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BECHTLE



Cross-reference with
a section of the
Non-financial Report



Cross-reference within
the Sustainability Report



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publications and
additional materials



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information online



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GRI 102-14

DEAR READERS,

The past year was nothing like we've ever seen before. All the same, our Sustainability Report 2020 is a continuation of the proven and natural principle of comparing our performance with the previous year and, as astounding as it may seem, it has been pretty good. There are of course some figures that were exceptional in the reporting year and we will continue to track these extraordinary developments into the future. The slump in the number of kilometres travelled with our fleet of vehicles and the surge in the number of virtual conferences are just two such examples and it will be interesting to see in what ways the pandemic will change us in the long run. Incidentally, the past twelve months have shown us just how important Sustainability Reports are. They don't only document changes, but frame them within an economic, ecological and social context.

2020 was a year of unprecedented challenges for each and every one of us – public life ground to a halt, our jobs turned upside down, and meeting people face to face happened largely through a screen. But was it all negative? By no means.

Despite not knowing how the pandemic will progress, and how long it will be before life can begin to return to normal, one thing is very clear, when we look back over our ability to act and deliver, our flexibility and resilience, we didn't just "get through" 2020, we grew with the exceptional conditions. We have learned a lot, stayed on our toes, been a reliable partner for our customers, and embraced a new spirit of togetherness. In fact, Bechtle has proven to be robust, resilient and impressively successful in the face of crisis, which says a lot about our own sustainability and, ultimately, our outlook well into the future.

Of course, 2020 called for a monumental effort with the pandemic testing us to the limits. The lines between personal and professional have blurred in a way we never thought possible before and the initial euphoria surrounding New Work has given way to a more realistic view as time has gone on. Here too, concepts and long-term measures took on new meaning and were approached in a wholly different manner. For example, our Leadership Initiative put a focus on the topic of remote leadership, training courses took place online rather than on-site, Corporate Health Management switched their courses to a digital platform, and our in-house IT very efficiently updated the security specifications in order to align the increased use of cloud services, video conferences and new applications with modern defences against the ever-growing risk of cyber criminality. While there were some teething problems, much was implemented in record time.

Another thing we have learned from the past year is that a willingness to change, an ability to grow, and agility are the qualities that count above all else when it comes to long-term success. It's entirely up to us to make the best out of every situation and seize the opportunities brought about by the new and unfamiliar. With this in mind and against the backdrop of our belief that a business not only has a responsibility for its own employees, but also society as a whole, we have created this report. It is also a reflection of the momentum that the topic of sustainability is gaining amid the growing interest of our key stakeholders, and, increasingly, the capital market and the general public.

For this reason, we have once again put our processes under the microscope, are currently working on a dedicated Sustainability Strategy and are making organisational changes that will enable us to address new aspects and collect even more KPIs in order to greatly improve transparency. We have seen that building this report on Global Reporting Initiative (GRI) Standards was an important step in the right direction. We first used the GRI Standard in our 2019 Sustainability Report and therefore have a consistent basis for comparison for the current reporting year. With this report, we invite you to discover more about Bechtle's extensive sustainability measures and to see to what extent we have pursued, achieved or even surpassed the goals set in previous years, and how they are now being superseded with new, more ambitious ones.

Safe in the knowledge that anything is possible with the backing of a strong team, we at Bechtle are continuing on a path to success, constantly facing and overcoming new challenges responsibly and sustainably. Step by step with clear goals for the future. Join us on our journey.

Kind regards,



Dr Thomas Olemotz



ABOUT THIS REPORT.



The leaf indicates a section of the NfR

This Sustainability Report has been compiled to share information on our sustainability activities with our customers, business partners, employees, shareholders and the interested public. The Bechtle 2020 Sustainability Report also includes the Bechtle AG Non-financial Report (NfR) in accordance with Section 315b HGB (German Commercial Code). With the publication of non-financial information, Bechtle AG has fulfilled its obligation according to the German “directive to strengthen non-financial reporting of companies in their annual reports (CSR Directive Implementation Act – CSR-RUG)”, see Bundesgesetzblatt 2017 Section I No. 20, published in Bonn on 18 April 2017. Sections pertaining to the Non-financial Report are marked with a leaf symbol in the margin.

REPORTING STANDARDS.

GRI 102-54



The versions of the GRI Standards are listed in the GRI Index

The Bechtle Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards (Core option) since the 2019 reporting year. The GRI Standards are regarded internationally as the highest standards for structured and comparable sustainability reporting for enterprises and institutions. (Section 289d HGB)

CONTENT, REPORTING PERIOD AND SCOPE.

GRI 102-46



See chapter essential non-financial topics

The reported topics are based around the principle of materiality in accordance with GRI 101 and Section 289c, Paragraphs 2 and 3 HGB. The integrated Non-financial Report (NfR) includes information on the topics required according to Section 289c Paragraph 2 HGB, as far as this information is essential to understanding business development, business results, the position of the corporation, and the consequences of business development (Section 289c Paragraph 3 HGB): Employees, compliance, environment, society, and social issues.

GRI 102-50

The reporting period for this report is from 01 January to 31 December 2020. The metrics were recorded in the appropriate departments and, unless stated otherwise, apply to the reporting period and across the Bechtle Group. These are supplemented by information from periods before and after the reporting period up to the editorial deadline of 31 January 2021. This information is labelled accordingly. Measures and metrics related to individual subsidiaries, branches, and brands are also marked accordingly.

GRI 102-51, GRI 102-52

Bechtle began publishing an annual sustainability report in 2016. The Bechtle Sustainability Report 2020 was published on 19 March 2021 to coincide with the publication of the Bechtle Annual Report 2020 – which we refer to for more detailed financial context on the corporate financial targets and business development. This report succeeds the Bechtle Sustainability Report 2019, which was published on 19 March 2020. The next edition will be available in Spring 2022.



See Bechtle Annual
Report 2020

MISCELLANEOUS.

The publication is also made available as a Bechtle AG Communication on Progress as part of Bechtle's commitment to the UN Global Compact.

The Bechtle Sustainability Report is available online in English, German, and French. We choose not to publish print editions of this report.



bechtle.com/sustainability

RESPONSIBLE LEADERSHIP.

BECHTLE'S BUSINESS MODEL.



GRI 102-1, GRI 102-4, GRI 102-5, GRI 102-7

Bechtle is a leading IT service provider in Europe with 75 IT system houses in Germany, Austria and Switzerland as well as 24 e-commerce organisations in 14 European countries (Germany, Austria, Switzerland, United Kingdom, Ireland, France, Belgium, Netherlands, Spain, Portugal, Italy, Hungary, Czechia, Poland). Corporate and public clients of all shapes and sizes rely on our unique blend of streamlined IT procurement and end-to-end services to drive their future. Through our principle of “connected dispersion”, each Bechtle Group company enjoys a great deal of entrepreneurial freedom while also being able to access centralised services and leverage the structure and accumulated expertise of a European organisation.

GRI 102-3, GRI 102-7, GRI 102-8

Founded in 1983, the company is headquartered in the southern German town of Neckarsulm and employed some 12,180 people as of 31 December 2020. Bechtle is listed on the MDAX and TecDAX indexes. In 2020, the group generated revenues of around 5.8 billion euros.

Bechtle AG recognised for sustainable growth. Consultancy company, Accenture, and newspaper, DIE WELT have been publishing their list of Germany's 500 largest corporations for the last twelve years. Three of these were honoured by the high-calibre jury for their sustainable growth over the past seven years and their future viability, with Bechtle being awarded first place in 2020 (up from second in 2019).

GRI 102-2, GRI 102-6, GRI 102-7

Bechtle provides some 70,000 customers from the industrial, trade, financial and public sectors with a comprehensive, vendor-neutral portfolio that covers all aspects of future-ready IT infrastructures and operations, from traditional on-premise landscapes to the cloud, from the digital transformation to the modern workplace, security and as-a-service models. Our customers have a choice of over 50,000 hardware and software products available through the Bechtle system houses and online

shops, custom tailored e-procurement platforms, and personal account managers. In addition, 90 Competence Centres empower all Bechtle Group entities with deep knowledge of an array of highly complex subjects. Bechtle's end-to-end offering also includes smart financing solutions by Bechtle Financial Services AG, as well as efficient, professional IT remarketing, bringing the IT lifecycle full circle.



For more details on our business model, see the Bechtle Annual Report 2020

RESPONSIBILITY AT BECHTLE.

GRI 102-16

Our group strategy is geared towards corporate responsibility and financial security, both of which are important pillars on which sustainable corporate development can be built. At the same time, our Vision 2030 which was published in December 2018, has become our guiding star, showing us the way in a time characterised by volatility, uncertainty, complexity and change. More than just giving us direction and providing orientation beyond our daily business, it also gives customers, vendor partners and employees the security that they can rely on Bechtle in the long-term as a future-focused IT partner. Furthermore, the Vision 2030 provides the capital market with a clearly defined and quantified look into the future of the Bechtle Group.

BECHTLE VISION 2030.

We empower business.

We understand our customers and deliver future-oriented IT to drive their success.

IT is our passion.

We are professionals. We strive to excel and we have what it takes. Bechtle is a place where great people accomplish great things.

Growth and foresight underpin our success.

We are able to build a sound future for Bechtle by pursuing sustained profitability. An EBT margin of 5 per cent or more gives us the freedom to invest while safeguarding our security and independence.

We aspire to lead the market.

We focus on IT markets where we can carve out a leading position. Our growth is above market with our sights set on a revenue mark of 10 billion euros.

The values of integrity, determination, reliability and inspiration have always been the cornerstones of our operation. They define our corporate culture and are reflected in our corporate guidelines alongside the Bechtle Code of Conduct, which we embrace in all we do. We comply with legal regulations and respect the established customs of the countries in which we do business. To us, integrity is a matter of course.

Effective response to the coronavirus pandemic.

In the first quarter of 2020, the corona pandemic hit us all with full force – our lives were turned upside down, our freedoms severely restricted, and we learned that there are some things you just can't plan for. This extraordinary period was, however, also a time of growth. We at Bechtle are deeply impressed by the solidarity we can feel between our employees, customers and partners. Solidarity that binds our world together despite the crisis, that makes things which were unthinkable in the past possible, at a speed which was previously thought to be inconceivable.

Our drive to stay up and running during these most challenging of times received an extra boost through the motivation to help keep our customers going as well, be that through the fast delivery of required IT infrastructure, the installation of and training in collaboration solutions, or in the form of urgently needed security concepts, so that people can work from their homes in a secure and stable environment and their organisations can continue operating. Never before has support been so urgently needed and so promptly delivered. This period has given rise to many a Bechtle hero across all divisions and disciplines as people went far beyond going the extra mile. It was truly impressive to see everyone pulling together in the true spirit of solidarity. The reporting year was also strongly characterised by resolute crisis management and effective decision making.

In-house corona crisis management. On 26 February 2020, Bechtle established a core team made up of crisis management representatives to assess the emerging pandemic and its impact on Bechtle, define courses of action and introduce initial measures. The Corona Crisis Management Committee consisting of representatives from the CIO Organisation, Human Resources, Facility Management, Logistics, Risk Management, Project Management and Corporate Communications met for the first time on 28 February. Its role is to plan, implement and coordinate measures that have been agreed upon, stabilise processes by setting up emergency operations, and to ensure compliance with statutory regulations.

Additionally, a Clearing Board to act as a decision-making authority was put in place and consisted of the entire Executive Board, as well as representatives of Human Resources, Corporate Communications, the head of the Crisis Management Committee and his deputy. Their role is to maintain an overview of the situation at the company as a whole, make centralised decisions and ensure communications. The frequency of the meetings was adjusted in line with the evolving circumstances and ranged from several times a day to once a month during the summer.



Finding a good balance. On 28 February 2020, Bechtle AG issued an official statement on the coronavirus crisis in order to answer queries from customers, vendor partners and other stakeholder groups as comprehensively and in as structured a manner as possible. Due to the dynamic nature of the situation, the content of this statement was reviewed and revised as required each working day. Other measures which were adopted included increasing the stock of hygiene equipment, and in particular disinfectants, the immediate expansion of employees' remote working capabilities, and the cancellation of all in-person events planned for March, such as the biggest customer event – Competence Days – as well as onboarding events for new employees.

28 February 2020 also saw the first corona update e-mail sent in German and English. Since then, these e-mails have been sent at least once a week to the over 12,000 Bechtle Group employees. In order to ensure continuity, these e-mails were sent out every Friday – a frequency that was only deviated from if decisions made by the federal government made it necessary to do so. As restrictions were eased over the summer, the update e-mails were sent once a month. On the intranet, employees can also access German and English Q&As, which consolidate all frequently asked questions, published information, curated links to websites such as the Robert Koch Institute, as well as hygiene concepts, occupational safety standards and recommendations.

Looking back, Bechtle's comprehensive measures saw the company come through the crisis relatively unscathed. Protecting the health of employees and their family members was a top priority. However, responsible corporate governance also means ensuring that we continue to be in a position to operate and thus meet the expectations of our customers. Measured against the positive business development and the impressive growth figures documented in the Bechtle Annual Report 2020, Bechtle has succeeded in striking a good balance between safety measures on the one hand and the ability to keep going through tough times on the other.

CRISIS MANAGEMENT COMMITTEE ACTION AREAS.

Operations: Secure our ability to operate and deliver, central procurement of protective equipment and liaison with public authorities (e.g. regulatory and health authorities, data protection)

In-house IT: Establish and deploy capacities to enable remote work, protection against cyberattacks

Human Resources: Monitor infections within the group, issues related to labour laws (e.g. reduced working hours), inform and advice locations on operating procedures

Facility Management: Hygiene and workplace safety concepts, physical security of premises, setup of emergency operations

Corporate Communications: Keep employees up-to-date, Q&As on the intranet, recommendations for action, statements

BECHTLE SUSTAINABILITY STRATEGY.

GRI 102-16



See Stakeholder
communication

For a business to develop successfully, it must take into account the expectations of various stakeholders. These demands are not static, but can change over time, resulting in a dynamic blend of diverse interests that requires constant compromise and continuous evaluation to ensure a fair balance. Incorporating the concept of sustainability within this context means that competing objectives must be carefully weighed, and different company divisions included in the decision-making process. It compels businesses not only to treat partners and employees with respect, but also to pursue profitable growth, secure a competent future workforce, maintain a transparent supply chain, and set an example.

A structured approach. At Bechtle, we take a pragmatic, structured approach to sustainability. That's why we created an interdisciplinary work group to address the topic from an ecological, economic and social point of view. Being a sustainable enterprise is a cornerstone of our corporate philosophy. The first step was to assess the current situation: What environmental protection efforts are already in place? Who already supports social projects, and how? What does Bechtle currently do to promote a healthy work-life balance? How do we evaluate our supply chain?

Based on the results of this assessment, the project group determined the strategic topics and objectives, which were distilled through the 2014 publication of the Bechtle Sustainability Code that was signed off by the Executive Board and Supervisory Board, and then the first Bechtle Sustainability Report in 2015, laying the foundations for sustainability management and reporting at the group.

A reliable compass for sustainable management. Since we began systematically working on the topic of sustainability, our highest priorities have always been to remain authentic and credible. Our goal has always been to embrace sustainability in all its facets, and, wherever possible, to make it quantifiable and transparent. The Bechtle Sustainability Code has been a reliable compass for responsible, future-oriented corporate governance for the last six years. In this time, a lot has changed in terms of sustainability, not only at Bechtle, but also for our stakeholders, in society and also in terms of regulations, which is why we have decided it's time for our Sustainability Code to make way for a comprehensive Sustainability Strategy. This project launched in the summer of 2020 and we expect to be able to begin implementation of the new strategy in the summer of 2021. After an initial analysis of the status quo and available benchmarks, the Executive Board and head of the public sector division laid the foundations for the Bechtle Sustainability Strategy at a workshop held on the 20 October 2020. In various working groups made up of representatives from different departments, IT system houses, specialist and overseas companies, we are working together to bring the Bechtle Sustainability Strategy to life.

Sustainable development goals. We announced in the Sustainability Report 2019 our intention to tie the 17 United Nations Sustainable Development Goals (SDGs) to those of Bechtle and this is an integral part of our current strategy project. As a signatory of the UN Global Compact, we are therefore taking part in its SDC Ambition programme, which has been designed to help organisations integrate the SDGs into their corporate strategies over a period of six months. For this purpose, the UN Global Compact has developed 10 ambitious SDG Benchmarks based on its ten Principles and the 17 SDGs, which are critical for economies and can be measured, too. The programme launched on 10 December 2020.



globalcompact.de



Becoming greener every day – The message greeting visitors to the Bechtle headquarters in Neckarsulm. You can read about how we put this into practice in the Environment chapter.



To read the Sustainability Code in full, see Bechtle Sustainability Report 2019, pages 11–18

The Bechtle Sustainability Code.

SUSTAINABLE CORPORATE MANAGEMENT.

Sustainable corporate management means taking responsibility for the economic, ecological and social implications of our business decisions.



SUSTAINABLE EMPLOYEE DEVELOPMENT.

Sustainable employee development is essential for ensuring our company's long-term economic success.



SUSTAINABLE COMMITMENT TO HUMAN RIGHTS.

Sustainable commitment to human rights means acknowledging and fulfilling our duty to protect human rights within our sphere of influence.



SUSTAINABLE, PRINCIPLED BUSINESS PRACTICES.

Sustainable, principled business practices such as honesty, fairness and reliability underscore Bechtle's integrity, and govern our conduct within the company and towards external stakeholders.



SUSTAINABLE ENVIRONMENTAL AWARENESS.

Sustainable environmental awareness is the first step towards fulfilling our obligations, not only to this generation, but also to the next.



SUSTAINABLE SOCIAL RESPONSIBILITY.

Sustainable social responsibility is an integral part of our business paradigm. We see this as our obligation and opportunity to help shape the society around us to the best of our abilities.

SUSTAINABLE CUSTOMER RELATIONSHIPS.

We empower business. Sustainable customer relationships are only possible if we place our customers' needs and satisfaction at the heart of all we do.



SUSTAINABLE SOLUTIONS.

A sustainable solutions portfolio is guided by the principle that information and communications technology should be environmentally friendly and resource-efficient throughout its entire lifecycle – from solution design to operation, to end-of-life recycling.



OUTLOOK.

The Bechtle Sustainability Strategy should be finalised in the summer of 2021, before being adopted by the Executive Board and rolled out across the Bechtle Group. This strategy will integrate the United Nations' 17 Sustainable Development Goals.

SUSTAINABILITY REQUIRES COMMITMENT.

GRI 102-12

UN Global Compact. Besides our Sustainability Code, which guides all our internal dealings, we have directed our gaze outwards, signing the UN Global Compact in September 2018.



The UN Global Compact is a United Nations strategic initiative for companies that align their operations with ten universal principles.

1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Businesses should make sure that they are not complicit in human rights abuses.
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should uphold the elimination of all forms of forced and compulsory labour.
5. Businesses should uphold the effective abolition of child labour.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.
7. Businesses should support a precautionary approach to environmental challenges.
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.
10. Businesses should work against corruption in all its forms, including extortion and bribery.

Our Communication on Progress made on the principles defined in the Global Compact can be found in the Bechtle AG Sustainability Report.



WIN-Charta. At a regional level, Bechtle is also a signatory of the WIN-Charta, a volunteer-based sustainability management system that aims to raise awareness of and encourage action on sustainability issues in companies in all industries across the state of Baden-Württemberg. By signing the WIN-Charta, companies acknowledge their economic, environmental, and social responsibility. Bechtle documents this progress in its own WIN report.



ESSENTIAL NON-FINANCIAL RISKS.



GRI 102-11, GRI 102-15

For all topics identified as essential in the five topics identified in section 289 c Para. 2 HGB, Bechtle Sustainability Management performed a CSR risk assessment in accordance with section 289c Para 3 HGB. This investigated whether our business activities or relationships, products, and services directly or indirectly cause substantial CSR risks. In our investigation we considered the likelihood of the risk as well as the extent of the damage. No reportable CSR risks were identified. The classification was conducted during the preparation of the group-wide Sustainability Report in January 2021.

ESSENTIAL NON-FINANCIAL TOPICS.



GRI 102-42, GRI 102-46

The groundwork for the first Bechtle Sustainability Report was laid by a dedicated project group first established in 2013. In 2015, the group performed a detailed analysis identifying the following key stakeholder groups for Bechtle: Owners/shareholders, employees, customers, suppliers/partners. Subsequent interviews with members of each stakeholder group revealed their specific needs and interests. The questions were oriented around the 25 sustainability KPIs that were previously determined based on the GRI G4 Reporting Guidelines and the EU Non-financial Reporting Directive. A scoring model was then applied to evaluate and weight each sustainability topic. The insights gained served as the starting point for determining the materiality of the first Bechtle AG Non-financial Group Report, 2017. A series of interdisciplinary workshops with the Sustainability Committee and representatives of relevant departments analysed in detail the materiality of the various sustainability topics with respect to Bechtle's operations. Additionally, the impact of operations on the reportable aspects in accordance with Section 315b, Paragraph 2 HGB (environmental, social, employee, human rights, anti-corruption and anti-bribery concerns) were also taken into account. The team presented, discussed and validated the results together with the CEO.



See Stakeholder communication



See Sustainability Report 2017

GRI 102-46, GRI 102-48, GRI 102-49

In the 2019 reporting year, we revised the Materiality Matrix by taking a modern look at the various topics and putting a stronger focus on stakeholder expectations and the impact we have as a company. The reason for reconsidering the matrix axes was the first-time application of the GRI Standards framework. The aim was to merge the materiality requirements of GRI 101 and CSR-RUG. To this end, we initially looked at the essential topics of the previous year's report, analysed documents such as RFPs issued by the public sector, customer specifications, and supplier surveys, and collected additional information from various ICT sector databases.

This would become the basis for the Sustainability Committee 2019 to conduct a materiality analysis workshop. The departments of Quality Management, Human Resources, People Development, Legal & Compliance, Logistics Management, Environmental Management, Facility Management, Prod-

uct Management, Purchasing, Corporate Communications and Investor Relations, the Public Sector business unit, Bechtle's home brand, ARTICONA, and the CIO organisation of the Bechtle Group were all represented. Following the workshop, we consolidated the material topics through individual interviews with the department heads, and evaluated management approaches. The results were then presented to, discussed with, and ultimately signed off by the CEO. By analysing the material topics, we are able to prioritise, reflect and find ways to optimise our activities.

In a further workshop, the above-named representatives created a construct that matched the GRI Standards with the material topics and their respective management, visualised opportunities and potential, and evaluated additional strategic steps to take.

In the following matrix, you will find the topics that were identified to be material in the right upper segment.

BECHTLE MATERIALITY MATRIX.



The following table provides a structured overview of the material topics and the corresponding GRI aspects that are assigned to the topic areas of the CSR Directive Implementation Act (CSR-RUG).

GRI 102-47

OVERVIEW OF REPORTING TOPICS.

Topic overview acc. to Section 289c Para. 2 HGB	Material topic NfR 2020	GRI Aspect
Environment	Logistics and packaging	GRI 301: Materials GRI 306: Effluents and Waste
	Energy consumption and emissions	GRI 305: Emissions GRI 302: Energy
	Environmental standards in the supply chain	GRI 308: Supplier Environmental Assessment
	Energy-efficient IT	Non-GRI topic
Social affairs	Data security and protection	GRI 418: Customer Privacy
	Labour and social standards in the supply chain	GRI 414: Supplier Social Assessment
Community	Stakeholder dialogue	Non-GRI topic
Employer	Employee development	GRI 404: Training and Education
	Diversity and equal opportunity	GRI 405: Diversity and Equal Opportunity
	Occupational health and safety	GRI 403: Occupational Health and Safety
	Employer attractiveness	GRI 401: Employment
Compliance	Anti-corruption and anti-bribery	GRI 205: Anti-corruption

STAKEHOLDER COMMUNICATION.



The Annual and Sustainability Reports, which are published every year, play an important role in our stakeholder communication. These reports chronicle our economic, social and ecological performance and impact based on qualitative and quantitative performance indicators while also providing an insight into the Bechtle Group's processes and structures.

We have always viewed Bechtle's success as stemming from our close and trusting collaboration with our stakeholders, which is open and transparent and characterised by our corporate culture, which itself is closely tied to Bechtle's history. The company's founders remained in the driving seat for twenty-five years, their ideals became engrained in our identity, and have been distilled into our corporate values of integrity, determination, reliability and inspiration.

OUR STAKEHOLDERS.

GRI 102-42, GRI 102-43

As we prepared for the first Sustainability Report in 2015, we conducted a materiality analysis to identify the most important stakeholder groups and topics. The results were validated and readjusted last year for the first report to be written according to GRI Standards.

GRI 102-40

Key stakeholders for Bechtle are:

- Owners/shareholders
- Employees
- Customers
- Suppliers/partners
- General public

Each stakeholder group has its very own interests, expectations of the company, and objectives that could also be contradictory. We map these on to our own interests and objectives in order to identify any potential implications for our operations.

GRI 102-44

The following table presents an overview of the most important sustainability topics for our stakeholders:

Stakeholder group	Expectations of Bechtle/material topics
Shareholders/owners*	<ul style="list-style-type: none"> ■ Profitable growth ■ Customer satisfaction ■ Expertise in new technologies
Customers*	<ul style="list-style-type: none"> ■ Information security and data protection/privacy ■ Customer satisfaction/sustainable customer relationships ■ Training and education
Employees*	<ul style="list-style-type: none"> ■ Climate and environmental protection** ■ Occupational health and safety** ■ Diversity and equal opportunity** ■ Corporate culture and values**
Suppliers/partners*	<ul style="list-style-type: none"> ■ Information security and data protection/privacy ■ Fair competition ■ Profitable growth
General public***	<ul style="list-style-type: none"> ■ Social responsibility/commitment in the region ■ Transparent reporting ■ Climate and environmental protection

*The prioritisation of sustainability aspects is based on the results of a 2015 stakeholder survey and the scoring model applied in this survey (see Material topics) Scoring model cf. Kühnapfel, J. B. (2014): Nutzwertanalysen and Nöllke, M. (2015): Entscheidungen.

**All aspects listed here were rated "very important".

***Topic prioritisation based on a qualitative analysis using the German Sustainability Code (deutscher-nachhaltigkeitskodex.de) and results of the department head survey on material non-financial topics.

STAKEHOLDER DIALOGUE.

GRI 102-43

How we engage and communicate with our stakeholders is described below according to group.

OWNERS/SHAREHOLDERS.

The Annual General Meeting is the largest event that allows us to engage directly with Bechtle's shareholders. As a result of the COVID-19 pandemic, the AGM 2020 could not be held in-person for the first time. Instead, Bechtle took the opportunity created by the Act to Mitigate the Effects of the COVID-19 Pandemic in Civil, Insolvency and Criminal Law published on 27 March 2020 to hold a digital Annual General Meeting.

Shareholders and their representatives were able to follow the AGM live on the 27 May 2020 through an online portal and also exercise all the rights they are entitled to as shareholders. In fact, six participants submitted a total of 40 questions, which is considerably more than usual. The Executive and Supervisory Boards answered all submitted questions, naming the questioner before doing so. The event attracted a large amount of interest. At one point, the digital AGM counted 350 participants, and the equivalent of around 79 per cent of share capital exercised their right to vote. This is about the same as during an in-person AGM. All items on the agenda were accepted with large majorities. In previous years, private investors were invited to biannual events at the company headquarters in Neckarsulm. Generally, over 100 take up the invitation every year, gaining an insight into the company



To stay in touch with our stakeholders despite the COVID-19 pandemic, 2020 was the year of virtual communication. From the AGM to the Business Executive Conference shown here, our meeting rooms were transformed into TV studios.

through a presentation, guided tour and personal talks. We were sadly unable to hold these events in 2020, but we plan to continue them in the future. The Investor Relations (IR) department remained in close contact with private investors via phone and e-mail.

14 banks currently report on Bechtle in detailed studies and brief analyses. Bechtle has regular, constructive contact with all 14, usually backed up by analyst visits to the company headquarters, various conferences and roadshows. These visits could not take place during the reporting year due to the coronavirus pandemic, and most conferences and roadshows took place online.



[bechtle.com/
about-bechtle/investors](https://bechtle.com/about-bechtle/investors)

The IR department is in constant communication with institutional investors and, as in previous years, 2020 saw numerous contacts with existing and potential investors. In 2020, a total of 19 predominantly virtual roadshows and investor conferences were held to detail the company's economic situation, business strategy and future prospects in a variety of one-on-one and group meetings.

IR also keeps shareholders informed through the publication of compulsory announcements, press releases, the Annual Report, half-yearly reports and quarterly statements. Each time we publish a report, we offer analysts and institutional investors the opportunity to speak directly to the CEO; in the reporting year, this was exclusively through telephone conferences. In 2021 we are planning to hold the press and analyst conference on annual results as a video conference. We also provide detailed information about the company and the Bechtle share, and introduce personal contacts in IR on our website.

CUSTOMERS.

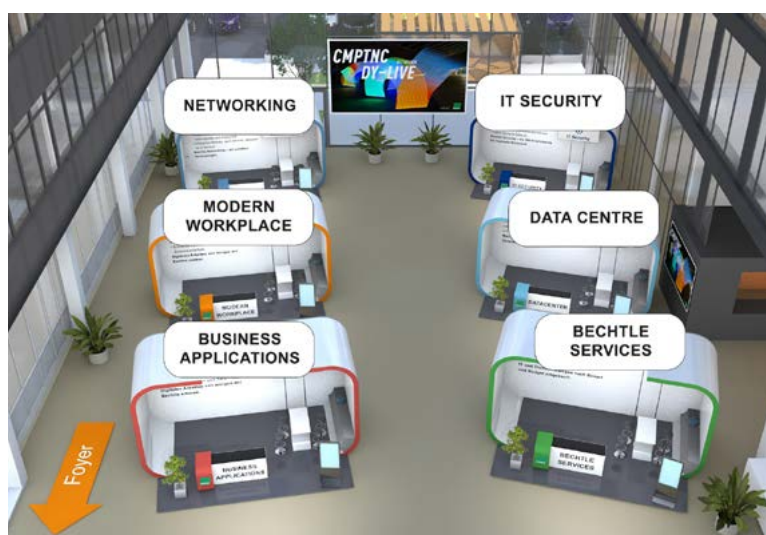
We empower business. We can only do so by achieving a high level of customer satisfaction through collaborative partnerships with our customers that are built to last. Local proximity is essential for good communication, which is why we are represented with over 100 regional system houses and specialist companies throughout Germany, Austria and Switzerland. We also have branches across Europe that ensure our approach to customers is always personal and consistent with local customs.

Customer fairs and events have always provided the opportunity for customers, vendors and Bechtle employees to meet face to face. In February, Software Day 2020 with a focus on "Building blocks for your cloud strategy" was still held at our group headquarters, but our largest customer fair, Bechtle Competence Days, which was due to be held in spring had to be postponed to October 2020, when it was held virtually as CMPTNC DY 2020 – Live in a digital environment modelled on the Bechtle building. A total of 3,440 people took part in some 100 presentations and were able to visit virtual booths or share ideas in one-on-one conversations via text and video chat. Feedback on the event could be given in forums and a post-event survey showed that 99.3 per cent of participants would recommend Competence Days in this format to others. Other large events, which would normally take place on-site, were also moved online including the Experience Day for CAD specialists, IT Forum Rhein-Main and Bechtle digital (previously Bechtle IT Forum West). In addition to these, various IT system houses held their own virtual events with exhibition booths and webinars, which means we are able to hold a little more than 20 additional digital events from March onwards.

Customer satisfaction. It is particularly important for us to understand how our customers perceive and rate Bechtle, which is why we conduct regular customer satisfaction surveys in both the German **IT System House & Managed Services** and IT E-Commerce segments in collaboration with Professor Dieter Hertweck at the University of Reutlingen's Herman Hollerith Centre.

In 2020, a total of more than 60,000 German, Swiss and Austrian customers in our **IT System House & Managed Services** segment were invited to participate in our survey. Of these, 1,622 completed surveys were included in our analysis. As a comparison, we sent out 50,000 invitations for our last survey in 2018, with 2,691 submitted questionnaires included in our analysis. According to the scientists who were commissioned to conduct the survey, the significantly lower number of responses can be explained by the fact that the survey coincided with the lockdown in spring.

Visitors to the individual stands could personally connect with Bechtle specialists via chat or video calls.



Bechtle's biggest customer fair – Competence Days – was moved online in 2020. To be as true-to-life as possible, the headquarters' lobby, among other things, were recreated for the virtual world.

The system houses' average score* dropped slightly from 2.09 to 2.14. Quality Management leadership and the appropriate managing directors have examined the reason for this slight deterioration of 0.05 points, and reported their findings to the responsible member of the Executive Board.

Since 2016, our system house survey has also included questions about sustainability. Specifically, we wanted to know "how important is sustainability to you?" 85.8 per cent of the responding customers said the topic was important or very important.

Responding to the multiple-choice question "which business aspects of sustainability [...] do you feel are the most important?", the most-frequently given answers were the environment, employee/occupational safety and human rights, and no less than 93.1 per cent said information security was important or very important.

The question "to what extent does Bechtle's/another company's commitment to sustainability influence your (purchasing) decision to choose Bechtle as a supplier?" was rated as having a strong or very strong influence by 52.6 per cent of customers.

Customer surveys are also carried out every two years at the **IT E-Commerce** companies Bechtle direct GmbH and Bechtle direct Public Sector GmbH Germany. In the reporting year, the Bechtle direct survey was sent to 4,407 customers, of which 253 responded. The Bechtle direct Public Sector survey was sent to 2,707 customers, of which 121 responded. In 2020, the question was asked "how important is sustainability to you?" For Bechtle direct Public Sector, 78 per cent of respondents (including government agencies, administrations and public institutions) indicated that they consider it important to very important. For Bechtle direct customers (mid-sized companies and corporate groups), this figure was 72.3 per cent.

These results strengthen our resolve to continue improving – and communicating – our sustainability efforts. Our next customer surveys are planned for 2022.



In addition to each subsidiary maintaining a personal line to its customers, we also keep our customers informed through our social media channels, website and both online and hardcopy editions of our customer magazine, Bechtle update.

Bechtle's Claims Management. Effective fulfilment and minimising complaint rates not only translates to satisfied customers, it also helps avoid excessive transportation and packaging.

Bechtle's Returns Management department is responsible for key tasks relating to return logistics, which entail planning, controlling and monitoring the flow of goods, money and information between the customer making the return and the product's supplier. The department focuses on providing customer-oriented, effective services that backtrack to the usual supply chain. Our objective is to help our customers quickly and with little red tape in the case of a complaint. Return rates are also increased when goods are damaged on arrival to the customers. To prevent this from happening, protective and strong packaging is essential. In order to professionally process any complaints, our logistics hub employs a dedicated SAP tool.

*Measured according to the TRI:M index on a 5-point scale with 1 being the best rating.

Our goal is to consistently reduce return rates and we can see that the measures implemented in previous years are having an effect. The number of returns has reduced despite an increase in revenues.

RETURNS.

		2019	2020
Return rate	in %	0.68	0.77
Returns		38,491	39,232
Returns value (Ø)	€	392	476

Returns Management develops measures to avoid or at least reduce returns to an absolute minimum. This includes carefully selecting our suppliers and vendors plus carrying out comprehensive supplier evaluations, regular customer surveys to evaluate our services and adapting to new requirements, completing a monthly returns analysis for portfolio management and continuously optimising our processes. Returns resulting from damaged goods also provide information on packaging optimisation.

PARTNERS/VENDORS.

We engage in mutually respectful partnerships with our business partners and vendors. They expect us to be a reliable business partner who makes and abides by clear agreements. We engage with our strategic partners and discuss our plans on a regular basis as we continue developing our business model.

We maintain close partnerships with the IT industry's leading distributors and vendors and hold almost exclusively the highest partner status certifications. We have established a strategic concept with the most important vendors at the heart of which is a Vendor Integrated Product Manager (VIPM), who understands and represents the interests of both the vendor and Bechtel. VIPMs enable vendors to quickly communicate information to the appropriate employees in Procurement, Sales and Services through a single point of contact.

By standardising logistics processes and harmonising ERP systems between Bechtel and our partners we are also able to greatly synergise our efforts. This doesn't just result in a broadening of our product range with a simultaneous increase in product availability, but also boosts Bechtel's attractiveness for other distributors and vendors, opening up the opportunity for our company to increase efficiency and optimise costs.

Personal exchanges are also very important for us and we were able to (virtually) welcome numerous executives of our most important vendors in 2020. A variety of partner awards and certifications underscore our successful collaborations. Our Executive Board and Executive Vice Presidents are also represented on the advisory boards of our most important vendors.

We also maintain a close rapport with our partners with regard to the subject of sustainability. Within the scope of public sector and corporate tenders, we work with our vendors to develop solutions, for example, to prove social standards in manufacturing, to use particularly energy-efficient IT, and to design transportation concepts that minimise our ecological footprint.

As part of the virtual series of Public Live, which was held instead of the annual Bechtel Competence Meeting Public Sector, HP Inc. and Lenovo presented their ambitions and projects. In July, Thorsten Stremlau, Global Commercial CTO at Lenovo, discussed security features and sustainability at Lenovo, which included information on Lenovo's efforts to reduce its ecological footprint as well as its approach to improving both social and ecological sustainability.

Two years after his last appearance at the event, we (virtually) welcomed Siegfried Dewaldt, Sustainability Country Manager DACH at HP to Bechtel's Public Live event in August. He discussed sustainability and compliance at HP as well as his work as an auditor. Siegfried Dewaldt audits HP's suppliers for compliance with HP's Code of Conduct. As HP is a founding member of the Responsible Business Alliance (RBA), this is aligned with the RBA's Code of Conduct.



responsiblebusiness.org

Virtual formats offer the opportunity to connect with high-calibre business partners in the United States and bring them to a wider audience. At Competence Days 2020, we were joined by Michael Dell, CEO of Dell Technologies; Pat Gelsinger, CEO of Intel; Antonio Neri, CEO of Hewlett Packard Enterprise, and Thomas Kurian, CEO of Google Cloud.



We launched a regular sustainability dialogue with Dell Technologies in 2020. In several virtual meetings, we discussed ways in which we can work together to advance the topic of sustainability and thus offer added value especially to our customers. These meetings resulted in various project groups being created, which are now continuing to work on individual issues. In the future, as soon as the situation allows, we hope to hold in-person events.

EMPLOYEES.

All Bechtle employees contribute to our success through their expertise and dedication. Bechtle's organisation is like a game of tug-of-war between decentralised structures of independently run subsidiaries and the group as a whole with its centralised processes. As much as we want this tension, we don't let it get in the way of our distinctive team spirit, embodied by our motto – #onebechtle. An important instrument for cementing internal ties is the Bechtle Strategy Conference (STRAT). It takes place every year at the beginning of February and was the largest internal event in 2020 with some 1,500 employees from the Bechtle Group attending. The event sees new initiatives and forward-looking strategies being presented and shared with colleagues with all employees being able to subsequently view videos of the event on the intranet. In 2021, STRAT will for the first time take place in a virtual format with the benefit that every employee can join the live event.

Our company's decentralised structure means that clear communications are indispensable. This follows a top-down approach with leadership regularly communicating information to their employees. Corporate Communications keeps all employees up-to-date via the intranet, where company news, the digital employee magazine, Bechtle inside; and important tools and links are shared. Critical information and press releases are e-mailed to either all employees or those that are affected. Since the beginning of the pandemic, regular update e-mails have been sent to all employees by the head of Corporate Communications, informing them about the current COVID-19 situation and impact on the Bechtle Group. Corona-related Q&As are available on the intranet, tackling questions regarding our working life at Bechtle. These are available in English and German and are continuously updated.

Our employees drive our success! Our aim is to help them develop and keep them on board.



See Employees

Employee satisfaction surveys are a fantastic tool to gain an insight into employee satisfaction, the working environment and the current climate in the individual companies. Central People Development launched the first group-wide employee satisfaction survey in September 2020, with plans to repeat the survey every two years.

GENERAL PUBLIC.

We keep the media, potential applicants and interested members of the public informed through our communications channels and various publications. We set great store in keeping regular contact with those in the areas surrounding our companies, lobby groups, NGOs and universities. For this reason, we are an active member of the Bitkom industry association, regularly visit relevant events, and implement projects with research institutes and universities.

Our employees are kept up-to-date through our intranet pages. Previously only available in German, the in-house communications tool is currently being redesigned and will have a more international feel in the coming year.



Our customer magazine, Bechtle update, keeps our customers and interested stakeholders abreast of events. Regularly updated with new content, it is also available online at [bechtle.com](https://www.bechtle.com). Bechtle was honoured with the German Design Award for the first issue of 2020.

BUSINESS ETHICS.

RESPONSIBILITY IN THE SUPPLY CHAIN.

ENVIRONMENTAL STANDARDS IN THE SUPPLY CHAIN.

OUR APPROACH.

GRI 103-1

Our customers are increasingly interested in environmental standards along our supply chain, and we are receiving an ever-growing number of enquiries about supplier ratings such as those from EcoVadis, IntegrityNext, individual surveys and specific requirements in the context of RFPs. Our public sector customers in particular have set the bar high when it comes to certain aspects of environmental and climate protection. For instance, the EU's revised Green Public Procurement (GPP) anchors environmental aspects even more explicitly in the procurement process of IT solutions, alongside an EU taxonomy focussed on environmental and climate-related KPIs. In order to both fulfil our customers' expectations and live up to our responsibility as an IT company, it is essential for us to also do what we can to protect the environment even outside of our direct sphere of influence.

MANAGEMENT.

GRI 103-2

Until now, we have always focussed our attention on environmental standards in the supply chain within our direct sphere of influence. This includes using renewable energy at our locations, our car pool and the packaging materials we use in our logistics centre. Our long-term goal is to achieve a holistic view of our supply chain, one element of which is assessing suppliers. In the reporting year, a Supplier Management department was setup within Purchasing. Its medium-term plan is to not only analyse and expand the evaluation of social standards, but also to integrate environmental standards in its testing criteria.

GRI 308-1, GRI 308-2

As yet, no new suppliers have been assessed according to environmental standards. The selection of testing criteria and the development of an evaluation standard are planned for 2021. The same applies to assessing negative environmental impact in the supply chain and the counter-measures taken.

EVALUATION.

GRI 103-3

To monitor suppliers' compliance with environmental standards, Bechtle's focus is currently on project-related requirements and scrutinising documentation provided by our suppliers. Evaluations and audits are also accessible to us as a result of many of our vendors being members of the Responsible Business Alliance (RBA), while certifications such as TCO, EnergyStar and EPEAT also provide information on environmental standards compliance. The information gathered so far will be consolidated and concrete assessment criteria developed in 2021.

OUTLOOK.

We aim to include environmental standards in the supply chain in our supplier assessment criteria.

LABOUR AND SOCIAL STANDARDS IN THE SUPPLY CHAIN.

OUR APPROACH.

GRI 103-1

The topic of labour and social standards in the supply chain is a central criteria in the awarding of contracts by public sector and industrial customers. The increasing number of requests for supplier information from industrial customers and new public procurement directives have a noticeable impact on our operations. The German government makes clear the requirements of German companies with its National Action Plan on Business and Human Rights (NAP).

As a reliable and responsible partner, it is particularly important to us that we comply with fundamental labour and social standards in the manufacture and transport of IT hardware and software sold by Bechtle as well as the delivery of IT services (e.g. financial, managed, and professional services, in addition to remarketing and training). These basic standards are defined by international law (convention of the International Labour Organisation, ILO) or the relevant applicable national law in the country of manufacture or service provision.

MANAGEMENT.

GRI 103-2

We engage in close and trusting collaborations with our suppliers to make our contribution to protecting human rights within our sphere of influence. We regularly seek out dialogue with expert groups, public bodies, NGOs, institutions, and customers in order to help shape the topic at various levels.

GRI 102-13

Bechtel was, for example, involved in the delegation of Bitkom negotiators at the German Procurement Agency of the Federal Ministry of the Interior for the revision of the declaration for social sustainability.

Above all, the public sector has been demanding concrete measures from its suppliers for years to continuously improve labour and social standards along the supply chain. As a long-term partner of public sector customers, we understand our customers' expectations and are also experienced in trusting working relationships with suppliers.

In 2014, the Purchasing and Legal departments designed a Supplier Code of Conduct for suppliers of goods and services as a control mechanism. This code is based on the principles and minimum requirements of the ILO Convention of Core Labour Standards. All new suppliers in our portfolio and those that have not yet signed this Code of Conduct are prompted by Purchasing to do so on an annual basis or to supply their own equivalent documentation.

Bechtel's ARTICONA brand, launched in 2018, offers a wide range of IT accessories such as keyboards, cables, modular connectors, and screen protectors. Based on Bechtel's Supplier Code of Conduct, ARTICONA has provided their own to their suppliers.

In order to comply with our own labour and social standards requirements, we place great importance on close collaborations with the manufacturers of Bechtel's ARTICONA brand products. In 2019, four Bechtel Logistik & Service GmbH employees visited a total of 16 overseas production facilities in order to form their own opinions of the conditions on site. The on-site visits planned for March 2020 could not be carried out due to the pandemic, but these will be rescheduled as soon as the situation allows.

GRI 414-2

SIGNATORIES TO THE BECHTEL SUPPLIER CODE OF CONDUCT.

	2019	2020
Number of suppliers	67	82
Number of vendors	54	68
Number of suppliers with a comparable Code of Conduct	5	6
Number of vendors with a comparable Code of Conduct	18	45
Share of signed and submitted Codes as a percentage of purchasing volumes	90,6	93,1

As of 31 December 2020, 82 suppliers and 68 vendors have signed the Bechtle Supplier Code of Conduct. As in the previous year, six suppliers and 45 vendors have presented their own policies, which overlap with our own code in all essential respects. In total, this amounted to 93.1 per cent of the purchase volume. As of 31 December 2020, all manufacturers had signed the ARTICONA Code of Conduct, which is based on Bechtle's as in the previous year. In addition, ARICONA vendors were notified of the Responsible Business Alliance's (RBA) Code of Conduct as part of our framework agreements.

EVALUATION.

GRI 103-3

To monitor our suppliers' compliance with social and labour standards, Bechtle focuses on examining supplier-provided documentation on a project-related basis, such as audit and inspection or sustainability reports. In sustainability management, we regularly check if our key suppliers have been flagged in the Business Human Rights Resource Centre. The plan announced in the previous report to revise the Bechtle Supplier Code of Conduct and align it with that of the RBA was postponed due to the announced reworking of the RBA Code, which was published at the end of 2020. The Bechtle Code will now be revised over the course of 2021.



business-humanrights.org/en

OUTLOOK.

Our aim for 2021 is to align the Bechtle Supplier Code of Conduct with that of the Responsible Business Alliance (RBA) and rework it as required. Furthermore, we intend to finalise the evaluation of various supplier assessment systems and auditing options, which we began in 2020. As soon as we are in a position to safely do so, on-site visits to ARTICONA production sites will be rescheduled.

REMARKETING.

OUR APPROACH.

As an IT company, we are always looking for ways extend the value of hardware in particular. By extension, this means we have to give priority to information security, data protection and a responsible use of resources even at the end of a product's lifecycle. In order to protect our customers' data, it is particularly important to us to completely wipe any IT hardware in accordance with superior security standards. Furthermore, we contribute to the protection of our environment by reintroducing used IT products into the cycle whenever possible, or by recycling and disposing of them properly and in com-

pliance with German standards. This approach not only saves valuable resources and reduces CO₂ caused by transportation and production, but also contributes to social standards at production sites and during the extraction of raw materials.

MANAGEMENT.

Bechtle Remarketing GmbH is headquartered in Wesel, Germany and is the Bechtle Group's specialist in sustainable IT life cycle management. Alongside the purchase and resale of IT hardware, Bechtle Remarketing offers warranties on the products' residual value, ensures secure data erasure (DIN EN ISO 27001 certified) and recycles or disposes of unusable parts in co-operation with a local waste management company. If required by the customer, Bechtle Remarketing coordinates related logistics, the rollback of retired devices plus the roll out of new equipment in co-operation with other Bechtle units. Bechtle Remarketing is backed by specialist Bechtle Group teams across Europe – and worldwide if required. Devices that are still in full working order are given a new lease of life so they can either be resold or leased. Through the sale of used IT hardware alone, 123,529 devices were reintroduced into the cycle in the reporting year.

USED IT HARDWARE SOLD BY BECHTLE REMARKETING IN 2020.

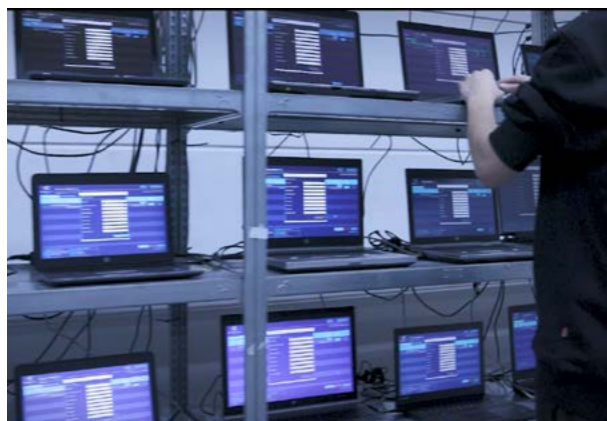
	2020
Monitors	61,429
Printers/MFPs	3,858
Notebooks	20,263
Computers	20,232
Miscellaneous (e.g. smartphones, tablets, switches, servers, etc.)	17,747
Total	123,529

EVALUATION.

External and internal DIN EN ISO 9001, 14001 and 27001 audits regularly re-evaluate security levels, quality requirements, processes and environmental standards within the company and lead to adjustments as required.

OUTLOOK.

Our aim is to expand on the return and resale of IT hardware previously sold to Bechtle customers in order to increase our contribution to information security, data protection and resource conservation for the Bechtle Group.



At the end of the value chain, it is essential to erase all data to certifiable standards. Only devices which have been wiped blank are allowed to be resold or recycled.



HUMAN RIGHTS DUE DILIGENCE AND LABOUR CONDITIONS.

Human rights are inalienable and indivisible rights that every person is entitled to. Bechtle is aware of the particular responsibility it carries to adhere to and implement these rights. Bechtle has a strict non-acceptance policy of child, forced, and compulsory labour. This responsibility is something that we exercise in our business locations and processes and expect our business partners to do the same.

It is Bechtle's declared intention to protect human rights in our company. We conform with the UN Global Compact Principles and ILO core labour standards. Ensuring fair working conditions is inherent in the Bechtle Corporate Culture and anchored in the Bechtle Code of Conduct, which has been completely revised and will be rolled out throughout the group during the course of 2021. We also expect vendors and partners to protect human rights and therefore ask our suppliers to either sign the Bechtle Supplier Code of Conduct or present us with their own equivalent. Bechtle direct UK has also published a statement in line with the UK Modern Slavery Act that condemns all forms of modern slavery, forced and child labour, exploitation, and discrimination. Bechtle complies with all laws and legal requirements that govern aspects such as employees' freedom of association and collective bargaining. Infringements of human rights can be reported to the Bechtle Compliance Board by employees or third parties via the whistle-blower system.

Reports made to the Compliance Board will be reviewed and measures taken if necessary. In terms of our business partners, we trust them to sign and comply with the Bechtle Supplier Code of Conduct. In order to respect human rights along the supply chain, in 2020 we once again sought advice from the German National Action Plan on Business and Human Rights (NAP) helpdesk.

OUTLOOK.

In the mid-term, we are evaluating various instruments and methods that could help us to ensure human rights are respected along the entire supply chain in a more transparent way.

COMPLIANCE.



DATA SECURITY AND PROTECTION.

OUR APPROACH.

GRI 103-1

Information security, data protection and confidentiality are among the most important aspects of Bechtle's business. Since information security and data protection overlap in many ways, we take a consolidated approach to these topics. For Bechtle, compliance with legal requirements (EU General Data Protection Regulation, GDPR) and the high risk to our reputation in the event of a security breach are of utmost importance, as these topics concern the core of Bechtle's business model. Breaches therefore pose a great danger to our commercial success and can lead to a huge loss of reputation. Furthermore, the materiality of these topics results from the requirements of the certification for information security according to DIN EN ISO 27001.



It's not only personal data that has to be specially protected. Certified according to DIN EN ISO 27001 standards, we offer the highest levels of security.

MANAGEMENT.

GRI 103-2

Documents applicable group-wide contribute to raising awareness among all Bechtle employees of the principles of data protection, information security, confidentiality and other important policies, as well as to ensuring compliance with legal requirements. Relevant documents include the Bechtle Code of Conduct, which comprises binding rules of conduct for all employees, general training documentation on the GDPR and our data protection policy.

Documents that are relevant to information security and whose applicability is limited to the scope of ISO 27001 certification – and therefore to the group's most sensitive areas – include the Central Information Security Guidelines, the Central IT Compliance Policy and the Information Security Policy for employees, which we completely reworked in 2020 in response to changes on the market and to terms of use.

As required by DIN ISO 27001 certification of the Information Security Management System (ISMS), a mandatory ISMS management review (MMR) is compiled and updated every year. This guarantees a high level of awareness among executive management as the competent Executive Board member is personally involved in both the compilation of the MMR and the ISMS audits.

Bechtle has also implemented processes to report information-security and data-protection incidents. In the areas of security, governance, risk, and compliance, we focus on data processing, information flow, communications channels, and customer and Bechtle data in our data centres. These are located at NTT Global Data Centers (previously e-shelter) in Frankfurt am Main and Rüsselsheim, at Bechtle in Neckarsulm and Friedrichshafen, as well as Bechtle Hosting & Operations GmbH's (BHO) local data centre, all of which are DIN EN ISO 27001-certified. During the reporting period, all customer systems located in the Friedrichshafen data centre were migrated to the NTT Global Data Centers (previously e-shelter) in Frankfurt am Main and Rüsselsheim. The process is scheduled to be completed by March 2021 and will further bolster security.

In the area of data protection, we concentrate primarily on compliance with the requirements of the GDPR. Its objectives are to protect the fundamental rights and freedoms of natural persons, and in particular their right to the protection of personal data and the continued free but secure transmission of personal data.

EVALUATION.

Every two years, we write a test plan which defines regular security tests to be performed by the certified data centres. These are part of the security measures which are constantly required and include penetration tests (pen tests), which check the security of as many system components, network or software system applications as possible. There are also ad-hoc tests that we conduct to address changing services, new developments, or innovations.

GRI 103-3

In order to ensure group-wide compliance with the requirements of the EU GDPR, our data protection officer conducts data security analyses on its requirements at all Bechtle subsidiaries to identify open points and formulate suitable measures. For several years, employees in Germany have completed data protection training via our online iLEARN platform. The training courses are regularly updated to reflect current requirements and include a final exam to ensure that the essential principles have been properly understood. Between January 2019 and January 2021, a total of 7,330 employees, or 61.7 per cent, successfully completed the course. This means that we were able to increase the number of completed courses by 21.7 per cent. The training is relaunched every two years. The new course for all internal Bechtle Group employees started in January 2021.

OUTLOOK.

Bechtle's aim is to improve security across the board. To this end, we intend to have additional locations certified to DIN EN ISO 27001 and TISAX standards. Employee training continues under existing certifications and organisational and technical measures are increasingly interlinked.

ANTI-CORRUPTION AND ANTI-BRIBERY.

OUR APPROACH.

GRI 103-1

In order to avoid corporate corruption and bribery, ethically sound and legally compliant behaviour is a must. Misconduct and breaches in this context will not just lead to loss of orders and severe financial penalties for the Bechtle companies concerned, but are also highly damaging to the reputation of the entire Bechtle Group. It is especially important, therefore, to increase every individual's awareness of this as part of preventative measures.

MANAGEMENT.

Combatting and minimising all potential risks of corruption and bribery are fundamental aims of the processes and measures built in to the compliance system. Compliance for Bechtle encompasses unconditional adherence to the Bechtle Code of Conduct, the differentiated policy and compliance instruments, and all relevant laws and regulations. All managing directors are obliged to report all potential risks and corruption they become aware of to Central Risk Management based in Bechtle AG's central Controlling unit.

GRI 103-2

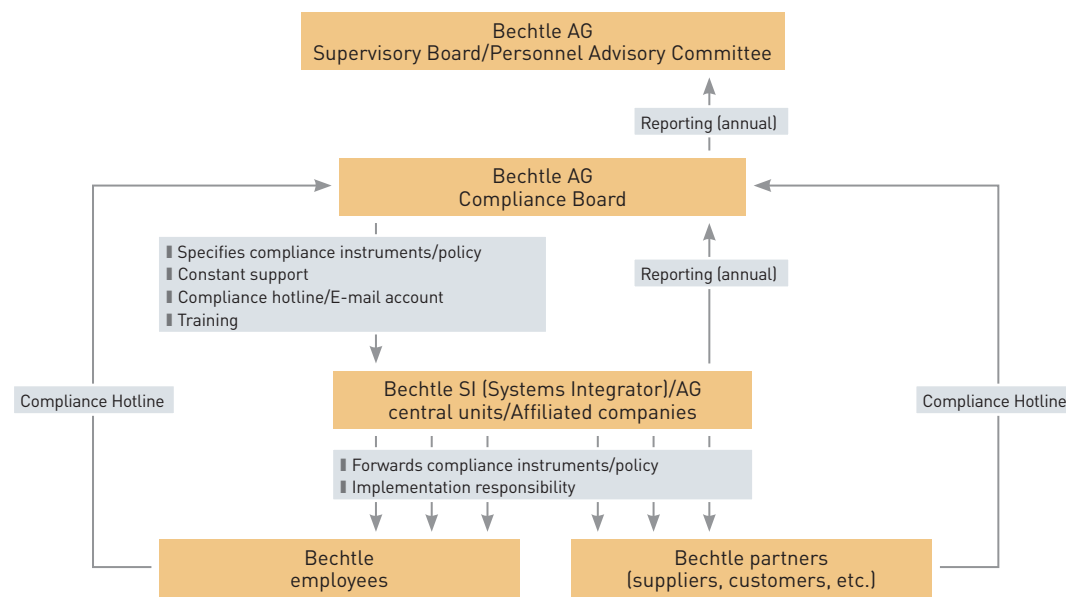
Combatting corruption is part of the Bechtle compliance system, which encompasses all subsidiaries of the Bechtle Group as well as Bechtle AG's central departments. Applicable since 2010, the Bechtle Code of Conduct is an integral part of compliance at Bechtle and will be rolled out in the first half of 2021 after extensive revision. This is a binding commitment to integrity for all Bechtle Group employees.

These general compliance provisions continue to be reviewed with respect to different scenarios and departments, in order to adapt them to specific contexts and provide more concrete detail. For instance, a binding company-wide policy for dealing with incentives from business partners has been in place since 2011. In addition to this, there is an easy-to-use decision-making aid for employees on how to appropriately handle and behave when receiving and giving gifts – with special consideration for the specific situation with regard to public-sector customers.

Guidelines on how to handle gifts and approaches provide orientation for Bechtle employees and are an important prevention tool.



COMPLIANCE MANAGEMENT AT BECHTLE.



Employees can always access the latest versions of these documents on the Bechtle intranet. In 2020, an easy-to-find compliance tile was added to the intranet home page that links to all relevant documentation. Moreover, every new employee receives a hardcopy of the Bechtle Code of Conduct as an integral component of the onboarding process. During the year, the Bechtle Compliance Board sends out special e-mails on a case-by-case basis to potentially affected employees and to the managing directors of the Bechtle entities. The sole purpose of these e-mails is to increase awareness of compliance issues.

Whistleblowing procedure: Employees can contact the Compliance Board – consisting of the three members of the Bechtle AG Executive Board and a permanent representative from the central Legal department – with all types of questions on the topic of compliance, but especially to report relevant compliance breaches via a dedicated hotline or alternatively via a dedicated e-mail account.

GRI 205-2

The coronavirus pandemic meant there was no in-person compliance training in 2020. A viable digital alternative that will also reach a greater number of people is being reviewed and should be in place by the end of 2021.

Potential breaches can be reported via the compliance hotline. Moreover, an e-mail account has been set up for employees wishing to reach out in confidence.



GRI 205-1

Although the Compliance Board documents metrics such as the number of violations or reported incidents and reports these to the respective committees, these are by nature confidential and cannot therefore be published. Compliance reporting encompasses all operative and legally independent entities of the Bechtle Group (116 in 2020) as well as all central divisions of Bechtle AG.

GRI 205-3

In 2019, there were no known cases of suspected corruption in the Bechtle Group. For the 2020 reporting period, not all compliance reports were available before publication of this report.

EVALUATION.

GRI 103-3

To ensure the effectiveness of the Bechtle compliance system, all managing directors of the group subsidiaries and the directors of the central divisions are required to report incidents, i.e. identified violations of the Code of Conduct or applicable law, to the Compliance Board in the form of an annual compliance report. We also conduct software-based background checks of all Bechtle business partners (including employees) via our central SAP system in accordance with relevant EU Directives on the prevention of the use of the financial system for the purposes of money laundering and terrorist financing (Directive (EU) 2018/843 and (EU) 2015/849). Subsequently, the Compliance Board prepares a consolidated overall compliance report and submits it to the Bechtle AG Supervisory Board.

OUTLOOK.

The comprehensively reworked Code of Conduct will be rolled out to all Bechtle companies in 2021. Compliance training courses will restart in 2021. For the mid-term, Bechtle plans to design and offer e-learning courses on compliance for all employees and an expansion of access to the whistle-blower system is also in discussion.

QUALITY MANAGEMENT.

To ensure that our customers' requirements are systematically recorded and that we are able to fulfil them, we introduced a group-wide DIN EN ISO 9001 management system back in 1996. This management system makes sure to take into account the complex requirements of a decentralised business model based on a strong regional presence, while operating with the efficiency of a centrally organised company in areas such as logistics, warehousing and product management.

Bechtle's quality management system is regularly assessed by Bechtle's quality management officer using internal audits as well as by external experts from independent certification organisations. Every year, DQS GmbH, a company specialised in auditing management systems, examines all of the processes and procedures in place at Bechtle's central units as well as three to five randomly selected, rotating Bechtle Group locations. In addition to the annual audit, DQS conducts what are known as recertification audits every three years with the next due in 2021. All previous audits have yielded only positive results.

In spring 2017, we successfully transitioned from the outdated DIN EN ISO 9001:2008 standard to the new DIN EN ISO 9001:2015 version within the framework of matrix certification – one of the first companies in Germany to do so. This has noticeably improved the quality of our internal processes even further. The new version is closely aligned to practical realities, reflecting the requirements of rapid technological and economic change. By improving the quality of our processes and identifying risks and opportunities, as required by the standard, we have been able to deepen our relationships with customers and other stakeholders.

EMPLOYEES AND SOCIETY.

EMPLOYER ATTRACTIVENESS.

OUR APPROACH.

GRI 103-1

It is very important for us, both from a strategic and an economic perspective, not only to recruit highly qualified people, but also to keep them long term. We want our employees to be able to develop and grow at Bechtle and also feel at home. As a forward-facing employer, we have much to offer our employees: the freedom to pursue their own ideas guided by a clear vision; a close-knit team environment that values individual contribution; the support of experienced specialists; and many ways to keep a healthy work-life balance. Flat hierarchies enable every employee to take on responsibility early on and develop an entrepreneurial mindset. Our stance is anchored in the Bechtle Vision 2030: "We are professionals. We strive to excel and we have what it takes. Bechtle is a place where great people accomplish great things."

MANAGEMENT.

GRI 103-2

Employer attractiveness is a subject predominantly handled by Human Resources and People Development, whose expert teams set targets, tackle individual topics, and pilot targeted measures in close coordination with the Executive Board. The managing directors of the individual companies are responsible for the implementation of said measures.

Recruiting for Bechtle. We want to attract interested and talented candidates to Bechtle. A transparent and quick application process, fast decisions, and a personal contact are of particular importance to us. We support young people in choosing a career and give them the chance to discover jobs in IT. Due to the pandemic and related safety measures, we were only able to welcome some 20 student interns to the Bechtle headquarters in 2020. Alongside some in-person events with strict hygiene measures in place, there were also numerous virtual goings on, for example Girls' Day digital, various

workshops on specialist topics as well as virtual school visits and fairs. Since 2020, anyone interested in the world of work at Bechtle can learn more through employee stories, during which staff give a peak behind the scenes of day-to-day happenings true to the motto #WirsindBechtle (We are Bechtle).



[bechtle.com/karriere/
bechtle-als-arbeitgeber/
mitarbeiterstories](https://bechtle.com/karriere/bechtle-als-arbeitgeber/mitarbeiterstories)

Despite the difficult conditions, we were able to implement numerous recruiting measures in the reporting year. As an example, we have expanded university marketing and our cooperation with the Karlsruhe Institute for Technology, the Universities of Karlsruhe and Heilbronn, and the Technical University in Munich. We were also able to build up the Bechtle Student Community as planned. Our aim is to deepen the bond between students, interns and those writing their theses through regular get togethers, shared coffee breaks and Christmas parties and other opportunities, all of which took place virtually in 2020. Facing outward, we were able to publish a growing number of image campaigns, job advertisements and corporate information on various target group-specific platforms.

GRI 401-2

Keeping the balance. We set great store on our employees' work-life balance. We want them to be able to harmonise the demands of work with their personal lives. Flexible working hours, part time and remote working are the most important and frequently used instruments to achieve this – with the proviso that the work allows for it. We also strive to enable employees to choose the best time and place to get the job done and accommodate their particular situation. And those who wish for a longer time out than the annual holiday provides can agree this with their team and manager. As remote working was already widely used across the group before the coronavirus pandemic, the vast majority of our employees across Europe were very quickly able to switch to working from home when the first lockdown was introduced in the spring of 2020, with the CIO Organisation creating the necessary technical conditions to do so within a very short period of time. We added a coronavirus Q&A page on the intranet so that those unable to work in the office can stay up-to-date. The page is regularly updated and includes details of the latest federal and regional government resolutions as well as how new regulations affect the Bechtle working environment and is available in both English and German. In addition, the Bechtle spokesperson sends a weekly e-mail to all Bechtle Group employees, reporting on the current situation, new regulations and important information. Employees can also find occupational health and safety standards and rules published by the German Federal Ministry of Labour and Social Affairs (BMAS) on the intranet, and related digital training courses can be accessed via the iLEARN platform. The CIO Organisation has also added information on remote working including how to effectively use collaboration tools in compliance with data protection regulations.

Caring for children often poses great challenges for families, which is why many German employees take advantage of parental leave during the first years of their children's lives.

784 employees are already enjoying their Bechtle bikes, two years after their introduction. E-bikes are by far the most popular.



GRI 401-3

In the reporting year, 391 employees in Germany took parental leave. On average, parental leave taken by women decreased by 2.6 to 21.9 months (compared to the previous year), which is significantly higher than men, who took an average of 1.5 months leave.

PARENTAL LEAVE IN GERMANY.

		2019	2020
No. of employees		363	391
Percentage of women	in %	53	50
Average no. of months		24.5	21.9
Percentage of men	in %	47	50
Average no. of months		1.7	1.5

Once their parental leave has ended, many employees opt to start working part time (see further below for the percentage of part time employees). In this vein, we are also seeing increased demand for part-time models for employees in leadership roles. In agreement with their supervisors, employees can gradually increase their volume of work again – always in line with their responsibilities and tasks.

GRI 401-2

At the group headquarters, Bechtle has been offering an all-day summer holiday programme for employee children aged between five and 12 since 2018. Together with Haus der Familie, a non-profit organisation in Heilbronn, the children have been able to play and have fun for a period of between one and three weeks. Unfortunately, due to the pandemic in 2020, we were unable to offer this programme.

GRI 401-2

Biking into the future. Since February 2019, Bechtle employees in Germany have been able to lease a bike with favourable conditions and use it privately or to ride to work on. As of 31 December 2020, we had a total of 784 company bikes – 723 in Germany, 45 in Belgium and 16 in the Netherlands.

Working environment. New, attractive and flexible working environments and room to unleash their creativity are important for all employees to feel comfortable in their workplace. Alongside the right technical equipment, the modern work concept provides for shared desks, noise combatting measures, communication oases, and a new office furniture concept, the latter spanning modern and ergonomic office furniture such as desks with motorised height adjustments. We purchase the furniture from a family-run company in the Heilbronn-Franconia region. All newly-constructed or newly occupied Bechtle office spaces subscribe to this concept. A new office building with space for 600 employees opened in 2020 with a smart room concept, spacious room layouts as well as changing rooms and shower facilities.

Social security. We provide our employees in Germany with a range of attractive offers in terms of pension plans and other insurance. Since 2019, Bechtle employees have been able to take out an occupational disability insurance policy with attractive conditions and with no health check required directly through the company. A further option for retirement planning is drawing up a direct insurance policy. Although it only became obligatory to provide deferred compensation to the amount of the social security savings for new contracts in 2019 – and is not required for existing contracts until 2021 – Bechtle has been providing a 15 per cent subsidy to the amount of the deferred compensation for all employees who have taken out a policy since 2018.

Employee overview. As of 31 December 2020, the Bechtle Group employed a total of 12,180 people, of which 1,525 were in part-time employment.



For other figures (e.g. share of women), see the section Diversity and equal opportunities

BECHTLE GROUP EMPLOYEES.

	2019	2020
Full time	10,059	10,655
Part time	1,428	1,525
Total	11,487	12,180

GRI 401-1

The Bechtle group turnover rate fell to 7.2 per cent in the reporting year. At the same time the average period of employment increased from 5.5 years to 5.8 years. Both figures are an indication that the measures introduced in recent years to retain and satisfy employees are taking effect.



As part of the Farewell Feedback review, Bechtle uses the opportunity to gather the views of employees leaving the group on work climate, leadership style, and general satisfaction.

BECHTLE GROUP TURNOVER RATE.

	2019	2020
Employee turnover in %	9.4	7.2

AVERAGE PERIOD OF EMPLOYMENT AT BECHTLE.

	2019	2020
Average period of employment in years	5.5	5.8

GRI 401-1

Bechtle was considered an attractive employer in the reporting year. In total, 30,588 applications were received via the Bechtle electronic recruiting tool in 2020, which is 6,353 more than in the previous year. We are taking the current situation very seriously and want to safeguard the health of our employees as well as all applicants, which is why interviews are predominantly held as video or phone calls and we are using digital signatures to sign contracts. Applicants receive details on how to connect with us so there's enough time to prepare.

Across the group, there was a total of 2,027 new hires. A breakdown according to gender and age of the new hires can be seen in the following table:

NEW HIRES – ACCORDING TO GENDER.

	2019	2020
Women	585	552
Men	1,777*	1,475
Total	2,365*	2,027

*Three employees did not indicate a gender.

NEW HIRES – ACCORDING TO AGE.

	2019	2020
< 30 years old	1,076	920
30–50 years old	1,041	893
50+ years old	248	214
Total	2,365	2,027

EVALUATION.

GRI 103-3

The most important tool for gauging employee happiness remains an in-person interview. In annual performance reviews, employees can express their level of satisfaction with the atmosphere in their team and collaboration with those in charge. Employees can always request additional meetings during the year in order to have a frank exchange with their superior. Furthermore, employees can use the compliance hotline to report irregularities. Bechtle launched a group-wide satisfaction survey of all employees in September 2020, which will be carried out regularly over the coming years. The results gleaned will be used to design measures to boost employee satisfaction.



See stakeholder

Awards. External honours also help us get a feel for how our recruiting efforts are perceived. In 2019/2020 Bechtle won the silver BEST RECRUITERS is the largest independent scientific recruiting study in the German-speaking area. The study annually tests the recruiting measures of the 1,300 largest companies in terms of revenues and headcount in Austria, Germany, and Switzerland.



bestrecruiters.eu

Bechtle stood out with its very good communication style as well as for its very good personal contact with applicants. The fact that candidates can learn more through employee stories and target group-specific information stood out for particular praise.



bechtle.com/azubit

Moreover, the MINT Mindful Company seal is a testament to our commitment to students, graduates, and talented individuals in science, technology, engineering and mathematics, and the Dualis seal from the Heilbronn-Franken Chamber of Commerce and Industry celebrates our excellent achievements as a vocational education partner.



mint-minded-company.de

OUTLOOK.

Together with the CIO Organisation, Human Resources launched a project to introduce the holistic Human Capital Management system – an innovative and globally-leading cloud application that reflects the entire Bechtle employee lifecycle. The project is the cornerstone for the replacement of existing applications and optimises the use of required resources through bundled functionalities. The system is also accelerating digitalisation in the human resources department. An intuitive system will further professionalise HR work across national borders and offer employees an optimised user experience when it comes to managing their own data. This makes HR services and processes much more efficient and data much more high quality. The project will be continued in 2021 and completed in stages.

EMPLOYER VALUE PROPOSITION.

The need for new employees grows with each new year. It is a big challenge to find them, win them over, integrate them, gain their loyalty, and instil the company values in them, and for this reason and as announced in the 2019 Sustainability Report, an interdisciplinary project group co-headed by Human Resources and Corporate Communications was brought to life in 2020 to specifically tackle Employer Branding. One result was a revised Employer Value Proposition (EVP) that shows what we as an employer stand for:



What makes Bechtle stand out as an employer? How can we ensure our employees remain loyal to us and how do we guarantee their happiness? Our Employer Value Propositions guide the way.

We are the motor that drives our customer's success – now and into the future. Our dispersed yet connected organisation is the key to powerful collaboration. We work with each other, for each other, to deliver nothing short of the best IT solutions.

Bechtle is a place where great people accomplish great things. Standing firmly on a foundation of mutual trust, we value each individual, support their professional development, recognise their potential, and allow them the freedom to be creative and play to their unique strengths.

We aim to excel – as a cohesive team that's becoming better all the time. All this is what makes us one of the most successful IT companies and the leading player in our industry. At home in Europe. With a friendly face near you.

The Bechtle EVP is based on information and decisions from within the framework environment as well as results of internal surveys and target group analyses. It embodies the aspirations laid out in Vision 2030 and draws relevant conclusions for the target group. In 2021 we are planning to develop a campaign that will be aimed at both internal colleagues and external candidates.

Bechtle was once again
awarded silver as BEST
RECRUITER in 2019/2020.





OCCUPATIONAL HEALTH AND SAFETY.

OUR APPROACH.

GRI 103-1, GRI 403-1

We want to provide our employees with a safe and productive working environment in which they feel at ease and which is designed to prevent work-related injuries and illnesses. It's essential that we take our responsibility as an employer seriously and ensure that the company is a safe and healthy place to work. Compliance with legal regulations is critical for us and we also attach great importance to occupational health and safety.

As independence is an important component of Bechtle's corporate culture, we aim to raise our employees' awareness of potential risks and negative effects on their health. The ever-changing world of work challenges every single one of us – including occupational health management, which is why we encourage our employees to lead a healthy life both at work and at home. We implement suitable measures to support occupational health and safety and raise awareness.

MANAGEMENT.

GRI 103-2, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5

In line with the Bechtle inherent principle of "connected dispersion", responsibility for the occupational health and safety for all employees (including all leasing staff) lies with the managing directors of the individual companies. This rule applies to all companies of the Bechtle Group.

GRI 403-3, GRI 403-4

Occupational safety. The German Bechtle companies are supported by a centralised coordinating unit at Bechtle AG. Due to the various legal requirements in different countries, its activities are limited to the domestic branches of the Bechtle organisation. The coordinating unit is in frequent contact with the commissioned occupational health service, which regularly visits all Bechtle locations in Germany to identify potential dangers and supports companies to reduce risks. Together with the occupational health service, the coordinating unit advises managing directors across Germany on their obligations and provides e-learning materials for employees (e-learning covers the basics of occupational safety, ergonomics, health, first aid and fire protection). In cooperation with BAD medical services, we have a central document management system in which all occupational safety-relevant documents and templates are accessible for all locations. There is also an option to store any location-relevant documents there.

Furthermore, the central coordinating unit draws up guidelines for occupational health and safety and fire protection. All German employees take part in regular occupational safety training and can view the Occupational Health and Safety Act on the intranet. The Occupational Safety Committee meets every quarter to review the status quo, discuss current developments and conclude any necessary measures to be taken.

General measures are typically piloted at the headquarters before being rolled out across the group. In addition, each German branch has its own Occupational Safety Committee made up of local occupational safety experts and members of the executive management who meet four times a year. Any short-term or urgent measures e.g. in response to employee suggestions are implemented immediately. The overseas companies organise their own guidelines and training courses in compliance with national laws.

GRI 403-1, GRI 403-8

In 2021, Bechtle AG in Neckarsulm and Gaildorf are aiming to achieve DIN EN ISO 45001 certification in occupational health and safety management.

GRI 403-5

The following table gives an overview of training courses on occupational health and safety in Germany.

GRI 403-9

In 2020, there were 18 reportable occupational accidents at Bechtle in Germany, with the most com-

OCCUPATIONAL HEALTH AND SAFETY TRAINING COURSES 2020.

Germany	Number of training courses	Participants
Manager and security officer training	2	140
Fire protection office training	8	46
iLEARN COVID-19	1	7,175
iLEARN and in-person: Occupational safety consolidation scope ^A	29	2,604
Overseas locations consolidation scope^B		
Occupational safety	43*	106

*125 training courses were planned, but 82 could not take place due to the pandemic.

^{A, B} See GRI Index from page 93.

mon injuries being caused by tripping, slipping and sprains. There were 18 reportable commuting accidents, the majority of which were traffic incidents involving cars and bicycles.

WORK-RELATED INJURIES IN GERMANY.

	2019	2020
Number of reportable occupational accidents	27	18
Number of reportable commuting accidents	13	18
Number of deaths due to work-related injuries**	0	2
Number of work-related injuries with serious consequences (excluding deaths)	0	0
Accident rate per 1,000 employees* in %	3.3	2.6

*Calculation basis: 500 employees 1,000,000 hours

**Number of deaths due to commuting accidents

Occupational health. Bechtle established Corporate Health Management (CHM) at the Neckarsulm headquarters in 2013. CHM takes a holistic approach to the subject of health and is a part of the central Human Resources department. On the one hand, the CHM team plans and coordinates measures

at the headquarters and on the other, is in regular contact with the responsible parties at all Bechtle locations – both domestic and outside of Germany. The team also supports the regional companies and encourages knowledge sharing.

GRI 403-6

Unfortunately, our wide variety of voluntary services and programmes to promote healthy living could neither be continued nor expanded as planned as a result of the 2020 pandemic. Instead, the CHM team developed new, digital ways to promote health and well-being. One positive of this is that people at any location can take part and so colleagues from Germany, Austria and German-speaking Switzerland could enjoy what was on offer, which in 2020 included yoga courses (162 participants) and “Relaxed Lunchbreak” (170 participants). Employees at Bechtle direct in Western Switzerland and

Healthy eating is a serious matter at Bechtle Portugal. Each employee taking part in the virtual cook-off received fresh ingredients delivered to their homes so they could cook together in their own kitchens, connected via video technology to the professional chef.



Below: Just before lockdown, Bechtle joined forces with the DRK for a blood drive at group headquarters.



Below: Trying to keep up the fitness levels at home, many colleagues took the opportunity to attend virtual yoga courses and exercises during “Relaxed Lunchbreak”.



The relaxation of coronavirus regulations in the late summer saw colleagues at Bechtle Karlsruhe get their pulses racing in the Office Olympics on World Heart Day.



Colleagues in Germany, Austria and Switzerland were able to take part in virtual yoga courses.

France were also able to attend virtual yoga courses, while those working at German locations could benefit from digital back screening, which was also held in-person at the headquarters in accordance with strict hygiene measures.

Flu vaccinations offered at the headquarters were particularly in demand in 2020, with 234 (compared to 94 in the previous year) taking the opportunity to get vaccinated during working hours. 156 colleagues at the Bechtle IT system houses in Aachen, Bielefeld, Bonn, Darmstadt, Hamburg/Kiel, Modus Consult in Gütersloh, PBS in Dreieich and Bechtle AG in Gaildorf also chose to have flu vaccinations.

In addition to services and courses on offer at headquarters, there are various health campaigns across the Bechtle Group although many of the programmes planned could not take place in the reporting year. Some campaigns could, however, be moved online, such as the healthy eating cookery course to which all Bechtle direct employees in Portugal were invited and who received all fresh ingredients delivered directly to their homes.

Despite the situation, Bechtle Karlsruhe were able to hold their Office Olympics with 45 colleagues competing in various sports.

Colleagues at Bechtle Karlsruhe, Regensburg, Rottenburg, Belgium, western Switzerland and Ireland were delighted to receive weekly baskets of fresh fruit, while 446 employees in Darmstadt, Frankfurt, Nuremberg, Ireland and France took advantage of massages at their workplaces to relieve every day stress. In 2020, some overseas locations offered subsidised gym memberships as a way to promote health. These included Bechtle direct and BuylTdirect in the Netherlands and Codalis SA in



The Bechtlethon was an enormous success around Europe. Strength in numbers: Despite training and running alone, on 17 May 2020, Bechtle colleagues shook off the pandemic blues to run for a common finish line.

Switzerland with 105 people taking advantage of the offer although – as with many other campaigns last year – they could only make use of the offer to a limited extent. These are only a handful of examples gathered from a survey of locations within the consolidation scope A, B. This is by no means a complete list. In the medium-term, we would like to collate comprehensive CHM figures and we are currently setting up a structure to do so.

The “Bechtlethon” group event was well received at home and abroad. As sporting events that would normally include teams from various locations, such as company runs and (half) marathons were cancelled, the “Bechtlethon” was born with anyone who signed up receiving a Bechtle running shirt in the post. Before the big day arrived, the participants trained hard with the starting pistol fired on 17 May 2020 – each running alone, but united with colleagues. Everyone ran, walked or cycled their routes before sending a photo of themselves at their own personal finish line with information about where they had run, which was then published as a collage on the intranet. The event was both a sporting and team-building event as the lockdown in spring 2020 showed us how important it is to stay connected and with photos shared on social media, a sense of community could be developed across national borders.

The same can be said of the German-wide “City Cycling” campaign, which saw a team registered at every Bechtle location within participating municipalities. The focus was on health and getting out into the fresh air and the colleagues racked up a total of 21,000 kilometres saving a total of 3,148g of CO₂.



stadtradeln.de

CITY CYCLING RESULTS 2020.

Teams with the most kilometres ridden:		Teams with the most kilometres per head:	
1: Neckarsulm	10,231 km	1: Berlin	570 km
2: Berlin	2,849 km	2: Hanover	454 km
3: Hanover	1,815 km	3: Stuttgart	411 km

EVALUATION.

GRI 103-3

Occupational safety. Evaluating group-wide sickness and accident rates can provide insights into possible shortcomings in our health and safety efforts. Security instructions for third-party companies working on Bechtle premises serves to provide information about potential risks while also making the employees of these third-party companies aware of occupational safety regulations. Since 2019, a framework agreement has been in place with the external service provider, BAD, to implement measures, make adjustments and eradicate any risks across all German locations. At the overseas locations, the respective companies coordinate the occupational safety regulations independently, integrating regional medical occupational health services.

Occupational health. The programmes on offer are evaluated in dialogue with the teams of coaches, on the basis of the number of participants and their feedback and adjusted according to requirements. In the meantime, an international CHM community has been established and a platform is now available on the intranet that can be accessed by all employees. The intranet is a hub for exchanging experiences so that all locations can benefit from learning from each others’ best practices.

OUTLOOK.

The plan is to continue expanding the CHM community and to develop new hybrid and digital offers. In terms of occupational safety, there will be more training courses for safety and fire protection officers. Bechtle AG is also aiming to become DIN EN ISO 45001 certified during 2021.

Individual measures: At the start of 2021, new large exercise rooms with sports equipment will be available in the new office building at the group headquarters in Neckarsulm, as well as additional showers and changing rooms. The showers and changing rooms at Gaildorf will also be expanded and additional charging stations for e-bikes will be installed.



EMPLOYEE DEVELOPMENT, VOCATIONAL AND FURTHER TRAINING.

OUR APPROACH.

GRI 103-1

We're a dependable employer in the future-oriented industry of IT. Due to racing digitalisation on the one hand, and the increasing need for specialist staff on the other, it is of strategic importance for our financial success to not only attract qualified individuals, but also keep them at Bechtle in the long term. We place great importance on our employees' continued personal and professional growth. We also aim to meet the growing demand for specialists and leaders by hiring from within our own ranks, which is why we set great store in vocational education and continued professional training, the development of employees and leaders, as well as knowledge management.

MANAGEMENT.

GRI 103-2

Central People Development & Academy report directly to Bechtle AG's CEO. People Development centrally plans and organises development programmes for specialists and leaders, initiates accompanying vocational training and integrated university programmes, and the trainee programme for all of the Bechtle Group companies. The Bechtle Academy rounds off the offering with a wide portfolio of training courses for all employees across the hierarchy.

In line with Bechtle's connected dispersion business model, the managing directors of each Bechtle Group company and their leadership staff are the first point of contact for vocational and professional training as well as employee development. Employee training is of particular importance for Bechtle and this is why it is firmly rooted in our Corporate Philosophy as well as the Bechtle Group Leadership Principles.

GRI 404-3

At least once per year, the respective supervisors conduct a performance review with all employees, in which they discuss their training needs.

Vocational training and integrated study programmes at Bechtle. Bechtle offers career starters a wide range of vocational training opportunities in 22 professions and study paths. In the 2020 academic year in Germany alone, over 233 young people began vocational training or integrated degrees at Bechtle. A total of 687 budding professionals are employed group-wide. Central People Development & Academy support our trainees and integrated degree students with comprehensive and specially tailored seminars as well as exam preparation courses. Due to the current situation, many of these seminars were moved online to guarantee a continued high quality of training.

Every new trainee also receives an extensive induction to help them get accustomed to their new work environment. In the first few weeks we also appoint an experienced colleague as a mentor for each trainee – as we do for every new Bechtle employee – who helps them find their way in the company. Bechtle offers a special two-day orientation seminar for trainees called Azubi-Mikado at the company headquarters offering information on company history, the Bechtle corporate culture, business model, and more. Other target-group-specific seminars are also offered, like the week-long Bechtle Azubi-Camp that promotes networking across different Bechtle locations and provides invaluable information for life at the company.

To attract the next generation of professionals, Bechtle offers numerous ways to get in touch. On various social media platforms and a dedicated Bechtle website, so-called Bechtle AZUBITs – ambassadors for the Bechtle training programme – report on current topics and share fascinating insights into their practical and theoretical training experiences. We consider training as an investment in the future for the purpose of actively forestalling a shortage of qualified staff, which is why our CEO is regularly involved in monthly meetings on the subject of vocational training with their direct reports.



bechtle.com/azubit



A group photo of our current AZUBITs was still possible back in January 2020. The team, made up of vocational trainees and university students, act as Bechtle ambassadors across social media channels.

Welcome to Bechtle. A total of 242 young trainees and students kicked off their Bechtle careers in 2020.



Bechtle has a very high retention rate. After successful completion of the traineeship/integrated degree programme, we are able to offer almost all trainees and students permanent employment contracts, which helps us ensure the sustainable growth of the company.

KEY FIGURES FOR VOCATIONAL TRAINING AND INTEGRATED DEGREE PROGRAMME.

	2019	2020
No. of training professions	15	22
Training ratio in Germany in %	7.3	6.7
Total number of vocational trainees and students on integrated degree programmes	703	687

DISTRIBUTION OF TRAINING PROFESSIONS AND DEGREE PROGRAMMES.

	2019	2020
Commercial trainees	248	235
Technical trainees	370	363
Commercial students	50	54
Technical students	35	35

Training and development. The Bechtle Academy supports our employees in continually expanding their knowledge and their skills with numerous in-person and online seminars, as well as e-learning courses. From March 2020 onwards, many of these seminars were remodelled as webinars and courses were moved to our e-learning platform, iLEARN, while those courses that had to take place in-person did so with strict safety measures in place at the group headquarters in September and October 2020. No on-site training took place in the periods March to August and November to December 2020.

GRI 404-2

In the reporting year, 4,991 employees took part in 401 seminars offered by the Bechtle Academy. The corona pandemic saw numerous in-person seminars being moved online while others unfortunately could not take place at all. Feedback from participants regarding this switch was extremely positive, but many were hesitant to sign up due to the uncertainty surrounding the situation.

BECHTLE ACADEMY OFFERINGS: ONLINE AND IN-PERSON SEMINARS*.

	2019	2020
Employees	7,425	4,991
Attendance days**	11,480	–
Events	540	401

*In 2019, only in-person seminars were reported.

**As a result of many training seminars being switched to a digital format, the attendance days can no longer be collected in 2020.

GRI 404-2

The number of courses completed on the internal iLEARN e-learning platform also rose as a result of the pandemic. Courses are available in up to ten languages for 14 European countries. Each Bechtle employee has access to the e-learning platform and can also access content on their mobile devices. In this way, we support our employees in integrating efficient learning methods into their everyday work life.

BECHTLE ACADEMY OFFERINGS: ILEARN.

	2019	2020
Total number of completed courses*	10,308	35,459
iLEARN courses incl. occupational safety, health protection and information security trainings	138	246

* Changed from "Participants" to "Total number of completed courses"

In addition, there is also the possibility to take courses at Bechtle training centres or external facilities as far as the current situation allows.



See Lead to succeed section

Taking the lead. The 2020 publication of the new Bechtle Leadership Principles underscores our aspiration to ensure a good standard of leadership in our organisation. The publication coincided with the launch of a group-wide Leadership Initiative, which aims to unlock the full potential of leaders in order to achieve the goals set out in Vision 2030. The initiative saw the launch of an internal leadership platform as well as extensive leadership training seminars.

Developing leaders. The Bechtle Junior Management Programme (JuMP) is aimed at employees who demonstrate leadership potential. No previous management experience is required. It helps participants develop the skills they need for their current leadership roles or prepares them for stepping into such a role in the future. Compared to last year, the offering has been significantly expanded. The General Management Programme (GMP) prepares candidates to take on executive management positions and is run every two years. Participants for both programmes are nominated by their supervisors.

Specialists. The Bechtle IT Business Architects Programme (ITBA) offers employees who show outstanding professional skills attractive development options. At the same time, it meets our customers' growing need for IT consultation and strategic support.

PARTICIPANTS IN BECHTLE DEVELOPMENT PROGRAMMES.

	2019/2020	2020
Bechtle Junior Management Programme	57	109
Bechtle General Management Programme	19	19
IT Business Architects Programme	10	12

The Bechtle IT Solution Architects Programme is an additional option aimed at specialists that launched in April 2018 and with which employees can expand their expertise in cloud computing. It is organised by Bechtle Munich/Regensburg and the Lead Virtualisation Competence Centre located there. This programme did not take place in the reporting year.

Bechtle trainee programme. To help university graduates kickstart their careers, we offer them various attractive entry level and qualification measures such as the Bechtle trainee programme which prepares them to take on a professional role in the space of nine months. The programme is made up in equal parts of theoretical and practical training. The programme currently offers training in the areas of enterprise sales, public sector sales, services and central services. Two training courses have taken place every year since 2019. The additional course and positive experiences led to the number of graduates choosing this well-received programme increasing to 59 in 2020.

As already mentioned under Vocational training and integrated study programmes at Bechtle, we offer a regular two-day onboarding event dubbed Mikado. In order to meet the various needs of the participants, there are different Mikados for vocational trainees/integrated students, university graduates, new employees, newly acquired companies, and leadership staff. The employee Mikado takes place monthly with all others scheduled according to need. New colleagues working at overseas companies are invited to an English-language onboarding event – iStart. All onboarding events take place at the Bechtle headquarters in Neckarsulm. In 2020, the majority of these events took place online.

EVALUATION.

GRI 103-3

During the annual employee appraisals, retrospective feedback is received on the training or further education that has been completed. The Bechtle Academy regularly evaluates their training with a standard questionnaire at the end of each event. Additionally, the Academy regularly reviews content, methods, and didactics as well as the training capacity. The offering is revised annually and adapted to current needs.

OUTLOOK.

From 2021, we plan to prepare some of our vocational trainees in technical professions even more intensively for their future roles at a trainee workshop at the Neckarsulm site. Preparations were made in the reporting year so that this can begin in 2021.

Lead to succeed.

We read about it. We talk about it. The science backs it up and we can see it in the reality of our workplace. Leadership is changing. But why is that? And how is Bechtle tackling this transformation?

You can tell how good a team really is when faced with a crisis. 2020 – the (first) year of the coronavirus pandemic – became a real baptism of fire for many teams as well as work processes, organisational structures, collaboration and team spirit. And, of course, also for leadership. The transformation that was in its infancy before has now really taken root. We have to get more done in less time, demands are on the rise and coming in from all over the place, and we have to make decisions faster. The pressure is immense, and all of it is true. There's profound change happening in our society. We see hierarchies crum-

ble and department lines blur. People have come to reject power as an end in itself (which is a good thing), and snub siloed knowledge even more than ignorance. We understand that Generations X to Z all expect very different things from their workplace. We also know that diversity delivers the best results. We see that collaboration and team agility have become prevalent and now have a very vivid idea of how we can function as dispersed, location-agnostic teams. At the same time, there's a great deal of diversification and it's no longer enough to think of leadership in vertical terms alone.



LEADERSHIP AT BECHTLE.

This isn't the first time Bechtle has busied itself with the topic of good leadership. It comes to the surface and into focus at certain intervals, and in that we're probably not that different from other companies. At our annual in-house conference, STRAT_2020, in front of 1,500 participants CEO Dr Thomas Olemotz had a clear-cut answer to the question of why leadership is such an important topic for Bechtle: "Because I strongly believe that the way we lead in our organisation is pivotal to our sustained success in the future. One of Bechtle's most critical assets are the people who we work with every day. That's why excellence in leadership is the key to success."

With that, the Executive Board put leadership at the top of the agenda. Very visibly, and for a good reason. In our Vision 2030, Bechtle has set some ambitious goals, and carved out the important role of leadership in achieving them. We all know

how difficult it is to bring about change when times are good. There's no sense of urgency. In other words, there's no immediate need. But we also know that change is best tackled when we're on top, when we can be in control of it. This is the backdrop of Bechtle's Leadership Initiative that launched in February 2020.

NEW LEADERSHIP PRINCIPLES AND THE BECHTLE LEADERSHIP INITIATIVE.

The foundation to raise awareness of good leadership as a critical factor for success has been laid. For instance, we've given our Leadership Principles a complete overhaul. Five new principles set out the way of true leaders at Bechtle, published to coincide with the launch of the group-wide initiative.

To this end, Bechtle created a digital information platform on the topic of leadership, where content is published with the aim to make leadership the water cooler topic. And by that we mean for everyone, not just those who lead. Just as our Leadership Principles require us to be open and transparent, the new leadership platform aims to be a beacon for these very same traits. Because leadership is about everyone. That's why everyone should be part of the conversation. Each one of the five Leadership Principles gets the limelight for ten weeks and each week the focus is on a specific topic. The aim is to raise awareness among leaders and employees alike, share ideas and thoughts, inspire and encourage discussion. Site visits and click counts attest to the site's success.

LEADERSHIP ROADMAP.

The Leadership Initiative is just part of a long-term process that will stick with Bechtle and Bechtle will stick with it. Making change happen in leadership takes time, and we'd be ill-advised not to take ours. That's why we created a roadmap to pinpoint the milestones of this transformation. After creating awareness and a framework for it all, Bechtle set out to offer leadership training. Through a combination of compulsory and optional seminars to be held over the coming two years, we'll be setting benchmarks, create a shared understanding of leadership, and develop critical skill sets.

At the same time, we'll be adapting and tweaking the programmes designed to prep both up-and-coming and aspiring leaders for new or more advanced roles in our organisation, and revamping our portfolio of leadership qualifications. And there's more in the pipeline including the first group-wide employee satisfaction survey carried out in 2020, which helped us glean information about what drives happiness. Leadership Feedback is an instrument we'll see introduced in 2021, helping leaders better understand their behaviour and style with current plans for traditional 180-degree feedback.

There are other measures in the offing, but we're deliberately going one step at a time, not too fast, not too far, but with the clear goal of taking an active role in the change.



DIVERSITY AND EQUAL OPPORTUNITY.

OUR APPROACH.

GRI 103-1

Our employees are the cornerstone of our corporate success. Alongside their qualifications and high levels of dedication, it's the diversity of the Bechtle employees that is a key factor for successful teams and an excellent understanding of both customers and markets, with the aim of cultivating a long-term relationship between our employees and Bechtle. We encourage our employees to bring their individual experiences, skills, and potential to the group and we provide them with a respectful working environment where appreciation is at the fore. We speak frankly and reject discrimination due to gender, gender identity, sexual orientation, age, religious beliefs, world views, ethnic background and nationality, illness and disability. This principle has been firmly anchored in our Code of Conduct which applies to every single employee. For potential applicants, it's crucial that their new employer is open-minded and honest.

MANAGEMENT.

GRI 103-2

Diversity and equal opportunity is a topic that extends across all areas and hierarchy levels, which is why we expect that all of our employees are treated equally as laid down in our Code of Conduct and the corporate values we live every day, which demand we treat each other fairly and respectfully. Each leader must act as a role model and ensure diversity and equal opportunity in their departments. The Bechtle Academy offers numerous seminars on the subject of diversity, ranging from intercultural skills to leadership training, while Human Resources employees are specifically trained in application and hiring processes. The Bechtle Compliance Board is the central point of contact in the case of code breaches, which can be approached anonymously.

Diversity Charter. As announced in the 2019 Sustainability Report, Bechtle AG signed the Charta der Vielfalt (Diversity Charter) in the reporting year. In supporting the Charta der Vielfalt, Bechtle is actively promoting diversity within the group and has become part of one of the largest employer initiatives and diversity management networks in Germany. The aim of the initiative is to highlight rec-

“Diversity and fair treatment of each other are key Bechtle values. It is not uncommon today to have three different generations and people of completely different cultural backgrounds working together in our teams. A company benefits when its employees are made up of a wide range of different personalities who are able to contribute and further develop their skills, which is why we both value and encourage diversity.”

Dr Thomas Olemotz,
CEO, Bechtle AG

ognition, appreciation, and integration of diversity in business culture. Dr Thomas Olemotz signed the charter as the CEO of Bechtle AG on 27 April. Signatories to the Charta der Vielfalt commit themselves to creating a work environment free from prejudice and which appreciates all employees – regardless of gender and gender identity, nationality, ethnic background, religion or world view, disabilities, age, sexual orientation and identity. As a signatory, Bechtle affirms the company's firmly anchored principles of non-discrimination and ensures equal appreciation for all of its workforce.



charta-der-vielfalt.de/en/



Diversity and fair treatment of each other are key Bechtle values. We embrace diversity, for example by signing the Diversity Charter, a nationwide employer initiative and the largest diversity network in Germany.

Diversity and equal opportunity key figures. The Bechtle Group collects information on nationality, the percentage of age groups and of women, an overview of which is given below.

GRI 405-1

In 2020, 12,180 employees from 96 countries were working at Bechtle (as of 31 December 2020). In Germany, 211 employees with disabilities as defined in Section 2 Para. 1 and 2 of Book XI of the German Social Code (SGB) were employed in the reporting year.

GRI 405-1

EMPLOYEE AGE STRUCTURE.

	2019	2020
< 30 years old	3,049	3,111
30–50 years old	5,921	6,326
50+ years old	2,517	2,743
Total	11,487	12,180

GRI 102-8, GRI 405-1



See the Bechtle Annual Report 2020, Group Management Report, Section

Percentage of women. In 2020, the Bechtle Group employed 3,342 women, amounting to 27.4 per cent. The share of women on the Supervisory Board was 33 per cent in the reporting year. No women currently sit on the Executive Board or are Executive Vice President (second management level) and, at higher management levels women are currently underrepresented. In the long-term, Bechtle would particularly like to increase the number of women in leadership positions and for this reason, earlier than planned on the 17 January 2020, the Executive Board chose to redefine the target figures set in 2017: Currently, no women are Executive Vice Presidents, but this should change with a new target of 22 per cent by 31 January 2025. Currently, 8.73 per cent of managing directors and those reporting to the Executive Board are women and the goal is to increase this figure to 25 per cent by 31 January 2025. On 15 December 2020, the Supervisory Board additionally approved a target for the proportion of women on the Executive Board. By 30 June 2025, the aim is to have one woman represented at the highest level. The Executive Board is currently made up of three members.

GRI 102-8, GRI 405-1

TOTAL NUMBER OF BECHTLE GROUP EMPLOYEES ACCORDING TO GENDER.

	2019	2020
Women	3,082	3,342
Men	8,405	8,838
Total number of employees	11,487	12,180

GRI 102-8, GRI 405-1

SHARE OF WOMEN ACCORDING TO AREAS.

	2019	2020
Central Divisions	48.7	49.4
IT E-commerce	39.7	39.8
IT System House & Managed Services	20.3	21.1
Trainees	24.0	23.6
Total share of women	26.8	27.4

GRI 405-1

WOMEN IN REGULATORY BODIES AND LEADERSHIP ROLES.

	2019	2020
Supervisory Board	33	33
Executive Board	0	0
Executive Vice President	0	0
Management*	12.0	12.9

*Management includes: Executive Board, Executive Vice Presidents, managing directors, direct reports and department heads.

Initiative for the advancement of women 2020. Bechtle took part in the WoMent² mentoring programme at the University of Applied Sciences in Heilbronn for the second time in 2020. During this programme, three mentors each support a female student in their final year of study with the goal of motivating them to aim for a leadership role.


hs-heilbronn.de/woment

Girl's Day, which in previous years regularly took place at the group headquarters and other locations, was completely virtual this year. The event gives young women the opportunity to find out more about technical training and careers. Bechtle AG is also a member of the federal government's Nationaler Pakt für Frauen in MINT-Berufen (National Pact for Women in STEM jobs). We aim to increase the proportion of women at recruiting and networking events for school students and young professionals.


komm-mach-mint.de
EVALUATION.

GRI 103-3

Any breaches of our Code of Conduct are reported to the Compliance Board before they are reviewed and appropriate measures taken. Diversity transcends all areas of the group. The newly introduced employee satisfaction survey can be used to gather information on the topic among other things.

OUTLOOK.

We would like to continue to successively build on our previous activities. The Leadership Initiative will continue to be expanded in 2021 and will cover diversity among other topics.

SOCIAL COMMITMENT.

We view social commitment as a part of our corporate responsibility. Bechtle AG and its subsidiaries therefore sponsor a great variety of community projects.

Consequently, Bechtle AG has been concentrating its social commitments in the areas of children/young people, education and sports since 2014. This triad, which formed the basis for a group-wide strategy in 2017, continues to be an excellent fit with Bechtle's corporate culture, values, Vision 2030 and brand foundations.

BECHTLE AG'S COMMITMENT.

In accordance with social commitment policies, Bechtle AG chooses to partner with select projects for a duration of no less than three years to promote stability. These are three concrete examples of long-term commitment to our partners:

In 2009, Bechtle founder Ralf Klenk launched the foundation "Big Help for Little Heroes" (Große Hilfe für kleine Helden) and Bechtle has been supporting them from day one, donating 30,000 euros in 2020.

As a sign of our commitment to the region, we have a co-operation with the Neckarsulm Sport Union Club, which is significant in the region both in terms of its size and its professional organisation. Our contribution to the development of young talent also fits in perfectly with our focus on sponsoring education, children and young people, and sports. That's why we have been sponsoring a youth co-ordinator at the club since 2014 with a donation of 12,000 euros yearly. We have also been supporting the Neckarsulm Sport Union's youth camp since 2016 with an annual donation, which amounted to 2,000 euros in 2020. Thanks to extensive hygiene measures being in place, the youth camp was able to take place during the reporting year. The contract, which initially ran to 2018, was extended in the reporting year.

The "Buchbar" project at the group headquarters in Neckarsulm in cooperation with the Krautheim workshops for people with disabilities was also continued in 2020 although to a limited extent. Buchbar is a project whereby Bechtle employees collect second hand books in good condition that are then given a new lease of life and resold by the workshops, which employ people with severe disabilities. Proceeds from the sale of Bechtle honey from the bees at the group headquarters were also donated to the Krautheim workshops. 1,000 glasses of honey were sold with 1 euro from every sale going towards a good cause. The money raised was doubled by Bechtle meaning the Krautheim workshops received a total of 2,000 euros.



krautheimer-werkstaetten.de



The "Buchbar" is a community project with the Krautheim Workshops for people with disabilities.

Bechtle AG has been a partner of the Experimenta in Heilbronn since May 2019 with a sponsorship contract running until the end of April 2022. Germany's largest science centre, Experimenta has been a success since it opened in 2009 with its interactive and experience-oriented approach that aims to get all generations excited about science and engineering. In March 2019, the hands-on museum added a new, highly modern structure – a significant expansion to some 25,000 square metres offering children and adults alike a world of learning and experiences featuring 275 interactive exhibits, four creative studios and nine laboratories in addition to an observatory and a science dome that puts on science shows. Bechtle has been onboard at Experimenta as an IT partner since 2009.

The science centre – with its modern technology landscape and close relationship with its long-term IT provider – is a fantastic opportunity for Bechtle to position itself as a strong IT partner in a future-oriented project. Experimenta's concept and aims match with two focus points in Bechtle's sponsoring strategy – children and young people, and education – and also play into Bechtle's desire to further strengthen its roots in the region. As a result of the pandemic, Experimenta was only able to open on a limited scale in 2020, but Bechtle is continuing to offer its support.

ACTIVITIES SPONSORED BY BECHTLE GROUP COMPANIES.

With over 100 subsidiaries, Bechtle is active in its local communities as an employer, client and business partner. We are most active in the communities where we are located as this is where we can make the biggest difference. An important principle is therefore embracing our corporate social responsibility locally – maintaining a high level of authenticity and sponsoring projects that complement Bechtle and reflect our values and culture, perfectly complementing the above triad and our regional responsibility. Each of our commitments is characterised by a firm sense of duty and a high degree of continuity, with the individual managing directors deciding what to focus on. In total, the social commitments of the subsidiaries outweigh those of the parent company by a considerable margin. As a group, Bechtle donated a total of 277,603 euros to charities and community projects (73,938 euros more than in the previous year) and 410,537 euros for sponsorship in 2020 (41,888 euros more than in the previous year).

Many of our employees volunteer and are involved personally in various community projects. Above and beyond the legal provisions for granting a leave of absence for volunteer work, Bechtle supports these efforts wherever possible.

Colleagues from Bechtle Cologne support the Helping Hands project through donations and voluntary work. The project has been set up to enable the poorest people in India to regain some independence by providing them with prostheses



Bechtle direct Germany has been supporting Noah's education for many years with employee donations. The 14-year old attends the Manyota School in King' Ori-Arusha, Tanzania.



Bee colonies at Bechtle in Neckarsulm, Gaildorf and Freiburg i. Br. are hard at work collecting pollen. The price of a jar of honey includes a donation and also draws attention to the plight of many of our beloved insects.



Operation Christmas Child: Colleagues in Neckarsulm gifted over 100 packages, which were passed on to organisations in Heilbronn that ensured they were distributed to those who needed them most over the festive period.

Creative AI on German Unity Day.

Artificial intelligence (AI) is a future-facing technology that's brimming with creative energy – visitors to Baden-Württemberg's Cube could tell. Part of the German Unity Day 30th anniversary celebrations held in September and October 2020, the digital art installation *Grenzauflösung* (roughly, dissolving borders) located in the heart of Potsdam blurred the lines between reality and art for four weeks and showcased the state's progressive and innovative clout. The project was supported by AI company, Colugo – a member of the Cyber Valley Start-Up Network with contributions from Bechtle.



With its 10 m² vivid video wall, visitors couldn't miss Baden-Württemberg's installation among the 30 pavilions set up along the three and a half kilometre long EinheitsEXPO exhibition, giving pause to many cyclists and pedestrians as they passed to view the digital artistry, silently performing a kind of mime act in front of the Cube, and then, as if by an invisible hand, all the colours change until a completely new style is revealed. One interpretation blending seamlessly into the another, creating unique images from one moment to the next.

NEURAL NETWORKS INTERWEAVE VISUAL INFORMATION.

What visitors didn't see were the highly complex computing processes running in the background: An NVIDIA super computer – provided by Bechtle to Colugo – processing millions of pieces of information in the fraction of a second. It was fitting then that the Cube had been nicknamed Käpsele, a regional term for a smart cookie.

"What exactly is going on here?", was the question on everyone's lips. What was going on was a high-performance camera sending everything it saw in front of the LG video wall to a super computer, which processed the images using neural networks that interwove the pictures with characteristics of different styles such as Expressionism, fractal, architecture and liquid art. Visual information for each of these styles was taken from the internet and fed into the system to train it so it can interact with the outside world and deliver aesthetically authentic results.

EUROPEAN LEADER IN AI.

Intuitive and playful on the one side. Informative on the other. Going round to the back of the Cube, visitors learned that Baden-Württemberg's



Cyber Valley Initiative is not only Germany's most important AI research and development hub, but is also a European leader in the field. In this highly dynamic environment, the 4-strong Colugo team develops AI solutions for enterprises and also doubles as the Lunar Ring art group.



cyber-valley.de

If visitors wanted to read further information about the economic and social impact of AI, they could take a look at kreative-ki.de – a platform run by Colugo and Bechtle that also carried a live stream of the installation and can still be viewed today.



kreative-ki.de

Alongside Germany's federal states, constitutional bodies such as the houses of parliament and federal government and other institutions were also represented at EinheitsEXPO. For reasons of hygiene, this exhibition was held instead of the originally planned public festival which had been expected to attract hundreds of thousands of visitors.

ENVIRONMENT.

A company's long-term success does not just depend on how well it is performing economically. It also lies in a carefully balanced use of natural resources such as the soil, air, water, biodiversity, and raw materials. As a socially responsible company, the environment holds a very special significance in our sustainability activities. By optimising our business processes, we can minimise our emissions, save resources, and reduce our impact on the environment. This is our contribution to protecting the environment and climate. Together with our partners, customers, and vendors, we strive to contribute the best we can to conserve and protect the environment.

① ENERGY CONSUMPTION AND EMISSIONS.

In November 2016, the German Federal Government adopted the Climate Action Plan 2050 which envisages a far-reaching greenhouse gas neutral climate balance by 2050. This sees Germany align itself with the aim of the 2015 Paris Climate Agreement to reduce global warming caused by humans to under 2 degrees Celsius. In December 2019, the UN Climate Change Conference in Madrid stepped up this target to "not more than 1.5 degrees Celsius" in its final report. The medium-term goal is to reduce greenhouse gas emissions in Germany by at least 55 per cent by 2033 compared to 1990.


umweltbundesamt.de

The focus of this effort lies on greenhouse gases. Found in the atmosphere, these gases are generated both naturally and by humans, and absorb and emit thermal infrared light, leading to the greenhouse effect. Water vapour (H₂O), carbon dioxide (CO₂), nitrous oxide (N₂O), methane (CH₄) and ozone (O₃) are the most common greenhouse gasses found in the earth's atmosphere. Carbon dioxide is the main cause of the greenhouse effect and, according to the German Environment Agency, accounted for almost 88 per cent of greenhouse gas emissions in 2019 produced in particular by the burning of fossil fuels.

OUR APPROACH.

GRI 103-1

Due to the enormous impact of carbon dioxide on the greenhouse effect, we keep an eye on our CO₂ emissions and are on the look-out for solutions to reduce them. Mobility is crucial for our account managers, consultants and IT service technicians to do their job. The Bechtle vehicle fleet therefore accounts for a considerable proportion of the company's CO₂ emissions. Added to this is the energy used for air conditioning in Bechtle data centres, office buildings and warehouses. IT trade also entails energy consumption and emissions as part of the supply chain from production, to transportation, to operation on customer sites. Bechtle's reporting is concentrated on scope 1 and scope 2 emissions in accordance with the Greenhouse Gas Protocol.



ghgprotocol.org

MANAGEMENT.

GRI 103-2

By introducing a certified environmental management system in 2011 located in Bechtle AG's centralised departments, we laid the foundations for structured environmental management. An Environmental Management Manual forms the basis for Bechtle AG's environmental strategy and is implemented by all companies based at the group's headquarters. The aim is to limit resource consumption and its resulting emissions as well as other effects on the environment. With some 2,000 employees at the end of 2020, the Bechtle headquarters is the largest site of the group by some margin. The central departments of Bechtle AG based there serve as the driver for sustainability topics, including the environment. Individual projects are generally piloted at headquarters and then rolled out across the group, where they are owned by each subsidiary's managing director, who are also the local liaison in the case of any issues. The companies certified to DIN EN ISO 14001 standards have environmental officers who accept ideas for initiatives and monitor their implementation.

The following Bechtle Group companies were certified in accordance with DIN EN ISO 14001 in the reporting year: In Germany – Bechtle AG in Neckarsulm and Gaildorf; Bechtle direct Public Sector, Neckarsulm; PP 2000 GmbH in Stuttgart and Kornwestheim; Bechtle Remarketing GmbH in Wesel; in the Netherlands – Bechtle direct B.V. in Eindhoven and Breukelen (also MVO Nederland); BuyIT direct in Hoofddorp. Codalis SA in Geneva, Western Switzerland merged with Bechtle Suisse SA on 1 January 2021 and holds the B Corporation certification.

Moreover, Bechtle is re-evaluated once a year by EcoVadis. EcoVadis is a sustainability application platform for global procurement chains. EcoVadis scorecards enable companies to understand, monitor and improve their environmental as well as social and ethical performance. Bechtle AG (Group) and its subsidiary ITZ GmbH in Essen, InmacWstore S.A.S. in France, and Bechtle direct N.V. in Belgium were all awarded a silver medal by EcoVadis in 2020.



ecovadis.com

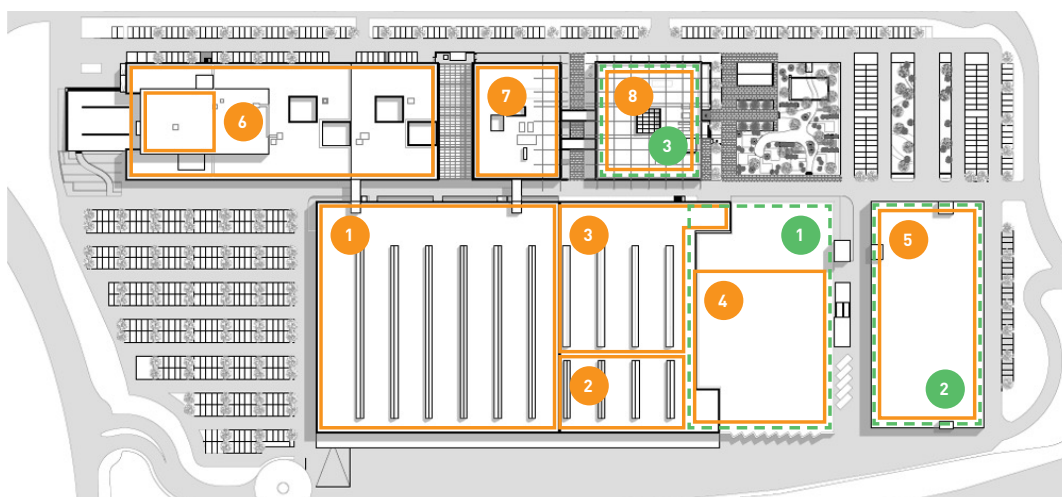
USE OF RENEWABLE ENERGIES.



See Bechtle
Sustainability Report 2018
from page 26

In the reporting period, a geothermal power generator was installed under the new office complex built at headquarters, with existing photovoltaic systems also being expanded during construction. Additional solar modules installed on both the new and existing office buildings will boost solar energy production by 560 kilowatt peak (kWp) to a total output of around 1,900 kWp.

The following graphic shows the installations and their power output. Four photovoltaic systems are installed on the logistics building (orange), with an additional one on the roof of the multi-storey car park (1-5) and on the office buildings (6-8). Three geothermal fields (green) are located under the logistics annex (1), beneath the multi-storey car park (2), and beneath the new office complex (3).



PHOTOVOLTAIC SYSTEM.

	1	2	3	4	5	6	7	8	Total
Power in kWp	380.19	70.6	149	223	524.9	347.75	90.35	90.35	1,876.14
Number of modules	1,653	304	648	828	1,852	1,070	278	278	6,911
Area in m ²	2,391	824	1,041	3,000	4,500	1,474	453	453	14,406
In operation from	12/2007	12/2008	2011	6/2018	6/2018	2021	2021	2021	–

GEO THERMAL SYSTEM.

	1	2	3	Total
Power in kW	130	220	75	425
Boreholes (48 m deep)	72	110	42	224
In operation from	2016	2017	2020	

Car pool. Founded in 2017, Hamburg-based Bechtle Mobility GmbH is a service company within the Bechtle Group dedicated exclusively to managing mobility at Bechtle. In 2019, Bechtle Mobility managed a fleet of 3,535 vehicles in Germany. The overseas companies manage their car pools independently. In 2019, a total of 98,719,166 kilometres were travelled in company vehicles within the Bechtle Group (excluding Switzerland), 89,008,660 kilometres of which were in Germany.

In this report, we are providing 2019 emissions figures alongside those of 2020, which was a very special year in every respect due to the COVID-19 pandemic and this also impacted the use of our car pool. The hard lockdown in place across Europe in the spring of 2020 meant that many employees worked from home, and many customer appointments and meetings took place digitally. This resulted in a significant reduction in the number of business trips, which in turn had an effect on the number of kilometres travelled in March and particularly in April. In April alone, 4.8 million kilometres fewer were driven compared to the same month a year before. Over the next two years, we will analyse how the intensive use of virtual collaboration solutions during the pandemic will affect user behaviour in the long term.

The following table shows the impact of the pandemic on kilometres travelled in Bechtle company vehicles in Germany and Austria in 2019/2020.

COMPARISON OF KILOMETRES DRIVEN BY THE BECHTLE FLEET OF COMPANY VEHICLES IN GERMANY AND AUSTRIA.

	2019	2020
March	7,631,525	5,019,095
April	7,443,367	2,657,847
Average annual kilometres driven per vehicle	29,041	19,586

in km

The following table shows the energy consumption of the Bechtle Group's car pool (excluding Switzerland):

GRI 302-2

ENERGY CONSUMPTION BY SOURCE (SCOPE 1).

	2019 consumption	Primary energy use 2019
Diesel	6,143,520 l	61,250,892
Petrol	978,517 l	8,787,083
LPG	1,659 l	10,966
Total fuels		70,049,031

in kWh

BECHTLE CONTINUES TO DRIVE SUSTAINABLE MOBILITY.

Since November 2020, Bechtle's fleet in Germany includes 50 VW ID.3 electric cars, and by the end of 2020, around 15 per cent of the 3,600 or so company vehicles in Germany were either plug-in hybrids or all-electric, surpassing the target of 10 per cent for the year 2022 set in the Bechtle Sustainability Report 2019.



50 new fully electric vehicles were added to the Bechtle fleet in October 2020. The charging infrastructure has also been expanded.

Bechtle's mobility strategy names four essential, correlating parameters for a successful and sustainable expansion of its e-mobility fleet. If the number of electric and hybrid vehicles in the car pool is increased, employees need to have sufficient charging possibilities close to where they work. This also includes efficient load management and monitoring of the charging points at all locations. In order to use green electricity generated on-site for charging, Bechtle is significantly expanding the use of renewable energies at its headquarters and at new locations. As this approach covers many more aspects than just vehicle fleet management, Bechtle has created an interface between facility, property and environmental management. Over the past few months, we have intertwined individual activities in order to create the necessary links. During construction of the new office building at headquarters, we were not only able to more than double the number of charging points, but also significantly expand our photovoltaic system. At the same time, we have also started to improve charging infrastructure across the DACH region.

Along with the company headquarters' multi-storey employee car park that opened three years ago, Bechtle had realised the first significant extension of its charging infrastructure to some 60 charging points, powered with renewable energy from the photovoltaic system installed on the car park roof. The next extension will now see the number of available charging points at Bechtle Platz 1 more than double to some 140.

At the same time, Bechtle is creating new charging infrastructure for its electric fleet at 19 of the group's sites* in Germany, Austria and Switzerland. Once the current expansion stage concludes in 2021, the Bechtle Group will count some 300 charging points in these countries. Our goal is to build charging infrastructure at all our German locations where this is feasible, as well as in Austria and Switzerland over the coming two years.

Smart charging infrastructure. Technology company, The Mobility House, will provide the required charging stations complete with software-based charge and energy management to make sure they integrate efficiently and affordably into the Bechtle grid. What's special about this project is that we are creating a smart charging infrastructure at each one of the selected locations that will conform to Germany's calibration law. And it's smart in that it will dynamically manage the load depending on available power. Plus, there will be a monitoring feature analysing the charge per vehicle.



At a stroke: In October, all 50 VW ID.3s were delivered to the Bechtle site in Neckarsulm to be subsequently handed over to their new drivers.

*Germany: Neckarsulm, Weimar, Bonn, Freiburg, Mannheim, Hamburg, Hanover, Karlsruhe, Duisburg, Kiel, Bremen, Oldenburg, Olching, Radolfzell, Chemnitz, Cottbus. Austria: Graz, Vienna. Switzerland: Mägenwil.

ENERGY CONSUMPTION THROUGH ELECTRICITY, HEATING/COOLING.

GRI 302-1

In the previous report, we were able to draw on data collected within the framework of the DIN EN ISO 16247-1 energy audit in Germany. In 2020, we began to collect KPIs on group-wide energy consumption, making it possible for the first time in this report to show energy consumption through electricity, heating and cooling in the year 2019 throughout the entire organisation. There are no comparable values from the previous years. In the coming reporting year, we plan to further standardise KPI collection, meaning that the data basis will probably change once again. As in the previous year, the calculations in this report are viewed as the status quo and the basis for developing climate targets.

GRI 302-1

ENERGY CONSUMPTION WITHIN THE ORGANISATION 2019.

in FY

	2020
Direct energy consumption (scope 1)	
Heating energy (fossil fuels)	32,793.74
Fuel consumption	252,176.51
Indirect energy consumption (scope 2)	
Power	73,916.86
District heating	8,563.58
Total energy consumption within the organisation.	367,450.69

GRI 305-1, GRI 305-2

DIRECT AND INDIRECT GREENHOUSE GAS EMISSIONS (SCOPE 1 AND 2).

in CO₂e

	2020
Heating energy emissions	1,952.91
Fuel emissions	18,101.08
Scope 1 emissions total	20,053.99
Electricity emissions	6,945.70
District heating emissions	418.81
Scope 2 emissions total (location-based)	7,364.51
Total emissions	27,418.50

EVALUATION.

GRI 103-3

In addition to providing transparency, recording environmental indicators helps us identify areas for improvement, develop a plan of action, monitor success and provide a public account of our efforts and progress. As part of regular internal and external audits, we update evaluations of the companies certified in accordance with DIN EN ISO 14001 as well as their respective targets. The results of the Bechtle AG and Bechtle direct Public Sector audits are then presented to the member of the Bechtle Executive Board in charge of environmental issues. For other DIN EN ISO 14001 certified companies, this responsibility lies with their respective managing directors. The results of all certification audits are regularly reviewed by the environmental officer and EcoVadis liaison, and enable us to identify potential for improvements and determine next steps.

OUTLOOK.

The aim is to develop a sustainable, group-wide environment and climate strategy derived from measurable, KPIs. In the medium-term, we would therefore like to be able to present our Scope 3 emissions. To this end, we need sufficient data transparency as part of holistic KPI reporting. We were already able to build up a valid emissions database in the reporting year; our goal is to further professionalise the necessary processes for collecting KPIs in 2021. In terms of the car pool, we would like to increase the number of electric vehicles and have planned to install some 300 charging points by the end of 2021.

NEW OFFICE BUILDING AT BECHTLE PLATZ 1 SETTING THE BAR FOR SUSTAINABILITY.

Bechtle AG is building the foundations for future growth at the Neckarsulm headquarters with the IT company continuing to pursue its strategy of generating and using renewable energies through a raft of different measures. Construction work on the new office building was completed on schedule at the end of September, becoming home to 600 employees. The generation of renewable energy at Bechtle Platz will receive a significant boost with the expanded use of geothermal energy and the installation of additional photovoltaic and solar thermal systems. At the same time, the number of charging stations for electric and hybrid vehicles on site was more than doubled from 60 to 130.

The new building – which is linked to the existing office block – is the sixth substantial expansion to the premises and is testament to Bechtle's economic success and dynamic growth. As with earlier projects, the new structure will also tap into renewable energy, with the geothermal field beneath it including 42 geothermal probes installed at a depth of 48 metres. The technology is a staple at the location: Two further geothermal fields under the warehouse and the multi-storey car park have been in operation since 2016 and 2017 respectively. In total, Bechtle can count 224 geothermal probes on its premises. Solar thermal modules will heat the shower water while other solar modules installed on both the new and existing buildings will expand the current photovoltaic system, boosting solar energy production by 560 kilowatt peak (kWp) to a total output of around 1,900 kWp. The electricity generated by renewable energy shall be used for both the office buildings and vehicle charging points.



The new office block in Neckarsulm links up with the existing admin building and will become home to up to 600 employees.

At the heart of the 10,000 m² construction will stand an atrium surrounded by galleries on all floors. Two large rooms totalling 450 m² on the ground floor will become home to the expanded Bechtle Corporate Health Management and shall be used, for example, for yoga courses and back exercise programmes. In addition, there will also be two new changing rooms complete with washroom facilities for those colleagues who cycle to work or take part in sports activities. An intelligent smart office solution will control heating, cooling and light in the micro workspaces and there will be no uniform air-conditioning solution for the open-plan offices. Instead, the system automatically controls lighting, blinds, heating and cooling according to specific requirements, lighting conditions and seating areas, therefore enabling the efficient use of resources.

SUSTAINABLE IT – ENERGY-EFFICIENT IT.



Energy efficient or green IT is set to grow in importance in the future and questions are being asked about how IT can contribute to sustainability. Digital technologies played a prominent role in the 2020 reporting year in order to minimise the impact of the pandemic on the economy, and our public and private lives. Despite the technical challenges and negative impact on our social lives brought about by the lockdown, having to shift our working lives to working from home has shown that IT plays a crucial role in keeping businesses going both in terms of the digital transformation in general and in establishing new business models. We at Bechtle have also learned from the pandemic and have pushed on with projects more quickly. On the one hand, we will align our digital transformation much more closely with digital KPIs and on the other, we are developing sustainable solutions for risk assessment, IT retirement and consultation on sustainable IT architectures for our customers, which are based on our experiences over the last 12 months.

For example, in 2020, Germany reduced its CO₂ emissions by 80 million tons, exceeding its climate goals. One of the main factors behind this was the significant reduction in the number of business trips and commutes during lockdown. It became all too clear that a digital, platform-oriented way of doing business, for example through collaboration solutions such as Microsoft Teams or Cisco Webex, is a critical building block in sustainable digitalisation, as shown by the exponential growth in virtual meetings throughout the Bechtle Group.

NUMBER OF VIDEO MEETINGS HELD ON COLLABORATION PLATFORMS.

	2019	2020
Total number of meetings	177,120	625,400

Bechtle has been working on expanding collaboration solutions for web and video conferences for a good seven years or so in order to reduce the number of business trips.

The moderate increase in use laid out in the 2019 Sustainability Report was significantly exceeded in the reporting year as a result of the pandemic. Never before have so many colleagues used as many collaboration tools during their working day as in 2020.

We will not be providing any more detailed figures in digital sustainability in this report as 2020 was an exceptional year. Time will tell if the developments seen during the reporting year will translate into permanent sustainability strategies. Our aim for 2021 is to define digital sustainability KPIs and therefore sustainable IT as a systemic component is of great importance. Our in-house IT (CIO Organisation) is tasked with evaluating processes and applications in terms of economical, social and ecological sustainability aspects to align them with Bechtle's mission. That means working closely with

the specialist units on furthering digitalisation with one eye on efficiency, consistency and sufficiency. Our enterprise architecture has been designed with this in mind and all IT-supported processes are being evaluated on this basis. Alongside process improvements (efficiency) and process changes (consistency), the question of IT retirement and removing applications and infrastructure (sufficiency) are also part of the strategy. Bechtle will continue down this path in 2021 with all specific Human Resources processes, applications and infrastructures being systematically analysed in a flagship project.

OUTLOOK.

Our aim is to integrate measurable sustainability criteria such as CO₂ emissions and application retirement (decommissioning of legacy systems) into ten per cent of all IT-specific projects related to our enterprise architecture in 2021. In the long-term, we would like to expand both the catalogue of criteria and their implementation.

LOGISTICS AND PACKAGING.



OUR APPROACH.

GRI 103-1

Our trading activities mean the issues of logistics and packaging are very important for us. The Bechtle logistics hub in Neckarsulm functions as the central cog in the flow of commodities. The majority of IT hardware sourced by Bechtle arrives here, where it is consolidated with other orders for the same customers, temporarily stored with project-specific stock, or preloaded with IT software. Complaints are also processed in the logistics hub. In 2020, an average of 17,637 packages were despatched from our warehouse in Neckarsulm every day. The products' original packaging as well as overpacks and transport packaging contribute to waste, resource consumption and emissions. In addition, high levels of CO₂ are emitted during the transportation of goods, which have a particular impact on our ecological footprint.

MANAGEMENT.

GRI 103-2

We only have an indirect influence of the transportation of goods. Products are ordered by the central Purchasing department and despatched by distributors or vendors to our warehouse, or drop-shipped to our customers; distributors and vendors generally decide on the method of transportation. Customer account managers and the Purchasing department work closely with our vendors on individual transportation solutions for project-related orders, such as low-emission deliveries by rail or water, green last-mile solutions and bundled deliveries. During the course of 2021, a new position will be filled at the logistics hub, which will be focussed on this topic.

Questions related to packaging are handled by the Operative Logistics department at the logistics hub in Neckarsulm. This team coordinates everything from materials sourcing and optimisation, to the reduction of transport volumes, to disposal, and also creates innovative packaging concepts.

Packaging-optimised warehouse logistics. Products ordered by customers are packed in a way that effectively protects the items while using as little packaging material as possible. High quality standards are ensured through regular training – some of which is conducted in cooperation with our transport service providers – on how to properly package and load goods.



See refuse and recyclables
GRI 103-2

In the past few years, Bechtle Logistik & Service GmbH has implemented various measures, in particular at its logistics centre in Neckarsulm, to reduce energy consumption and CO₂ emissions throughout the entire supply chain – from its suppliers to end customers. Compared with the quantity of goods processed, it was able to cut the amount of packaging and reduce the volumes of outgoing shipments as well as the total number of shipments. We expect this not only to improve the environmental impact of our operations, but also to increase customer satisfaction and retention and to optimise overall costs. In future, we will continue to identify, analyse, evaluate and implement further savings opportunities wherever this is feasible.



See stakeholder communication,
Bechtle's Claims Management

GRI 301-1

MATERIALS.

Total weight of materials used to package main products, broken down into renewable and non-renewable (in t).*

		2019	2020
Non-renewable materials used	in t	17.5	17.1
Renewable materials used	in t	350.8	394.2

* Key figures are recorded for packaging materials in the Neckarsulm logistics hub.

In 2020, the logistics hub introduced new types of cardboard packaging with the aim not only to reduce processing time thanks to new folding techniques, but also to continue to optimise box sizes through systematic analyses. This leads to a reduction in packaging materials and ultimately transport volumes.

Furthermore, the logistics team is continuing to optimise the consolidation of multiple orders into fewer shipments, e.g. by palletising goods dispatched to the same address rather than sending out an individual package per order. This project is currently undergoing final tests and contributes to our efforts to reduce packaging materials and transport volumes.

The innovative Bechtle Box© transport solution is also growing in popularity. In the reporting year, we began discussions with one of our biggest vendor partners about the use of the Bechtle Box© and other measures to optimise packaging. These will continue in 2021. Unfortunately, the pandemic made essential on-site visits regarding this topic impossible. This project will be continued.

In addition, Operative Logistics looked into the extent to which Logistics can return its sorted plastic waste to the packaging lifecycle and which packaging materials made from recyclable plastics can be used. Test packages are currently being checked for practicality.

GRI 301-1

USE OF PACKAGING MATERIAL.

Purchased packaging (by material) in kilogrammes and CO₂ equivalents* from 2018 to 2019 in Bechtle's logistics hub in Neckarsulm.

	2019	2020
Cardboard		
Total kg	185,835	206,404
Share in %	50.46	50.17
CO ₂ e in kg	149,783	166,362
Paper		
Total kg	72,783	80,641
Share in %	19.76	19.60
CO ₂ e in kg	2,533	2,806
Plastic without film		
Total kg	827	931
Share in %	0.22	0.23
CO ₂ e in kg	2,382	2,680
Film		
Total kg	16,666	16,215
Share in %	4.52	3.94
CO ₂ e in kg	43,499	42,321
Wood		
Total kg	92,204	107,192
Share in %	25.03	26.06
CO ₂ e in kg	1,097	1,276
Total		
Total kg	368,315	411,382
Share in %	100	100
CO ₂ e in kg	199,294	215,445

*CO₂ equivalents are calculated based on the process-oriented basis data for environmental management systems (ProBas), provided by the German Environment Agency and available at probas.umweltbundesamt.de (German only).

Due to the pandemic and the changes in our customer's order patterns, we saw a large increase in the number of parcels despatched in 2020, which also had an impact on the amount of packaging materials used. We had expected an increase of ten per cent, but in fact, the number of packages despatched in the reporting year increased by 28.5 per cent YOY while the amount of cardboard used increased by eleven per cent. This growth exceeded our aim of achieving a five per cent reduction in recyclable cardboard packaging materials by the end of 2020.

EVALUATION.

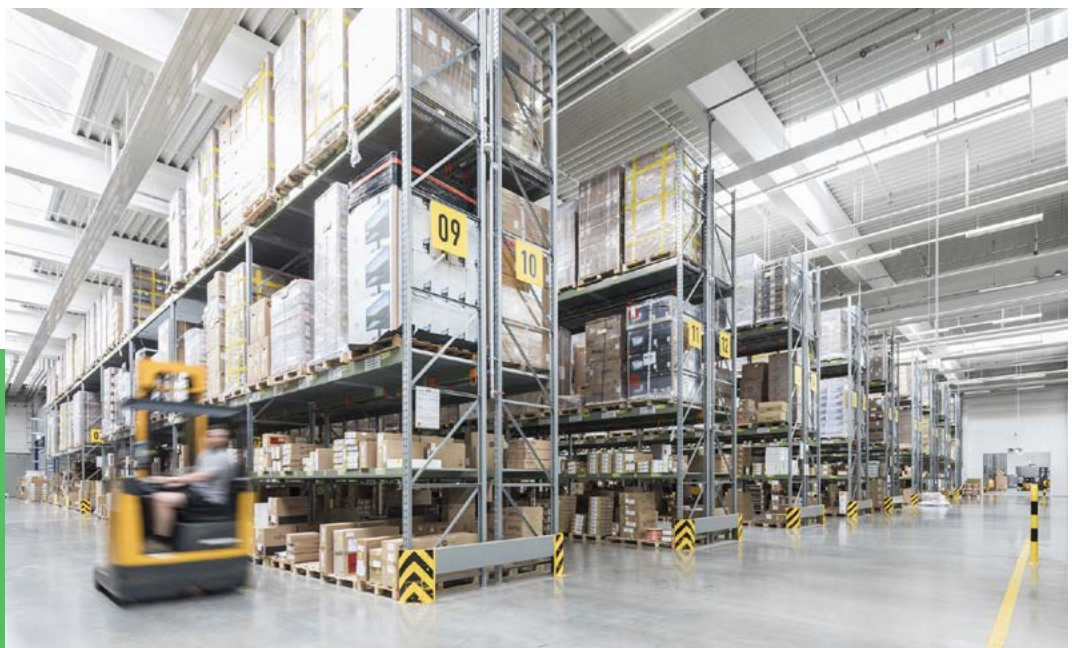
GRI 103-3

Employees in the logistics hub regularly determine and analyse the current packaging volume. Together with senior management and Supply Chain & Innovation Management, they continuously deduce savings potentials, as well as identify, trial and implement new solutions. In addition, the employees work closely with Facility Management at the group headquarters, which is responsible for waste disposal. The department has been certifying Bechtle AG within the scope of internal and external audits in accordance with DIN EN ISO 14001 for ten years and has rolled out the disposal concept to the entire group headquarters and, by extension, the logistics hub. The concept is reviewed annually and adjusted as required. Granular reporting by our waste management service provider gives us a clear view of how each material group is developing. Each container is weighed and recorded, along with the rates of incorrect sorting, giving us a good indication of how well we're doing on the ground.

OUTLOOK.

In the long-term, we would like to focus more on both upstream and downstream transportation along the supply chain and determine the opportunities open to us to reduce emissions through our operations. Furthermore, we intend to continue projects launched in 2020 related to packaging, and develop concrete aims as part of our sustainability initiative and expand our collection of KPIs.

The logistics hub in Neckarsulm is the Bechtle Group's central cog in the flow of commodities.



REFUSE AND RECYCLABLES.

OUR APPROACH.

GRI 103-1

For the most part, Bechtle premises consist of office space. Besides our logistics hub in Neckarsulm, only few sites maintain their own warehousing space. Consequently, the biggest portion of the Bechtle Group's refuse is made up of common municipal, paper and electronic waste, and used toner cartridges. Reducing waste is one way to conserve resources.

MANAGEMENT.

GRI 103-2

EU and local legislation have to be respected when disposing of waste. Data on waste generated is collected by the branches themselves and recorded in their accounts. This data forms the basis for identifying trends and potential for improvement. The majority of the offices are in rented buildings and the waste disposal concept is therefore managed by the landlord. Because of the varied local impact and regulation of refuse management, these topics are dealt with locally in the respective companies.

Refuse and recyclables at the headquarters. The topic of waste and recyclables at the group headquarters in Neckarsulm is based on a disposal concept created in the context of Bechtle AG's DIN EN ISO 14001 certification and encompasses the entire site. Facility Management and the environmental officer review the concept and update it as required on an annual basis. All employees at Bechtle HQ undergo essential environmental management training once a year to raise awareness of the issue and provide practical advice on environmentally sound disposal. For new employees, this is also part of their orientation programme. Between ten and 20 actionable ideas are submitted to the environmental officer every year. These undergo a review, and if deemed feasible, will be implemented. Specific packaging-related issues at the logistics hub in Neckarsulm are handled by the Operative Logistics department in cooperation with the environmental officer and Facility Management.



See Logistics and packaging

Over the course of the reporting year, we created a group-wide survey of waste-related KPIs that still have to be validated, which is why, for the time being, we are reporting the waste generated at the Neckarsulm headquarters (including the logistics hub) for 2020.

GRI 306-2

WASTE PER TYPE AND DISPOSAL METHOD AT THE HEADQUARTERS ⁴

in kg

	2019	2020
Hazardous waste (recycled)	6,265	10,976
Hazardous waste (disposed of)	–	–
Non-hazardous waste (recycled)*	650,534	524,390
Non-hazardous waste (disposed of)	–	–
Total	546,423	535,366

*incl. municipal waste sent for thermal recycling



See Logistics and packaging and
Energy consumption and emissions

A two per cent reduction in waste at the headquarters by the end of 2020 fell short of our five per cent goal. The reasons can be traced to the increase of packages being despatched from the logistics hub, and the construction and furnishing of the new office building that will be home to 600 employees. In addition, we have equipped numerous offices in the existing buildings with new furniture.

One measure to optimise the volume of waste is our centralised procurement of all consumables that are then made available to the individual departments. In order to lower paper consumption used for administrative purposes, we introduced digital pay slips with the secure IncaMail service in 2018. By 31 December 2020, 6,526 employees in Germany (not including Modus Consult GmbH and DPS Software GmbH) chose to receive their pay slips electronically. An increase from 4,409 in the previous year. In Austria and Switzerland the numbers were 512 and 1,014 respectively, which means a majority of employees there choose this option. (Austria and Switzerland 2019: 1,290 people)

We have been collecting used and obsolete hardware at the headquarters and sending it to HP Financial Services since 2020. This hardware is sent to the HPE Technology Renewal Center in Erskine, Scotland where it is checked and all data residing on it erased subject to a certified process. A total of around 89 per cent of this hardware is resold, while 11 per cent is professionally recycled. Together with HP, we also offer our customers a Bechtle Recycling Box for empty genuine HP ink and toner cartridges. Bechtle collects the Recycling Boxes for no extra cost and HP takes care of recycling, with the materials then used for new products, reducing waste and completing the product life cycle.

EVALUATION.

GRI 103-3

As part of our internal and external audits in accordance with DIN EN ISO 14001, the disposal concept at the group headquarters has been re-evaluated and updated as needed every year for over more than nine years. Granular reporting by our waste management service provider gives us a clear view of how each material group is developing. Each container is weighed and recorded, along with the rates of incorrect sorting, giving us a good indication of how well we're doing on the ground.

OUTLOOK.

We aim to use materials sparingly and avoid waste, therefore saving resources and making a contribution to climate protection. We will increase the proportion of certain materials in order to reduce municipal waste. We will develop concrete goals for reducing waste and measures to achieve those goals in 2021 within the scope of creating the Bechtle Sustainability Programme.

GRI 102-55

GRI-CONTENT-INDEX.

This report has been prepared in accordance with the GRI Standards: Core option. The GRI Index lists the GRI indicators used as well as additional information. If there is no or only limited information about a GRI indicator, or if details have been made known in another publication, this is explained in the comments.

GENERAL DISCLOSURES.

The general standards give a general, strategic overview of the organisation's sustainability.

GRI 102 General Disclosures (2016)	Page	Comment
1. Organisational Profile		
GRI 102-1 Name of the organization	8	
GRI 102-2 Activities, brands, products and services	8	Bechtle works with some 300 suppliers/vendor partners.
GRI 102-3 Location of headquarters	8	
GRI 102-4 Location of operations	8	
GRI 102-5 Ownership and legal form	8	More information about the shareholder structure can be found at bechtle.com/ir .
GRI 102-6 Markets served	8	Countries where Bechtle has locations and worldwide via partners such as the Global IT Alliance (GITA).
GRI 102-7 Scale of organization	8	Market capitalisation as at 31/12/2020: €7.5 bn; total number of companies (subsidi-aries) see Bechtle Annual Report 2020, Group Annex / Annex A / Bechtle AG subsidi-aries; debt capital and equity – see Bechtle Annual Report 2020, Group Management Report, Section Earnings, assets and financial situation.
GRI 102-8 Information on employees and other workers	8, 68, 69	There is no information on the total number of employees with permanent or tempo-rary contracts. For a breakdown per region, please see the Bechtle Annual Report 2020, Group Management Report, Section Company/employees. See also Page 69, Breakdown by area. The term employee refers to all members of staff including absentees and trainees, but excluding auxiliary positions.
GRI 102-9 Supply chain		Not description available. Will be developed in 2021.
GRI 102-10 Significant changes to the organization and its supply chain		Not applicable.
GRI 102-11 Precautionary principle or approach		See Bechtle Annual Report 2020, Group Management Report, Section Opportunity and risk report.
GRI 102-12 External initiatives	16	UN Global Compact: Bechtle Group. WIN Charta: Bechtle Group; EcoVadis Silver: Bechtle AG for the group as well as Bechtle direct N.V. Belgium, ITZ GmbH Essen, Inmac WStore S.A.S., France. German Diversity Charter: Bechtle GmbH IT System House Hamburg/Kiel MVO Prestatieladder, CO ₂ certificate level 3 and FIRA Sustainability Report: Bechtle direct B.V. Netherlands. FamiUnDo – Familienfreundliche Unternehmen Dortmund: Bechtle IT System House Dortmund
GRI 102-13 Membership of associations	32	BITKOM
2. Strategy		
GRI 102-14 Statement from senior decision-maker	4–5	Foreword by Dr Thomas Olemotz, CEO, Bechtle AG

GRI 102 General Disclosures (2016)	Page	Comment
3. Ethics and integrity		
GRI 102-16 Values, principles, standards and norms of behavior	9, 12, 13	Based on the corporate guidelines: Corporate Philosophy, Code of Conduct and Leadership Principles.
4. Governance		
GRI 102-18 Governance structure		See Bechtle Annual Report 2020, Section Company / The Bechtle Group.
5. Stakeholder engagement		
GRI 102-40 List of stakeholder groups	19, 20	
GRI 102-41 Collective bargaining agreements		Not applicable
GRI 102-42 Identifying and selecting stakeholders	20	
GRI 102-43 Approach to stakeholder engagement	21 et seqq.	
GRI 102-44 Key topics and concerns raised	20	
6. Reporting practice		
GRI 102-45 Entities included in the consolidated financial statements		See Bechtle Annual Report 2020, Group Management Report
GRI 102-46 Defining report content and topic boundaries	6, 17, 18	
GRI 102-47 List of material topics	19	
GRI 102-48 Restatements of information	17 et seqq.	
GRI 102-49 Changes in reporting	17 et seqq.	
GRI 102-50 Reporting period	6	
GRI 102-51 Date of most recent report	7	
GRI 102-52 Reporting cycle	7	
GRI 102-53 Contact point for questions regarding the report	99	
GRI 102-54 Claims of reporting in accordance with the GRI Standards	6, 93	
GRI 102-55 GRI content index	93 et seqq.	

TOPIC-SPECIFIC STANDARDS.

Topic-specific standards are split into three groups: economic, environmental and social. Within the specific standard disclosures, indicators are designated to essential aspects.

Topic-specific standards		Page	Comment
GRI 200 Economic standards			
GRI 205 Anti-corruption 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	39–43	KPI reporting under GRI 103-2
GRI 205-1	Operations assessed for risks related to corruption	42	
GRI 205-2	Communication and training about anti-corruption policies and procedures	41	
GRI 205-3	Confirmed incidents of corruption and actions taken	42	More detailed information cannot be reported as it is confidential.
GRI 300 Environmental standards			
GRI 301 Materials 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	87–90	KPI reporting under GRI 103-2
GRI 301-1	Materials used by weight and volume	88, 89	The data only relate to product packaging required for shipping and are collected in the Neckarsulm logistics hub. CO ₂ equivalents are calculated based on the process-oriented basis data for environmental management systems (ProBas), provided by the German Environment Agency and available at probas.umwelt-bundesamt.de (German only).
GRI 302 Energy 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	76–83	KPI reporting under GRI 103-2
GRI 302-1	Energy consumption within the organization	82	Calculations are based on DEFRA's (Department for Environment, Food & Rural Affairs) 2018 conversion factor.
GRI 305 Emissions 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	64–69	KPI reporting under GRI 103-2
GRI 305-1	Direct (Scope 1) GHG emissions	82	Greenhouse gas emissions for Scopes 1 and 2 are determined based on company car energy and fuel consumption in the entire group (except Switzerland). The calculation follows the requirements of the Greenhouse Gas (GHG) Protocol and is shown as CO ₂ equivalents. An operative control approach is used that recognises both rental objects and leased vehicles under Scope 1. As per the GHG Protocol, Scope 2 emissions resulting from electricity consumption are reported according to location-based emission factors. The location-based method employs emission factors for a specific geographic area (e.g. a country). The calculation of location-based greenhouse gas emissions is based on the International Energy Agency's (IEA) 2018 factors; all other factors are based on the UK's DEFRA (Department for Environment, Food & Rural Affairs) emission factors for 2018.
GRI 305-2	Energy indirect (Scope 2) GHG emissions	82	

Topic-specific standards		Page	Comment
GRI 306 Effluents and waste 2016			No material topic; it is however reported as there is crossover with GRI 301.
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	91–92	KPI reporting under GRI 103-2
GRI 306-2	Management of significant waste-related impacts	91	A differentiation is made between hazardous and non-hazardous waste which is disposed of or recycled. The waste disposal company decides how waste should be disposed of. The share of municipal waste satisfies the statistical analysis of euro-stat, 2018. The values relate exclusively to the headquarters.
GRI 400 Social standards			
GRI 401 Employment 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	44–49	KPI reporting under GRI 103-2
GRI 401-1	New employee hires and employee turnover	48	The employee turnover rate is reported as a percentage. No information on gender, age and region is available.
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	45, 47	Medical check-ups, health promotion measures, parental leave and childcare during the school holidays are offered to employees regardless of their type of contract or period of employment. Pension plans and incapacity benefits are regulated by law in Germany for all employees, who are obliged to pay state pension contributions; parental leave is also regulated for marginal employees. Occupational health screenings are regulated by the Occupational Health and Safety Act. Employees are not offered equity participation. Company bikes are available for all employees with permanent contracts at the participating German Bechtle subsidiaries. The only requirement is having been employed for at least 6 months. Employees at Bechtle Belgium and the Netherlands are also offered company bikes. No further data available.
GRI 401-3	Parental leave	46	The total number of employees entitled to parental leave, the number of returnees and retention rate are not individually collected. Currently, only figures for Germany are collated.
GRI 403 Occupational health and safety 2018			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	52–57	KPI reporting under GRI 103-2
GRI 403-1	Occupational health and safety management system	52–53	A (first-time) occupational health and safety certification according to DIN EN ISO 45001 for Bechtle AG in Neckarsulm and Gaildorf was commissioned in 2019 for 2020. Certification has been postponed to 2021 due to the pandemic.
GRI 403-2	Hazard identification, risk assessment, and incident investigation	52	We have chosen not to publish data on sick leave and rates of absence due to its sensitive nature.
GRI 403-3	Occupational health services	52	Germany – BAD, Belgium – Mensura, no reporting on other countries
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	52	
GRI 403-5	Worker training on occupational health and safety	52–53	
GRI 403-6	Promotion of worker health	54	The headquarters and all other company locations within consolidation scopes A and B*; no information is available for any other location.
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Not applicable
GRI 403-8	Workers covered by an occupational health and safety management system	53	A (first-time) occupational health and safety certification according to DIN EN ISO 45001 for Bechtle AG in Neckarsulm and Gaildorf was commissioned in 2019 for 2020. Certification has been postponed to 2021 due to the pandemic.
GRI 403-9	Work-related injuries	33	Accident figures are for Germany. For consolidation scope B, 11 occupational accidents and 9 commuting accidents were reported. There is no information on accident figures for Bechtle locations outside Germany. Instead of the hours actually worked, the number of target hours was used as the basis for the calculation as time sheets are not used.

Topic-specific standards		Page	Comment
GRI 404 Training and education 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	58–63	KPI reporting under GRI 103-2
GRI 404-1	Average hours of training per year per employee		It is currently not reasonably possible for us to track the average hours per year and employee spent on training and education. Furthermore, there is no information available on the breakdown according to gender and employee category.
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	61	Only Bechtle Academy offerings can be reported as we currently have no information about external offers. Transition assistance: not applicable
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	58	Each employee should have an annual appraisal with their supervisor to receive feedback on performance and professional development. There is no information on this at present.
GRI 405 Diversity and equal opportunities 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	66–69	KPI reporting under GRI 103-2
GRI 405-1	Diversity of governance bodies and employees	68–69	See employee definition in GRI 102-8.
GRI 414 Supplier Social Assessment 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	31–33	
GRI 414-2	Negative social impacts in the supply chain and actions taken	32	No in-house audits are carried out which is why the number of suppliers who have signed the Bechtle Code of Conduct is reported. No negative social impact was determined among the suppliers in the supply chain. For this reason, no measures were taken in the reporting year and business relationships were not affected.
GRI 418 Customer privacy 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	37–39	
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		Due to the sensitive nature of the data, we do not publish any information on this subject and are obliged to maintain discretion.

*Bechtle companies grouped into the Bechtle Sustainability Report 2020 consolidation scope for the collection of individual KPIs:

A) Bechtle IT system houses: Bonn/Cologne, Cologne, Darmstadt, Dortmund, Frankfurt am Main, Hamburg/Kiel, Hanover, Karlsruhe, Mannheim, Neckarsulm, Nurnberg, Regensburg/Munich, Rottenburg, Stuttgart. Other companies: Bechtle AG, Bechtle Logistik and Service, Bechtle Onsite Services, Bechtle Hosting and Operations, Bechtle direct Germany, Bechtle Remarketing; PP 2000.

B) Overseas companies: Bechtle Belgium; France: Bechtle direct, Inmac Wstore; Bechtle direct Italy; Bechtle direct Ireland; The Netherlands: Bechtle direct, Buyitdirect; Bechtle direct Portugal; Switzerland: Codalis SA, Geneva/Switzerland; Bechtle Suisse SA; Bechtle direct SA, Morges/Switzerland; Bechtle Holding Schweiz AG; Bechtle direct Czechia; Bechtle direct UK.



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ACCORDING TO § 289C SECTION 2 HGB.

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