

TeamViewer

2021

Sustainability Report

(Non-Financial Report)



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“With our c-a-r-e sustainability programme, accompanied by extensive investments, we are taking sustainability at TeamViewer to the next level and underlining the importance we give to CO₂ reduction, climate neutrality, diversity issues and access to modern technologies for society as a whole.”

(Oliver Steil, CEO TeamViewer)

At TeamViewer, sustainability is integrated into our business model and corporate culture. **In numbers, this translates into:**

»AA«

rating (on a scale of AAA–CCC) awarded to TeamViewer AG in 2021 by MSCI ESG Ratings.

📄 Further information

37 megatonnes

of CO₂e savings per year through the use of our products.

📄 Further information

♀ 38%

women among newly hired employees in 2021.

70+

nationalities among our employees. We live, breathe and promote diversity.

📄 Further information

7 Women's Empowerment Principles

adapted as an extension of our UN Global Compact commitment, with a strong focus on advancing women in business.

Climate neutrality no later than

2025

in addition to achieving the SBTi commitment of 1.5°C.

📄 Further information

01 Fundamentals of the Non-Financial Report

The aim of the Non-Financial Report is the transparent communication of material information and relevant non-financial aspects | Focus on environmental issues, employee matters, diversity, social issues, anti-corruption and anti-bribery and respect for human rights

Through its Non-Financial Report pursuant to §§ 289b–289e, 315b and c of the German Commercial Code (Handelsgesetzbuch – HGB), and in accordance with the requirements of the CSR Directive Implementation Act (CSR-RUG), TeamViewer AG provides information for the 2021 fiscal year on environmental aspects, employee concerns, social matters, corruption and bribery mitigation, and respect for human rights. If further relevant non-financial aspects can be derived from the Company's economic performance, they are also listed in accordance with § 289c (2) HGB.

The reporting principles specified by GRI for determining reporting content and quality have been taken into account. Some sections also include data from the previous year to show readers changes over time when this is useful for clarity and comparability. An overview of the GRI references can be found in the chapter [Further information](#) of this report.

The aim of the Non-Financial Report is to meet the relevant needs and requirements of our stakeholders, including our shareholders, customers, partners, employees, suppliers, investors, rating agencies, vulnerable groups, local communities, non-governmental organisations and other civil organisations, and ensure the material information and relevant non-financial aspects are communicated with integrity.

The issues of security and data privacy and the sub aspects of infrastructure and product security are of material importance for TeamViewer and have been included in the [Management report](#) in a separate section. Non-financial performance indicators as defined by § 289 (3) (HGB) related to employees and the environment are listed in the management report and discussed in more detail in the Non-Financial Report.

This Non-Financial Report provides information on the non-financial topics in the 2021 fiscal year and has been reviewed and approved by the Supervisory Board of TeamViewer AG pursuant to § 171 (1) AktG. Alexander Gührer, in his role as Head of Sustainability, serves as the contact person for all sustainability and ESG topics.



This Non-Financial Report represents the integrity with which we communicate material and relevant non-financial aspects to our stakeholders

02 Sustainability in the business model

TeamViewer's digital connectivity platform makes valuable contributions to a more sustainable world | Signature of UN Women Empowerment Principles | Positive ratings from ESG rating agencies upgraded or reaffirmed

Sustainability strategy

TeamViewer is the global platform for digitally connecting people and devices. The Company makes a valuable contribution to a more sustainable world through its core business, including the following products and services:

- ☐ TeamViewer connects people who help others with private applications worldwide – millions of times, every day and free of charge
- ☐ TeamViewer helps businesses and their workforces employ flexible work models to achieve a better work-life balance
- ☐ TeamViewer enables users to reduce climate-damaging greenhouse gas emissions by eliminating their need to travel

A detailed description of the business model can be found in the [☐ Management report](#).

Our values – customer focus, trust, security, passion, simplicity, and diversity – as well as environmental and climate protection and respect for human rights, are the foundation for our actions along the entire value chain. We complement these values by practicing good corporate governance and a high level of social responsibility.

TeamViewer solutions make it possible for millions of corporate and private customers to maintain their productivity, regardless of physical distance, while simultaneously decreasing their need for travel and reducing costs and greenhouse gas emissions.

The confidence of our customers in the security of their personal data and critical information, as well as in the reliability and availability of our products and services, are the basis of our sustainable growth. We see it as our greatest responsibility to ensure this at all times. We describe how we fulfil this responsibility currently and how we intend to in the future in the [☐ Security and data protection](#) chapter.

As a signatory of the UN Global Compact, TeamViewer supports the ten principles of the UN Global Compact and the United Nations Sustainable Development Goals (SDGs). The SDGs are a central conceptual framework for our materiality analysis as well as for the definition of our sustainability goals and strategy. SDGs 4 (Quality Education), 5 (Gender Equality), 8 (Decent Work and Economic Growth), 9 (Industry, Innovation and Infrastructure), 10 (Reduced Inequalities), 12 (Responsible Consumption and Production),

13 (Climate Action), and 17 (Partnerships for the Goals) take on a special role. In the 2021 fiscal year, TeamViewer added to its sustainability framework by pledging its commitment to the UN Women's Empowerment Principles.

Materiality analysis

In the 2020 fiscal year, TeamViewer conducted a multi-level materiality analysis which identified the relevant and material non-financial topics for the Company. In the 2021 fiscal year, TeamViewer reviewed this analysis and concluded that there was no change necessary to the material non-financial topics previously identified.

To determine the potentially relevant topics in its 2020 analysis, TeamViewer carried out an evaluation of internal documents, three major non-financial ratings, competitors, industry benchmarks and resources, regulatory topics, and ESG and other reporting guidelines (in particular GRI, SASB, SDGs). By including stakeholder-oriented standards, the materiality analysis considered the demands of various stakeholders. A total of 70 relevant topics were derived from this external approach, which was later expanded in an internal expert workshop to include internal aspects. This involved a qualitative assessment of whether and to what extent TeamViewer's business activities have an impact on the economy, the environment, employees, and society.

To validate the outcome of the analysis, the results were quantified and qualified on a scale of 0–20 by an extended group of experts from the departments of Communications, Compliance, Corporate Operations, Corporate Development, CSR, Finance, Human Resources, Investor Relations, Legal, Marketing and Public Relations. The rankings were essentially reaffirmed with no significant changes.

Fields of action

The above process identified 21 issues of relevance for the Company, which were assigned to six fields of action (see diagram).

The issues are assessed as relevant when they are of high or very high importance to stakeholders or have a high or very high impact on the relevant protected assets. Nine issues that rank above this assessment are considered material issues for TeamViewer AG.

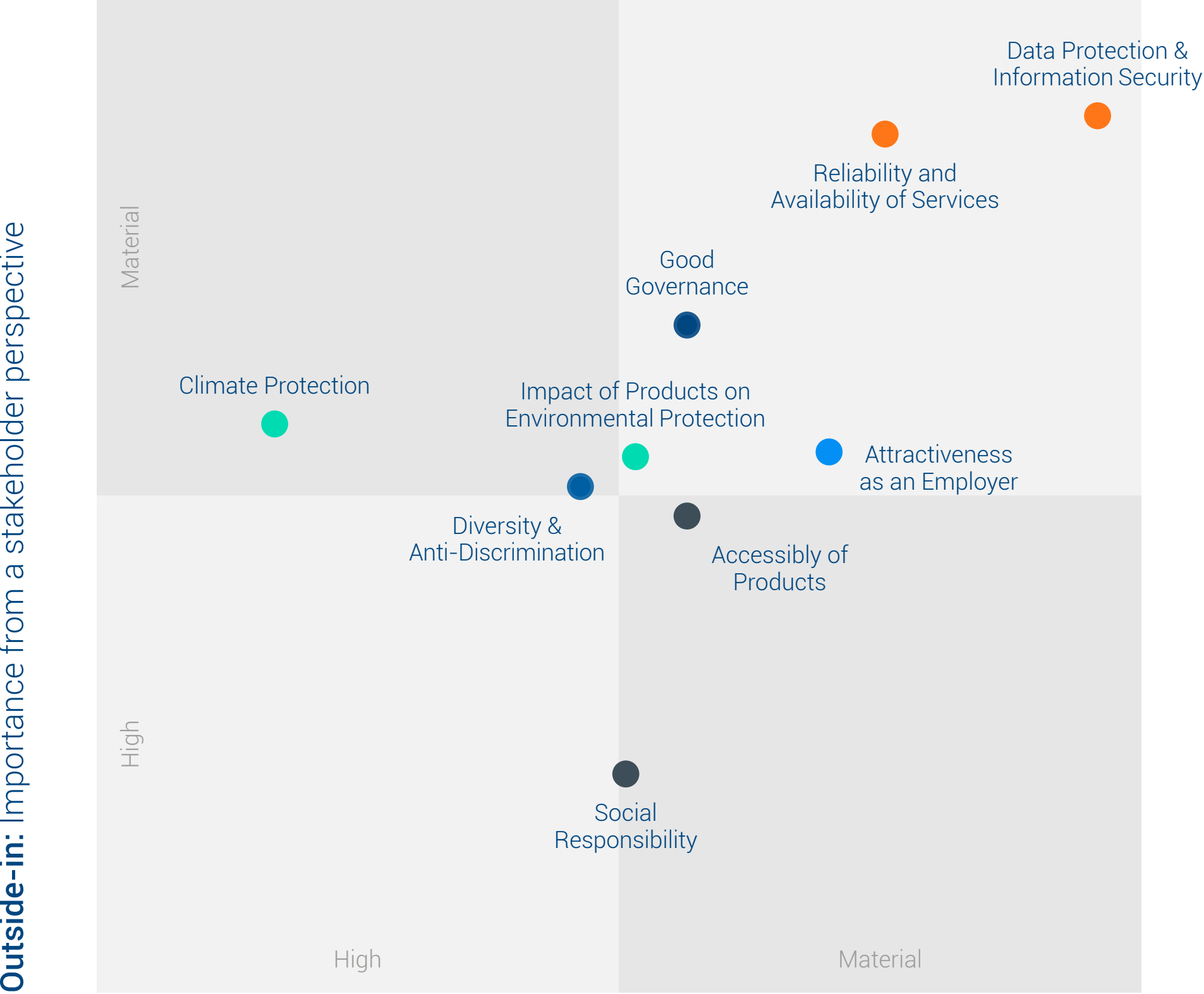


Material non-financial aspects for TeamViewer AG

The following non-financial aspects were identified as material with respect to at least one of the two perspectives (outside-in/inside-out):

- ☞ Data protection & information security
 - ☞ "Security and data protection" in the Combined Management Report
- ☞ Reliability and availability of services
 - ☞ "Security and data protection" in the Combined Management Report
- ☞ Good corporate governance
 - ☞ "Corporate governance statement" in the Combined Management Report
- ☞ Impact of products on environmental protection
 - ☞ "Environmental and climate protection" in the Non-Financial Report
- ☞ Attractiveness as an employer
 - ☞ "Employees" in the Non-Financial Report
- ☞ Climate protection
 - ☞ "Environmental and climate protection" in the Non-Financial Report
- ☞ Social responsibility
 - ☞ "Social responsibility" in the Non-Financial Report
- ☞ Diversity and anti-discrimination
 - ☞ "Employees" in the Non-Financial Report
- ☞ Accessibility of products
 - ☞ "Environmental and climate protection" in the Non-Financial Report

Material non-financial aspects for TeamViewer AG



The materiality matrix shows the positioning of the non-financial topics that are material for the Company. At least one of the two perspectives (outside-in/inside-out) is assigned a material categorisation in terms of materiality.

This materiality analysis serves as the basis for allocating resources, such as time, effort and budgeting, so that we can continue to evolve and progress in the future. This, in turn, shapes our sustainability strategy and reporting. To enhance transparency, this Non-Financial Report has included additional chapters ☐ **Transparency and collaboration**, ☐ **Health and well-being**, and ☐ **Energy management, waste management and water management** containing topics that reach beyond those defined as “material” by the materiality analysis.



TeamViewer reports on nine material non-financial topics in both the Non-Financial Report and the management report

Sustainability targets

The 2030 Agenda for Sustainable Development, adopted by all United Nations member states in 2015, is an action plan for people, planet and prosperity. TeamViewer is committed to the Sustainable Development Goals (SDGs) and recognises the importance of all 17 goals. TeamViewer believes that the potential for technological innovation is fundamental to leading our society to a more sustainable way of working and living.

To optimally deploy its energies and resources, TeamViewer concentrates on the eight focus SDGs where it believes it can make a substantial contribution to achieving the targets.

Based on this commitment, TeamViewer is working on a sustainability programme with specific measures, targets and a mandatory timeframe. The following are some of the key sustainability goals of this programme:

- ☐ Achieve climate neutrality no later than 2025
- ☐ Provide better access to technology and education
- ☐ Support customers in achieving their climate protection goals using our technology
- ☐ Promote presence of women in executive positions

Most important Sustainable Development Goals for TeamViewer



Sustainability ratings

TeamViewer considers the ESG ratings and the annual feedback process as part of its review and revision of the rating results as invaluable resources for evaluating its own efforts. As part of this process, the reports are critically evaluated, and improvement measures are defined.

Our goal is to continuously improve our sustainability positioning and positively influence our ESG ratings.

In 2021, TeamViewer received ratings from the following ESG rating agencies for its performance in the areas of environment, social and governance (ESG):



Sustainalytics ¹

In June 2021, TeamViewer AG received an ESG risk rating of 12.8 (2020: 15.6). Sustainalytics rated the risk for material financial impact of ESG factors as “low risk”. TeamViewer AG received the award “ESG Industry Top Rated” for the current rating period.



MSCI ²

In 2021, TeamViewer AG received an MSCI ESG rating of “AA” (on a scale of AAA-CCC) for the second consecutive year.



ISS ESG

In 2021, TeamViewers' “Prime” ESG Corporate Rating status was reaffirmed by ISS.

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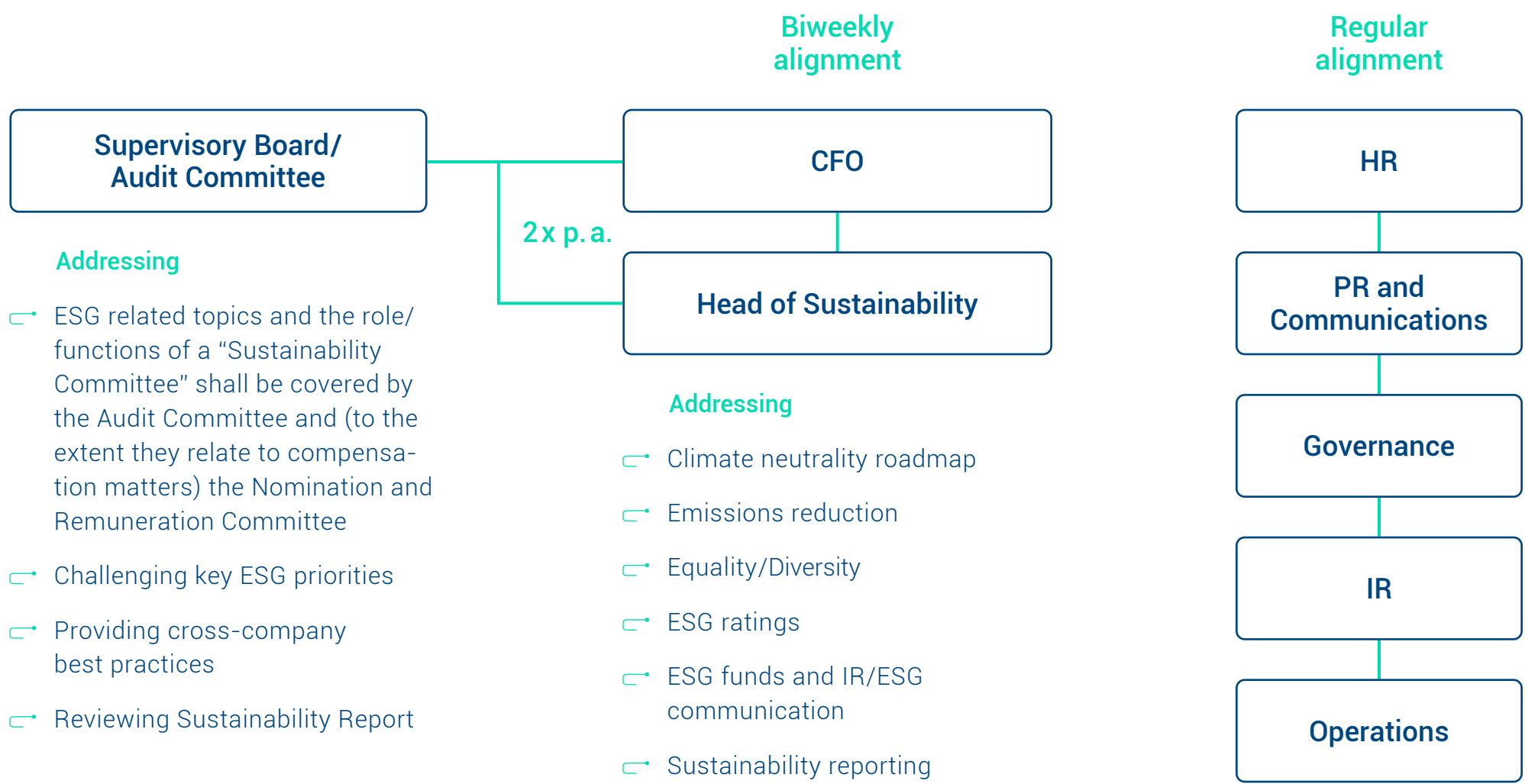
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Sustainability management

At TeamViewer, corporate responsibility and the related challenges in all areas of sustainability – particularly climate protection and equal opportunity – are of central importance. The deep anchoring of these topics in TeamViewer's sustainability management has been made permanent through targeted initiatives, which include introducing the c-a-r-e sustainability programme, bringing forward the target horizon for climate neutrality (2025 instead of 2030), appointing a Supervisory Board member responsible for sustainability, and joining the UN Women Empowerment Principles (UN WEPs) programme.

The Sustainability Department reports directly to TeamViewer's Management Board and Chief Financial Officer. The appointment of a Supervisory Board and Audit Committee member responsible for sustainability establishes a direct reporting line to the two highest governing bodies and further underpins the priority given to sustainability. Reporting to the Management Board and the Supervisory Board on the progress and planning surrounding the key sustainability issues is conducted regularly and ensures that sustainability priorities can be promptly addressed. The Sustainability Department acts as an interface and coordinates the non-financial topics; submits analyses, decision papers and recommendations; facilitates strategic and operational development and ensures sustainability reporting in cross-functional dialogue. It is also the point of contact for ESG rating agencies.

ESG governance facilitates profound decision-making accompanied by the Audit Committee acting as a sustainability committee



To manage sustainability topics in strategic terms, topics were discussed on two occasions at Senior Leadership Team meetings in 2021 and concrete measures were decided. In this process, the Senior Leadership Team assumes the role of a sustainability steering board.

As the climate crisis has continued to progress and environmental and climate issues have been incorporated into the Company's opportunity and risk management, the topic of climate protection has gained considerable importance for TeamViewer AG. Reflecting this has been the Company's decision to calculate its corporate and product-related CO₂e footprint since fiscal year 2019.

Our collection, validation, and analysis of the relevant data enabled us to derive CO₂e emissions reduction targets and accurately quantify the emissions avoided through the use of our products. TeamViewer is firmly committed to making its operations climate-neutral (see [Environment and climate protection](#)).

c-a-r-e delivers a clear sustainability focus, commitments and immediate measures

"c-a-r-e" sustainability programme

TeamViewer launched its own sustainability programme in 2021 entitled "c-a-r-e". This programme was created to communicate sustainability priorities in a targeted, easy-to-understand and ongoing manner and is linked to clear commitments, targets and measures.

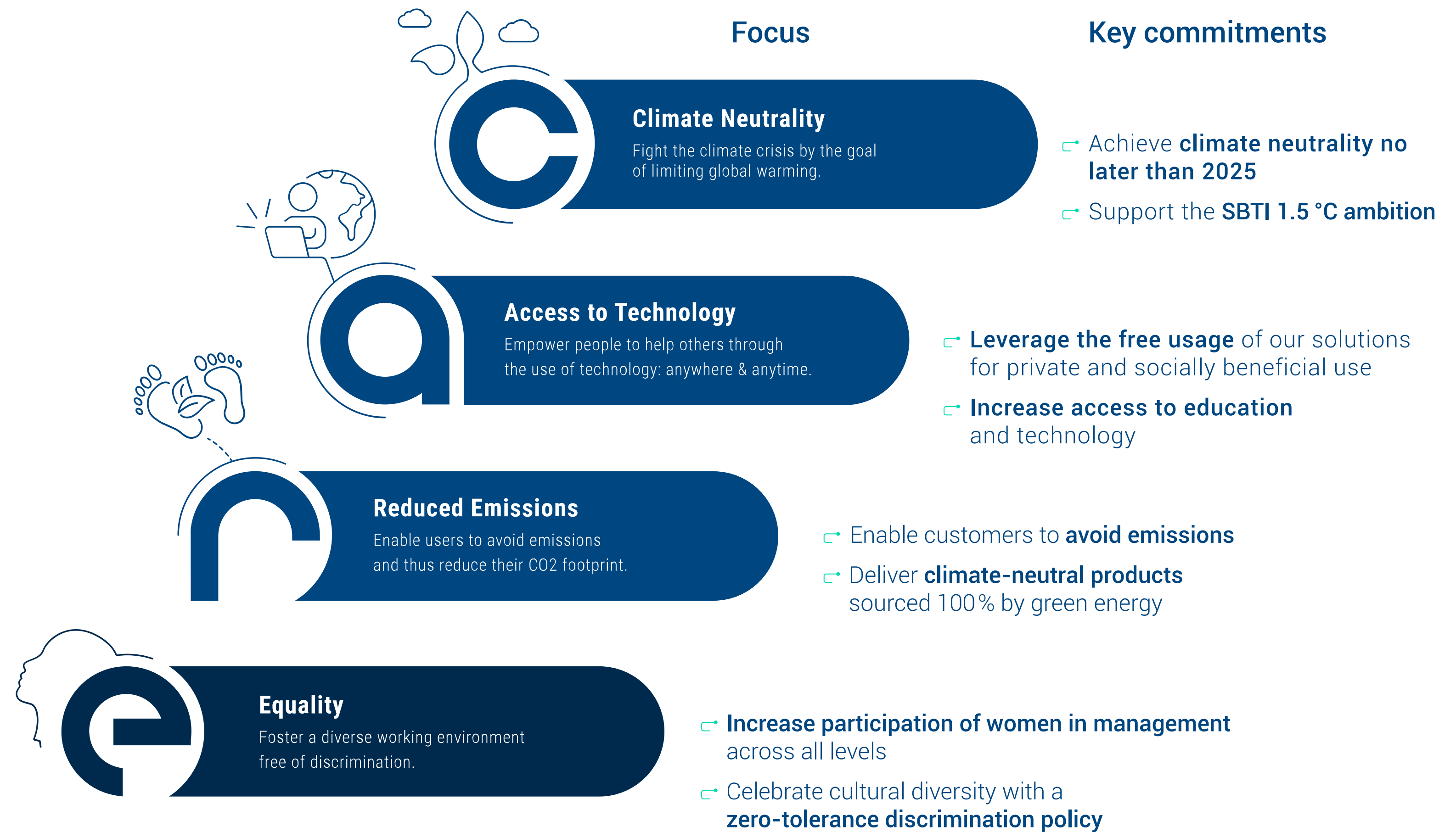


The name c-a-r-e is the acronym of the terms

- ☞ **C**limate Neutrality
- ☞ **A**ccess to Technology
- ☞ **R**educed Emissions
- ☞ **E**quality

c-a-r-e combines our mission of "Creating a world that works better", with our sustainable business model, products and corporate culture, which are also characterised by a sense of responsibility combined with sustainable thoughts and actions.

With the publication of this program, we communicated the following concrete sustainability measures and targets:



Sustainability opportunities and risks

TeamViewer's assessment of sustainability opportunities and risks is derived from the Company-wide [Opportunity and risk management system](#) and the [Materiality analysis](#) of non-financial topics.

The Opportunities and Risk Report contained in the combined management report lists only material financial risks, and is therefore supplemented by this Non-Financial Report, which uses the same method to assess all of the material non-financial issues.

Risk assessment matrix

Probability of occurrence		Impact				
Description	Scale	1 Marginal	2 Minor	3 Moderate	4 Significant	5 Major
Certain	5	Medium	High	High	Major	Major
Probable	4	Medium	Medium	High	High	Major
Likely	3	Low	Medium	Medium	High	High
Possible	2	Low	Low	Medium	Medium	High
Unlikely	1	Low	Low	Low	Medium	Medium

EU taxonomy

In light of the progressing climate crisis, the European Union (EU) has made a commitment to improving climate protection. The EU taxonomy pursues the goal of channelling investment flows into environmentally sustainable economic activities by providing an EU-wide classification system for sustainable economic activity. Until now, final delegated acts have been issued for two of the total of six environmental objectives (climate change mitigation and climate change adaptation). Under the Taxonomy Regulation business activities and investments are defined as sustainable when they meet the following criteria:

- ➡ (1) They make a substantial contribution to the achievement of the objective, demonstrated by compliance with certain criteria (Technical Screening Criteria).
- ➡ (2) They do not significantly harm (DNSH) the achievement of the four other EU environmental objectives specified in subordinate delegated acts.
- ➡ (3) They comply with minimum safeguards for occupational safety and human rights.

Revenue, capital expenditure (capex) and operating expenses (opex) associated with economic activities defined as sustainable under the Taxonomy Regulation should also be identified and published.

For fiscal year 2021, only the proportion of taxonomy-eligible activities ("eligibility") were initially required to be reported, with the reporting on the proportion of taxonomy-compliant activities ("alignment") starting only in the 2022 fiscal year. In the 2021 fiscal year, as part of a CFO-sponsored project, TeamViewer set up a working group to

identify the relevant activities and define the key performance indicators. The group's members were initially trained by an external team of experts. The Sustainability, Controlling, Accounting, Reporting, Operations and R&D departments have also been involved.

The project that emerged was divided into the following steps:

- 1 Training to understand the context of EU taxonomy
- 2 Impact analysis/analysis of business activities
- 3 Data collection and derivation of the relevant key figures
- 4 Documentation and reporting

In determining the potential key activities (Step 2) based on TeamViewer's products and services, the following business activities were identified as EU taxonomy-eligible ("eligible"):

- ➡ Annex 1, No. 8.1 (Data processing, hosting and related activities)
- ➡ Annex 1, No. 8.2 (Data-based solutions to reduce greenhouse gas emissions)

In addition to these two business activities, the working group also considered business activities related to construction, real estate, energy, and transportation as relevant, but concluded that none of the activities should be recognised in fiscal year 2021 due to insignificant values.

Justification for Annex 1, 8.1:

TeamViewer solutions connect digital devices of all kinds – anytime and from anywhere. These connections are used to access, control, manage, or repair the devices remotely. The "storage, manipulation, management, movement, control, display, switching, exchange, transmission or reception of a variety of data via data centres", as stated in the description of the activity data processing, hosting and related activities prescribed by the EU Taxonomy Regulation is thereby provided for. TeamViewer itself does not operate any significant data centres of its own, but exerts direct influence on the operators. This is reflected in the recognition of the taxonomy-relevant capex and opex.

Justification for Annex 1, 8.2:

TeamViewer's mission is to create a world that works better. When the Company was founded in 2005, increasing the efficiency of the (primarily) IT support process was already inextricably linked to a reduction in travel and the resulting greenhouse gas emissions. Expanding the solutions portfolio to encompass collaboration as well as applications in areas of augmented reality (AR) and the Internet of Things (IoT) validated this relationship under the description of EU Taxonomy activity. From our product portfolio, we consider those solutions to be taxonomy-eligible that contribute to reducing greenhouse gas emissions as defined in Activity 8.2. It should be noted that individual, customer-specific use cases can be excluded.

Based on this assessment, TeamViewer reports on the estimated capex, opex and revenue that were determined after analysing all taxonomy-relevant business activities.

As the two activities presented are inextricably linked in the TeamViewer business model, the key figures collected are presented together.

85%

Revenue (EUR 426 million/EUR 501 million)

The Group's revenue according to IFRS in the amount of EUR 501.1 million, as reported in the consolidated financial statements, serve as a basis. The taxonomy-eligible revenue was determined on the basis of an assumed ratio of 85%. TeamViewer develops and sells software for remote maintenance, augmented reality, and the Internet of Things to increase process efficiency for our customers and, above all, help to avoid travel and thereby greenhouse gas emissions. Nevertheless, TeamViewer is not aware of every use case in which customers use our software, and not all known use cases lead to the avoidance of travel and emissions. The precise amount of revenue attributed to these use cases cannot be expressly determined. This is the reason for the calculated discount of 15%.

85%

Capex (EUR 41.0 million/EUR 48.3 million)

The consolidated financial statements in accordance with IFRS are used as the basis for determining taxonomy-eligible capital expenditures (capex). Capex that can be recognised as per the definition of the Taxonomy Regulation are essentially investments in software, assets in buildings, IT equipment and customer relationships. Capex is recognised with the same 15% discount as revenue.

79%

Opex (EUR 31.7 million/EUR 39.1 million)

The consolidated financial statements in accordance with IFRS are also used as the basis for determining taxonomy-eligible operating expenses (opex). Total opex consists mainly of expenses for research & development (R&D), licenses, rent and maintenance. Only 85% of R&D expenses are considered taxonomy-eligible and therefore recognised. Opex is recognised with the same 15% discount as revenue, as not all of our product portfolio can be classified as taxonomy-eligible. Since operating costs are not directly incurred and cannot be determined in connection with individual products, we use the distribution conclusions determined for revenue as the basis for data collection.

03 Governance and integrity

Good corporate governance

At TeamViewer, we believe it is our responsibility to maintain the trust of our shareholders, customers and employees in line with our high standards of corporate governance and responsibility. This trust is an essential prerequisite for our entrepreneurial actions and helps us to measure our success. Further details on this topic can be found in the [📄 Corporate governance statement](#) chapter of the combined management report.

Respect for human rights

As a responsible global enterprise, TeamViewer is committed to ensuring that human rights are not violated in its own operations, throughout its value chain, or by its products. TeamViewer respects the international standards for protecting human rights and is committed to observing these standards within its scope of influence. The provisions to this effect are set out in our [➤ Code of Conduct](#) and [➤ Supplier and](#)

[Business Partner Code of Conduct](#), which must be recognised by all suppliers and other business partners. They are also encouraged to analyse and access their own conduct, and TeamViewer reserves the right to conduct its own random checks. In the past fiscal year, there were no anomalies that required taking action.

TeamViewer is committed to complying with international standards for protecting human rights at its own operations as well as throughout the entire value chain.

To fully meet its commitments, TeamViewer adheres to the human rights standards highlighted in the United Nations Universal Declaration of Human Rights (UDHR), the European Convention for the Protection of Human Rights and Fundamental Freedoms, and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work. As a signatory to the United Nations Global Compact, TeamViewer reaffirms its commitment to integrating the ten principles into its own business operations, particularly the first two principles concerning human rights standards.

TeamViewer's Code of Conduct formalises these beliefs and commitments and applies them internally, globally, and to all entities and employees. The Code reflects the existing guidelines ensuring a basic standard of business conduct, which is intended to prevent potential human rights violations. TeamViewer has several functions tasked with performing ongoing reviews of human rights due diligence processes. This helps to identify and if possible, prevent human rights violations in the Company, facilitate the reporting of risks and actual violations, terminate potentially negative human rights impacts of business activities and provide reparations where appropriate.

TeamViewer employees receive periodic training at least once each year on human rights policies and procedures. A whistleblower system is in place to allow for the anonymous reporting of potential human rights violations, among other things.

In the 2021 fiscal year, as in the prior year, there were no significant incidents of human rights violations reported at TeamViewer.

Combating corruption and bribery

TeamViewer is committed to complying with the applicable laws and guidelines when conducting its business activities. The Company has adopted mandatory internal guidelines in an effort to combat any forms of corruption and bribery.

Ethical and transparent conduct in business and between employees, suppliers and business partners is an absolute must. Alongside compliance with statutory anti-corruption provisions, this also includes fairness in business, marketing and competition. The principles, processes and reporting channels are set out in the Code of Conduct, the Anti-Bribery and Corruption Policy, the Supplier and Business Partner Code of Conduct, and the Anti-trust and Fair Competition Policy. All employees receive routine training at least once annually (approximately two hours). Performing due diligence on our suppliers and partners is also intended to ensure regulatory compliance.

To ensure compliance with the principles of the Anti-Bribery and Corruption Policy, the heads of the Compliance department carry out a review as part of their regular reporting activities. Observations and violations can also be reported anonymously via the whistleblower system.

In the 2021 fiscal year, as in the prior year, TeamViewer was not aware of any identified or reported material cases of violations of the provision of the Anti-corruption and Bribery Policy.

Transparency and collaboration

TeamViewer firmly believes that behind every successful business lies the transparent communication and open cooperation with the relevant organisations and authorities. TeamViewer aims to maintain the highest possible level of transparency and disclosure possible consistently in all aspects of its business activities, while continuing to comply with the regulatory requirements. Information security and privacy are of particular importance in this context (see [▢ Security and data protection](#)). Communication with external stakeholders, such as ESG rating agencies, will also continue in an open and transparent manner.

Tax transparency

Tax payments are an important part of TeamViewer's economic and social contribution to society. In the 2021 fiscal year, the TeamViewer Group paid a total of EUR 43.5 million in income taxes. Fair and equitable tax systems play an essential role for TeamViewer in every country the Company operates. TeamViewer takes a transparent and responsible approach to all tax matters and ensures this by paying its fair share of taxes and cooperating with local tax authorities worldwide in a spirit of trust.

TeamViewer is in support of a goal of a global tax system that promotes stability and fair taxes for all the countries and companies involved. TeamViewer monitors tax developments, particularly at OECD level, and aligns its tax strategy accordingly.

Tax strategy

The Company's tax strategy encompasses the following:

- ▢ Complying with applicable tax laws
- ▢ Establishing an organisational structure for adequate tax management appropriate to the Company's size
- ▢ Applying effective tax risk and compliance management
- ▢ Acting as a responsible taxpayer

The tax strategy is in line with TeamViewer's business and sustainability strategy. The payment of its "fair share" of taxes has an indirect influence on the achievement of sustainability goals in the respective countries, and TeamViewer rejects tax practices that contradict these goals. This approach incorporates the following practices:

Avoiding aggressive tax planning

TeamViewer applies the current tax regulations based on their prevailing interpretation. This also applies to the avoidance of double taxation through corresponding inter-governmental agreements.

The tax practices applied by TeamViewer, as well as transactions with and between Group companies, are disclosed to the respective tax authorities in the context of tax returns and other notification requirements. The Company also ensures that the pricing of intercompany activities is in line with the OECD arm's length principle and local transfer pricing rules to ensure it pays the appropriate taxes on profits in the countries involved. TeamViewer does not practice

aggressive tax planning, such as creating entities without an underlying business purpose or substantial economic substance.

No involvement in tax havens

TeamViewer does not relocate business activities to tax havens in order to avoid taxes that would be incurred elsewhere. The term "tax haven" refers to those jurisdictions contained in the "EU-list of non-cooperative jurisdictions for tax purposes".

Tax governance, tax compliance and tax risk management

Tax governance

TeamViewer's tax activities are the responsibility of the finance function, which reports to the Chief Financial Officer. The tax function monitors the compliance with the overall tax strategy, ensures alignment on tax issues across the Group, and coordinates local tax requirements within the Group. The remuneration of the employees working in the tax function is in no way linked to the Company's tax rate.

Tax compliance

TeamViewer operates in over 180 countries worldwide. In addition to paying taxes on its own income, TeamViewer also withholds sales taxes or other withholding taxes on customer and supplier payments. Tax payments therefore represent a significant portion of the Company's contribution to society. The tax department provides guidance to the entire Group on how to comply with local tax regulations.

The Company's employees also have access to Group-wide mechanisms, such as a whistleblowing system, to report existing unethical or unlawful behaviour and activities with tax relevance.

Tax risk management

Tax risk management is integrated into the overall Group-wide risk management (see also [▢ page 51](#)). The internal tax department identifies, assesses, monitors and manages potential tax risks. The tax department exchanges regularly with the Head of Finance regarding tax risks, and external tax experts are consulted in the event of uncertainties.

Stakeholder dialogue and advocacy

TeamViewer believes that responsible tax compliance also benefits economic and social development. TeamViewer supports efforts to sustain a better and more equitable tax system domestically and internationally to balance the different interests of society, politics and the economy. The Company underscores this belief by working cooperatively with the responsible tax authorities.

The Group's responsible persons are not currently members of any tax interest groups or have any related political exchanges.

04 Employees

477 newly hired employees – thereof 38 % women | Average length of service increased |

Commitment to diversity and anti-discrimination strengthened by the introduction of Diversity, Inclusion and Non-Discrimination Policy | Proportion of women in executive positions increased by 1 % to 30 % | Equality of compensation between women and men deviates by less than 1 % | 34 % proportion of women | Cultural diversity reflected by a workforce consisting of almost 80 different nationalities

Human resources management and corporate culture

A key element in meeting our corporate objectives is the contribution made by our employees. In a time of general skills shortages and the continuing “great resignation,” especially in the Western world, our future success is based more than ever on recruiting, training and, above all, retaining highly qualified and motivated employees.

Despite the difficult circumstances currently facing companies due to the COVID-19 pandemic, we continue to be seen as an attractive employer and retain valuable employees as a result of our values – trust, passion, customer focus, safety, simplicity and diversity – and the strong team cohesion in the workplace, which makes a major contribution to the Company's success.

In such a rapidly changing and volatile environment, our value-based corporate culture is an essential basis for our

77%

of our employees are proud to be a part of TeamViewer

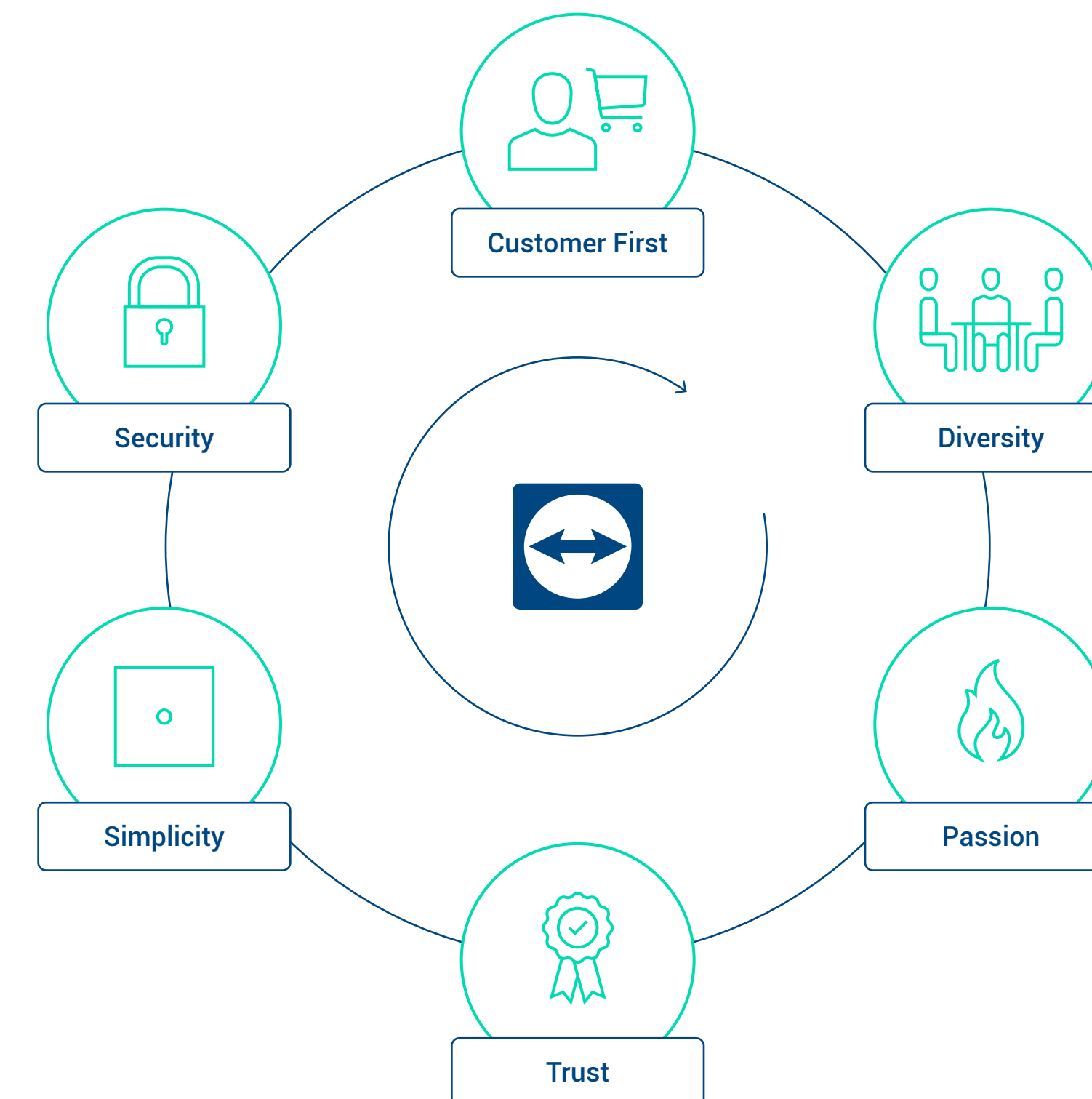
sustainable growth. This is one reason why anchoring our values within our work environment and shaping a sustainable, value-based corporate culture remains a high priority.

We strive to create a work environment characterised by openness and honesty that enables employees to thrive with the agility and reach required in a digital work environment. This commitment is also reflected in our work practices and the daily exchange employees can have with our management team and leaders across the Company.

These statements were confirmed by our annual employee survey. The survey also confirmed our HR management approach and how we drive employee development by targeting the issues that reflect the Company's priorities and strategies and bring about meaningful improvements to our corporate culture. In this year's survey, 77 % of our employees were proud to be a part of this culture and TeamViewer.

In 2021, the responsibility for our HR management transferred from the Senior Vice President HR (reporting line to our CFO) to the Chief of Staff and Strategy (Executive Vice President), who reports directly to the CEO.

TeamViewer's Company Values



Recruitment of employees

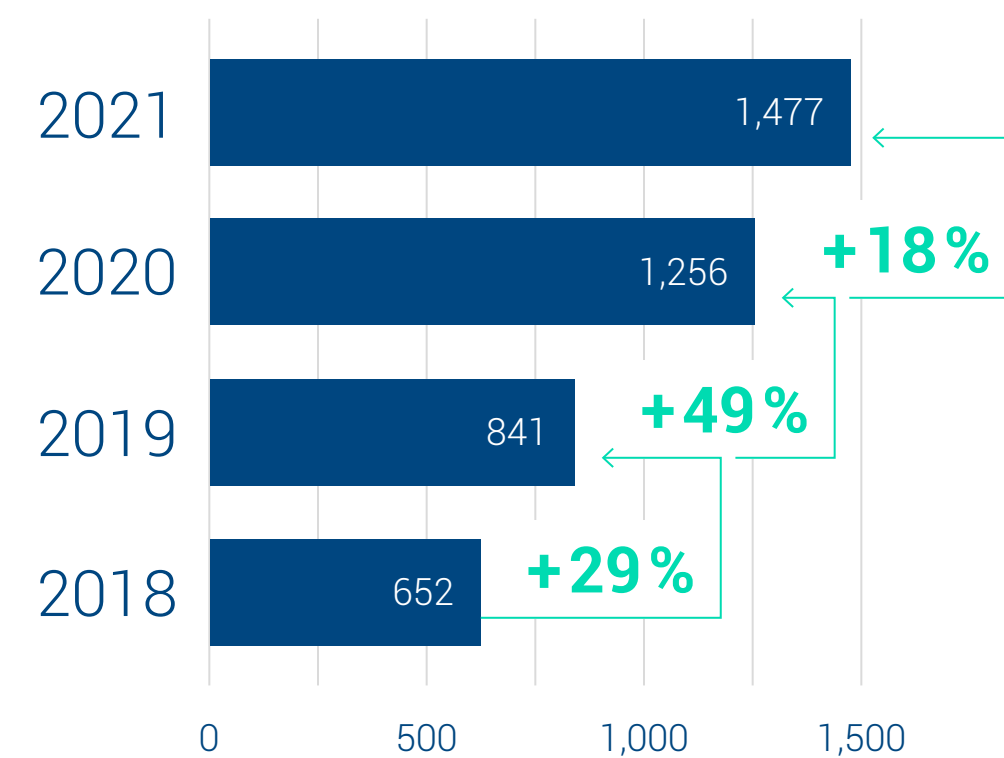
As in the previous year, TeamViewer was successful in recruiting new employees in 2021. The somewhat weaker business growth meant a reduction in our recruiting activities, especially in the last quarter of the 2021 fiscal year, but still resulted in a total of 477 new hires, consisting of people from nearly 60 different nationalities. Of these new hires, 179 positions, or 38%, of the positions, were filled by women, illustrating our focus on diversity.

In 2021

477

new employees were hired

Employees



Figures in full-time equivalents (FTEs)
as at 31 December 2021

The COVID-19 pandemic prompted us to change our hiring and onboarding approach for employees. Our experience as a leading player in the digital arena was a key success factor in meeting this challenge.

Although we were unable to attend a variety of recruiting events hosted by various universities, community groups and trade shows, as well as other events, this did not have any adverse effect on our global recruitment of top talent in any functional areas.

We hired a total of 477 employees in the reporting period and increased our total workforce by a net number of 187 employees.

Our recruiting activities in the 2021 fiscal year were concentrated in the sales areas, which added 267 new hires for a net increase of 180 employees, or 42%.

Employee retention

Now more than ever, employee retention is a significant factor in the successful implementation of our growth plans. To strengthen our employee retention, we offer competitive compensation packages and other employee benefits such as flexible work schedule arrangements, alongside a positive, dynamic working environment featuring a number of personal growth and development opportunities.

We recognise that in a highly competitive industry such as ours, it is important that we offer fair and commensurate compensation and benefits packages. Our related programmes aim to attract and retain the best employees by offering both global and local options. Each employee is eligible to receive a Company bonus based on business and financial targets. A separate bonus system applies to employees in the sales areas.

Women constitute

38%

of newly recruited employees

The COVID-19 pandemic has demonstrated the ability of our employees to work effectively and successfully together despite the prolonged social distancing restrictions. Although many employees have greatly appreciated the location flexibility during this past period, we still see at our locations how valuable face-to-face collaboration is, especially after longer periods of working from home. In order to be able to combine the best of both worlds at TeamViewer on a more permanent basis, we offered our employees a hybrid working model again this year. Our employees can choose to work part-time at their respective locations and part-time from home. Arrangements are flexible and take into account the individual needs of employees but still always keep the requirements of the respective business area in mind.

The COVID-19 pandemic has also shown to an unprecedented degree how independent the delivery of successful work in our industry is from local circumstances. Particularly during the prolonged work-from-home phases, a general trend has been gathering momentum to spend these phases independent of one's place of residence. We intend to meet this desire going forward, regardless of pandemic restrictions, and give all our employees the opportunity to work outside of Germany for part of the year.

The part-time programme is not only flexible in terms of location but also in term of work schedule. At the end of the 2021 fiscal year, a total of 95 employees were participating in this programme.

The extensive actions we have taken to retain employees were not able to prevent a decrease in retention in line with the industry in fiscal year 2021. From a high level of 91% in the previous year (+5% vs. 2019), employee retention declined to 84% in 2021 (16% voluntary turnover).

The appeal of TeamViewer's offer of job security, an attractive compensation and benefits package, and flexible, individualised work options was reflected by an increase in the average length of service at TeamViewer in 2021, which was slightly higher than the level in 2020 (2020: 2.9 years; 2021: 3.0 years). We see this as a positive sign of our long-term employees' loyalty, particularly in light of the high number of new hires we had in 2021, which lowered the year's average.

The average length of service at TeamViewer has increased slightly, despite the high number of new hires last year

Diversity and anti-discrimination

The diversity of its workforce at all levels is tremendously important to TeamViewer as a global organisation. We therefore continued to implement measures in fiscal year 2021 to continue expanding the Company's diversity and ensure that the interaction of such a wide variety of people is structured in a non-discriminatory way. We publish demographic information and train our employees on how to conduct recruitment processes that are non-discriminatory and designed to promote diversity. We also published a Company-wide Diversity, Inclusion and Non-Discrimination Policy at the end of 2021 that sets binding guidelines in the area of diversity and inclusion in addition to our Code of Conduct. In addition, TeamViewer is participating in the Target Gender Equality Program of the UN Global Compact and is committed to the Women Empowerment Principles of the United Nations.

Equality between women and men

TeamViewer values the equal treatment of women and men. In fiscal year 2021, we recruited women, when possible, particularly in previously underrepresented areas. We also want to ensure that women are equally involved in the management and decision-making processes in the Company. To strengthen our aims internally and make them visible to the outside world, TeamViewer signed the Women Empowerment Principles (WEPs) of the United Nations in fiscal year 2021. The WEPs serve as a guideline for companies worldwide for promoting gender equality as well as the empowerment of women in the workplace, in markets and beyond to society as a whole. These guidelines are a primary vehicle for implementing the 2030 Agenda as well as the United Nations Sustainable Development Goals for

business. To support and drive the implementation of the WEPs, TeamViewer participated in the UN Global Compact's Target Gender Equality Program in fiscal year 2021. Performance analyses, practical workshops, peer-to-peer learning and a network with over 20 other participating companies, together with a multi-stakeholder dialogue at the country level, the programme provided practical support for implementing the WEPs and to sustainably anchor measures to promote gender equality within the Company.

As of 31 December 2021, women accounted for 34 % of our global workforce. Our goal is to further increase this proportion and be a leader among the top companies in our industry.

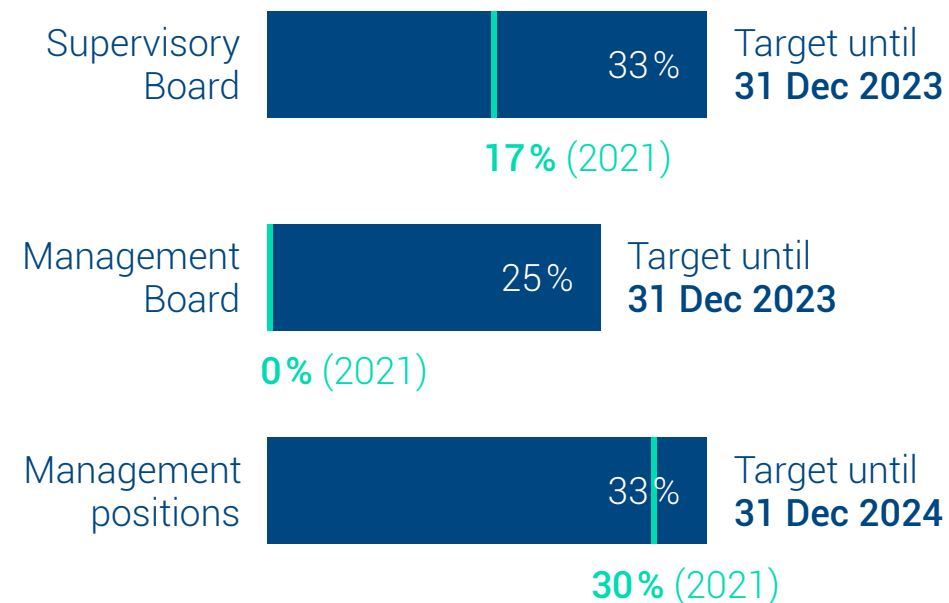
Women accounted for

♀ **34%**

of our global workforce

A key indicator that underscores gender equality at TeamViewer is the proportion of women in executive positions. In the Diversity, Inclusion and Non-Discrimination Policy published at the end of the 2021 fiscal year, TeamViewer fine-tuned the ambitious targets set in 2020. By the end of 2023, our plan is to increase the proportion of women to 33 % on the Supervisory Board and to 25 % on the Management Board.

Proportion of women in executive positions



We are also aiming to increase the proportion of women in executive positions overall to 33 % by the end of 2024. In 2021, the proportion of women in executive positions was 30 % (+1 % year-on-year), meeting our subgoal of +1 % per year. Executive positions include team leaders (managers managing employees or teams) as well as middle and senior management (managers managing managers). In addition, we have set a target of at least 33 % for women's participation in our career and leadership development programmes.

Next the women's participation targets, TeamViewer has set gender equality in terms of compensation as the second key indicator used to measure equality within the Company's influence.

TeamViewer applies the principle of equal treatment in all recruiting activities and grants equal compensation to women and men in comparable positions. In addition, TeamViewer is committed to reviewing and achieving gender pay equality each year. As part of our Diversity, Inclusion and Non-Discrimination Policy, we now also commit to concrete action should the salary difference within a comparable group of employees with the same qualifications, professional experience, company affiliation and regional location exceed 3 %.

The analysis of the gender pay gap among comparable groups within the existing workforce (same job title, seniority, tenure, location)¹ was expanded in fiscal year 2021 and revealed that TeamViewer pays its employees equally regardless of gender. With the exception of one case revealing a deviation of more than 3 % (95.2 %), there was no evidence of a gender pay gap. Women received between 95.2 % and 102.4 % of the salary of their male colleagues, resulting in an overall rate of 99.1 % across all employee groups analysed. The overall deviation was thus less than 1 %.

TeamViewer is committed to reducing the gap identified within one year and paying equally, regardless of gender. This analysis is performed each year and undergoes a continuous monitoring and improvement process.

Gender-equal remuneration

Analysis shows a deviation of less than 1 %

Cultural diversity

TeamViewer employed people from more than 80 different nationalities in the 2021 fiscal year. At our German locations alone, we hired employees from more than 50 nations and facilitated several relocations from abroad to attract talented professionals to TeamViewer.

Employee training and development

We operate in a dynamic and rapidly changing environment. We need to be able to respond quickly and flexibly to internal and, especially, external demands to ensure our short- and long-term growth and continue to meet customers' expectations. Our employees also operate in this environment of continually changing requirements. This makes the permanent training of our employees one of the key success factors enabling them to meet these evolving demands, as well as to recognise and cope with them at an early stage.

The qualification of our managers plays a special role in this context. They are the key players in mastering these diverse challenges. TeamViewer offers three different qualification programmes for managers at different levels on a recurring basis:

Junior managers:

Our programme for junior managers is aimed at employees who have recently taken on a management role or will be promoted to one within a shorter period of time. In 2021, a total of 23 junior managers took part in this multi-day programme. The proportion of women in this group was 35 %.

Experienced leaders:

The programme for experienced leaders offers various full-day modules of in-depth development in all areas of leading and managing in an agile environment. A total of 12 experienced executives participated in this programme in 2021, 33 % of whom were female.

Senior level executives:

Our programme for senior level executives was designed in cooperation with INSEAD Business School. It is a hybrid programme containing several modules and designed to run for a full year. A total of 27 executives participated in this programme in 2021. 33 % of the participants were women.

All of our leadership programmes are interdisciplinary and global in nature to foster networking across departments, disciplines and locations.

Non-managerial employees also have the opportunity to develop and expand their skills for better work efficiency. Employees are encouraged to use up to 6 days each year for professional and personal development. Through our Learning Management System, employees have access to over 1000 different courses and content on a wide range of topics. Employees can also take advantage of additional external training opportunities. Many of the courses are held virtually to ensure that employees worldwide have easy access to flexible training to meet the changing requirements of the ongoing COVID-19 pandemic. Online learning is available live and recorded. Depending on the COVID-19 situation, TeamViewer actively promotes face-to-face events or plans hybrid measures.

In 2022, we will continue to expand our training programmes and seize any opportunities available to bridge the time differences between locations and deliver content even more effectively to various employee groups.

¹ Positions labeled "Inside Sales Representative," "Software Developer," and "Customer Support Specialist" with the same tenure, in the same country, and at the same seniority level were analysed, as these are the largest and most important role categories at TeamViewer.

Health and well-being

The past two years have shown how the COVID-19 pandemic and related restrictions can have an adverse impact on different areas of employees' health and well-being. Prolonged lockdown periods lead to undesired isolation, and economic worries and childcare responsibilities act as added stressors. Even though TeamViewer as a company has come through the crisis economically unscathed, we have taken the effects of global measures on the well-being of our employees seriously from the outset.

In 2021, we acted promptly and individually in each region to minimise the risk posed to our employees by COVID-19. In periods of lockdown, we encouraged and supported our team managers in maintaining social interaction within their teams and promoting personal interaction. We also used the phase of low incidence rates regionally to promote face-to-face collaboration on-site while adhering to existing hygiene guidelines. We also provided our employees with occupational health and wellness training on COVID-19 precautions at least once during the year.

In dealing with the COVID-19 pandemic, TeamViewer made it a priority to emphasise the option to obtain a vaccination as soon as it was available to everyone. We offered our employees in Germany easy access to vaccinations by hosting several vaccination days at our headquarters in Göppingen in the summer of 2021. Employees from other sites in Germany and close relatives also had the opportunity to receive their vaccinations on those vaccination days. In January 2022, we offered the employees working at our German sites the option to receive a booster vaccination.

In spring 2021, TeamViewer launched Move4Change, the first global charity initiative in the Company's history. This initiative gave our employees an incentive to stay physically on the move. All employees were eligible to take part in this campaign through an app that recorded the steps taken or distances travelled by bicycle. TeamViewer played its part by committing to donate a small amount of money for each mile walked or biked to UNICEF's UPSHIFT project, which supports youth in social entrepreneurship. Over a two-month period, 516 employees worldwide participated in the initiative, covering a total of 73,959 kilometres and raising \$20,000 for UPSHIFT. In addition to this global initiative, smaller regional campaigns that took place in 2021 were also focused on movement, such as collectively organised local sporting events.

Flexible work models

As a leading provider of connectivity solutions, TeamViewer's definition of excellent employer offerings naturally includes flexible work models. Next to flexible work schedules, which have been a feature at TeamViewer for some time, we introduced a hybrid work model in the 2021 fiscal year spanning globally. Employees now have the option of working part-time from home and part-time in their respective office locations. The model specifies the requirements at an individual and unit-specific level. We also continue to offer part-time models. In fiscal year 2021, 95 employees (equivalent to 6.4%) opted for a part-time programme.

In order to also promote the compatibility of family and career, TeamViewer offers maternity and parental leave in accordance with the laws and locations and actively promotes the reintegration of mothers and fathers when they return to the workplace.

Employee commitment and feedback

Our motivated and committed employees place a high value on feedback and participation, as reflected by their participation in our annual employee survey. In 2021, almost 80% of all employees took this opportunity to give their feedback on important topics and help shape the Company's further development.

The topic of feedback is also gaining importance on an individual level. The new generation of employees and managers want regular, qualified and role-specific feedback on their individual work. In order to establish a holistic and organisation-wide approach, we started to set up regular feedback processes on a role-specific basis in 2021 and will continue to expand on this effort in fiscal 2022.

Openness and organisational transparency are important for us in keeping our employees current on both strategic and operational issues. We use regular meetings (All Hands Meetings) and corporate and CEO updates to keep everyone up to date. Frequent interactions within teams and across departments are important for employee engagement and encouraged by the Company's collaboration platforms. Regular updates let employees connect on a global level and develop a better sense of TeamViewer's open and diverse culture. This will also be of long-term relevance, especially now in light of our hybrid work model.



Openness and organisational transparency are important to us to keep our employees informed on both strategic and operational issues

05 Environmental and climate protection

Climate neutrality target brought forward to 2025 | Science-Based Target Initiative joined to achieve 1.5°C target | Measures rolled out to achieve emissions reduction targets | Use of TeamViewer products avoid emissions of approximately 37 million tonnes of CO₂e

Climate strategy

Protecting the environment and the climate are important concerns for TeamViewer and were classified as material issues for the Company in the materiality analysis. Climate and environmental protection are also topics that have a high priority in our c-a-r-e sustainability programme.

As a provider of remote connectivity software, TeamViewer considers it its duty to help customers save CO₂e emissions while ensuring its own business operations are environmentally friendly and climate-neutral. TeamViewer's own business operations have been climate-neutral since 2018.

The path to net zero carbon emissions



Remaining unavoidable emissions are offset with certificates.

Revision of the climate targets

The climate targets to date:

1. Continuous climate neutrality of own business¹ operations, with a simultaneous 50 % reduction in operational CO₂e emissions per employee by the end of 2025 vs the base year 2019, and
2. achievement of total carbon neutrality (net zero; full Scope 1–3 GHG Protocol) no later than 2030, while simultaneously reducing Scope 1–3 emissions by 50 % (per million EUR in revenue),

were jointly revised by the Management Board and the Senior Leadership Team:

TeamViewer is now aiming for the entire company to achieve climate neutrality no later than 2025 (five years earlier than originally planned), taking into account Scope 1–3, while reducing emissions by 50 %.

We are convinced that the time for waiting and postponing is over, and with our new and more ambitious goal, we want to take a pioneering role that will encourage other companies to also take responsibility and act.

1. By offsetting Scope 1 and 2 emissions and Scope 3 emissions attributable to own operations (e.g., travel and commuting activities; see also definition under Operational Emissions).

TeamViewer aims to achieve climate neutrality¹ no later than

2025

In 2021, we also expanded our climate reporting by participating in the Carbon Disclosure Project (CDP) reporting. The result (B-) published in December 2021 proves TeamViewer's active management of environmental issues. To corroborate this active management and, especially, our highly ambitious climate targets with global standards and commitments, TeamViewer joined the Science-Based Targets Initiative (SBTI) in 2021 and is committed to verifying its climate targets according to scientific standards and aligning them with the limitation of global warming by a maximum of 1.5°C. In accordance with the SBTi regulations, we aim to calculate these targets (or verify the previous targets on an SBT basis) within the next two years.

Environmental protection is an important concern throughout the Company's value chain. Basic principles on how to conserve resources are anchored in our corporate Code of Conduct, as well as in our Supplier and Business Partner Code of Conduct, which is aimed at our upstream and downstream business partners. TeamViewer strives to use energy, water and other natural resources responsibly throughout its business operations. The Company is optimising its energy efficiency and striving to rely fully on renewable energy sources.

In organisational terms, sustainability issues are also anchored in the direct reporting lines to the Management and Supervisory Boards or the Audit Committee. The Sustainability Department, which reports directly to the Management Board and the Chief Financial Officer, is responsible for combining the existing measures to form an environmental management system and continuously optimise it. It is also responsible for developing the climate strategy and coordinating operational measures to achieve targets. Cross-functional teams ensure compliance with all of the applicable environmental laws, official regulations and voluntary commitments in the area of environmental protection.

In 2021, the Audit Committee assigned one of its members with the primary task of addressing the Company's sustainability issues and reviewing and evaluating climate targets.

Environmentally relevant incidents did not occur in 2021, and no corresponding fines were imposed.

Climate protection and climate neutrality

Global climate change is already having observable effects on the environment. Climate protection and the achievement of globally coordinated goals are crucial social and economic challenges. In 2015, the Paris Agreement, a global, legally binding agreement, was announced and signed by nearly 190 parties. Governments agreed on the long-term goal of limiting the increase in the average global temperature to 1.5°C above pre-industrial levels.

As a company, TeamViewer is conscious of its responsibility to protect the climate and acts consistently by supporting the use of technology as an effective means of reducing carbon emissions globally. By joining the Science-Based Target Initiative and the Business Ambition for 1.5°C, TeamViewer is taking another important step and committing to reducing emissions within its own sphere of influence to the greatest extent possible in order to meet the requirements of the Paris Agreement.

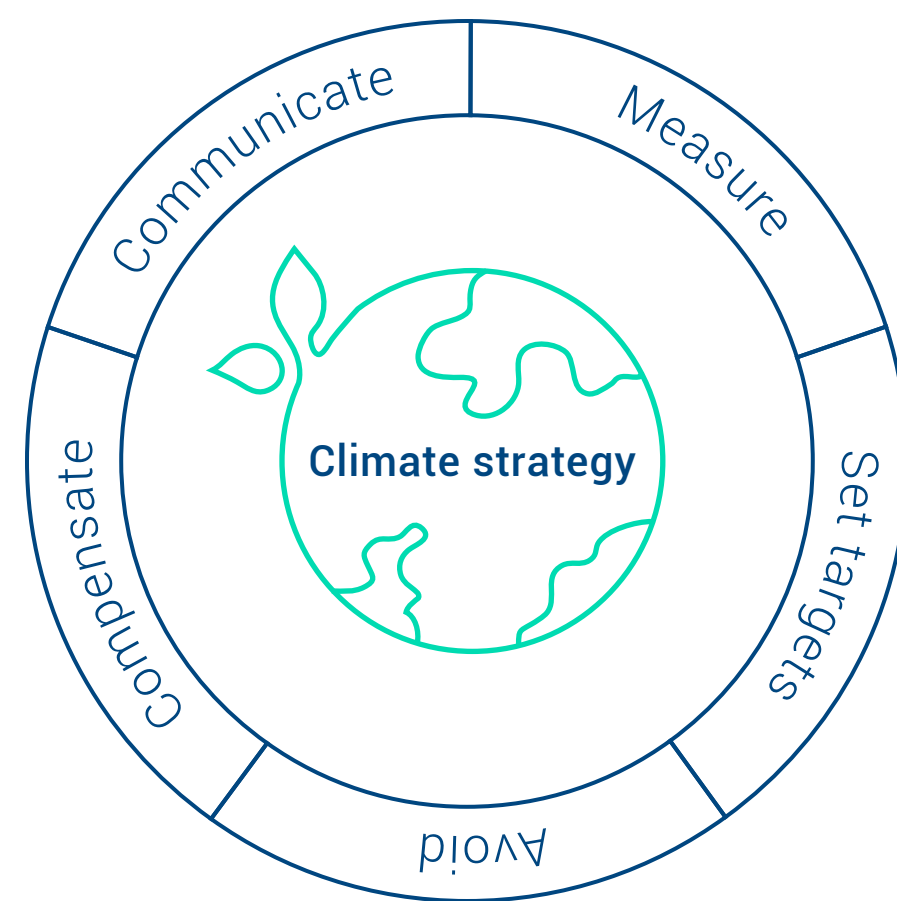
As early as 2005, when TeamViewer was founded, already one of the Company's central concerns was how to overcome physical distances enabling users to connect remotely to computers and other devices. This ability not only leads to efficiency gains for our customers in the form of saving time and money but also contributes greatly to reducing carbon emissions by avoiding travel.

Our ultimate environmental goal is to help others reduce their carbon emissions by providing easy-to-use green technology that allows people to connect remotely to any device from anywhere at any time. At the same time, we are committed to reducing our own emissions. TeamViewer's own business operations have already been carbon neutral since 2018.²

TeamViewer also considers climate education to be a key influential factor in improvements going forward, which is why every year it supports projects to promote climate education in alignment with the Company's own social responsibility framework (see also [page 29](#)).

By joining the Science-Based Targets Initiative and the Business Ambition for 1.5 °C, TeamViewer is taking another important step towards achieving the targets of the Paris Agreement

The five steps of the climate strategy to achieve the neutral carbon footprint



Carbon footprint

TeamViewer places considerable emphasis on transparent value chains when implementing global climate strategies. In fiscal year 2021, the Company again calculated its greenhouse gas emissions in accordance with the GHG Protocol and plans to continue to do this on an annual basis going forward. For the calculations in 2019 and 2020, TeamViewer worked with a scientific partner. In 2021, the Company used a certified software solution for the calculation of its CO₂ footprint. The emissions values for the years 2017 and 2018 were extrapolated for better comparability and to derive and develop suitable reduction measures.

The central component of the climate strategy is the achievement of climate neutrality, extended to include GHG Protocol Scopes 1–3. The five steps of the climate strategy – measure, set targets, avoid, compensate and communicate – were defined as the control approach.

Details on these steps can be found in the Sustainability Report in the following chapters:

1. Measure (Emissions)
2. Set targets (Climate Strategy)
3. Avoid (Emissions reduction measures)
4. Compensate (Emissions reduction measures)
5. Communicate (Emissions reduction measures)

To find the optimal control approach, TeamViewer divides its climate neutrality measures, goals and communication into two strategic areas:

1. TeamViewer's operational CO₂e emissions (OCE): includes all directly generated emissions (Scope 1), emissions associated with purchased energy (Scope 2), and operational Scope 3 emissions (such as business travel or employee commuting).
2. TeamViewer's product lifecycle-related CO₂e emissions (Product Carbon Emissions – PCE): all product-related Scope 3 emissions (purchased goods and services and the use of sold products).

Emissions reduction targets and measures

After already achieving this target in the 2020 fiscal year (–53%), TeamViewer went on to further reinforce this accomplishment in fiscal year 2021 by bringing emissions per employee down to 1.7, thereby achieving the target. Because TeamViewer's clear understanding is to continuously improve, we are now focusing our efforts entirely on climate neutrality for the entire company, including Scopes 1-3 (GHG Protocol). This deadline for achieving this target has also been brought forward by 5 years from 2030 to 2025, reflecting our stronger commitment.

CO₂e emissions in tonnes

per employee



per EUR million of revenue



TeamViewer solutions continue to enjoy strong demand. Our revenue and number of customers continue increasing but so are our CO₂e emissions for product development, sales, and business operations.

In order to keep the increase in emissions as low as possible, TeamViewer also aims to reduce emissions by 50 % (per million EUR in revenue). The Company's increased switch to green energy in its own buildings and for server and cloud services, the significantly better quality of the primary data and the use of industry-specific and thus more accurate methods of calculating emissions resulted in a significant reduction in the carbon footprint calculated for 2021. A total of roughly 45,000 in CO₂e in 2021 represents a reduction of 54 % compared with the previous year (98,000 t). In relation to revenue, the target of 120 t/million EUR revenue, which was brought forward to 2025, has therefore already been exceeded (89 t/million EUR revenue). However, we will stick to this target for the time being and use the year 2022 to adjust the basic data to the new data collection method and subsequently revise the target and reduction measure definition. In the same period, we will work together with SBTi on a net-zero long-term target.

Four primary actions were defined to achieve this reduction:

- 1. A switch to 100 % green energy
 - ↳ At the Company's own office operations
 - ↳ Within the entire product infrastructure (router/server/cloud services)
- 2. An increase in product efficiency
 - ↳ Reduce the data intensity of Company's services, thereby reducing the energy requirements along the entire value chain
- 3. Employ a hybrid working model
 - ↳ Reduce emissions from work commuting by transitioning to 50 % of work done from home offices
- 4. Emissions-efficient business travel
 - ↳ Increase use of rail and public transport, conscious use of flights

Achieving the reduction



TeamViewer technology protects the environment

Remote connectivity can have a significant positive effect on achieving global climate targets. To quantify this effect, TeamViewer has worked with an established climate research institute to determine the CO₂e savings attributable to the use of TeamViewer products and has extrapolated this information to a full calendar year.

As part of this study on “avoided emissions,” a Corporate Carbon Footprint (CCF) was calculated in accordance with the GHG Protocol followed by a Product Carbon Footprint (PCF) for the baseline year 2019. An evaluation of anonymous connection data was then combined with feedback from more than 1,000 private and commercial users on their usage and associated travel behaviour and verified by further interviews with experts.

According to this study, TeamViewer products are responsible for avoiding around 37 million tonnes of CO₂e in one year, which is roughly equivalent to the offsetting performance of 3.5 billion trees, or the entire tree population of Austria. This illustrates the significant contribution the Company’s products make to achieving global climate targets.

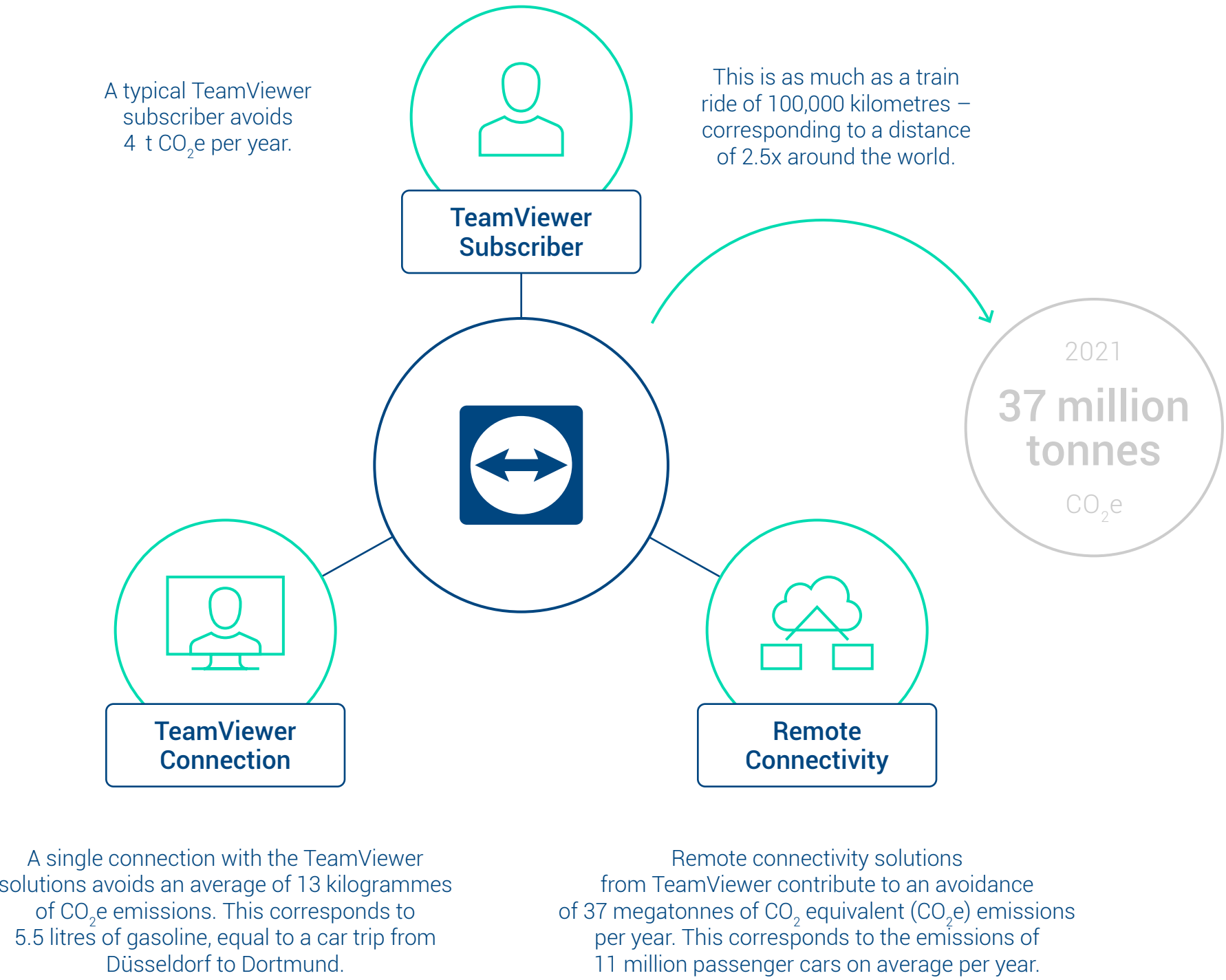
Each individual connection avoids an average of around 13 kilograms of CO₂e. This means that each single licensed device used by our enterprise customers is responsible for avoiding an average of 4 tonnes of CO₂e per year. For further details and the background to the scientific methods used, please see the [TeamViewer website](#).

The results of the study were verified by evaluating the underlying connection data and could be confirmed again for the year 2021. No further recalculation was necessary.



Avoided Emissions Through the Usage of TeamViewer Solutions

Remote connectivity can have a significant positive impact on the achievement of global climate targets. This is how many CO₂e emissions can be avoided with TeamViewer solutions per year.*



* Numbers determined in a scientific study by the Institute for Energy, Ecology, and Economy (DFGE) based on 2021 figures.

Emissions

Supported by the use of a certified software solution and additional external consulting, TeamViewer calculated its own CO₂e emissions in 2021.

The emissions determined in t of CO₂e are distributed among Scopes 1–3 as follows.

In 2021, TeamViewer reduced operational CO₂e emissions per employee by

– 33 %

Development of CO₂e emissions

Figures in metric tonnes of CO ₂ e, change in %.	2017	2018	2019	2020	2021	Change compared to previous year
Scope 1	215	219	283	266	223	– 16 %
Scope 2	796	813	1,049	986	256	– 74 %
Total Scope 1 & 2	1,010	1,033	1,332	1,252	479	– 62 %
Scope 3 – operational emissions	3,545	3,623	4,673	2,211	1,826	– 17 %
Total overall operations (Scope 1, 2 and 3 operations)¹	4,556	4,656	6,005	3,463	2,305	– 33 %
Scope 3 – Product-related emissions	66,702	68,166	87,926	94,366	42,371	– 55 %
Total Scope 3	70,248	71,789	92,598	96,557	44,197	– 54 %
CCF total²	71,258	72,822	93,931	97,829	44,676	– 54 %

Development of CO₂e emissions per employee

Figures in metric tonnes of CO ₂ e per employee (full-time equivalents), change in %	2019	2020	2021	Change compared to previous year
Scope 1	0.3	0.3	0.2	– 47 %
Scope 2	1.2	0.9	0.2	– 80 %
Total Scope 1 & 2	1.5	1.2	0.3	– 72 %
Scope 3 – Operational emissions	5.4	2.1	1.3	– 39 %
Total overall operations (Scope 1, 2 and 3 operations)³	7.0	3.3	1.6	– 51 %
Scope 3 – Product-related emissions	102.0	90.0	29.9	– 67 %
Total Scope 3	108.0	92.0	31.2	– 66 %
CCF total	109.0	93.0	31.6	– 66 %

Development of CO₂e emissions per million EUR of revenue

Figures in metric tonnes of CO ₂ e per million euros of revenue, change vs. previous year in %.	2019	2020	2021	Change compared to previous year
Scope 1	0.7	0.6	0.4	– 26 %
Scope 2	2.7	2.1	0.5	– 76 %
Total Scope 1 & 2	3.4	2.7	1.0	– 65 %
Scope 3 – Operational emissions	12.0	4.8	3.6	– 24 %
Total overall operations (Scope 1, 2 and 3 operations)⁴	15.4	7.5	4.6	– 39 %
Scope 3 – Product-related emissions	225	205	85	– 59 %
Total Scope 3	237	210	88	– 58 %
CCF total	241	213	89	– 58 %

The decrease in operational CO₂e emissions in 2021 is largely due to the sharp drop in travel and commuting. This vividly demonstrates the effectiveness of the measures taken in this area and particularly the increased use of home offices.

Not only did the Company reduce operational per capita emissions in 2021, but also its overall carbon footprint, which fell both in relation to revenue (161 t/per million euros in revenue [– 24 %]) and in absolute terms (-16,800 t CO₂e [– 17 %]). The increasing switch to renewable energy sources, both at the Company's own offices and in the product supply chain, had a particularly strong impact.

On the basis of business growth, CO₂e emissions were calculated according to their FTE (annual average) and revenue intensity. These intensities play a vital role in defining the climate targets because they allow for more realistic control of the measures put in place for reduction.

¹ Since 2018, TeamViewer has made the emissions caused by its own business activities climate-neutral by purchasing certificates to offset them.

² From the year 2030, TeamViewer will make all emissions (Scope 1, 2, 3) climate-neutral by offsetting all emissions not avoided by then with certificates.

³ By the year 2025, TeamViewer aims to reduce the emissions caused by its own business activities, converted to individual employees (full-time equivalents) by 50 percent relative to the year 2019.

⁴ By the year 2030, TeamViewer aims to reduce the emissions caused by its own business activities by 50 percent in relation to the year 2019, converted to one million in revenue.

06 Energy management, waste management and water management

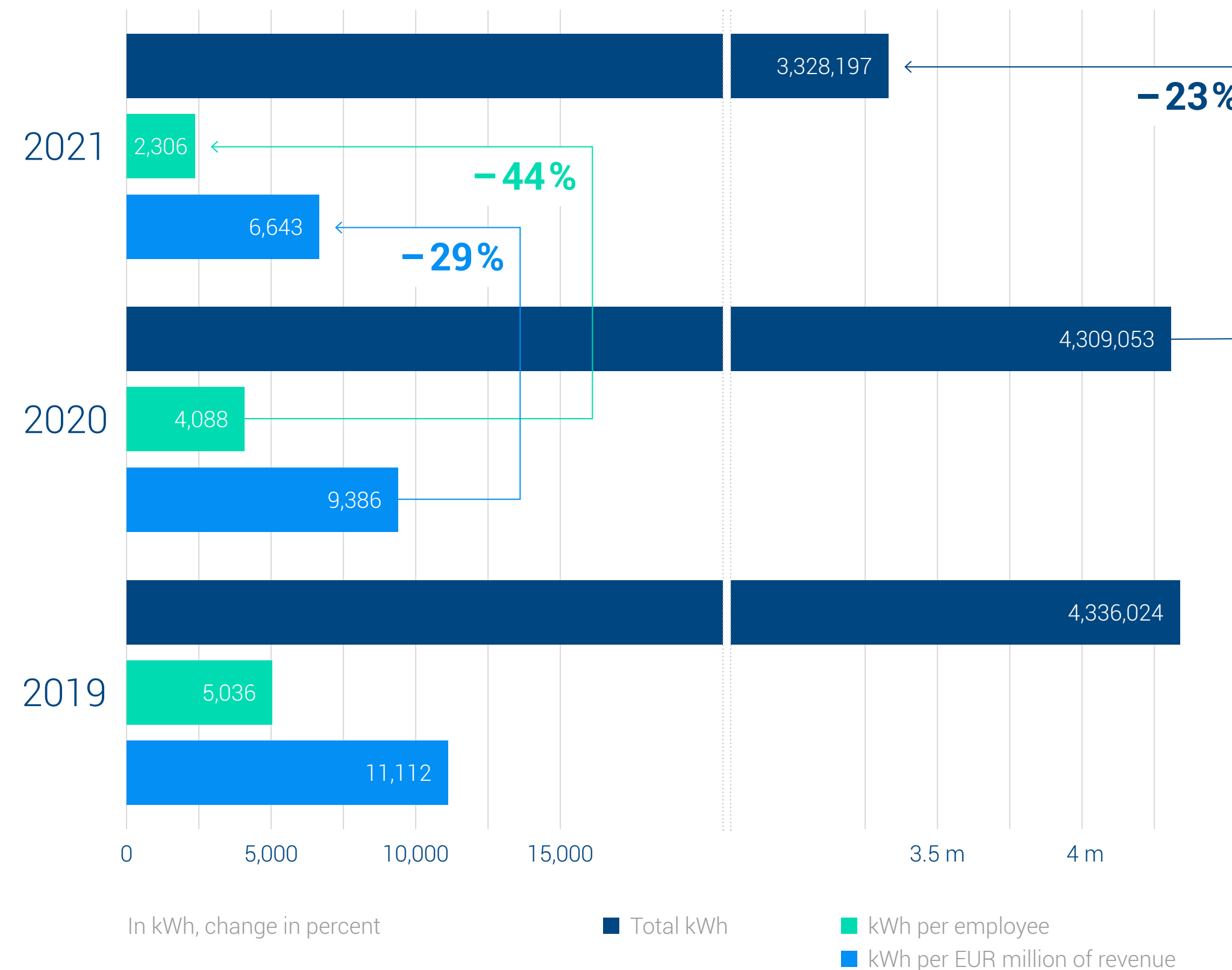
By 2025, 100 % of the energy purchased should come from CO₂e-neutral sources | Energy consumption and waste volumes lower despite strong business growth | Per capita energy consumption reduced by 66 % in 2021

Energy management

As one of the most important measures to reduce our emissions, we are driving forward our transition to renewable energy sources. By 2025, all TeamViewer-operated buildings are expected to run on an average of 100 % CO₂e neutral energy. Energy consumption in 2021 was as follows.

In line with the achievement of our reduction targets, we also commit our suppliers to greater efficiency and a rapid switch to renewable energy sources. This is monitored via a due diligence process as part of the globally binding Supplier & Business Partner Code of Conduct.

Energy consumption trend



Waste management

Waste separation alternatives have already been introduced at all German sites during the past several years and are increasingly being rolled out globally.

To avoid single-use plastic, washable and reusable tableware, cutlery, drinking containers and water dispensers are available at almost all locations.

Extending the life cycles of our IT/electronic devices is particularly important to us. After an average of three years, our devices are sorted out, but then not scrapped, but sold to secondary recycling partners (partly donated locally) and can be used further after a technical and data protection compliant revision.

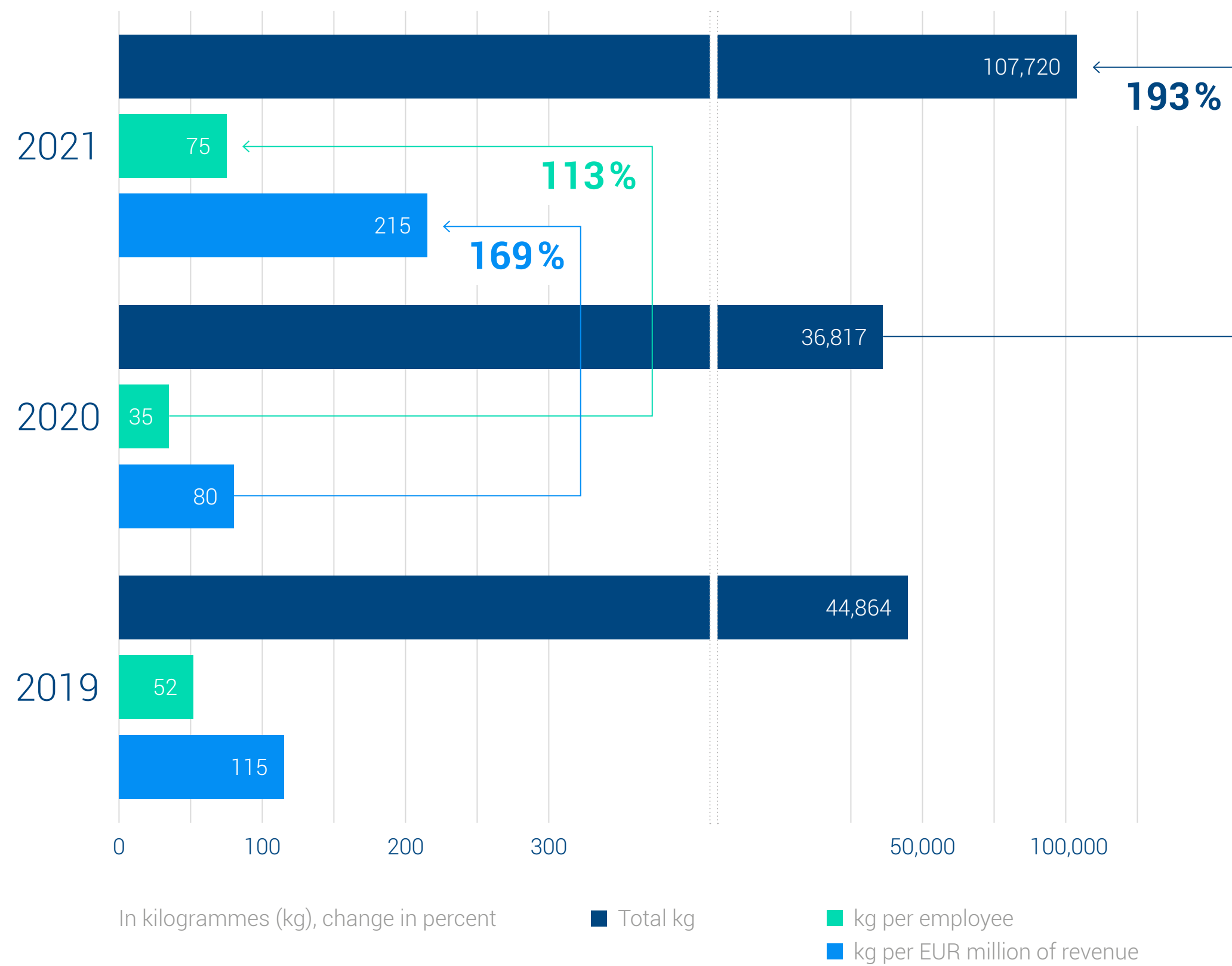
The higher waste volumes documented in this report are mainly a result of the greater transparency in data collection.

Water management

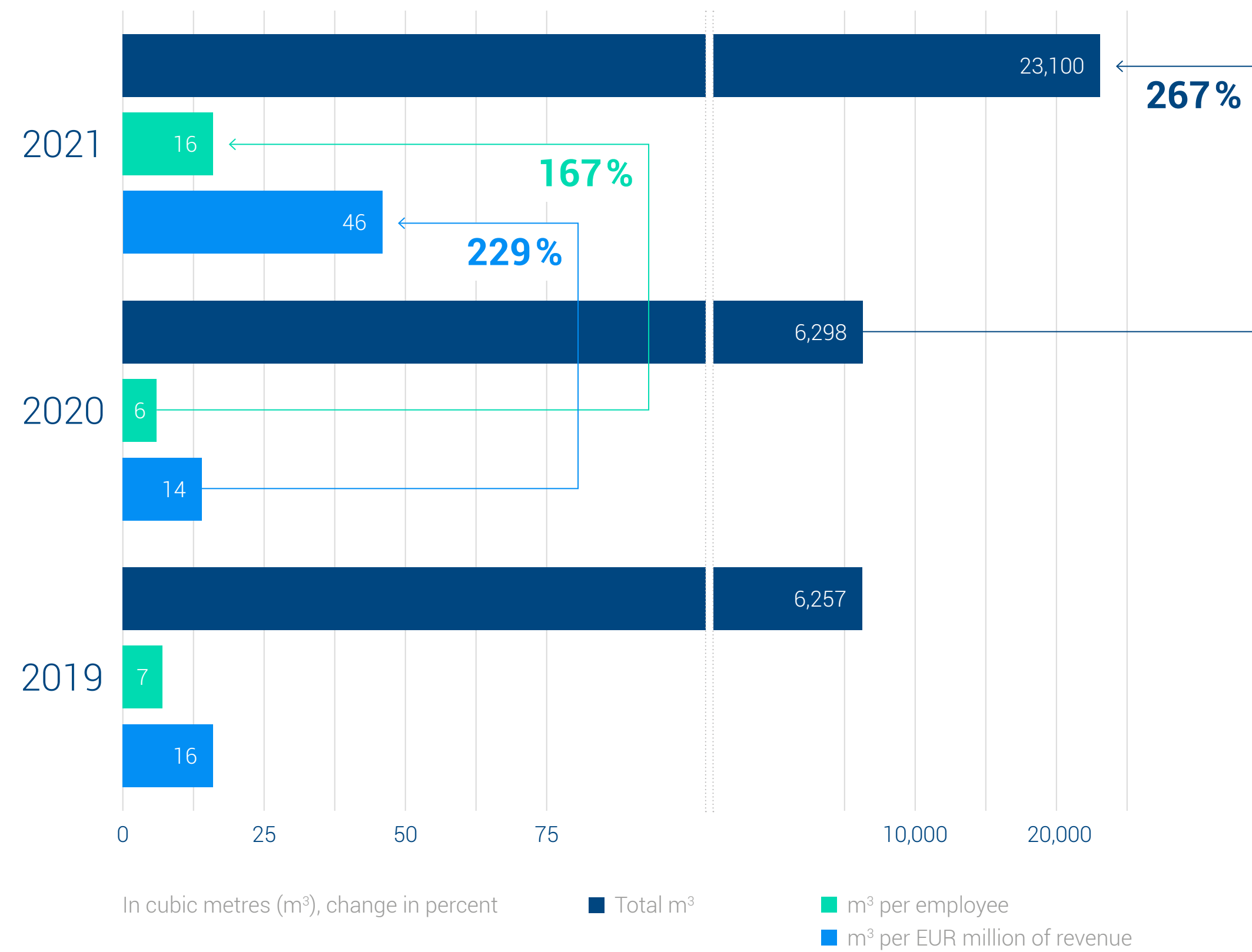
Waste and wastewater are further optimised despite the low share (<5 %) of the CO₂e footprint. Efficient use of resources is increasingly promoted at all TeamViewer sites.

The increase in water volumes documented in this report is mainly a result of the greater transparency in data collection.

Waste generation trend



Wastewater volume trend



07 Social responsibility

Strategy is based on four pillars: technology, local engagement, education and diversity | Support for non-profit institutions | Partnership with educational institutions

Our understanding

TeamViewer's mission is creating a world that works better. We envision a world where by leveraging our technology and support, we make it possible for our stakeholders to make a positive impact. We want to be an example of what it means to be a good local, regional, national and international partner.

To make the best use of time, effort and budget, TeamViewer bases its social responsibility strategy and projects on the following four key pillars:

Technology

As a global player in the technology sector, TeamViewer uses its solutions to make life easier for millions of customers worldwide. We know that collective efforts are important and use our position to facilitate targeted positive change.

Local engagement

TeamViewer values not only its ability to assert itself as a global player, but also the opportunity to share its success for the benefit of its immediate neighbourhood. Therefore, we try to be actively involved outside of politics in the regions where we are located.

Education

Companies like TeamViewer only stand to benefit from the academic and innovative efforts of schools and universities, which is why we make a conscious effort to support educational systems that strive to advance society through research and learning.

Diversity

With nearly 80 nationalities among our workforce, diversity is one of our core values at TeamViewer. We benefit from the creativity that comes from the intentional and accidental intertwining of diverse people and ideas. Diverse experiences and perspectives have allowed us to develop ideas and products that reflect our differences, which is something we want to see in society and the world at large.

Our contribution

Based on the four pillars of our social responsibility strategy, we are involved in numerous projects and initiatives. The following describes some of the activities we were involved with during the reporting year:

TeamViewer for Good

The TeamViewer for Good initiative has long enjoyed a quiet but central position in our sales and marketing departments. Under this initiative, TeamViewer grants licenses at a greatly reduced rate or even for free to non-profit institutions (NGOs) that provide socially relevant assistance to people at all our locations around the world. With more than 1,600 licenses donated to NGOs in 2021, this initiative has already helped many users looking for a digital solution to facilitate their non-profit work.

Partnership with the Esslingen University of Applied Sciences

The Göppingen campus of Esslingen University of Applied Sciences is not far from our corporate headquarters. We support several projects dedicated to the promotion of technology degree programmes and, most importantly, the promotion of women. This commitment encompasses all our social responsibility pillars: Technology, Education, Local Engagement and Diversity. Through this initiative, many students and young talents from this institution have been introduced to our company.



We support projects dedicated to the promotion of technology studies and the advancement of women in the technology sector

The following projects were organised and implemented as part of the partnership with the Esslingen University of Applied Sciences:

📄 Scholarships

In 2021, scholarships were made available to two students (one female and one male) at Esslingen University of Applied Sciences under the umbrella of the Germany Scholarship. We want to encourage outstanding young talent to continue their academic development. In this way, we also support students who are committed to conducting research studies and experiments, which are essential for technological innovations.

📄 Girl's Digital Camp

The transfer programme "Girl's Digital Camp" is an initiative sponsored by the Esslingen University of Applied Sciences. It aims to engage young female students and school pupils and encourage them to get involved in STEM subjects (Science, Technology, Engineering, Mathematics). As STEM subjects are predominantly pursued by male students, it has become essential to promote the appeal of STEM subjects to female students and demystify these subjects as a whole. TeamViewer is a major sponsor of this initiative, committing not only to financially supporting the programme for a three-year period, but also to providing opportunities for interaction between the students and TeamViewer's staff. To kick off the partnership, TeamViewer organised an online event led by two female employees who shared their own experiences in the tech industry and offered career tips. Our sponsorship and involvement in this programme are in line with our corporate goal to promote and increase the employment of women in the technology sector.

Education Partner Network Göppingen

We support academic institutions in our local neighbourhoods and promote academic excellence. We are an official education partner in various elementary and secondary schools in Göppingen and, despite the difficulty of carry out plans during the COVID-19 pandemic, we still intend to actively support our partners. Through our support, we hope to involve many more schools in this partnership and form a stronger school network in Göppingen. We believe this will be an effective way to help students early to make more conscious career decisions by giving them insight into the potential career paths that exist at a technology leader.

Local social institutions

During the first COVID-19 lockdown, we were approached by the charitable organisation "Haus der Familie" in Göppingen for help. Pregnant women close to delivery and at home were not able to access necessary childbirth courses. TeamViewer meeting licenses issued free of charge and the relevant training from our customer support team solved the problem. This initial contact paved the way for further joint projects. We see "Haus der Familie" Göppingen as a charitable organisation that works to support people from various levels of society and all nationalities, regardless of their social background, and facilitate their social integration. It provides a space where people can meet up and make contact for a variety of reasons: to cook, play with children, sing, dance, read, etc.



**We promote
social projects
with the common
goal of advancing
diversity**

The Lokales Bündnis für Familie Göppingen e.V. is another organisation supported by TeamViewer that focuses on supporting disadvantaged families, children and seniors. The organisation offers initiatives to help people from different backgrounds integrate and participate in social and cultural activities.

This year, TeamViewer also supported the Grund.stein Rehabilitation Center (RPK) of the Tübingen Society for Social Psychiatry and Rehabilitation GmbH. This organisation provides services to young adults who suffer from mental illness and are unable to manage their daily lives independently. The programme focuses on helping these people rebuild their skills so they can succeed in every aspect of life.

We believe that even small gestures can bring tremendous joy to people, which is why we take every opportunity to bring a little joy to those who need it. This year, we donated a Carrera track to the SOS Children's Villages in Stuttgart, a youth welfare organisation. The track had previously been used to demonstrate TeamViewer solutions.

With the common goal of promoting diversity, we have committed to continuing our financial support for some of these projects in 2021.

Sponsorships in top athletics

TeamViewer recognises the importance of employee health as a key part of corporate longevity and sustainable employment. We therefore strive to promote an exercise-oriented culture within the Company.

This has strengthened our commitment to promoting athletic activities in Göppingen, such as our recent main sponsorship of the national handball league team Frisch Auf Göppingen. This sponsorship enables us to marry sponsorship and social commitment in the local community in Göppingen.

As part of this engagement, a joint understanding of social and local responsibility is of particular importance. Some joint social projects have been planned but are unfortunately still awaiting implementation due to the restrictions imposed by the global pandemic.

We also pay attention to uniting our sustainability goals in two of our other sponsorship activities.



Manchester United

TeamViewer shares a focus on diversity, education, and talent development with Manchester United. Our expert groups exchange regularly to ensure our close cooperation. We have joint projects planned for 2022.

Mercedes-AMG Petronas Formula 1 and Mercedes-EQ Formula E Teams

The teams describe themselves and racing as “the fastest laboratory in the world.” We share the view that technology can be a key driver for change in climate strategy and can have a positive impact on mitigating the climate crisis. TeamViewer as well as the two teams as well as the parent company Mercedes-Benz AG are committed to climate neutrality, with TeamViewer aiming to achieve it by 2025. The Mercedes-AMG Petronas Formula 1 Team is working on its roadmap to become net zero, in line with Formula One’s 2030 timeline, and will achieve a 50 % CO₂ footprint reduction by the end of 2022.

The Mercedes-EQ Formula E Team also provides an extremely important platform: the Partners Advisory Board. Once a quarter, all partners are invited to an exchange to discuss sustainability approaches and goals, to further optimise the sport and their own processes, and to further reduce emissions.



AMG
PETRONAS
FORMULA ONE TEAM



MERCEDES-EQ
FORMULA E TEAM

FRISCH AUF!
G Ö P P I N G E N®



Local sports and other athletic activities

Our social responsibility strategy is not limited to sponsoring sports at the top level. We also support a large number of amateur sporting activities, thereby combining our employees’ health with local social engagement. Our strategy has been further reinforced by our decision to support a women’s football club and local tennis club.

Internal initiatives

TeamViewer organised Move4Change, a charitable initiative that encouraged employees to stay active through activities such as walking, running, biking and swimming. For every mile walked, a certain amount of money was donated to UPSHIFT, a UNICEF programme focused on social innovation and social entrepreneurship among youth. TeamViewer and UPSHIFT share a common focus on four SDGs, recognising the right to access quality education regardless of gender and have equal opportunity to live a prosperous life.

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