

# COMMUNICATION ON PROGRESS

## Sustainability Report 2022

COMMUNICATION  
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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### Statement of Continued Support

The COVID-19 pandemic still has a grip on the world and how it does business. Just like many companies, the ISO-Gruppe has had to adjust and continue its steadfast course forward amid adversity. Whether it is introducing Office 365 to improve communication with employees, customers, and partners or offering hybrid forms of combining office and remote work to ensure everyone's safety.

Doing business sustainably is our goal in 2022 by considering environmental, social, and governance aspects in all our business activities. The ISO-Gruppe companies continue to be affected by the pandemic, but as we avert health and economic impact, overall, we have shown to be resilient. This year, the ISO-Gruppe focused on software projects with a lasting impact, for example, in the health sector, sustainable energy, and in the enforcement of EU sanctions. We have prepared a series of workshops for companies encouraging them to improve sustainability in the workplace, mobility, HR recruitment, and hybrid working models.

ISO Travel Solutions GmbH specializes in IT for the tourism and transport industry. The travel market has been hit hard by the COVID-19 pandemic. We are witnessing a gradual recovery in the tourism industry to a renewed desire to travel. We have not been still but have continued to develop software and tools to ensure safe travel. ISO Travel Solutions has developed a software called "Crisis Hub" that provides detailed information on entry regulations per country. Passengers receive information from testing obligations to mask mandates in the country chosen. We employed the VUCA Model (Volatility, Uncertainty, Complexity, and Ambiguity) and concentrated on adapting during these turbulent times to remain focused on our goals.

Nonetheless, we have set new goals ensuring we continue to move forward, keeping our eyes on becoming more sustainable in our business activities. We reaffirm our full support to the United Nations Global Compact and the UNGC Ten Principles. Our commitment to upholding and implementing these principles is unwavering.

Sincerely yours,

Moritz Goeb

CEO, ISO Travel Solutions GmbH



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### About the ISO-Gruppe

The ISO-Gruppe (ISO) has been active in the IT and software market since 1979 and has since developed into a versatile, international IT service provider. Targeting specific markets has resulted in several powerful and innovative companies that make up the ISO-Gruppe conglomerate. Besides ISO Software Systeme GmbH, the ISO-Gruppe includes ISO Travel Solutions GmbH (an IT expert for the tourism industry), ISO Professional Services GmbH (a specialist for SAP and IT infrastructure services), ISO Recruiting Consultants GmbH (a provider of IT HR services) and ISO Public Services GmbH (IT solutions for the public administration sector). All five companies are signatories of the UNGC and are committed to the Ten Principles.

The ISO-Gruppe, with offices in Nuremberg, Munich, Frankfurt, Berlin, Karlsruhe and Würzburg as been chosen twice as one of Germany's "TOP 100" companies in recent years. This award underscores the remarkable innovative capacity and exceptional inventive success of medium-sized enterprises in Germany. About 620 employees work at several sites throughout Germany as well as at associate companies in Austria, Poland, and Canada. The ISO Software Systeme, ISO Travel Solutions, ISO Professional Services, and ISO Public Services are all certified according to the requirements of their quality management system per DIN EN ISO 9001:2015.



ISO headquarters in Nuremberg – a monument protected building

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The ISO-Gruppe Management Board is made up of six company officers with statutory authority. They have been with the company in responsible positions for at least ten years, some for more than 25 years. The ISO-Gruppe is self-sufficient and finances its investments fully independent of the interests of external investors. Flat organizational hierarchies and short decision-making processes enable the company to participate in successfully shaping the ever-increasing pace of innovation in IT very well. The ISO-Gruppe is united in its commitment to the principles of the UN Global Compact. All of the ISO-Gruppe operative companies have joined the world's most important initiative for responsible corporate governance in the past year. We also pledge our continued commitment to the Sustainable Development Goals (SDGs) at the heart of the 2030 Agenda for Sustainable Development.





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### Human Rights

To uphold human rights is especially important in times of crisis and wars.

ISO Travel Solutions GmbH fully supports the Universal Declaration of Human Rights and is committed to all aspects of human rights, both internally within our organization and externally. As an IT provider with an emphasis on software development and related services, we strive to acquire business in the field of public administration. One of our core values is improving people's lives with our software. Our company policy supports the Universal Declaration of Human Rights and we encourage our business partners and suppliers to adhere to the Human Rights principles outlined in our corporate code of conduct, which is in place for both our employees and our suppliers.

We express and outline our commitment to Human Rights to all our new hires during their Welcome Day training as part of the onboarding process. Our commitment to the Code of Conduct, the Charta of Diversity and Human Rights is presented and discussed at this training. This is also reviewed at the 6-month employee evaluation and regular training on Human Rights is held for all our managerial positions and leadership executives. The ISO-Gruppe does not discriminate against people with disabilities or sexual orientation. It is our policy to embrace a company culture that includes adjusting working schedules for parents as well as adjusting and improving the workplace environment and providing the equipment necessary to meet their needs. We have ensured accessibility for our workforce with disabilities and procured ergo-dynamic equipment.

In 2021, our facility management improved accessibility for people with disabilities at one of our branch offices. It is important to create an inclusive work environment. Our workforce is made up of all age groups. We are proud to have people with us since the inception of our companies and see it as our contribution to society to constantly train the new generation. IT specialists are high in demand, and we see it as our responsibility as a company to invest in future generations.



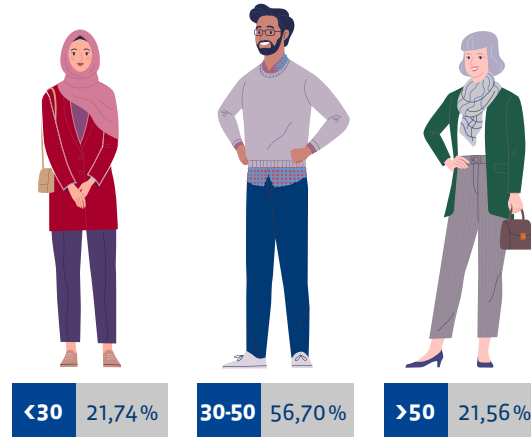
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### Employees by gender



### Employees by age



\* ISO welcomes all genders

Despite the on-going pandemic in 2021, we introduced new trainees to our company and all of the colleagues that have finished their trainings were hired, even though some of the industries were struggling due to the economic impact of the pandemic.

A large portion of our workforce is made up of working parents. We offer flexible working hours and contracts that ensure flexibility for young families. The German government promoted remote working during the pandemic, and we followed suit. Parents were able to balance work and family life/responsibilities with flexible working hours. Only employees absolutely relevant to the operation of the business were on premises. From a total of 620 employees, only 3.9%, were on-site and those employees alternated working days.

We adhere to the Equal Opportunities Act (Gleichstellungsgesetz), as required by law, and any infringement of this Act can be reported to the Equal Opportunities Office. Since the founding of the company in 1979, there have never been any infringements reported.

IT companies are usually dominated by a predominately male workforce. We are proud that our workforce is made up of 23,9% female employees

and represented by our colleague Barbara Nägerl-Amaro on our Board of Directors.

The ISO-Gruppe promotes partnership-based cooperation as well as diversity and tolerance among its workforce. In March 2020 we had the opportunity to sign the Charta of Diversity. Employees from over 30 countries around the world represent our diverse workforce. Our working languages are German and English. We are a diverse organization and publish all employee-related messages and news in both languages on our intranet. Most of our technical knowledge base documentation is in English and we are currently working on translating the remainder of the documents. This guarantees accessibility to data for a greater audience.

We encourage our employees in overcoming language and cultural barriers, by offering German language on-premises courses for those employees working in Germany. Vice-versa, ISO offers English courses to our German employees to improve mutual communication and intercultural competence. The ISO-Gruppe actively encourages and supports employee training and development, while promoting diversity and equal opportunities.

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### Labor

Equal opportunities and equal treatment are crucial cornerstones for fair and respectful interactions. The ISO-Gruppe vacancy announcements motivate everyone, regardless of their religion, ethnicity, age, or gender identity to apply. In addition, all ISO job descriptions are written using inclusive language. We have signed an agreement to discourage and distance ourselves from any discrimination, child labor, or forced labor within the company and all of our suppliers.

We comply with the core labor standards of the International Labour Organization (ILO) and ILO standards 1, 102, 131, 155 and 170 taking the local legislation into account. Those standards entail, among others, that according to Convention 29/105 no slave, forced or prison labor is to take place. According to Convention 87/98 the right to join a union is to be granted to all employees, and according to Convention 111 there shall be no discrimination of any kind due to race, skin color, sex, religion, political opinions, country of origin, social background and equal job opportunities shall be offered, just to name a few conventions.

Those standards are audited in a self-assessment process and overlap with our company-wide Code of Conduct. Since the publication of the Code of Conduct no infringements have been reported.

In Germany, we must adhere to laws such as the MiLoG (Minimum Wage Law) and ISO has always paid their employees more than the law requires, including their international locations.

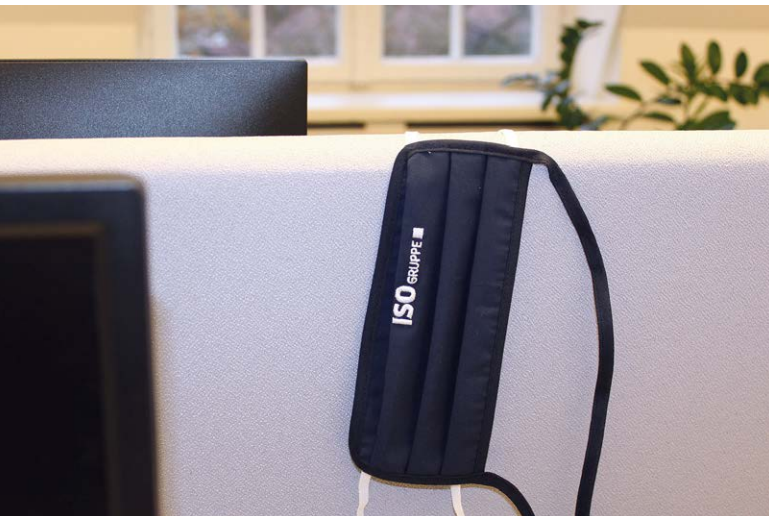




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The ISO-Gruppe's Quality Assurance office, Human Resources and Facility Management work diligently to ensure safe working conditions for our employees. Via a series of employee training, employees are informed and trained on the importance of safety and security in the workplace. There are guidelines on how to manage work-related health, safety, and working conditions in place. All employees are also required to take and pass a Data Protection Training following DSGVO regulations every year.



In 2021, the Quality Assurance office worked diligently to provide new versions of all our company documentation.

The health and well-being of our employees are vital. Our Facility Management oversees that employees' offices are equipped with the necessary ergo-dynamic furniture to ensure correct fit. We provide an employee management system that

offers health prevention measures like massages, health days, fruit days, complimentary drinks (including coffee, tea, juice, and water), and much more.

The ISO Forum offers an ongoing employee training program presented by employees for employees. Topics of interest are offered every month and the seminars are well attended. Further education and the attendance of training sessions are promoted, and attendance requests are approved by the employee's direct supervisor.

We continued ISO's strict social distancing and hygiene measures at all our locations and encouraged employees to work from home where possible. One of our goals in 2021 was to further the VPN connectivity and remote work. As such, we have successfully introduced a new VPN provider to all our equipment that better suits our employee's needs thus making working from home easier. Regular health policy updates were sent out and the ISO Task Force continued to offer information and advice. Hand disinfectant, masks, and testing kits were available on-site and employees were reminded of the social distancing regulations while in the office.

We also improved our information security by certifying our hosting department according to ISO/IEC 27001.

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### Environment

We have set our sights to be as eco-friendly as possible. Measures and processes to increase environmental awareness and steadily reduce our environmental footprint continues. We encourage all employees to follow office environmental guidelines when on site. We continue to use video conferencing and digital teamwork and have reduced business travel considerably.

Flights to trade shows and visiting international customers is an essential part of an internal company. Unlike previous years our carbon imprint from travel drastically decreased due to the pandemic. Where in 2020 64,417 kms of business travel were documented, we only traveled 25,772 kms in 2021. This is a stark decrease of almost 60% of travel. We encourage our employees to travel with the German railway system, Deutsche Bahn (DB), instead of driving to customers. In 2021 we saved 3,670 kg of CO2 emissions.

ISO actively participates in the reduction of CO2 emissions by reducing business travel. If the need to fly arises, ISO compensates the CO2 emissions for that flight via our booking system. All flights and railway use were compensated for 2019-2021. In addition, all the ISO internal meetings were held via video conferencing thus reducing the need to travel to our Headquarters in Nuremberg. The fact that all laptops are equipped



with video conferencing systems, enables all employees to participate in company meetings. The server equipment is also mostly virtualized as well, and our data center cooling systems are generated from alternative and renewable sources. More than 75% of the electronic equipment used at ISO is certified with the highest Energy Star rating.

After adhering to data security regulations, outdated hardware, if usable, is donated to a charity organization after hard disk removal or formatting.

We replace outgoing company cars with hybrid or e-cars. In 2020 the percentage of hybrid or e-cars was 12% of the company fleet, compared to 16% in 2021.



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ISO not only offers one E-bike leasing and purchasing program for its employees, but two programs. In 2021, another e-Bike and bike leasing provider was added to our Employee Benefits program. Now, more employees can choose to be environmentally friendly and be reimbursed for using a sustainable mode of transportation to work. In addition, we participate in the “Mit dem Rad zur Arbeit” (Bike to work) program. We participate in competing with other companies to achieve the most kilometers by bike as possible. ISO also reimburses the cost of transport tickets for a portion of our employees. These benefit programs apply to all employees across all companies. Gradually, we will also reintroduce our participation in city marathons with our employee jogging team.

Via our trash management system, ISO actively employs sustainable methods by recycling paper, glass, and organic substances at each company location. We have implemented, across ISO, the process to recycle printer toner and all electronic devices whether it be laptops, servers, or mobile devices. Our partner, Scholz recycling, practices sustainable recycling to conserve resources ensuring a better environment for generations to come. If laptops can no longer be used within the company, if possible, they will be donated. Our paper, water and energy consumption has drastically decreased because only vital employees have been on premise.

We continue to offer our employees food and drinks purchased with sustainability in mind. The coffee is sourced from Tchibo, which is a UNGC member. Catering is done by our local butcher, but vegan and vegetarian menus are offered as well. Fruits and vegetables are selected based on short-distance locations and local farms. A local beverage market supplies us with a variety of drinks. Due to our continuous digital transformation, a large portion of the ISO documents are no longer printed, thus producing cost and paper savings.

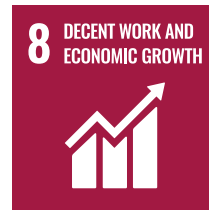


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### Anti-Corruption

At ISO, we take the topic of corruption very seriously and are committed to an anti-corruption policy. ISO has signed an internal guide that promotes the engagement of fair business practices regarding corruption, fraud, bribery, taking personal advantages, or granting personal benefits. ISO does not and will not do business should any sign of conflict of interest, money laundering, fraud, or anti-competitive practices are observed. There has never been any evidence of corruption, extortion, or bribery nor have any corruption charges ever been reported. An internal data protection manager has been named by ISO to guarantee sustainable conduct when using client data. There is a whistleblower policy in place at all ISO companies and we are proud to say that no case has ever been reported. We plan to reintroduce our revised whistleblower reporting system in 2022.



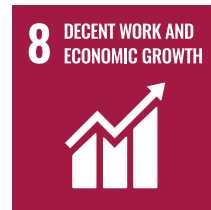


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### Our visions and goals for 2022

We had had to, once again, focus on the essentials to secure both jobs and business continuity sustainable throughout 2021. We have prevailed throughout the pandemic and will continue to tackle our goals toward a more sustainable future. From our 2020 goals, we have successfully implemented the new work scenario, accommodating both our employees and the companies' goals, saved a lot of emissions due to decrease in employee commuting. Also, we have broadened our company training program and its accessibility.



In addition, we would like to approach and accomplish the following goals:

- Company-wide introduction of the ecosia search engine as the standard search engine. Ecosia will plant trees for every search conducted.
- Our Headquarters in Nuremberg requires a new central heating system, we plan to choose the most suitable sustainable option.
- Reevaluate the use of office space in light of the “new work” options.
- Modernizing old buildings instead of building new ones and the preservation of historical buildings.
- Choose locally sourced advertising material and hardware.

