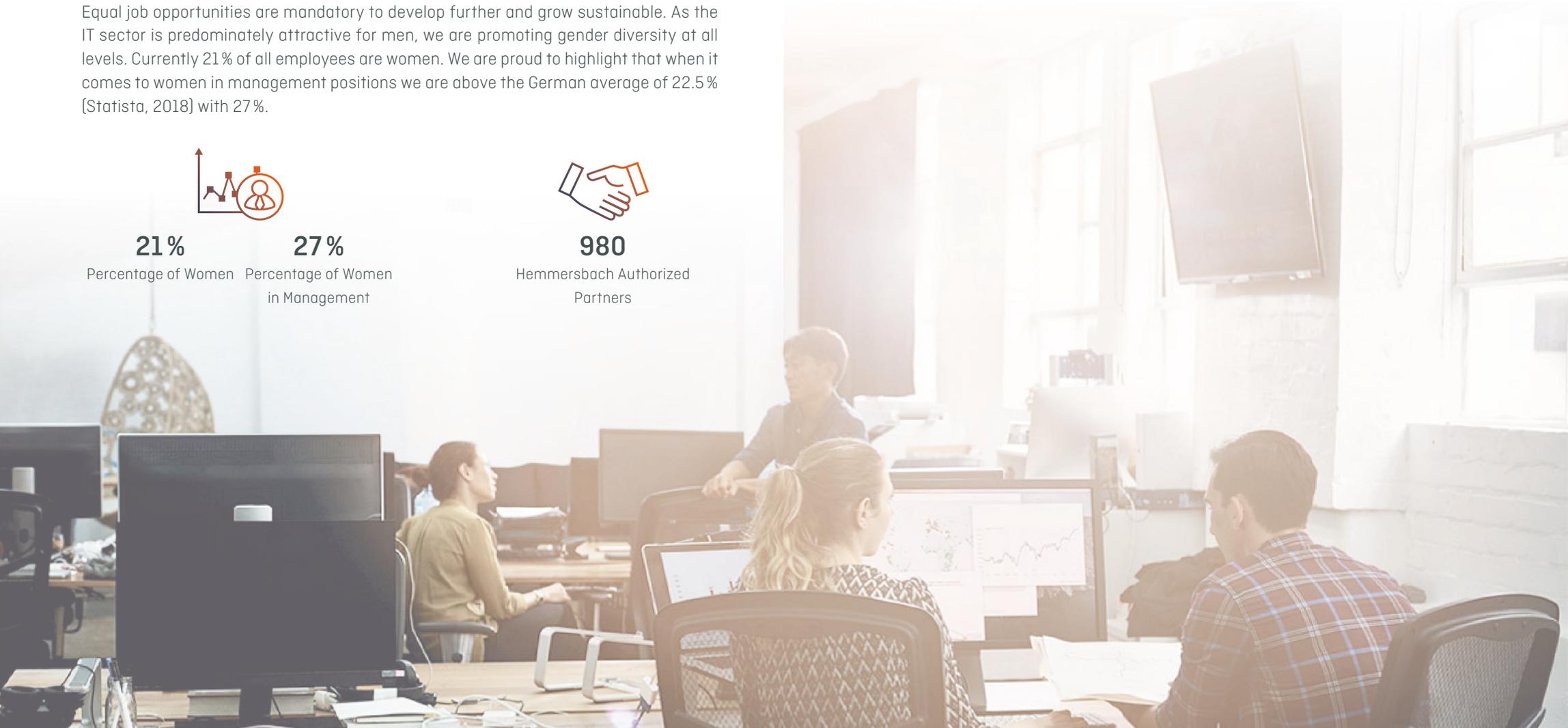


980

Hemmersbach Authorized
Partners

Over the last 17 years, Hemmersbach grew rapidly which is a sign that our business model is a real benefit for our customers and that we are able to make a difference in the IT section.

In fact, Hemmersbach achieved a spot among Europe's 50 fastest growing companies with more than € 100 M Revenue. This award has been given by the Financial Times statistic „FT1000: Europe's Fastest Growing Companies" in 2017 and honors Hemmersbach as one of Europe's best performing companies. In the category, "Technology" Hemmersbach even achieved a Top 10 position of companies with a total revenue of more than € 100 M.



CONTRIBUTION TO UNGC 10 PRINCIPLES

12

HUMAN RIGHTS

Principle 1:

Support and respect for human rights

“Businesses should support and respect the protection of internationally proclaimed human rights”

Principle 2:

Assurance of no complicity in human rights abuses

“Businesses should make sure that they are not complicit in human rights abuses”

FOUNDATION FOR OUR HUMAN RIGHTS ACTION

We recognise that different countries have different legal systems, standards and regulations. Hemmersbach is committed to the adherence to the highest standards of social, ethical and environmental responsibility and to continual improvement in these areas.

Based on the UN Universal Declaration of Human Rights, the Responsible Business Alliance Code of Conduct (RBA), the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work, we developed the Hemmersbach Social, Ethical and Environmental Responsibility Policy (HEM Policy, attached in annex). The goal of this Policy consists of exacting an ethical and

responsible professional conduct. Our Policy is made up of five subsections: Labour, Health and Safety, Environment, Ethics and the elements of a Management System. The adherence to this Policy is mandatory for all employees at all levels.

HUMAN RIGHTS DUE DILIGENCE

Human rights due diligence is an ongoing management process to ensure our human rights impacts. Internal HR policies and guidelines guarantee that we are not complicit in any abuse. An external web based platform safeguards immediate information flow whenever an amendment or law was updated, added or removed. Data protection and privacy of personal information is a top priority at Hemmersbach. We are committed to the confidential handling at any time.

Information sharing is the key to the corporate success on all hierarchical levels. All policies and standards are shared in our employee handbook, which is also available in various languages on our internal SharePoint for all employees. Thus, we ensure that the content is always up to date. In order to emphasise the importance of our policies, mandatory online training has to be done as well.

There has not been any incident of human rights abuses at Hemmersbach. We will do our best and are highly motivated to stay incident free.

SUSTAINABLE SUPPLY CHAIN

We are fully committed to our HEM Policy highlighted above and we expect our Service Provider and any other third party to do the same. The Hemmersbach Service Provider Code of Conduct contains all these key principles. All Service Providers – and their sub-service Providers – must comply with the Code and we expect the communication to ensure compliance throughout their organisation. Any form of non-compliance will not be tolerated. We further reserve the right to verify compliance through Service Provider Audits. So far, we did not face any human rights abuses during our onsite audits. In case of any non-conformance concerning human rights, we will end our business relationship. Our goal for 2018 is to conduct ten audits at the premises of our Authorized Partner.

To go over and above, we also started to evaluate our Service Provider concerning diversity aspects. As a first step, our focus was on determining KPIs that indicate how much minorities and women are employed as well as if the company falls under the definition of a small business given by the EU. Our focus for 2018 will be to develop the evaluation scheme further and to increase the data quality through automation.

LABOUR STANDARDS

Principle 3:

Freedom of association & effective recognition

“Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining”

Principle 4:

Elimination of forced labour

“The elimination of all forms of forced and compulsory labour”

Principle 5:

Abolition of child labour

“The effective abolition of child labour”

Principle 6:

Elimination of discrimination

“The elimination of discrimination in respect of employment and occupation”

As a German company, we comply with all applicable laws, German Laws and EU Laws in particular. First and foremost the Basic Law of the Federal Republic of Germany where Article 9 states that everyone in every job has the right to build and the freedom to uphold an association. We guarantee that every employee is free to build an association as a matter of course.

13



RECRUITMENT

According to the ILO there are currently about 21 million people victims of forced labour – not only in 3rd world countries but all around the world in nearly every sector or industry.

This is one of the many reasons why we dedicated ourselves to help change those frightening statistics. We are fully committed to ensure that work performed shall be based on a recognised employment relationship with an understandable contract as basis. Further, one essential part of our commitment, is our zero-tolerance approach to any form of modern slavery, which is uncompromising in our expectations of ethical behaviour. We act with integrity and transparency in all our business dealings and are putting systems and controls in place to safeguard against any form of forced labour within our business or supply chain. Our endeavours during the fiscal year 2017 can be found in our statement published under the [Modern Slavery Act 2015](#).

The effective abolition of child labour is a key element of our Human Resource department whose procedures ensure global compliance. Any form of non-compliance is not tolerated.

CONTINUOUS EMPLOYEE EDUCATION

No matter on which level of the career, we at Hemmersbach give people the chance to grow. Our People Development Programme aims at recognising and promoting our employees' potential on every hierarchical level. We believe that giving employees new opportunities within our company and developing their talents is the basis for our expertise.

Our employees can access constant training and courses through our own training platform. Besides, we offer a variety of in house trainings and depending on the topic the we use external trainers as well.

Some of the training topics are:

- English courses
- Soft Skill Training
- Leadership Training
- Lean Six Sigma

Young Professionals and Potentials

The development of young professionals and adolescents is one key element of the Human Resource Development as a well-trained and solid young generation is necessary for sustainable growth and entrepreneurial prosperity.

We fulfil our fiduciary duty as we are taking special care of minors and apprentices. Working hours, breaks and holidays are handled with care and monitored by their supervisors. Our apprenticeship programme is improved continuously and we strive to build a solid basis for their future careers. In the last three years, we trained nine apprentices successfully in our headquarters.

Our Management Trainee Programme is a specially designed trainee programme within a period of twelve months. Our trainees participate in interesting projects where they can jump into global business right away and grow professionally and personally. In the last six years, we trained 104 young professionals. 43.27% of them were female.

Collaboration with Nuremberg Institute of Technology Georg Simon Ohm

We strive to achieve a fruitful cooperation with the Nuremberg Institute of Technology Georg Simon Ohm and are sponsoring a lecture hall.

EMPLOYEE EVENTS

Honest and open communication as well as providing each other with mutual support and respect are elements in our mission. Hence, Hemmersbach has a zero tolerance policy regarding discrimination of all kinds as stated in our HEM Policy.

We organise regularly team building events and summits for our employees to bind and raise team spirit. Furthermore, Hemmersbach supports and sponsors several sports activities to underline that team spirit for our employees even in their free time.

This year we also introduced our company sports programme, where our employees can chose from a portfolio that Hemmersbach subsidises.



HEALTH AND SAFETY

Proper working conditions that protect the health of and provide safety for employees are a major concern at Hemmersbach. Through regular risk assessments and trainings, we want to prevent occupational injuries and illnesses and put our systems regularly to the test. We value exposure to physical tasks the same ways as ergonomic issues.

Besides the physiological health, psychological health is vital. Training courses are offered to prevent employees from burnout and advisory services regarding smoking cessation, alcohol and drug related problems, are in place.

IMPROVEMENTS

We are always aiming to become better and therefore continuous support from everyone is needed to optimise our daily business processes. Therefore, we implemented a system where employees can log their ideas directly to the COO. If the idea results in an internal project, every employee will receive a reward. Furthermore, all rewarded ideas will participate in the Hemmersbach Annual Best Improvement Contest, where the top three improvements will be awarded.

ENVIRONMENT

Principle 7:

Support an approach to environmental challenges

“Businesses should support a precautionary approach to environmental challenges”

Principle 8:

Initiatives to promote greater environmental responsibility

“Undertake initiatives to promote greater environmental responsibility”

Principle 9:

Encourage environmentally friendly technologies

“Encourage the development and diffusion of environmentally friendly technologies”

ISO 14001: ENVIRONMENTAL MANAGEMENT SYSTEM

Hemmersbach strives to minimise the adverse environmental impacts of its activities, products and services. In order to ensure the sustainable use of resources, each responsible person judges the environmental impact of every new activity and process in advance, to make use of environmentally friendly, advanced technology.

Our environmental policy takes account of all relevant aspects in making strategic and business decisions and we commit ourselves to the observance of all valid juridical demands. In order to strengthen our environmental policy and actions we decided to implement the ISO14001 standard to our management system.

The objectives of our environmental policy are:

- Conservation of energy and raw materials
- Reduction of environmental risks
- Cost savings

However, not only those who have a special responsibility to protect the environment, but rather, all employees are committed to environmental protection at Hemmersbach. Therefore, we continuously invest in raising awareness about our objectives and targets through for example internal trainings.

CONSERVATION OF ENERGY AND RAW MATERIALS

Effort has been made in the past years in order to decrease our consumption of fossil fuels and our total energy consumption. Besides the sensitisation of employees we installed solar panels on our headquarter buildings, changed the settings of printers and installed socket trips.



2017: Reduction of energy consumption in HQ by

15.29 %



2017: Reduction of energy consumption per employee by

3.92 %



Total reduction per employee in 5 years per

31.10 %



Reduction of waste
paper in 2017 by
3%

To decrease our consumption of print pages, the communication of “think before you print” as well as using misprints as scribbling paper was done. Coloured printing is to be avoided whenever possible.

ENVIRONMENTAL-FRIENDLY TECHNOLOGIES

One of our main environmental influencing factors is our technicians’ car fleet. Our self-developed tool enables us to manage our onsite interventions in an economical and environmental friendly way. Complementary, our technicians receive driving trainings that includes diligent driving methods.

In 2017, we changed our measurement from driven kilometres to the actual fuel consumption, which leads to full transparency about our own emitted carbon emissions. This is a great step towards gathering our own data instead of relying on embellished figures.

Taking into account the old measurement, we were able to reduce our CO₂ emissions by 4.82% per car in Germany. Additionally, we were awarded from “Myclimate Deutschland gGmbH” for making a considerable climate protection contribution by reducing 1297,33t CO₂ in 2017.

ENVIRONMENTAL GOALS FOR 2018

Our environmental goals are not accessible for the public, however in 2018 we will focus on the following areas:

- Ongoing reduction of CO₂ emissions per car
- More sustainable and economical fleet
- Expand our environmental concept through the whole supply chain

ANTI-CORRUPTION

Principle 10: Work against corruption

“Businesses should work against all forms of corruption, including extortion and bribery”



Good business ethics and compliance with applicable laws and regulations are the core of Hemmersbach’s business practice, which is why we have a zero tolerance policy for corruption, extortion and bribery.

This policy is part of our employee handbook, which is uploaded on our SharePoint and therefore accessible to every employee at any time. With this

policy we want to ensure that the highest standards of integrity are being upheld in all business transactions and that intellectual property rights are being respected. Additionally, we do not tolerate the acceptance of benefits or gifts in apparent or disguised form from third parties.

On behalf of the ISO 9001, we implemented a control of documented information, which is a direct implementation of the two-man rule. The control of documented information guarantees that every created document, record or data has to be reviewed and approved as to their suitability and appropriateness. This is valid for every department.

We are proud to say that Hemmersbach has not been involved in any legal cases, arbitration proceedings or any other event alike related to corruption, extortion and bribery.

CSR ACTIVITIES

HEMMERSBACH RHINO FORCE

The species of rhinos is over 50 million years old and is now under threat of extinction. Since 2007, 7143 rhinos have been poached for greed and false beliefs.



We want to put an end to the illegal poaching and help provide a peaceful habitat for the rhinos. In order to do so we operate as a direct action conservation organization to protect one of the most endangered species on earth. Using innovative tactics and technologies, our teams do everything in their power to prevent the killing of rhinos and to expose and confront all other illegal activities.

Greater Kruger Project

More than 5,100 African rhinos have been lost to poaching in the past five years, 50% of those being killed in Kruger National Park. With 80% of the world's rhino population in South Africa and the vast majority of those in the Greater Kruger area, Kruger National Park is a main target for poaching syndicates who approach from all sides and surrounding countries.

We are proud to say that we are the most effective rhino conservation army in South Africa. Rangers are fighting with their lives to end the hunting and slaughtering of the rhinos ensuring their survival. We have three elite squads operating in the Greater Kruger region along with a base camp and a sniffer dog unit protecting the Western border of Greater Kruger Park.

Our squads support law enforcement agencies in their daily operations, such as setting up entry blockades, disqualifying any prohibited items being carried into or out of parks, helping social unrest victims



to safety, as in the case of the April 2017 riots, and fighting illegal activities in the bush. Additionally, our elite squads are trained to perform forensic autopsies of carcasses found and the South African Police Service calls on our forensic skills in order to retrieve the bullet(s), DNA and any incriminating evidence, which can then be used in court for arrest, prosecution and sentencing.

Hemmersbach Rhino Force is collaborating with the Greater Kruger Environmental Protection Foundation with whom we work closely to reach the best outcomes for the wildlife, nature and people in the areas covered.

Chirundu Anti-Poaching Project

The Lower Zambezi Valley was once home to two thousand black rhinos; however, all have since been poached or translocated to safer areas. One of our goals and motivations in initiating the Chirundu Anti-Poaching Project is to make this land safe again so that rhinos can be securely re-introduced and given the opportunity to thrive.

As of early 2017, Hemmersbach Rhino Force and Zimbabwe National Parks jointly began anti-poaching activities in the Lower Zambezi Valley, Zimbabwe. Our headquarters is based on the Zambezi River and coordination of the teams during ambush and detainment operations are managed from this base. We have a base camp from which we will have two boat squads, a plane squad and a vehicle squad operating and we have geo-mapped the area within which we operate to build intelligence and gain full understanding of the challenges ahead.

Furthermore, we also support the national park staff and the local community by improving their living and working conditions and supporting law enforcement. Currently our focus is on restoring and equipping the Karl Pisek School in Marongora and supporting the initiatives of Chief Chundu, chief of the Hurungwe area.



AGENDA 2018

22

We see our contribution to the UNGC's 10 principles as a continuous improvement process on which we will put our effort in 2018. Our main targets are:

- Expand our supplier diversity to pave the way for a more integrated and measureable approach towards the use of KPIs
- Incorporating relevant Sustainable Development Goals (SDGs)
- Focus on anti-corruption activities and creating synergy effects
- Improve our Stakeholder Dialogue to extend our perspective and to recognise and approach vital trends on time
- Expansion of our data base

- Saving 100 elephants from culling by relocating them from South Zimbabwe to North Zimbabwe
- Empowering underprivileged women in Zimbabwe by launching a waste cleaning initiative. Through this initiative, the women will be able to provide supplies for themselves and their families.

ANNEX

RESPONSIBILITY POLICY

SOCIAL, ETHICAL AND ENVIRONMENTAL

23

As a global IT services provider with business dealings in many countries in the world, Hemmersbach fully complies and expects all associated parties to comply with local, regional, national, and international laws and regulations. Moreover, while we recognize that different countries will have different legal systems, standards, and regulations, Hemmersbach is committed to the adherence to the highest standards of social, ethical and environmental responsibility and to continual improvement in these areas.

The goal of the Hemmersbach Social, Ethical and Environmental Responsibility Policy (hereinafter, the "Policy") consists of exacting an ethical and responsible professional conduct, based on the Responsible Business Alliance (RBA), formerly Electronic Industry Citizenship Coalition (EICC) Code of Conduct, ILO Declaration on Fundamental Principles and Rights at work and the UN Universal Declaration of Human Rights

The adherence to the Policy delineated below is mandatory and shall be expected by Hemmersbach and its entire workforce in the conduct of their business anywhere in the world on every hierarchical level. Further information as well as the sources of the Policy can be found at the end of the document. All employees are encouraged to engage with the sources listed in order to gain a better understanding and to gather additional information therefrom.

Any instance of non-compliance with any of the principles and standards below by employees shall be subject to immediate disciplinary action and should directly be brought to the attention of the central Human Resources Department.

Any instance of non-compliance by service providers, suppliers or other third parties shall immediately be brought to the attention of the central Partnermanagement Department to bring about a reevaluation of the contractual agreements and possible termination thereof.

For any other request you may have with regards to the Hemmersbach Social, Ethical and Environmental Responsibility Policy, please send an email to Quality Management.

The Hemmersbach Social, Ethical and Environmental Responsibility Policy is made up of 5 Sections. Section A, B, and C outline standards for Labour, Health and Safety, and the Environment. Section D adds standards relating to business ethics. Section E outlines the elements of an acceptable system to manage the conformity to this Policy.

A. Labour

Hemmersbach is committed to ensure that work performed shall be on the basis of a recognized employment relationship established in compliance with applicable laws, regulations and practices as well as international labour standards.

- All employment shall be freely chosen and no instance of forced, bonded, involuntary or exploitative prison labour, slavery or trafficking of persons shall be used or tolerated.
- Child labour may not be used or tolerated.
- Working hours are not to exceed the maximum allowed by local law and at least one day off per seven day week shall be guaranteed.
- Compensation to workers shall comply with all applicable laws, including those relating to minimum wages, overtime hours and legally mandated benefits. Deductions from wages as disciplinary measures shall not be permitted.
- No harsh or inhumane treatment, sexual abuse or harassment, corporal punishment, mental, verbal, or physical abuse or coercion, or the threat thereof, shall be tolerated.
- No one may be discriminated against on the basis of race, color, age, gender, sexual orientation, gender identity and expression, ethnicity, or national origin, disability, pregnancy, religion, political affiliation, union membership, veteran status, protected genetic information or marital status in any hiring or employment practices.
- Workers' rights to collective bargaining, peaceful assembly, union membership, or the abstinence therefrom, shall be respected.

B. Health and Safety

Proper working conditions that protect the health of and provide safety for employees are a top priority at Hemmersbach.

- Exposure to potential safety hazards are to be identified and assessed, and controlled through proper design, controls, preventative maintenance, safe work procedures and ongoing safety training. Reasonable steps must be taken to reduce or remove any workplace health and safety risks to pregnant women and nursing mothers.
- Emergency situations are to be identified, assessed, prepared for, and their impact minimized through emergency plans and response procedures.
- Occupational injury and illness is to be prevented, managed, kept track of and reported through appropriate systems and procedures.
- The exposure of workers to chemical, biological, and physical agents is to be identified, evaluated and controlled.
- Exposure to demanding physical tasks must be identified, evaluated, and controlled.
- Machinery must be evaluated for safety hazards and proper safety implements and procedures put in place in case an injury hazard is present.
- Workers are to have access to proper sanitation facilities, sanitary food preparation areas, potable water, and eating facilities.
- Workplace health and safety training shall be provided in a language the worker can understand and such information shall be clearly posted in the facilities or in a location identifiable and accessible by workers. Training is provided to all workers prior to the beginning of work and regularly thereafter.

C. Environment

Hemmersbach strives to minimize the adverse environmental impacts of its activities, products and services.

26

- All required environmental permits, approvals and registrations will be obtained, maintained and kept up to date, and their requirements followed.
- Emissions and discharges of pollutants and generation of waste and are to be minimized or eliminated at the source or by practices such as adding pollution control equipment, modifying production, maintenance and facility processes, or by other means. The use of natural resources is to be conserved or by practices such as modifying production, maintenance and facility processes, materials substitution, re-use, conservation, recycling or other methods.
- Hazardous chemical or other materials are to be clearly identified, labelled and their safe handling, movement, storage, use, recycling, reuse or disposal managed safely.
- Solid waste shall be appropriately identified, monitored, managed, reduced, and responsibly disposed of through a systematic approach.
- Air emissions are to be characterized, monitored, controlled and treated, and the performance of the air emissions control systems routinely monitored.
- All applicable legal, regulatory, and customer requirements regarding materials restrictions are to be adhered to.
- All water consumption is to be measured and monitored. Routine monitoring of the performance of the wastewater treatment shall be conducted.
- Cost-effective methods for the improvement of energy efficiency and the minimization of energy consumption are to be sought out.

D. Ethics

Good business ethics and compliance with applicable laws and regulations are the core of Hemmersbach's business practice.

27

- The highest standards of integrity are to be upheld in all business transactions including a zero-tolerance policy with respect to bribery, corruption, extortion, and embezzlement. Business dealings shall be transparently performed and accurately reflected on the business's books or records.
- No means for obtaining undue or improper advantage are to be promised, offered, authorized, given or accepted. Monitoring and enforcement procedures shall be implemented to ensure compliance with anti-corruption laws.
- All business dealings have to be accurately reflected on business books and records. Information is to be disclosed in accordance with applicable regulations and prevailing industry practices. The falsification of records and the misrepresentation of processes or conditions are not to be tolerated.
- Intellectual property rights are to be respected.
- Standards of fair business, advertising, and competition are to be upheld.
- The confidentiality, anonymity, and protection of whistleblowers are to be maintained, unless prohibited by law.
- Reasonable privacy expectations of the personal information of everyone involved in business dealings are to be met and the information protected. Privacy and information security laws and regulatory requirements are to be upheld.

E. Management System

Hemmersbach adopts a system whose scope is related to the content of this Policy. This management system is designed to ensure compliance with applicable laws, regulations and customer requirements related to our operations and services; conformance with this Policy; and identification and mitigation of operational risks related to this Policy. Thus, we are able to facilitate continual improvement.

With the application of those standards and the effort to continually improve in the relevant areas of social, ethical, and environmental responsibility, Hemmersbach can ensure to uphold the highest standards in our business dealings, thus doing our part to making the world a fairer, better, safer, cleaner and more sustainable place.

THE FOLLOWING STANDARDS WERE USED IN PREPARING THIS POLICY AND MAY BE A USEFUL SOURCE OF ADDITIONAL INFORMATION:

28

Responsible Business Alliance,
formerly the Electronic Industry Citizenship Coalition Code of Conduct:
www.responsiblebusiness.org/standards/code-of-conduct/

ILO International Labour Standards:
www.ilo.org/global/standards/lang--en/index.html

ISO 14001:
www.iso.org/iso-14001-environmental-management.html

ISO 26000:
www.iso.org/iso-26000-social-responsibility.html

ISO 9001:
www.iso.org/iso-9001-quality-management.html

Universal Declaration of Human Rights:
www.un.org/en/documents/udhr/

United Nations Global Compact:
www.unglobalcompact.org

Statista Female Percentage:
<https://de.statista.com/statistik/daten/studie/182457/umfrage/frauenanteil-in-fuehrungspositionen-nach-bundeslaendern/>

WWF
www.wwf.de/fileadmin/fm-wwf/Publikationen-PDF/WWF_Wilderei_und_illegaler_Artenhandel.pdf

Environmental Affairs Republic of South Africa 2018
www.environment.gov.za/mediarelease/molewa_highlightsprogressonimplementationofintegratedstrategicmanagementofrhinoceros

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29

