

CULTIVATING SUSTAINABILITY.

Your strong IT partner.
Today and tomorrow.

BECHTLE



Indicates a section
of the Non-financial
Report



Cross reference to another
section within this report



Cross reference to another
publication



Cross reference to an
online resource



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GRI 102-14

DEAR READERS,

We are delighted in your interest in our activities to cultivate sustainability. The report you're reading marks the beginning of a new phase in Bechtle's sustainability reporting, as we are for the first time able to align the report with our Sustainability Strategy 2030. Introduced during the reporting year, it condenses the very thing we have been pursuing with growing verve – taking responsibility for today, for a tomorrow that we are happy to pass to the generations to come.

Bechtle began taking a systematic approach to sustainability as early as 2011, and has been publishing all related activities in an annual Sustainability Report for eight years. The strategic framework introduced in 2021 builds on our previous achievements while setting out new and ambitious goals for the future. At its heart are four strategic areas of action – ethical business practices, environment, people, and digital future – each with three focal points and strategic goals attached.

In order to regularly track our progress and adapt operative measures designed to achieve these goals, we have defined a number of milestones along the way. This includes our goal to become carbon neutral in areas that we can influence by 2030, which span scope-1 and 2 emissions, and possibly more. It's an ambitious challenge to face, but one that is well worth the effort.

As a listed company, we are committed to all our stakeholders, both within and outside of our organisation. That's why, to us, sustainable action means taking on present and future economic, social and ecological challenges, and balancing risks and opportunities in a way that allows us to realise the growth and profitability goals outlined in our Vision 2030 while taking a responsible approach to the future. It's something that we truly believe in and work for with great passion every day.

I'd like to share some thoughts on one event of the year behind us in particular.

I'm sure many of us can still feel the palpable tragedy caused by catastrophic flooding in Germany and other regions in Western Europe. Colleagues from Bechtle, too, are among the many victims of the water. At the same time, we were heartened by the outpouring of solidarity and support. As a company, we wanted to make a real contribution, too. That's why Bechtle has set up its own relief fund with an initial 500,000 euros. In particular, this money was intended to provide swift aid to colleagues who are directly affected by the floods. Furthermore, we have donated another 500,000 euros to Aktion Deutschland Hilft, an alliance of German aid groups, to provide urgently needed relief fast, and make a long-term contribution to help rebuild the affected communities.

For me, personally, this event has underscored just how essential it is for a company to be committed to our society, and to do everything in its power as a part of society to mitigate the impact it has on our environment and the climate. There are many cogs – big and small – that we can adjust to become better. To do that, you must welcome change, take responsibility, and move ahead at a brisk pace. Here at Bechtle, I can feel a great desire to go this way together – as a community, and as a forward-facing IT partner for our customers.


Sincerely,



Dr Thomas Olemotz

RESPONSIBLE LEADERSHIP.

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 Sustainability Report 2021 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 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.

This is the first edition of the report to include information on the Bechtle Sustainability Strategy 2030 adopted in 2021, along with its four strategic fields of action and its twin Sustainability Programme setting out concrete measures and objectives.

REPORTING STANDARDS.

GRI 102-54


The versions of the
GRI Standards are listed
in the GRI Content 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 Materiality Analysis

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 2021. KPIs 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 28 January 2022. 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 2021 was published on 18 March 2022 to coincide with the publication of the Bechtle Annual Report 2021 – which we refer to for more detailed context on the corporate financial targets and business development. This report succeeds the Bechtle Sustainability Report 2020, which was published on 19 March 2021. The next Non-financial Report will be published in the spring of 2023.



See Bechtle Annual
Report 2021

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

EXTERNAL INITIATIVES – COMMITTED TO SUSTAINABILITY.

GRI 102-12



unglobalcompact.org

UN Global Compact. In September 2018, Bechtle signed the UN Global Compact, 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 Sustainability Report.



win-bw.com

WIN-Charta. Bechtle has been a signatory of the WIN-Charta since November 2014. A regional volunteer-based sustainability management system, it 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.



Charta der Vielfalt. Diversity and fair treatment of each other are key Bechtle values. A signatory to the Charta der Vielfalt since April 2020, 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 recognition, appreciation, and integration of diversity in business culture. 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.

EcoVadis. Bechtle has been undergoing EcoVadis audits since 2016. An international, document-based sustainability standard, EcoVadis scorecards make it possible to evaluate and compare companies' environmental, social and ethical performance and help organisations continuously optimise their efforts. In December 2021, Bechtle achieved a score of 64/100, marking the fifth improvement in a row and earning us a silver medal ahead of the industry average.



ecovadis.com

TIMELINE OF ECOVADIS SCORES OF BECHTLE AG (GROUP-WIDE).

2016	2017	2018	2019	2020	2021
42 Bronze	48 Silver	54 Silver	56 Silver	62 Silver	64 Silver





BECHTLE'S BUSINESS MODEL.



For more details on our business model, see the Bechtle Annual Report 2021

GRI 102-1, GRI 102-2, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-7

Bechtle AG is one of Europe's leading IT providers, with some 80 system houses in Germany, Austria and Switzerland as well as e-commerce subsidiaries in 14 European countries. (Countries: Austria, Belgium, Czech Republic, France, Germany, Hungary, Ireland, Italy, Netherlands, Poland, Portugal, Spain, Switzerland, United Kingdom).

Bechtle provides more than 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.

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 12,880 people as of 31 December 2021. Bechtle is listed on the MDAX and TecDAX indexes. In 2021, the company generated revenues of around 5.31 billion euros.

RESPONSIBILITY AT BECHTLE.

GRI 102-16

Our group strategy is geared towards corporate responsibility and financial security, both of which are important pillars of sustainable corporate development. 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, transformation and complexity. More than just giving us direction and providing orientation beyond our daily business, it also gives customers, vendor partners and employees the assurance 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.

VISION 2030 – BECHTLE: INTEGRATE IT. ARCHITECT THE FUTURE.

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 are the cornerstones of our operation. They define our corporate culture and are reflected in our corporate guidelines – in particular our Corporate Philosophy, which is integral to each employment contract – alongside the revised Bechtle Code of Conduct published in 2021, 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. All corporate guidelines are authorised by the Executive Board and can be accessed by all employees via the intranet in English, German and French.



MATERIAL NON-FINANCIAL TOPICS.

GRI 102-46



See detailed process description
in the Bechtle Sustainability
Report 2020, page 17

In 2015, we performed a detailed analysis identifying key stakeholder groups for Bechtle, each of which was validated through individual interviews with members of the respective groups. The insights gained served as the starting point for determining the materiality of the first Bechtle AG Non-financial Group Report, 2017. Additionally, the impact of operations on the reportable aspects in accordance with Section 315, Paragraph 2 HGB (environmental, social, employee, human rights, anti-corruption and anti-bribery concerns) were also taken into account.

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

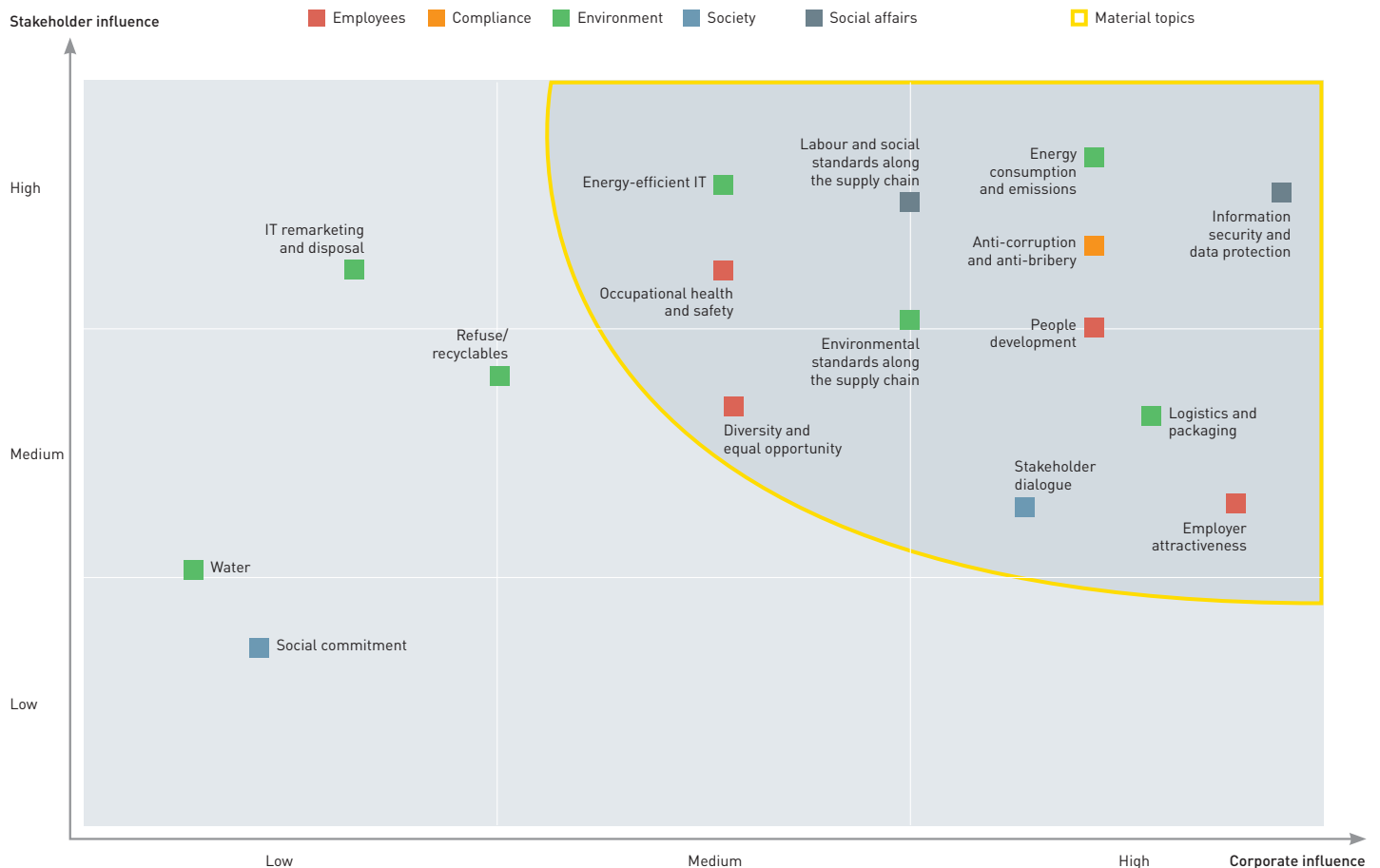


See detailed process description
in the Bechtle Sustainability
Report 2020, pages 17–18

As we were switching to GRI standards for the 2019 reporting year, we also revised the Materiality Matrix by taking a modern look at the various topics with the aim of merging the materiality requirements of GRI 101 and CSR-RUG.

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 align with the topic areas of the CSR Directive Implementation Act (CSR-RUG).

GRI 102-47

OVERVIEW OF REPORTING TOPICS.

Topic according to Sec. 289c (2) HGB	Material topic NfR 2021	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	Information security and data protection	GRI 418: Customer Privacy
	Labour and social standards in the supply chain	GRI 414: Supplier Social Assessment
Society	Stakeholder dialogue	Non-GRI topic
Employees	People 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

MATERIAL NON-FINANCIAL RISKS.

GRI 102-11, GRI 102-15

Bechtle Sustainability Management has conducted a CSR risk analysis as required by Section 289c Paragraph 3 HGB (German Commercial Code) for all topics that have been identified to be of material importance and pertain to the aspects named in Section 289c Paragraph 2 HGB. The purpose was to evaluate if any CSR-related risks arise from our business activities or in the context of our business relationships, products and services, and what these are, for each individual material topic. By evaluating the probability of occurrence for each risk, and the potential scope of damage, we were then able to determine a so-called risk potential number (RPN). The probability and potential severity combined result in an RPN between 1 and 36, which is entered into a risk matrix mapping RPNs to different courses of action (risk appetite). Risks are categorised into A (RPN of 36–20), B (19–9) and C risks (8–1), and there's a defined course of action for each of these categories, which ultimately informs the measures to take and related documentation. The risk analysis conducted in the context of group-wide sustainability reporting in January 2022 did not identify any reportable CSR risks; only A risks must be reported to Group Risk Management.

INFORMATION ON THE EU TAXONOMY.

GRI 102-48

In the face of global warming, the member states of the European Union (EU) are committed to bolstering efforts to protect the climate and in December 2019 introduced the European Green Deal, aiming to achieve carbon neutrality across the union by 2050. A key component of the EU's climate policies, the Green Deal spans a series of measures, including regulations of the financial market. The Taxonomy Regulation (EU) 2020/852 of 18 June 2020 for the first time established a shared classification and understanding of the environmental sustainability of economic activities within the EU. As an instrument for companies and investors, the taxonomy will also enhance transparency in particular. Its adoption and the extended reporting obligations that came along with it affect both the financial and non-financial information published in corporate reports.

For the reporting year 2021, we are reporting on our taxonomy-eligible activities, i.e. those activities that are included in the EU taxonomy and are of material importance to us. For this reporting year, there is no regulatory requirement to provide information on the extent to which these activities are aligned to the taxonomy, i.e. an evaluation of their environmental sustainability.

In this report, we are merely disclosing our capital expenditure (CapEx according to IFRS 16), however, not our revenues, as we do not have any revenue-related activities that are relevant under the EU taxonomy. Activities are not deemed material if the revenue they yield amounts to less than one per cent of total revenue. In addition, we are not disclosing our operating expenses (OpEx), as we have no such expenses for research and development. Only maintenance-related OpEx and short-term leasing arrangements qualified for the report, however, these fell short of the threshold for materiality and are thus not included here.¹

The reported CapEx is an indication of just how sustainable we want to be in the future, considering both climate change mitigation and climate change adaptation. We'd also like to draw attention to a public statement² of the European Securities and Markets Authority (ESMA) describing how complex the application of the taxonomy's disclosure requirements currently is. Beginning with the 2022 fiscal year, we are going to report on our taxonomy-aligned activities.

The following provides an overview of the project, the KPI analysis, and the system implementation.

Project details	<ul style="list-style-type: none"> ■ Project lead: Head of Sustainability Management ■ Steering board: Group Controlling, Finance, Corporate Communications, Investor Relations ■ Kick-off workshop: Shared understanding of taxonomy criteria and project roadmap ■ Integration of internal stakeholders through interviews ■ Final review with the steering board and publication in the Sustainability Report 2021
Discovery of activities	<ul style="list-style-type: none"> ■ Identification of taxonomy-eligible activities ■ Interviews with relevant business units ■ Evaluation of the taxonomy-eligibility of individual activities
Data collection	<ul style="list-style-type: none"> ■ Identification of relevant accounting areas and subsequent collection of data ■ Survey of processes and analysis of necessary medium-term modifications to the way data are collected (process definition)

Description of taxonomy-enabled activities. We initially determined our business activities, and in a first phase identified those activities that meet the criteria to be taxonomy-eligible (with the current focus on the first two of six environmental objectives: climate change mitigation and climate change adaptation). In a second phase, we then determined the relevant CapEx.

Bechtle's core activities revolve around IT service delivery and the resale of IT products, which account for the lion's share of revenue. Exclusively sales-related activities are, however, not covered by the EU taxonomy. Since service delivery is merely deemed a relevant activity under Annex 2 of the EU taxonomy (environmental objective: climate change adaptation), and there is no reportable revenue in this regard, we are not reporting on IT services rendered by Bechtle in line with the EU taxonomy. Activities that are relevant under the EU taxonomy are hence outside the scope of Bechtle's core business and considered secondary activities. Taxonomy-relevant activities can be found in the areas of mobility and property.

¹ No mandatory disclosure as per the FAQ on Art. 8 of the EU Taxonomy (published on 2 February 2022).

² ESMA32-63-1186, section 2.3.

TAXONOMY-ELIGIBLE ACTIVITIES.

Number in Taxonomy Annex 1	Taxonomy activity	Material Bechtle activity
6.5	Transport by motorbikes, passenger cars and light commercial vehicles	Passenger cars ³ , category M1, all engine types
6.6	Freight transport services by road	Lorries ³ up to 3.5 t, category N1, Euro VI standard
7.3	Installation, maintenance and repair of energy efficiency equipment	Energy-efficiency measures such as LED lighting
7.4	Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	Installation of 200+ charging points
7.6	Installation, maintenance and repair of renewable energy technologies	Photovoltaic and geothermal facilities
7.7	Acquisition and ownership of buildings	Construction of new buildings, e.g. in Gaildorf, and rented objects ³

³ Including Right of Use (RoU) assets.

Description of the data collection process. Data collection for the first report to be published in line with the EU taxonomy was performed on the basis of existing group reporting. The plausibility check then followed a bottom-up approach. In the medium-term, we will implement the necessary automation in our internal systems in order to remove the currently excessive need for manual work.

EU TAXONOMY KPIS.

Activity	Revenue/ % of total	CapEx/ % of total	OpEx/ % of total
All taxonomy-eligible activities	No reportable revenue	■ Total CapEx Bechtle 2021: €106.8m ■ Taxonomy-eligible CapEx 2021: €62m ■ Taxonomy proportion: 58.1 %	No reportable OpEx

As a result of different methods of calculating RoU assets, there is a deviation in the total capital expenditure disclosed in the Annual Report 2021 and the Sustainability Report 2021. Capital expenditure presented in the Annual Report 2021 excludes active RoU assets according to IFRS. As Bechtle does not obtain property or comparable rights here, rights of use are not – in the strictest sense of the term – considered capital expenditure.

In this section of the Sustainability Report 2021 we are reporting on the EU taxonomy. As activities pertaining to property and the vehicle fleet account for a substantial contribution to our sustainability efforts and environmental impact, active RoU assets according to IFRS are included in the total capital expenditure. This explains the deviation in total capital expenditure.

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.

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 of this analysis were later validated and adapted for the 2019 report, which was the first edition to adopt GRI Standards.

GRI 102-40

Key stakeholders for Bechtle are:

- Owners/shareholders
- Employees
- Customers (enterprise and public sectors)
- 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:

MATERIAL TOPICS OF BECHTLE STAKEHOLDERS.

Stakeholder group	Expectations of Bechtle/material topics
Owners/shareholders*	<ul style="list-style-type: none"> ■ Profitable growth ■ Customer satisfaction ■ Expertise in new technologies
Customers (enterprise and public sectors)*	<ul style="list-style-type: none"> ■ Information security and data protection/confidentiality ■ 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/confidentiality ■ Fair competition ■ Profitable growth
General public***	<ul style="list-style-type: none"> ■ Social responsibility/commitments 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 and 2021 could not be held in-person. 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 in the reporting year live on the 15 June 2021 through an online portal and also exercise all the rights they are entitled to as shareholders. The CEO and Chair of the Supervisory Board took questions submitted in advance of the meeting.

In previous years, private investors were invited to biannual events at the company headquarters in Neckarsulm, usually drawing more than 100 shareholders. We were sadly unable to hold these events in 2021, 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.

16 banks currently report on Bechtel in detailed studies and brief analyses. Bechtel has regular, constructive contact with all 16, usually backed up by analyst visits to the company headquarters, various conferences and roadshows.

The IR department is also in constant communication with institutional investors and, as in previous years, engaged with numerous existing and potential investors. In 2021, a total of 13 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 compulsory announcements, press releases, the Annual Report, half-yearly reports and quarterly statements.



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

CUSTOMERS (ENTERPRISE AND PUBLIC SECTORS).

We empower business. We can 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 80 regional system houses and specialist companies throughout Germany, Austria and Switzerland. We also have e-commerce and specialist branches in 14 European countries that ensure our approach to customers is always personal and consistent with local customs.

Customer fairs and events have always provided a great opportunity for customers, vendors and Bechtel employees to meet face to face. Bechtel's most successful customer fair – Competence Days – was moved online in 2020 and 2021. Many other events were held in virtual or hybrid formats, and some even on site where pandemic-related restrictions allowed this.

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, Bechtel update.

EMPLOYEES.

GRI 102-8

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 – One Bechtle.

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 e-mail or the intranet, which is home to company news, the digital employee magazine, Bechtle inside, a weekly employee blog, and important tools and links. 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 its 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.



See People at Bechtle

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, and will continue to conduct surveys every two years.

SUPPLIERS/PARTNERS.

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 Bechtle. VIPMs enable vendors to quickly communicate information to the appropriate employees in Procurement, Sales and Services through a single point of contact.

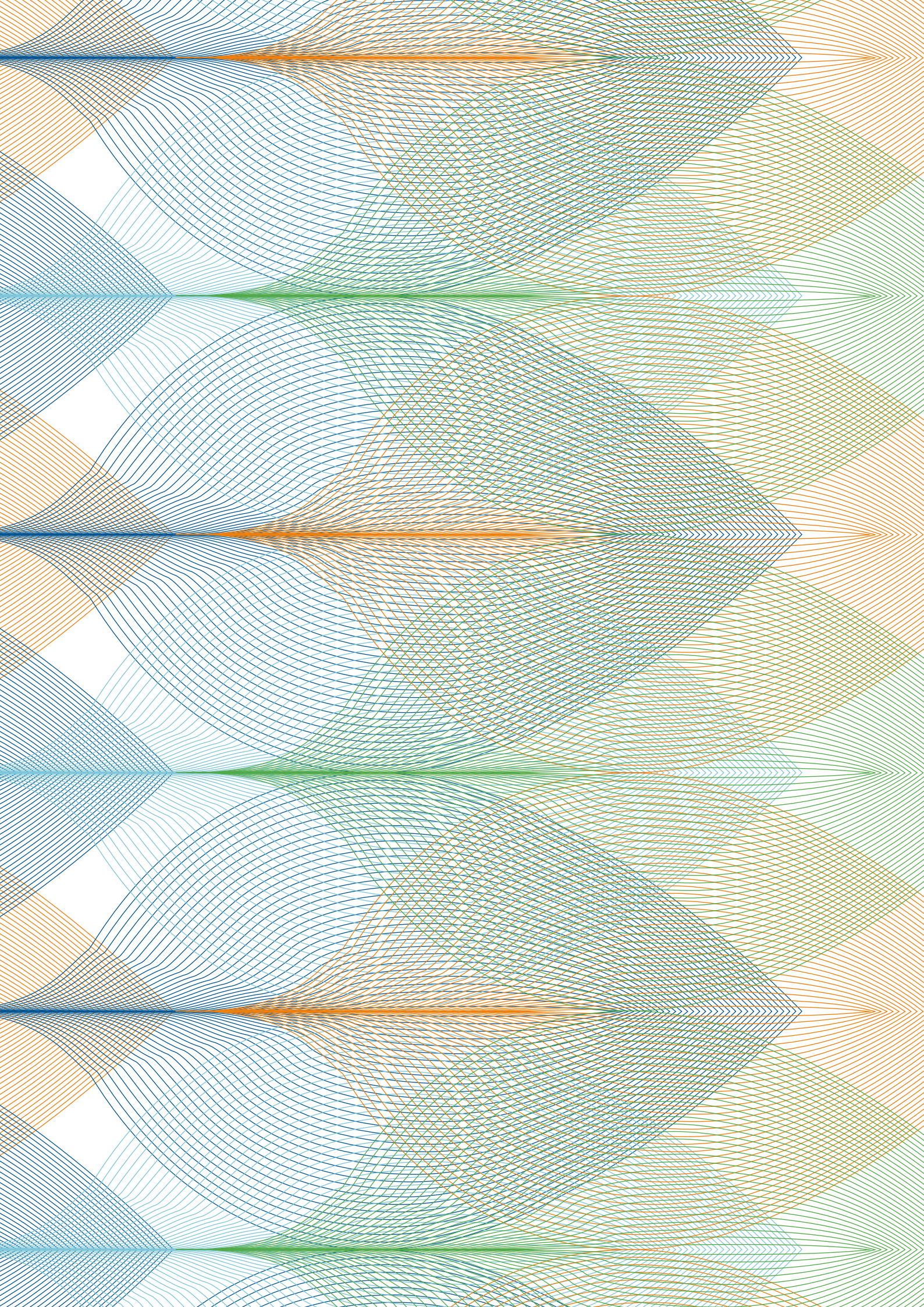
By standardising logistics processes and harmonising ERP systems between Bechtle and our partners we are also able to synergise our efforts even more. This doesn't just result in a broadening of our product range with a simultaneous increase in product availability, but also boosts Bechtle's attractiveness for other distributors and vendors, while increasing our efficiency and optimising our costs.

Personal exchanges are also very important for us and we were able to (virtually) welcome numerous executives of our most important vendors in 2021. 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.

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.



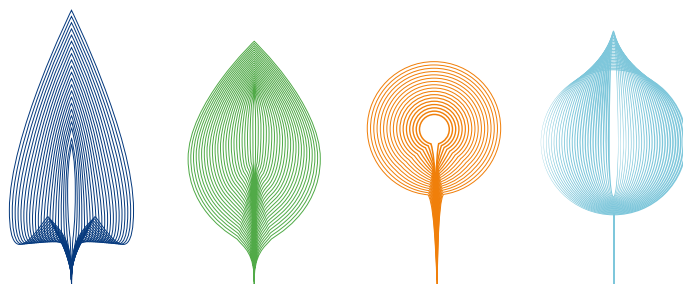
BECHTLE SUSTAINABILITY STRATEGY 2030.

GRI 102-16

The Bechtle Sustainability Strategy 2030 holds answers to the question of what it is that Bechtle wants to achieve in terms of economical, ecological and social aspects by the year 2030 – our big-picture benchmark for corporate responsibility across the Bechtle Group.

Bechtle began taking a systematic approach to sustainability as early as 2011, placing a premium on authenticity and credibility, and taking an initial stance through the Bechtle Sustainability Code – a set of principles published in 2013 to guide responsible and forward-thinking corporate management. Eventually, under the impression of evolving norms and expectations – from Bechtle, from our stakeholders, from governments and regulators, and from society as a whole – this code made way for the Bechtle Sustainability Strategy 2030, which was developed between September 2020 and August 2021.

The following pages outline the process of developing the Sustainability Strategy, the strategy itself, and Bechtle's reorganised Sustainability Management. At the end of this section you will find the Sustainability Programme that shows the focal points along with concrete measures and objectives at a glance.



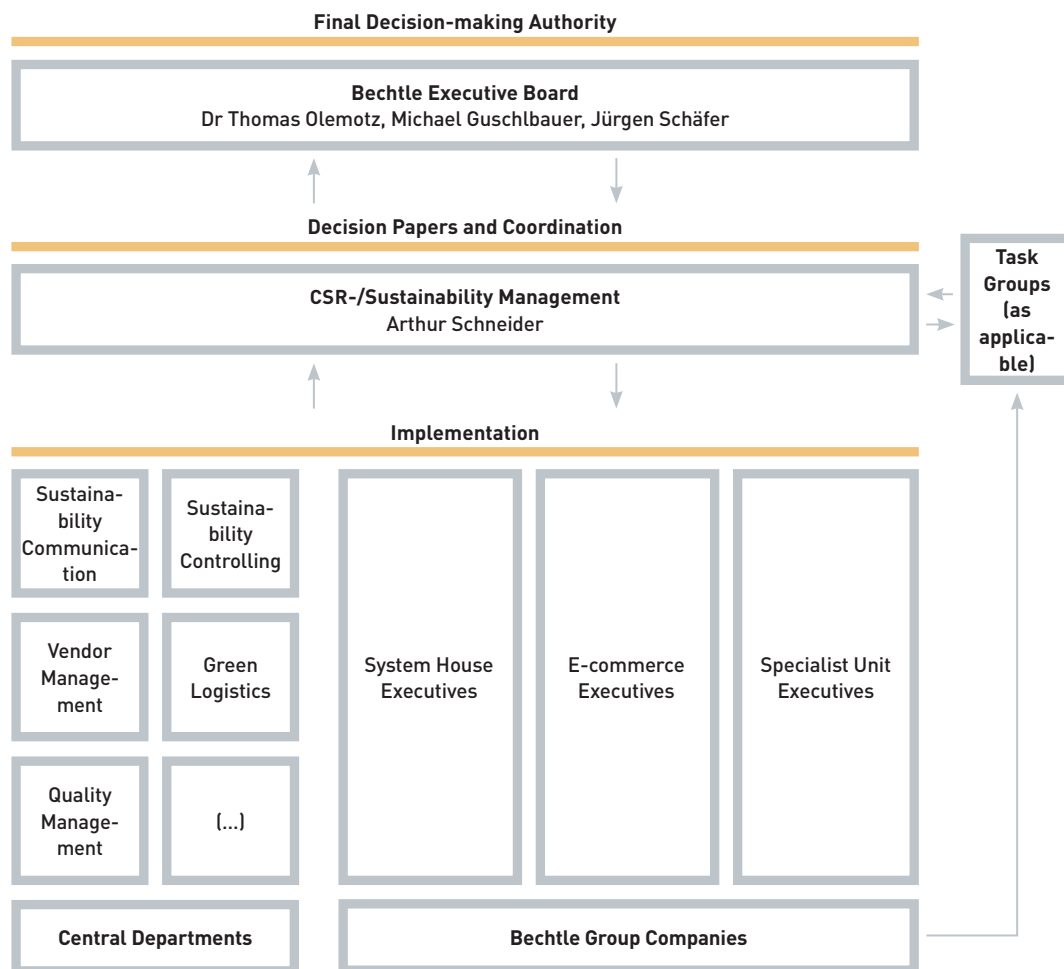
EMPLOYEES' THUMBPRINT.

September 2020	1	Extensive benchmark and status-quo analyses 1 laid the foundation for a collaborative effort that saw stakeholders from the Bechtle Group's own ranks strategise in a number of dedicated workshops. In an October 2020 kick-off workshop 2 , the Executive Board staked out the underlying ambitions and defined some initial focal points. Coordinating with the Executive Board, Bechtle also created group-wide organisational structures 3 that would become instrumental in implementing the nascent Sustainability Strategy.
RESEARCH		
October 2020	2	Building on the Bechtle Sustainability Code, the material reportable topics and the Bechtle Vision 2030, the focal points defined by the Executive Board have been channelled into four strategic areas of action: ethical business practices, environment, people, and digital future. Beginning in April 2021, numerous workshops 4 saw over 50 colleagues across national borders – from account managers to members of the Supervisory Board – engage in the development of the new strategy. Participants worked on various different work packages, discussed these within their teams, and fed back their consensus. Not only did this approach allow us to involve a great number of employees in the process, but also to regularly validate interim results.
AMBITION & FOCAL POINTS		
November 2020–April 2021	3	
ORGANISATIONAL STRUCTURE & AREAS OF ACTION		
April–June 2021	4	At the end of the series of workshops, we had derived concrete action plans and timelines for every one of the focal points, which were then consolidated 5 and, in August, submitted to the Executive Board as a proposed strategy 6 , where it was met with unanimous approval.
WORKSHOPS		
July 2021	5	
CONSOLIDATION		
August 2021	6	
EXECUTIVE APPROVAL		

SUSTAINABILITY MANAGEMENT AT BECHTLE.

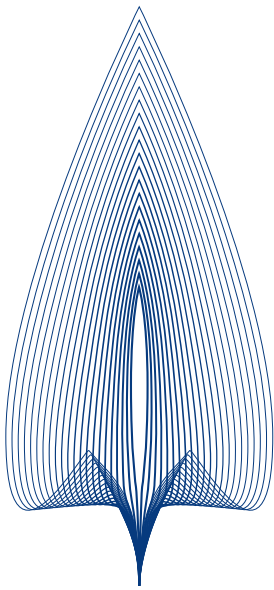
Over the past two years, increasingly stringent regulatory requirements and a growing public awareness of the issue of sustainability created a very noticeable dynamic that eventually produced a new set of expectations placed on corporate sustainability governance. In large organisations, sustainability has come to be a c-level responsibility, and environmental and social aspects are now firmly embedded in business activities and corporate strategies. Bechtle has embraced this development and, among other things, created a new Sustainability Management department that reports directly to the CEO. Sustainability Management is a central point of contact within the Bechtle Group. Its purpose includes the implementation and continuous development of our Sustainability Strategy, while enhancing transparency and manageability as we navigate an increasingly complex external landscape. In addition, we have identified a number of central units to be integrated into the organisational structure and form an agile Sustainability Team. At its centre are Sustainability Controlling anchored in Group Controlling, Vendor Management with a focus on sustainability, Green Logistics within Bechtle Logistik & Service, as well as Sustainability Communication rooted in Bechtle Corporate Communications. Other central units such as Human Resources and Accounting are also working closely with Sustainability Management. As a cross-cutting issue, sustainability is subject to an agile approach that spans various departments and companies across the group, backed up by a Sustainability Community of over 150 people that connects every one of the 100 Bechtle companies. Dedicated work groups assist Sustainability Management and can be called to meet specific requirements. In its role as the steering board for sustainability, the Executive Board convenes at least once a year and as and when a decision must be reached.

ORGANISATIONAL STRUCTURE OF SUSTAINABILITY AT BECHTLE.



TRACKING PROGRESS – THE FOUR STRATEGIC AREAS OF ACTION.

At the heart of the Bechtle Sustainability Strategy 2030 are four strategic areas of action – **ethical business practices, people, environment**, and **digital future** – each with three focal points and strategic goals attached. In a similar vein, our expert teams have developed a Sustainability Programme, defining milestones and operative actions, giving us consistent transparency into the progress made, and enabling us to adjust measures and objectives as and when this becomes necessary. The list of aspirations includes Bechtle's objective to achieve net-zero carbon emissions in areas it can influence by 2030 with a three-pronged approach of avoidance, reduction and compensation.

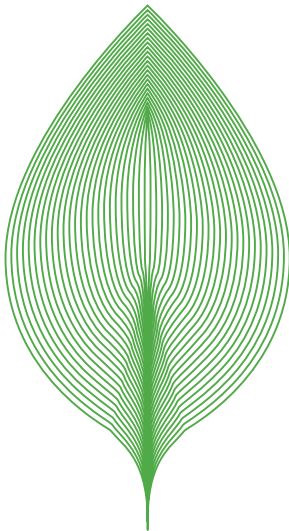


ETHICAL BUSINESS PRACTICES are a matter of course.

We fulfil our duty to ensure human rights are respected along our supply chain.

FOCAL POINTS

1. Supply chain sustainability
2. Compliance and anti-corruption
3. Social commitment



We embrace a sustainable ENVIRONMENTAL approach in everything we do.

We operate in harmony with our environment to conserve our climate and resources into the future.

FOCAL POINTS

1. Climate and energy
2. Sustainable logistics
3. Circular economy

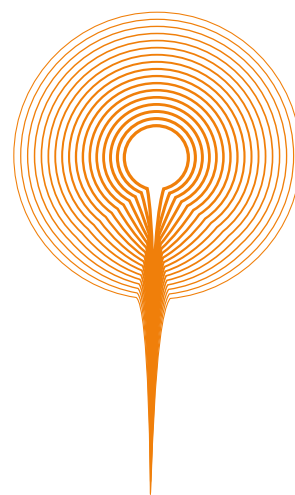
The strategic areas of action can be mapped to the three pillars of sustainable development identified in the 1987 Brundtland Report – environmental, social, and economic – and directly correlate with our business activities and the specific sustainability factors that are relevant to Bechtle. This means that we are also aiming our attention at the upstream and downstream value chains. Each area of action has also been linked to the corresponding UN Sustainable Development Goals (SDGs). There's no hierarchy to them, nor are they isolated from one another. Each area of action is as important as, complements and correlates with the next. Together, they will contribute to the sustainable development of our business.

The PEOPLE we work with drive our success.

We embody fairness and value our business partners and employees. Our team is motivated, highly qualified and diverse.

FOCAL POINTS

1. Employer attractiveness
2. Diversity and equal opportunity
3. Health and safety

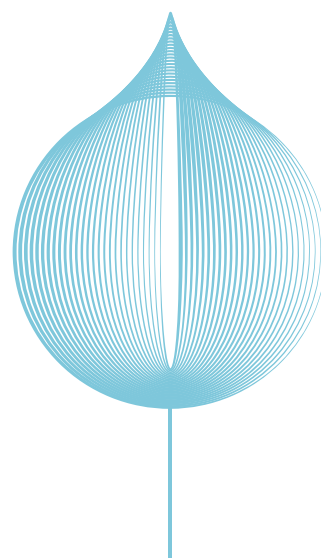


We are shaping a sustainable DIGITAL FUTURE.

We drive future-facing digitalisation and contribute to our customers' success through sustainable innovation.

FOCAL POINTS

1. Sustainable in-house digitalisation
2. Sustainable technologies, solutions and services
3. Information security and data protection



A NEW STRATEGY BUILT ON A PROVEN FOUNDATION.



See Sustainability
Report 2020, pages 14–19



See Bechtle Vision
2030, page 11

The Bechtle Sustainability Strategy 2030 correlates strategic objectives with concrete measures in order to provide orientation and transparency. It's rooted in familiar soil and waters some of our strongest shoots. Issues that were already covered by the Bechtle Sustainability Code were consolidated into dedicated clusters, which were then developed into four strategic areas of action. Material topics that featured in previous reports, too, integrate seamlessly with these areas, sharpening our policy focus. The Sustainability Strategy complements Vision 2030, adding the environment as a key issue and underscoring Bechtle's commitment to sustainable development without losing sight of the big picture.

SUSTAINABLE DEVELOPMENT GOALS.

The 17 United Nations Sustainable Development Goals (SDGs) were adopted by all member states in September 2015 as a global call for action. As a signatory of the UN Global Compact, we are committed to these goals, and consequently made it integral to the process of developing a strategy to align the SDGs with Bechtle's own strategic objectives. Using the Bechtle Sustainability Report 2020 as reference, we identified those SDGs that are already being addressed by Bechtle.

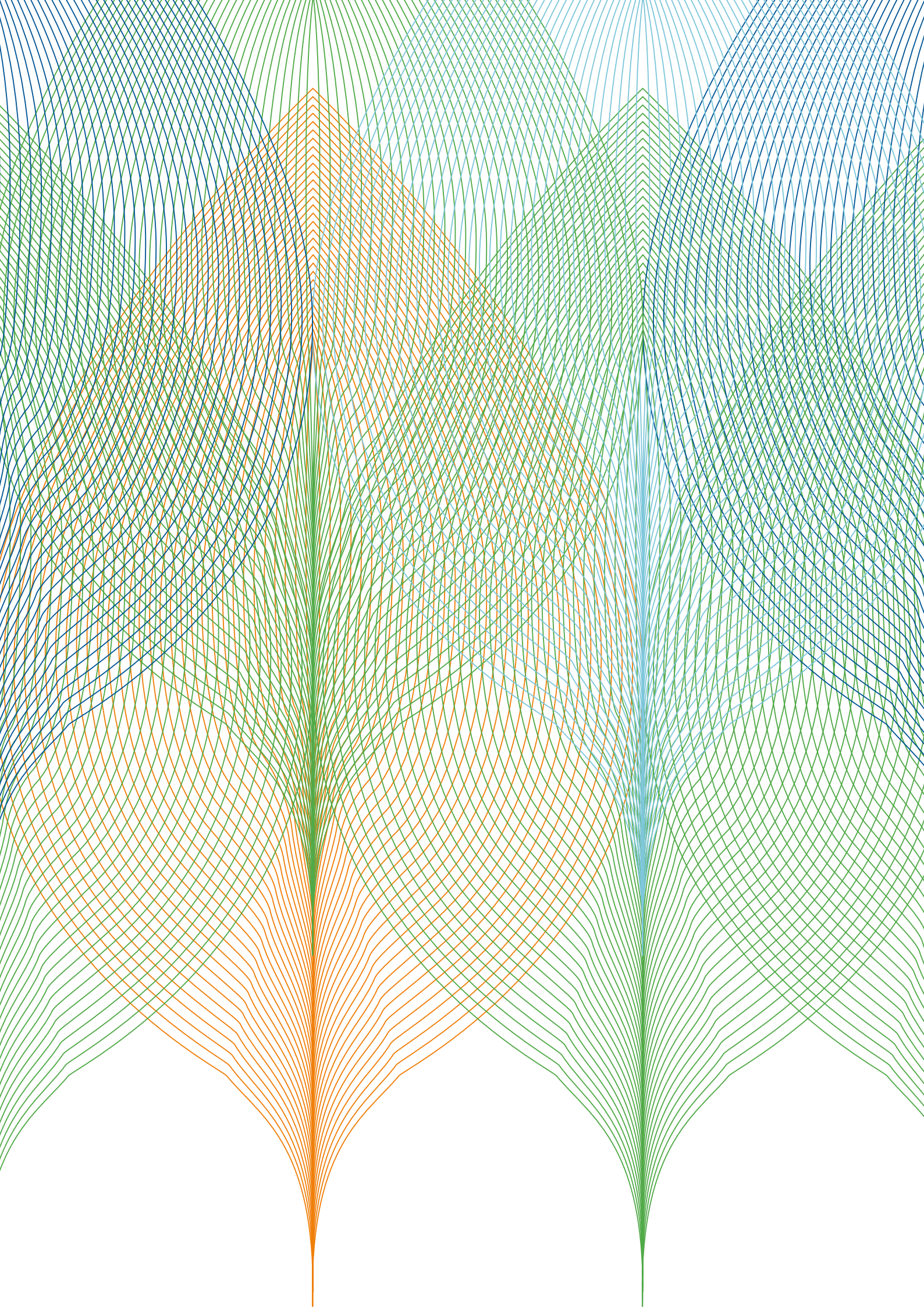


globalreporting.org

With the aid of the GRI publication, Linking the SDGs and the GRI Standards, we located the respective standards and information in our report and subsequently identified the SDGs that are relevant to our sustainability strategy and mapped these to the four strategic areas of action.

The following overview shows how the Bechtle Vision, the Bechtle Sustainability Code, the material topics and the SDGs fit in with the four strategic fields of action.

	ETHICAL BUSINESS PRACTICES	ENVIRONMENT	PEOPLE	DIGITAL FUTURE
BECHTLE VISION 2030.				
We empower business.				●
IT is our passion.			●	●
Growth and foresight underpin our success.	●			
We aspire to lead the market.	●			
BECHTLE SUSTAINABILITY CODE.				
Sustainable corporate management.	●			
Sustainable employee development.			●	
Sustainable commitment to human rights.	●			
Sustainable, principled business practices.	●			
Sustainable customer relationships.				●
Sustainable environmental awareness.		●		
Sustainable solutions.				●
Sustainable social responsibility.	●			
MATERIALITY MATRIX.				
Labour and social standards along the supply chain.	●			
Anti-corruption and anti-bribery.	●			
Environmental standards along the supply chain.		●		
Energy consumption and emissions.		●		
Logistics and packaging.		●		
Employer attractiveness.			●	
People development.			●	
Diversity and equal opportunity.			●	
Occupational health and safety.			●	
Energy-efficient IT.				●
Information security and data protection.				●
Stakeholder dialogue.	●	●	●	●
SUSTAINABLE DEVELOPMENT GOALS.				
3 Good health and well-being.			●	
4 Quality education.			●	
5 Gender equality.			●	
7 Affordable and clean energy.		●		
8 Decent work and economic growth.	●			
9 Industry, innovation and infrastructure.				●
10 Reduced inequalities.			●	
12 Responsible consumption and production.		●		
13 Climate action.		●		
16 Peace, justice and strong institutions.	●			





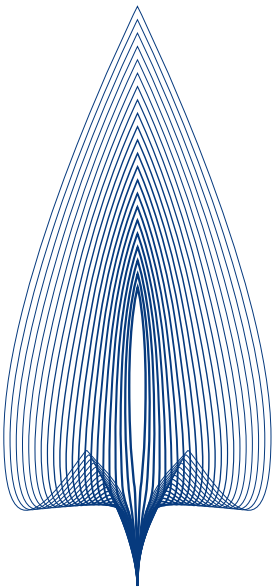
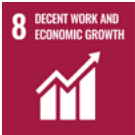
THE BECHTLE SUSTAINABILITY PROGRAMME.

The Sustainability Programme comprises concrete measures and milestones pinned to an explicit timeline. Taking advantage of a sustainability controlling software application that we introduced in September 2021, we are not only able to collect KPIs across the group, but also monitor the progress made on Sustainability Programme objectives on a central dashboard. This ensures a high level of transparency, enables us to quantify the ground we have covered, and regain our bearings should we drift off course. The following pages outline the Bechtle Sustainability Programme, which correlates material topics, objectives and measures.

ETHICAL BUSINESS PRACTICES

are a matter of course.

We fulfil our duty to ensure human rights are respected along our supply chain.

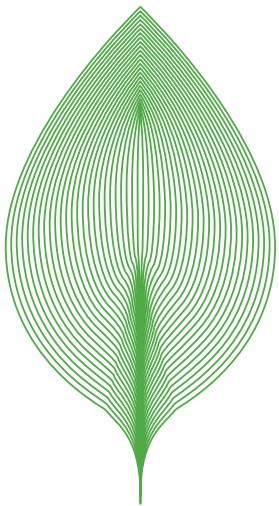


FOCAL POINT	MATERIAL TOPIC	2030 TARGET
Supply chain sustainability	Labour and social standards along the supply chain Stakeholder dialogue	<div>●</div> We are committed to human rights and environmental standards along our supply chain. We call for transparent sourcing processes and are expanding sustainable supplier management.
Compliance and anti-corruption	Anti-corruption and anti-bribery	<div>●</div> We act with integrity and in compliance with statutory requirements. Compliance and anti-corruption are paramount, which is why we consistently strive to minimise risks and advance prevention.
Social commitment		<div>●</div> Social commitment is part of our corporate responsibility and we actively support select social projects as a reliable partner.

ACTION PLAN	TIME HORIZON	STATUS
→ Establish a process to systematically evaluate our direct suppliers and vendors with respect to ecological and social responsibility through enhanced supplier management and new auditing procedures.	2022	initiated
→ Professionalise CSR risk management according to the criteria of the German National Action Plan on Business and Human Rights (NAP). Subsequently develop a catalogue of actions designed to prevent and mitigate based on the results of the CSR risk analysis.	2023	initiated
→ Enhance our dialogue and collaboration with strategic vendor partners on mutual projects to drive environmental and social aspects along the supply chain.	2030	initiated
→ Grow our portfolio of suppliers with those who consider social and environmental criteria in their supply chains.	2030	initiated
→ Introduce compliance training for all employees.	2023	planned
→ Create a handbook on compliance.	2023	planned
→ Professionalise due diligence procedures, including through certification according to DIN EN ISO 37301.	2023	initiated
→ Reframe our incident procedure (compliance hotline).	2023	initiated
→ Revise donation and sponsoring guidelines, including with the addition of digital education programmes.	2022	initiated
→ Promote employees' social commitments.	2030	initiated
→ Initiate our own sustainability projects.	2030	initiated
→ Gradually extend our social outreach.	2030	initiated

We embrace a sustainable **ENVIRONMENTAL** approach in everything we do.

We operate in harmony with our environment to conserve our climate and resources into the future.



FOCAL POINT

MATERIAL TOPIC

2030 TARGET

Climate and energy

Energy consumption and emissions

Environmental standards along the supply chain

- We will become carbon neutral in the areas we can influence through a three-pronged approach of avoidance, reduction and compensation.

Sustainable logistics

Logistics and packaging

Environmental standards along the supply chain

- We design our logistics processes around ecological efficiency criteria, both in terms of transport and packaging. At our logistics hub, we are reducing the amount of shipping boxes used per package by 20 per cent without changing the way products are despatched.

Circular economy

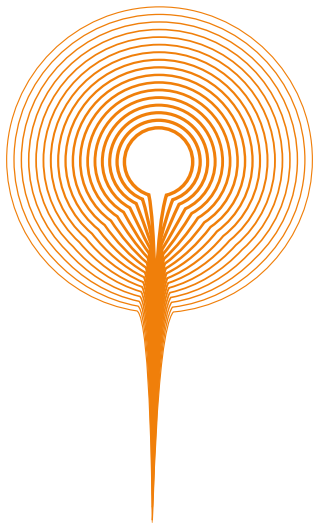
Environmental standards along the supply chain

- We think recycling before disposal, making sustainable use of the resources that exist in our IT hardware.

ACTION PLAN	TIME HORIZON	STATUS
→ Systemise sustainability controlling and introduce a group-wide sustainability controlling software.	2021	complete
→ Evaluate the significance of scope 3 categories and determine scope 3 emissions, including external validation.	2022	complete
→ Since 2021, group headquarters operate with 100 per cent green energy; gradually extend this to more Bechtle Group sites.	2030	initiated
→ Gradually extend the company fleet with all-electric and hybrid vehicles.	2030	initiated
→ Continue to increase our extensive charging infrastructure.	2030	initiated
→ Develop a comprehensive mobility concept.	2025	planned
→ Develop a comprehensive climate strategy building on the 2022 climate roadmap.	2023	initiated
Intralogistics:		
→ Collaborate with vendors to enable fulfilment using the Bechtle Box®.	2025	initiated
→ Consolidate orders and increase the use of the Bechtle Box® for last mile delivery.	2030	initiated
→ Increase the share of recycled plastics in plastic packaging and wrappers.	2025	initiated
Distribution:		
→ Build a second logistics hub in Northern Germany to reduce distances to our customers.	2025	initiated
→ Optimise space utilisation.	2025	initiated
→ Expand our network of logistics partners with providers offering lower-emission transportation, e.g. green last-mile delivery with electric vehicles.	2030	initiated
→ Roll out sustainable logistics concepts to other Bechtle Group warehouses (multi-warehouse strategy)	2030	planned
→ Develop a group-wide circular economy concept for IT hardware.	2022	initiated

The PEOPLE we work with drive our success.

We embody fairness and value our business partners-and employees. Our team is motivated, highly qualified and diverse.



FOCAL POINT

MATERIAL TOPIC

2030 TARGET

Employer attractiveness

Employer attractiveness

People development

- We are bolstering our position as one of the leading European employers in the IT industry. Our focus is on employee satisfaction, personal development, training, leadership and Bechtle's culture of work.

We are increasing our vocational trainee ratio in Germany to 10 per cent.

Diversity and equal opportunity

Diversity and equal opportunity

Employer attractiveness

People development

- We promote diversity within the group and continually strive for equality among our employees, putting gender diversity in the spotlight.

Health and Safety

Occupational health and safety

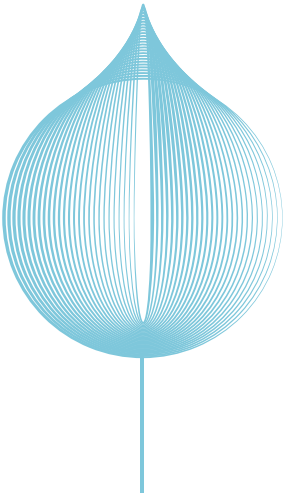
Employer attractiveness

- We are continually optimising our good work in the field of occupational health and safety, strategically anchoring them within the Bechtle Group.

ACTION PLAN	TIME HORIZON	STATUS
→ Develop our employer value proposition.	2021	complete
→ Implement the employer value proposition.	2022	initiated
→ Develop the Work@Bechtle concept.	2021	complete
→ Implement the Work@Bechtle concept.	2022	initiated
→ Continue to conduct local, biannual employee satisfaction surveys and translate results into concrete measures.	2030	initiated
→ Continue our leadership initiative, including dedicated training opportunities.	2030	initiated
→ Continue to develop the Bechtle Academy offering, including virtual and non-German training opportunities.	2030	initiated
→ Showcase internal career paths with a focus on expert careers and leadership development.	2030	initiated
→ Attract young people with a target group-specific approach and expand co-operations with schools and universities.	2030	initiated
→ Analyse the status quo of diversity within the Bechtle Group and define KPIs to make it trackable.	2022	initiated
→ Develop a shared Gender Diversity 2022 roadmap across People Development, Human Resources and Corporate Communications and deduct concrete measures.	2022	complete
→ Analyse the diversity categories defined by the Charta der Vielfalt that relate to Bechtle and deduce appropriate measures.	2023	initiated
→ Achieve certification of Bechtle AG to DIN EN ISO 45001 standards.	2021	complete
→ Continue to standardise our occupational health and safety protocols and enable an exchange on health-related topics across sites.	2030	initiated
→ Continually add to Bechtle Corporate Health Management's group-wide offerings and develop a strategic, group-wide approach.	2023	initiated

We shape a sustainable DIGITAL FUTURE.

We drive future-facing digitalisation and contribute to our customers' success through sustainable innovation.



FOCAL POINT	MATERIAL TOPIC	2030 TARGET
Sustainable in-house digitalisation	Energy-efficient IT	<p>Within the scope of our IT strategy, we are pursuing the goal of making our enterprise architecture resource-saving, efficient and user-friendly.</p>
Sustainable Technologies, Solutions and Services	Energy-efficient IT	<p>We play an active part in our customers' digital transformation.</p> <p>In order to provide our customers with the best possible support to fulfil their Corporate Digital Responsibility and achieve climate targets, we are working closely with our vendor partners to broaden our portfolio of sustainable technologies, solutions and services.</p>
Information security and data protection	Information security and data protection	<p>We ensure our data and that of our customers and partners are secure.</p> <p>Information security and confidentiality in accordance with statutory regulations are a top priority.</p>

ACTION PLAN	TIME HORIZON	STATUS
→ Application and IT retirement – Identify and decommission systems that lead to process overlaps and unacceptable redundancies.	2030	initiated
→ Establish criteria for a sustainable enterprise architecture that will become the cornerstone of our IT strategy.	2022	initiated
→ Plan 30 per cent of in-house IT projects taking sustainability criteria into account.	2023	planned
→ Continue to grow our portfolio of hardware, software, on-prem and cloud solutions, and services for customers through the addition of new, sustainable products and vendors.	2030	initiated
→ Provide awareness training to employees regarding our portfolio of sustainable products.	2023	planned
→ Develop an in-house training programme to become a Digital Sustainability Consultant.	2023	initiated
→ Optimise our already high levels of information security and data protection. Grow the number of DIN EN ISO 27001 and TISAX-certified companies within the Bechtle Group.	2030	initiated
→ Analyse security-critical components as part of our Service Lifecycle Management.	2030	initiated



ETHICAL BUSINESS PRACTICES.

① LABOUR, SOCIAL AND ENVIRONMENTAL STANDARDS ALONG THE SUPPLY CHAIN.

OUR APPROACH.

GRI 103-1

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. That's why we have a strict non-acceptance policy of child and forced labour. This responsibility is something that we exercise across all of our business locations and processes, and we expect our partners to do the same. We are committed to the Principles of the UN Global Compact and the Conventions of the International Labour Organisation (ILO Core Conventions). Ensuring fair working conditions at Bechtle is inherent in the Bechtle Corporate Culture and anchored in the Bechtle Code of Conduct, an updated version of which has been shared with all employees in 2021. Germany's legislature, too, has underscored the importance of the issue with the recent passage of the Supply Chain Act.

As a reliable and responsible partner, we place particular importance on upstream compliance with fundamental labour, social and environmental standards in the manufacture and transport of IT hardware and software sold by Bechtle as well as the delivery of IT services, i.e. that these comply with international law or the respective national law of the country of service delivery.

MANAGEMENT.

GRI 103-2, GRI 102-13, GRI 102-16

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. Plus, we are involved in various work groups of the German industry association Bitkom.

In 2020, a Supplier Management department was setup within Purchasing, and an additional position for sustainable supplier management created in 2021. 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 newly contracted suppliers are requested by Purchasing to sign this Code of Conduct on an annual basis or to supply their own equivalent documentation.

Bechtle's Articon brand, launched in 2018, offers a wide range of IT accessories such as keyboards, cables, modular connectors, and screen protectors. Based on Bechtle's Supplier Code of Conduct, Articon 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 vendors of Articon brand products. In 2019, four Bechtle Logistik & Service GmbH employees visited a total of 16 overseas production facilities in order to form their own opinions of the conditions on site. Due to the ongoing pandemic, the on-site visits originally planned for March 2020 could not take place in 2021 either, but these will be rescheduled as soon as the situation allows.

GRI 414-2

SIGNATORIES TO THE BECHTLE SUPPLIER CODE OF CONDUCT.

	2019	2020	2021
Number of suppliers	67	82	85
Number of vendors	54	68	104
Number of suppliers with a comparable Code of Conduct	5	6	6
Number of vendors with a comparable Code of Conduct	18	45	33
Signed and submitted codes in relation to purchasing volume (%)	90.6	93.1	93

As of 31 December 2021, 189 suppliers and vendors have signed the Bechtle Supplier Code of Conduct. As in the previous year, 39 suppliers and vendors have presented their own policies, which overlap with our own code in all essential respects. Combined, these represent 93 per cent of our purchasing volume. As of 31 December 2021, all vendors had signed the Articon Code of Conduct, as in the previous year. In addition, Articon's vendors have received a copy of the Responsible Business Alliance's (RBA) Code of Conduct as part of existing framework agreements for their attention.

Bechtle's Supplier Management works very closely with Sustainability Management. Also, the UK branch of Bechtle direct has published a statement on the UK Modern Slavery Act.

EVALUATION.

GRI 103-3

To monitor our suppliers' compliance with social and labour standards, Bechtle has been focusing on examining supplier-provided documentation on a project-related basis, such as audit and inspection or sustainability reports.



business-humanrights.org/en

Bechtle's Sustainability Management regularly checks if any of our key suppliers have been flagged by the Business & Human Rights Resource Centre.

GRI 308-1, GRI 308-2

Over the course of the reporting year, Supplier Management canvassed a variety of ways for Bechtle to monitor compliance with social and ecological standards along the supply chain in a reliable fashion. In the end, Bechtle chose EcoVadis as the way forward, meaning direct suppliers can be evaluated according to social and ecological criteria through a documents-based supplier audit. EcoVadis will be used for this purpose beginning in the second quarter of 2022, with the results directly informing CSR risk management.



wirtschaft-entwicklung.de/en/helpdesk-on-business-human-rights/

In order to better perform our due diligence with regard to human rights, and for the purpose of ongoing professionalisation of CSR risk analyses, Bechtle again solicited the advice of the German National Action Plan on Business and Human Rights (NAP). Through extensive evaluations, as well as an in-person and a virtual training seminar, we have drawn on support provided by the NAP Help Desk to lay the foundation for a realigned CSR risk analysis and, thus, our overall CSR risk management. The internal development process will continue in 2022, with Bechtle Sustainability Management taking the lead role and keeping a close rapport with all relevant departments.

OUTLOOK.

Our goal to revise and update the Bechtle Supplier Code of Conduct in 2021 has been postponed to 2022 on account of the delayed passage of Germany's Supply Chain Act, the provisions of which will be reflected in the revised code.

In 2022, we will introduce document-based audits in order to evaluate our direct suppliers and implement the recently developed standards for CSR risk management.

COMPLIANCE AND ANTI-CORRUPTION.



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 employee'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.

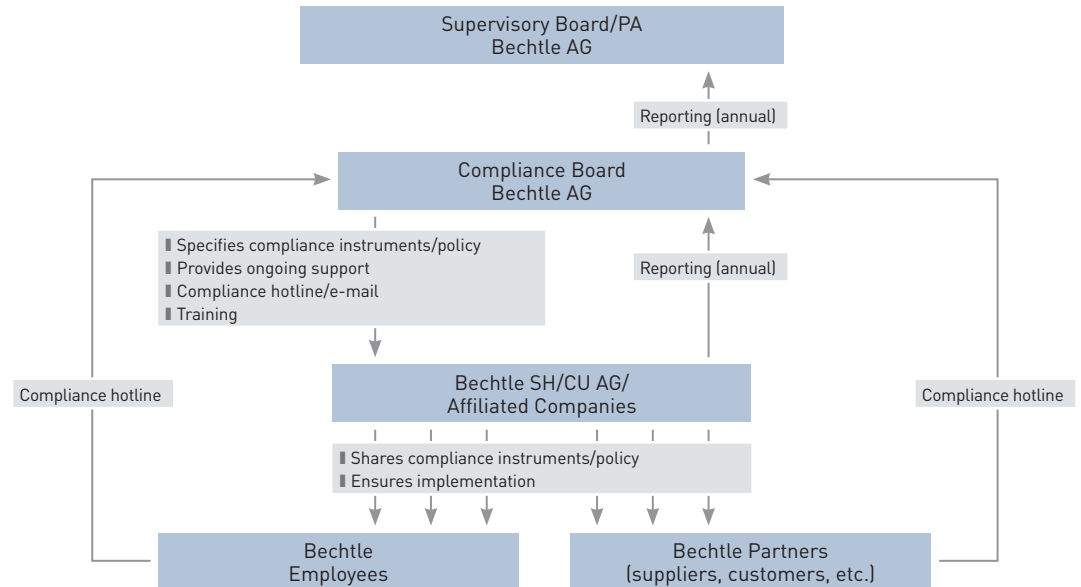
All managing directors are obliged to report all potential risks and corruption they become aware of to Central Risk Management based in Bechtle AG's central Controlling unit.

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, and thoroughly revised in 2021, the Bechtle Code of Conduct is an integral part of compliance at Bechtle. 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 to guide appropriate conduct when receiving and giving gifts—with special consideration for the specific situation with regard to public-sector customers.

COMPLIANCE MANAGEMENT AT BECHTLE.



PA Personnel Advisory Committee, SH System House, CU Central Unit

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.

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 copy 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. These channels are also open to third parties.

GRI 205-2

The coronavirus pandemic meant that, once again, there was no in-person compliance training in 2021. However, we were able to come up with a virtual alternative, which is not only suitable but also allows us to reach every employee across the Bechtle Group. Launching in 2022, this will consist of two training modules – one basic course on compliance, and an advanced course on anti-corruption.

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 (74 in 2021) as well as all central divisions of Bechtle AG.

GRI 205-3

In 2020, there were no known cases of suspected corruption in the Bechtle Group. For the 2021 reporting period, not all compliance reports were available by the submission deadline.

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 Bechtle 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 compliance report and submits it to the Bechtle AG Supervisory Board.

OUTLOOK.

Besides launching the training programme on compliance and anti-corruption, we also intend to update our whistleblowing procedures and make these accessible to third parties in 2022. In addition, we are planning to achieve certification according to DIN EN ISO 37301.

SOCIAL COMMITMENTS.

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

Since 2014, Bechtle AG has been concentrating its social commitments in the areas of children/young people, education and sports to reflect our corporate culture, values, Vision 2030 and brand identity. In 2022, we are going to revise the relevant guidelines to keep pace with the times.

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. Here we'll introduce a few select projects that exemplify the long-term commitment we have to our partners.

In 2009, Bechtle founder Ralf Klenk launched the foundation Große Hilfe für kleine Helden ("Big Help for Little Heroes") and Bechtle has been supporting them from day one, donating 30,000 euros in 2021.

In 2018, as a sign of our commitment to the region, we established a co-operation with the Sport-Union Neckarsulm, a 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. In addition, in October 2021 Bechtle announced a sponsorship deal with the Sport-Union's women's premier league handball team, for this ongoing and the next two seasons. After finishing 6th last season – their highest finish in the premier league to date – the handball team is the perfect partner for Bechtle to promote top-class sport at the home of its headquarters. With this deal, Bechtle AG has been expanding its long-standing partnership with Union.

Moreover, Bechtle AG has been a partner of the Experimenta in Heilbronn since May 2019, sponsoring the exhibition with an annual 50,000 euros. The current sponsoring contract is set to expire at the end of April 2022, and the partners have already agreed to its extension for another three years, adding more weight to the area of digital education. 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. Unfortunately, Experimenta could only open with a slimmed-down offering throughout 2021. Nevertheless, Bechtle remains fully committed to this important learning space.

In 2021, we were shocked to see the tragedy caused by catastrophic flooding in North Rhine-Westphalia, Rhineland-Palatinate, Bavaria, and other regions in western Europe. Some of our colleagues, too, were affected by the deluge. At the same time, we were heartened by the outpouring of solidarity and support, both in our society as a whole, and also within the Bechtle community. As a company, we wanted to make a real contribution, too. That's why Bechtle has set up its own relief fund with an initial 500,000 euros. This fund is here to stay, and we will increase it as needed to be able to provide swift relief in future situations that call for exceptional social responsibility. Furthermore, Bechtle donated another 500,000 euros to Aktion Deutschland Hilft, an alliance of German aid groups.

ACTIVITIES SPONSORED BY THE BECHTLE GROUP.

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, while each managing director has discretion as to their location's individual focus. In 2021, the Bechtle Group donated a total of 914,207 euros to charities and community projects (up 636,604 euros from the previous year) and 538,041 euros for sponsorships (up 127,504 euros from 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.



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 make a substantial contribution to conserving and protecting the environment.

① ENERGY CONSUMPTION AND EMISSIONS.

OUR APPROACH.

GRI 103-1

In order to achieve the Bechtle Sustainability Strategy 2030 goal of net-zero emissions in all areas where we can make an impact, we are pursuing a three-pronged approach of avoiding, reducing and offsetting CO₂ that we release into the atmosphere. Our fleet of company vehicles is a substantial factor in this, as mobility and the ability to be on site at our customers' is crucial for our account managers, consultants and IT service technicians. Added to this is the energy used for our office buildings and warehouses, as well as external consumption associated with data centre operation and air conditioning, and supply chains from production to transportation, to the actual use of the products we sell.

MANAGEMENT.

GRI 103-2

The issue of energy consumption and emissions is being managed through a matrix organisation. Bechtle's centralised Sustainability Management coordinates and monitors the implementation of the Bechtle Sustainability Strategy 2030, while Sustainability Controlling collects the required KPIs across the group, enabling us to evaluate measures and set out targets. Together, the two units ensure agile collaboration with the relevant departments (including Bechtle Mobility, Facility Management, Green Logistics, and a number of environmental officers) to implement Bechtle's climate strategy.

As early as 2011, in the context of DIN EN ISO 14001 certification, we established structured environmental management within Bechtle AG's central departments. 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. Some 2,200 people working at Bechtle's headquarters, Bechtle Platz 1, make up the largest site of the group by some margin. The central departments of Bechtle AG based there are a driving force behind the group's campaign for sustainability, including its environmental endeavours. Individual projects are generally piloted at headquarters and then rolled out across the group, where they are owned by each subsidiary's managing director.

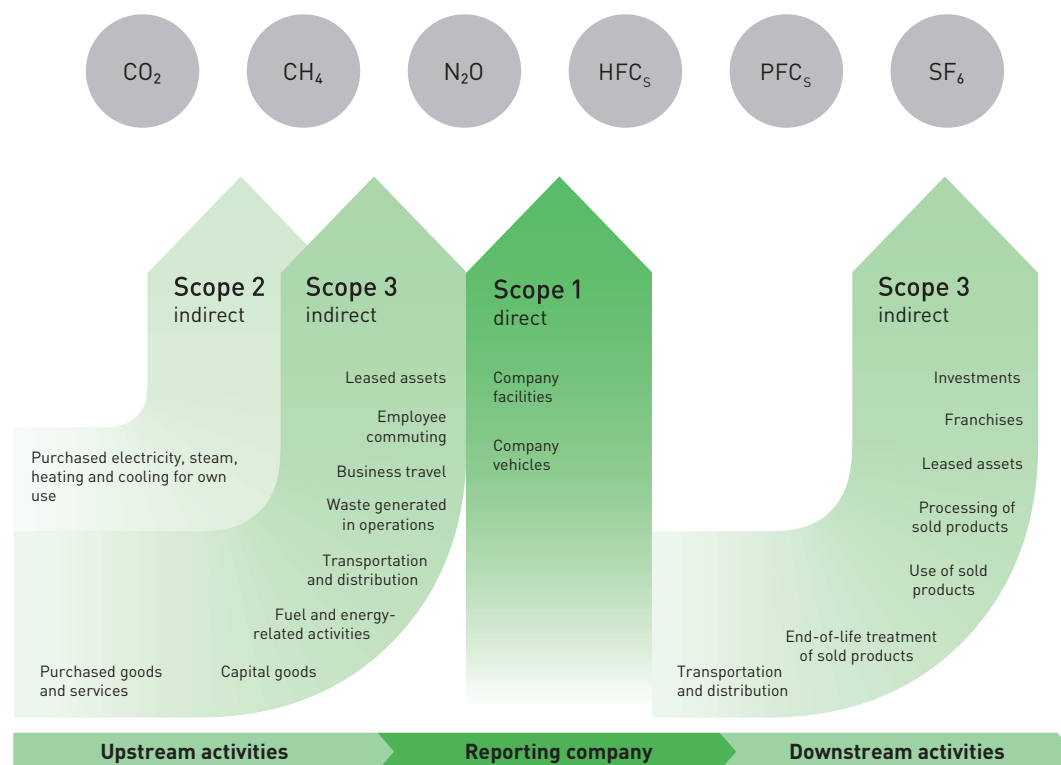
CO₂-EMISSION SCOPES 1–3 IN ACCORDANCE WITH THE GREENHOUSE GAS PROTOCOL.

In our reporting on carbon emissions, we follow the approaches of the Greenhouse Gas Protocol, which emerged from a joint endeavour of NGOs and scientists and aims to standardise the reporting on emissions by companies and organisations and thus enable comparability. The GHG Protocol differentiates emissions into three distinct scopes.



ghgprotocol.org

OVERVIEW OF GHG PROTOCOL SCOPES AND EMISSIONS ACROSS THE VALUE CHAIN.



Source: GHG Protocol: Corporate Value Chain Accounting Reporting Standard, page 5

By this distinction, energy from fossil fuels used to heat Bechtle premises and CO₂ emissions associated with the Bechtle fleet belong to scope 1. Scope 2 includes emissions associated with electricity, district heating and other energy sources that we procure from third parties. Finally, scope-3 emissions pertain to activities associated with the upstream and downstream value chains (see chart). In the reporting year, we have for the first time determined indirect CO₂ emissions that fall under scope 3. The first step to do this was a materiality analysis of the 15 scope-3 categories under the Greenhouse Gas Protocol, at the end of which the following seven were identified as being relevant for Bechtle:

EMISSIONS.

- Scope 3.1: Purchased goods and services
- Scope 3.3: Fuel and energy-related emissions (not included in scope 1 or 2)
- Scope 3.4: Transportation and distribution (upstream)
- Scope 3.5: Water
- Scope 3.6: Business travel
- Scope 3.7: Employee commuting
- Scope 3.9: Transportation and distribution (downstream)
- Scope 3.11: Use of sold products

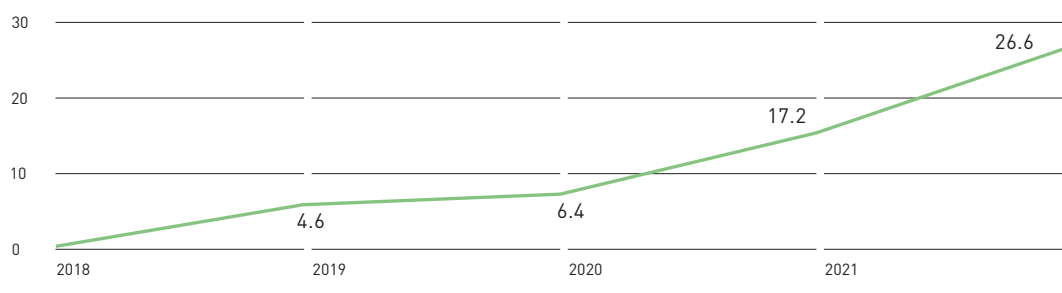
FLEET MANAGEMENT AND CHARGING INFRASTRUCTURE.

Founded in 2016, Hamburg-based Bechtle Mobility GmbH is a service company within the Bechtle Group dedicated exclusively to managing mobility at Bechtle, including a fleet of 3,700 vehicles in Germany and Austria (2020). With the exception of Austria, Bechtle Group companies outside of Germany all manage their own fleets.

Sustainable mobility continued to be on the agenda in the reporting year. By the end of 2021, around 26.6 per cent of the company vehicles in Germany were either plug-in hybrids or all-electric, surpassing our own target of 10 per cent for the year 2022 two years early.

SHARE OF ALTERNATIVE-FUEL VEHICLES IN THE GERMAN BECHTLE FLEET.

in %



Looking at the Bechtle Group including international subsidiaries, the share of alternative-fuel vehicles at the end of 2020 was an equally high 16 per cent – a considerable jump from seven per cent in 2019. Group-wide numbers for the reporting year 2021 are not yet available.

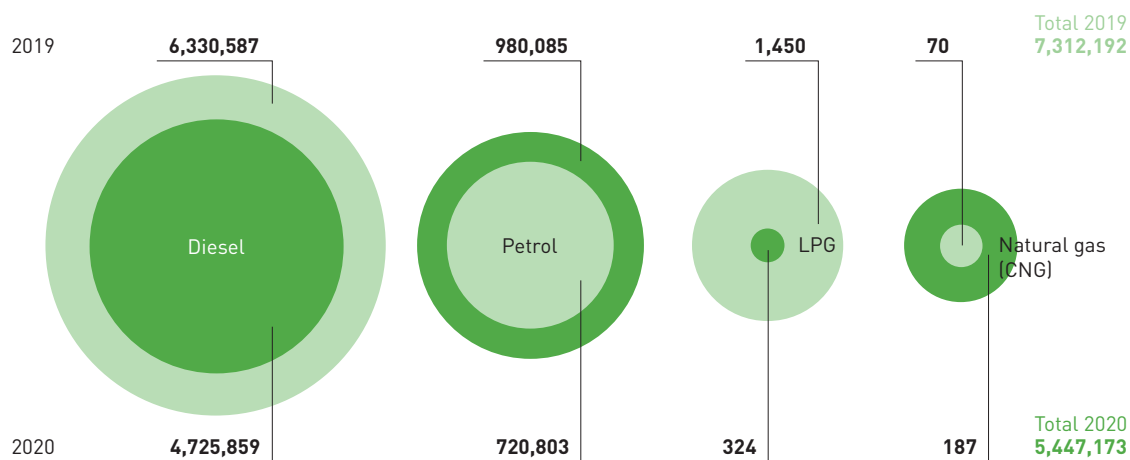
Parallel to growing our fleet of electric vehicles, it is important to expand the available charging infrastructure on a large scale and enable employees to power their vehicles near their place of work. By the end of 2021, the number of charging points for electric and hybrid cars at Bechtle sites in Germany went up considerably, and as of 31 December 2021 there were 326 bays in operation, 128 of which are located at group headquarters in Neckarsulm. Ticking off our objective of achieving 300 charging points as reported in the Sustainability Report 2020.

In 2020, a total of 67,120,228 kilometres were travelled in 4,099 company vehicles across the Bechtle Group, a decrease compared to previous years despite the growing number of vehicles. This is on account of lockdown restrictions in the context of the COVID-19 pandemic and the related spike in people working from home.

GRI 302-1, GRI 305-1

FLEET ENERGY CONSUMPTION BY SOURCE (SCOPE 1)*.

in l



* Data for 2019 has been corrected, resulting in a slight deviation from the numbers indicated in the Sustainability Report 2020.

GRI 302-1

ENERGY CONSUMPTION THROUGH ELECTRICITY AND HEATING.

In the Sustainability Report 2019, we were able to draw on data collected within the framework of the DIN EN 16247-1 energy audit in Germany. In 2020, we extended the collection of KPIs on energy consumption group-wide, making it possible for the first time in the Sustainability Report 2020 to show energy consumption through electricity and heating in the year 2019 throughout the organisation. There are no comparable values from the previous years. In the reporting year, we have rolled out a sustainability controlling software across the Bechtle Group, elevating the quality of collected data to a new level. This allowed us to revalidate energy data for 2019, which explains the slight discrepancies to the Sustainability Report 2020. The following table shows the energy consumption within the Bechtle Group.

GRI 302-1

ENERGY CONSUMPTION WITHIN THE ORGANISATION.

in GJ

	2019	2020
Direct energy consumption (scope 1)		
Heating energy (fossil fuels)	41,349	38,924
Fuel consumption	258,938	192,739
Indirect energy consumption (scope 2)		
Electricity	69,567	74,880
District heating	8,564	23,350
Total energy consumption within the organisation.	378,417	329,893

* Data for 2019 has been corrected, resulting in a slight deviation from the numbers indicated in the Sustainability Report 2020.

Additionally, the following table shows the Bechtle Group's scope-1 and 2 emissions as CO₂ equivalents.

GRI 305-1, GRI 305-2

DIRECT AND INDIRECT CO₂ EMISSIONS (SCOPE 1 AND 2).in tCO₂e

	2019*	2020
Heating emissions	2,529	2,335
Fuel emissions	18,590	13,596
Total scope-1 emissions	21,118	15,931
Electricity emissions	6,501	5,408
District heating emissions	419	1,120
Total scope-2 emissions	6,919	6,528
Total emissions	28,038	22,459

* Data for 2019 has been corrected, resulting in a slight deviation from the numbers indicated in the Sustainability Report 2020.

In this report, we are for the first time able to include group-wide scope-3 emissions. Information on the calculation methodology can be found in the GRI content index at the end of the report.

GRI 305-3

SCOPE-3 EMISSIONS OF THE BECHTLE GROUP.

	2019	2020
Purchased goods and services	1,837,034	1,984,266
Fuel and energy-related emissions (not included in scope 1 or 2)	6,225	5,082
Transportation and distribution (upstream)	450	497
Waste/water	26	82
Business travel (central data)	7,502	3,366
Employee commuting	11,220	7,861
Transportation and distribution (downstream)	1,876	1,937
Use of sold products	192,937	176,235
Total scope-3 emissions	2,057,270	2,179,325

in tCO₂e

USE OF RENEWABLE ENERGIES.

Bechtle aims to tap into more renewable energy sources and, where possible, we also want to produce energy ourselves. For instance, in the past we have installed photovoltaic and geothermal systems on and under newly constructed buildings at various Bechtle Group sites, with the largest such facilities generating power at our headquarters in Neckarsulm.



See Bechtle
Sustainability Report
2020, from page 78

In the reporting period, we have installed new photovoltaic systems on existing office buildings in Neckarsulm, and on the premises of Bechtle Würzburg, Weimar, Solingen, as well as Solidpro in Langenau. In 2022, we are planning to install further systems at Bechtle Rottenburg as well as our site in Gaildorf.

PHOTOVOLTAIC SYSTEMS OF THE BECHTLE GROUP.

	2020		2021	
	Headquarters	Bechtle Group	Headquarters	Bechtle Group ¹
Power in kWp	1,348	1,736	1,892	2,449
No. of modules	5,285	6,592	7,003	8,073
Area in m ²	8,769	10,769	11,398	13,200

¹ At our sites in Freiburg, Langenau, Maastricht, Neckarsulm, Radolfzell, Schwenningen, Solingen, Weimar and Würzburg.

GEO THERMAL SYSTEMS OF THE BECHTLE GROUP.

	2020		2021	
	Headquarters	Bechtle Group	Headquarters	Bechtle Group ²
Power in kWp	395	710	540	1,215
Boreholes	220	312	220	341

² At our sites in Freiburg, Gaildorf, Karlsruhe-Ettlingen (no boreholes), Neckarsulm and Solingen.

In 2020, 18 subsidiaries of the Bechtle Group spread over 32 sites sourced 100 per cent renewable energy. Group headquarters in Neckarsulm switched to green power on 1 January 2021, and more sites will do so over time.

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 internal validations, Sustainability Management together with units of the matrix organisation regularly evaluates existing measures and objectives in terms of their contribution to the Bechtle Sustainability Strategy 2030.

OUTLOOK.

Now that we have established a database for scope-1 to 3 emissions and are collecting data through a group-wide sustainability controlling software, we are ready to take the next step of developing a climate strategy including concrete reduction objectives. We are planning to introduce this strategy in 2022.

Another measure is the planned addition of further charging points for electric vehicles at our international sites, along with the consequent and substantial increase of the share of alternative-fuel vehicles in our fleet to over 40 per cent in 2022.

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 by project, stored for later fulfilment, or preloaded with software to customer specifications. Complaints are also processed in the logistics hub. In 2021, an average of 18,000 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, transportation adds to our carbon footprint.



See Scope 3
emissions, energy
consumption and
emissions

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. Account Management and Purchasing 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. Other sustainability measures include consolidated shipments. In March 2021, Bechtle established a new position for Green Logistics with the object to advance our holistic view of logistics and further optimise the resource-efficiency of related processes.

All questions related to packaging are handled by Operative Logistics – from sourcing packaging material, to optimising packaging and cutting down on transport volumes, and also leveraging all new and innovative concepts. In the long term, we are planning to develop a multi-warehouse strategy building on the centralised software, SAP EWM (Extended Warehouse Management), incorporating all warehouses across the Bechtle Group.

Robotic process automation. In the interest of sustainable digitalisation, we intend to develop and implement robotic process automation (RPA) technology for a variety of use cases in different departments. Our aim is not only to achieve better efficiency through automation, but also to conserve resources along the way. A dedicated RPA team of five employees is working on the technology, which we will initially deploy in returns and claims management, as well as supplier management.

Packaging-optimised warehouse logistics. Packers at our logistics hub prepare products for transport to our customers in a way that provides optimal protection while using as little packaging material as possible. In the past few years, Bechtel Logistik & Service GmbH has implemented various measures at the Neckarsulm logistics hub to reduce carbon emissions associated with packaging and transport. 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.

For instance, the logistics hub introduced new types of cardboard packaging in 2020, and continued to evaluate more variants during the reporting year. Operative Logistics reviewed all packaging material that is being used, enquired about alternatives from manufacturers, and approached new packaging manufacturers. During the reporting year, our logistics hub was able to make the switch to FSC-certified material for all paper and cardboard packaging and dispatch note envelopes. The FSC seal guarantees material is sourced from sustainable forestry and is recognised around the globe. What's more, in 2021 we were able to increase the use of the Bechtel Box® as an innovative and reusable transport solution by 26 per cent.



fsc.org

Besides this, the logistics team is continuing to optimise the consolidation of orders into fewer shipments, e.g. by palletising goods dispatched to the same address, or bundling them in a reusable Bechtel Box®, rather than sending out individual packages. However, the pandemic had a noticeable effect on customers' order behaviour. The number of parcels shipped in 2021 remained high, and even increased slightly by three per cent, while the use of cardboard went up by 20 per cent. On the one hand, this is down to the higher number of small items where the original product box cannot double as the shipping box and requires outer packaging. As scores of people continue to work from home, demand for smaller items such as keyboards, headsets, and other associated equipment remains high. On the other hand, many customers had orders shipped directly to their employees' private homes.

GRI 301-1

USE OF PACKAGING MATERIALPurchased packaging by material in kilogrammes and CO₂ equivalents* at Bechtle's Neckarsulm logistics hub.

	2019	2020	2021
Cardboard			
Total kg	185,835	206,404	255,227
Share in %	50.46	50.17	49.21
CO ₂ e in kg	149,783	166,362	205,713
Paper			
Total kg	72,783	80,641	82,267
Share in %	19.76	19.60	15.86
CO ₂ e in kg	2,533	2,806	2,879
Plastic without film			
Total kg	827	931	1,540
Share in %	0.22	0.23	0.30
CO ₂ e in kg	2,382	2,680	4,435
Film			
Total kg	16,666	16,215	25,862
Share in %	4.52	3.94	4.99
CO ₂ e in kg	43,499	42,321	67,499
Wood			
Total kg	92,204	107,192	153,740
Share in %	25.03	26.06	26.64
CO ₂ e in kg	1,097	1,276	1,845
Total			
Total kg	368,315	411,382	518,636
Share in %	100	100	100
CO ₂ e in kg	199,294	215,445	282,371

* 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].

Broken down into renewable and non-renewable materials, the balance looks as follows:

GRI 301-1

MATERIALS.

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

	2019	2020	2021
Non-renewable materials used	17.5	17.1	28.5
Renewable materials used	350.8	394.2	490

* Packaging KPIs are collected at the Neckarsulm logistics hub.

Returns 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 at the logistics hub 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. If a customer has a complaint, our objective is to provide them with quick help and a hassle-free experience. 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 the reporting year, Claims Management of Bechtle Logistik & Service shrunk paper consumption to a minimum through digitalisation. RPA helps untie staff and unlock further optimisation paths, while OneTrack enables Claims Management to take the initiative in order to reduce the kilometres travelled by carriers and also improve customer service.

RETURNS.

		2019	2020	2021
Return rate	in %	0.68	0.77	0.65
Returns		38,491	39,232	42,742
Returns value (avg.)	€	392	476	393

Our goal is to consistently reduce return rates. Returns Management develops measures to prevent or reduce returns to an absolute minimum. This includes the careful selection of suppliers and vendors, comprehensive supplier evaluations and regular customer surveys. Monthly returns analyses inform our portfolio management, while returns resulting from damaged goods help us identify weak points in packaging.

EVALUATION.

GRI 103-3

Operative Logistics collaborates closely with leadership, Green Logistics and Supply Chain and Innovation Management to determine savings potential and identify, trial and implement new solutions for packaging and transport.

OUTLOOK.

In 2022 we want to analyse transportation along the downstream supply chain, and we are also planning to implement an automated method to determine CO₂ emissions. Our medium-term goals that we aim to achieve by 2025 include the reduction of transportation kilometres by setting up a second distribution centre in northern Germany, shipping five per cent of deliveries dispatched from our logistics hub in zero-packaging Bechtle Boxes® while elevating our co-operation with manufacturers and suppliers, and reducing our transport-to-delivery ratio by 20 per cent.

CIRCULAR ECONOMY.

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, including Rotkreuz in Switzerland, Paris, Hamburg, Bielefeld, and Bechtle Remarketing in Wesel, Germany. 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, in particular in logistics and packaging.



See Logistics
and packaging

MANAGEMENT.

GRI 103-2

When disposing of waste, we have to respect EU and local legislations. 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 respective landlords. 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 guidance on environmentally sound disposal. For new employees, this is also part of their orientation programme. Questions related to packaging are handled by the Operative Logistics department at the logistics hub in Neckarsulm.



See Logistics
and packaging

Over the course of the reporting year, we implemented a software solution for group-wide sustainability controlling to collect waste-related KPIs. We are thus able for the first time to include data for 2020 in the following table:

GRI 306-2

WASTE BY TYPE AND DISPOSAL METHOD.

	in t
	2020
Hazardous waste (recycled)	68
Hazardous waste (disposed of)	0
Non-hazardous waste (recycled)	994
Non-hazardous waste (disposed of)	299
Generated non-differentiable waste	1,811
Total waste*	3,173

* Total waste includes actual values, auxiliary statistics, as well as non-differentiable total waste generated at four sites. Auxiliary statistics represent sites for which no detailed waste data are available.

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, which account for the largest share of waste and recyclables by a wide margin, has been re-evaluated and updated as needed every year for over a decade. 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 2022, we are going to install a new waste collection point on the premises of our group headquarters. In addition, our Green Logistics team will tackle a new e-waste concept for retired hardware at the site. There are also plans to take a group-wide approach to the issue of waste in the long run.

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 compliance 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 primarily active in 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, 45,230 devices were reintroduced into the cycle in the reporting year. In the reporting year, this number fell far short of the previous year (123,529 devices). In 2020, the first coronavirus lockdown and the consequent need to equip workers at home at such a tremendous scale had a huge impact on sales, while used hardware all but vanished from the market in 2021 as a result of the pandemic-induced lack of chips for new hardware.

EVALUATION.

External and internal DIN EN ISO 9001, 14001 and 27001 audits at Bechtle Remarketing GmbH 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 2022, we are planning to introduce a new circular economy concept that carries remarketing at its heart and will be piloted in 10 Bechtle companies as early as the first quarter. The experience gleaned from this initial phase will then inform the concept for the Bechtle Group as a whole.



PEOPLE AT BECHTLE.

As a forward-facing employer, we offer our employees the freedom to pursue their own ideas guided by a clear vision; a close-knit team environment that values individual contribution; and many ways to create a healthy work-life balance. Flat hierarchies enable every employee to take on responsibility early on and develop an entrepreneurial mindset. Employee satisfaction and a secure and appreciative work environment are essential components of our work culture.

GRI 102-8



EMPLOYER ATTRACTIVENESS.

WORK CULTURE, EMPLOYEE RETENTION AND EMPLOYEE SATISFACTION.

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.

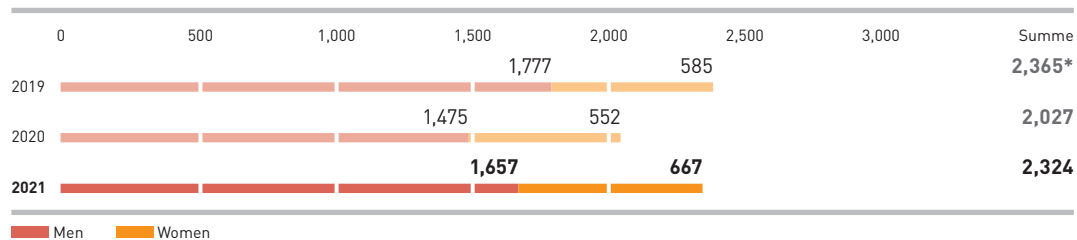
MANAGEMENT.

GRI 103-2

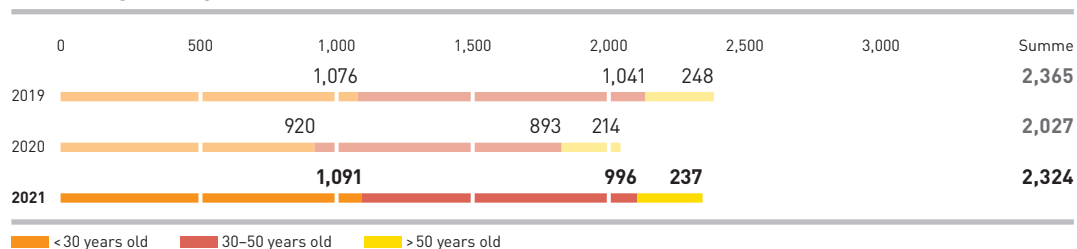
Employer attractiveness is a subject predominantly handled by Human Resources and People Development, whose dedicated workgroups set targets, tackle individual topics, and – coordinating closely with the Executive Board – pilot targeted measures which are eventually implemented by the managing directors of the individual companies.

GRI 401-1, GRI 405-1

Bechtle was considered an attractive employer in the reporting year. Across the group, there was a total of 2,324 new hires, while our overall workforce grew by exactly 700 people. A breakdown according to gender and age of the new hires can be seen in the following table:

NEW HIRES – BY GENDER.

* Three employees did not indicate a gender.

NEW HIRES – BY AGE.

As of 31 December 2021, the Bechtle Group employed a total of 12,880 people, of which 1,714 were in part-time employment:

BECHTLE GROUP EMPLOYEES.

	2019	2020	2021
Full time	10,059	10,655	11,166
Part time	1,428	1,525	1,714
Total	11,487	12,180	12,880

GRI 401-1

In the reporting year, the turnover rate increased from 7.2 to 9.1 per cent, which is still slightly below the level of 2019. We believe the 2020 decline of over two percentage points can be attributed to a general sense of uncertainty and hesitation to cut ties during the first year of the pandemic. Our goal is for the fluctuation rate to remain under ten per cent.

The average period of employment was unchanged at 5.8 years.

BECHTLE GROUP TURNOVER RATE.

		2019	2020	2021
Employee turnover	in %	9.4	7.2	9.1

AVERAGE PERIOD OF EMPLOYMENT AT BECHTLE.

		2019	2020	2021
Average period of employment in years		5.5	5.8	5.8

GRI 401-2

Our Work@Bechtle culture. We want our employees to have sufficient room in their professional lives for their respective personal situation. This is guided by our Work@Bechtle concept that was introduced across the group in the summer of 2021 and describes the amalgamation of workplace and working time flexibility and modern communications technology to create a productive working environment. Work@Bechtle is an important strategic component of our employer brand and designed to elevate both our inbound and outbound employer communication. Modern work concepts optimally balance our employees' professional and private lives, and the guidelines help us create an attractive working environment. A great deal of flexibility means we can easily conciliate specific job and project requirements.

Childcare often poses great challenges for families, which is why many Bechtle employees in Germany take advantage of parental leave during the first three years of their children's lives, as outlined in the following table:

GRI 401-3

PARENTAL LEAVE IN GERMANY.

		2019	2020	2021
Employees on parental leave		363	391	462
Percentage of women	in %	53	50	48.5
Average no. of months		24.5	21.9	21
Percentage of men	in %	47	50	52.5
Average no. of months		1.7	1.5	1.7

GRI 401-2

Social security. Bechtle employees in Germany have the option of taking out an occupational disability insurance policy through the company. A further option for retirement planning is drawing up a direct insurance policy.

In 2018 and 2019, Bechtle offered an all-day summer holiday programme for employee children aged between five and twelve. 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. We are going to resume this programme as soon as the epidemic situation allows.

Since February 2019, Bechtle employees in Germany have been able to lease a company bike with favourable conditions and use it both for their ride to work and leisure. As of 31 December 2021, 928 employees in Germany made use of this offer.

EVALUATION.

GRI 103-3

Bechtle launched a group-wide satisfaction survey of all employees in September 2020, which will now be carried out every two years. The survey provides valuable insights into employee satisfaction and enables us to design specific measures to further boost employee morale. In addition, a personal rapport between leadership and employees is and remains the most important instrument in our kit.

OUTLOOK.

In 2022, we will largely complete the introduction of a holistic human capital management (HCM) system to optimise HR processes. This new HCM system will span the entire employee lifecycle and replace our existing applications, as it is more efficient than previous solutions, offers better data integrity and increased functionality, while being available across national borders.

PEOPLE DEVELOPMENT, TRAINING AND EDUCATION.

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. Consequently, we want to meet the growing demand for specialists and leaders by increasingly hiring from within our own ranks.

MANAGEMENT.

GRI 103-2

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

While being centrally organised, responsibility for vocational and professional training as well as employee development lies with the individual managing directors of each Bechtle Group company and their leadership staff.

GRI 404-3

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

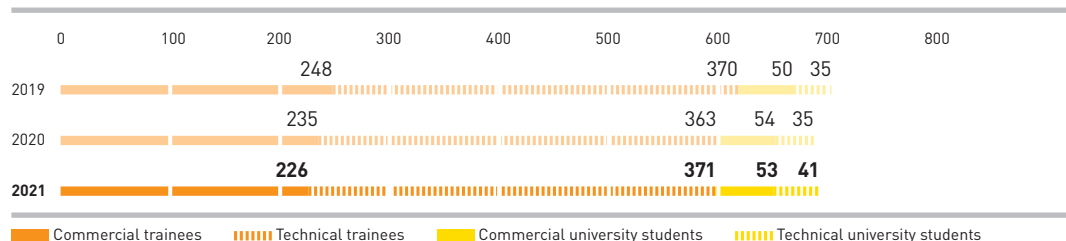
Vocational training and integrated study programmes at Bechtle. We want to attract interested and talented candidates to Bechtle. A transparent, fair and streamlined application process and fast decisions are of particular importance to us. We support young people in choosing a career and create opportunities for them to discover jobs in IT through internships and various events.

Bechtle offers career starters a wide range of vocational training opportunities in 22 professions and study paths. In the 2021 academic year, over 244 young people began vocational training or integrated degrees at Bechtle – more than in any other year before. A total of 691 budding professionals are employed in Germany. Here is an overview of the numbers as of 31 December 2021:

KEY FIGURES FOR VOCATIONAL TRAINING AND INTEGRATED DEGREE PROGRAMMES IN GERMANY.

	2019	2020	2021
No. of vocational training professions	15	22	22
Training ratio in Germany in %	7.3	6.7	6.5
Total number of vocational trainees and students on integrated degree programmes	703	687	691

DISTRIBUTION OF TRAINING PROFESSIONS AND DEGREE PROGRAMMES IN GERMANY.



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. The addition of new, virtual formats during the reporting year allowed us to grow the options to choose from significantly from 401 to 625. The offering at a glance:

GRI 404-2.

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

	2019	2020	2021
Employees	7,425	4,991	7,668
Events	540	401	625

* 2019: in-person only.

We also saw a surge in e-learning on account of the ongoing pandemic with the number of completed courses nearly doubled. Courses are available in German, English, French and Dutch. All employees have access to the electronic Learning Campus, which in the reporting year replaced the previously used iLEARN platform. In addition, employees have the option of taking up external training offerings.

GRI 404-2

BECHTLE LEARNING CAMPUS OFFERING.

	2019	2020	2021
Completed courses*	10,308	35,459	68,611
E-learning courses, incl. training on occupational health and safety, and information security	138	246	207

* From 2020 changed from "Participants" to "Completed courses."

GRI 102-16

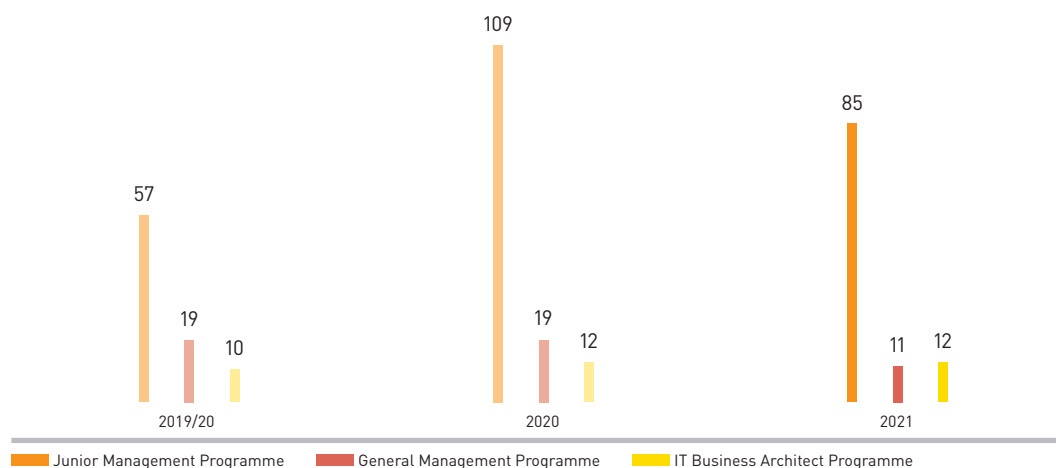
Professional education programmes. The 2020 publication of the new Bechtle Leadership Principles introduced a binding set of guidelines for leadership staff in our organisation. The publication coincided with the launch of a group-wide Leadership Initiative, which extended into 2021. The initiative saw the launch of an internal leadership platform as well as extensive leadership training seminars.

In addition, we were developing junior leaders from within our own ranks through two dedicated programmes. The Bechtle Junior Management Programme (JuMP) is aimed at employees who may or may not have previous management experience and prepares participants to take on more advanced leadership roles.

The General Management Programme (GMP), on the other hand, prepares candidates to take on executive management positions and is run every two years.

Besides leadership development, the Bechtle IT Business Architects Programme (IT BA) offers employees who show outstanding professional skills attractive development options.

PARTICIPANTS IN BECHTLE DEVELOPMENT PROGRAMMES.



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 a combination of theoretical and practical training tailored to the candidates' intended career path. Two training courses have taken place every year since 2019. In 2021, 39 people attended the trainee programme.

EVALUATION.

GRI 101-3

During the annual employee appraisals, retrospective feedback is received on the training or further education that has been completed. Furthermore, training programmes are also evaluated by collecting dedicated feedback from participants. The Bechtle Academy routinely evaluates its offering with a questionnaire at the end of each event, and regularly reviews content, methods, and didactics as well as the training capacity.

OUTLOOK.

We introduce people to professional career paths and will shine the spotlight on expert careers and leadership development in the future. In the long term, we aim to raise the vocational training ratio in Germany to ten per cent by 2030.



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 the Bechtle Code of Conduct which applies to every single employee. For potential applicants, it's crucial that their new employer is open-minded and honest. As a signatory to the German Diversity Charter, Charta der Vielfalt, and through various other commitments, we make sure our stance on diversity is visible to external stakeholders.

MANAGEMENT.

GRI 103-2

Diversity and equal opportunity is a topic that extends across all areas and hierarchy levels, which is why we expect all of our employees to embrace and carry these principles collectively, and all leaders in our organisation to set a good example and promote diversity and equal opportunity in their respective departments.

In the reporting year, Bechtle participated in the German Global Compact Network's Target Gender Equality programme. The analyses conducted in the context of this programme provide a good foundation for ongoing considerations to help us achieve our strategic goals. At the end of 2021, the CEO put together an interdisciplinary diversity team, which will initially perform a structured analysis to survey the status quo with a focus on gender equality, and pursue the goal of establishing a new diversity community at Bechtle in 2022. Working closely with the diversity team, Human Resources, People Development and Corporate Communications have developed a 2022 roadmap defining target groups, outlining action areas and setting out concrete measures to take.

The following sections break down the number of employees in the Bechtle Group by nationality, age, and gender:

GRI 405-1

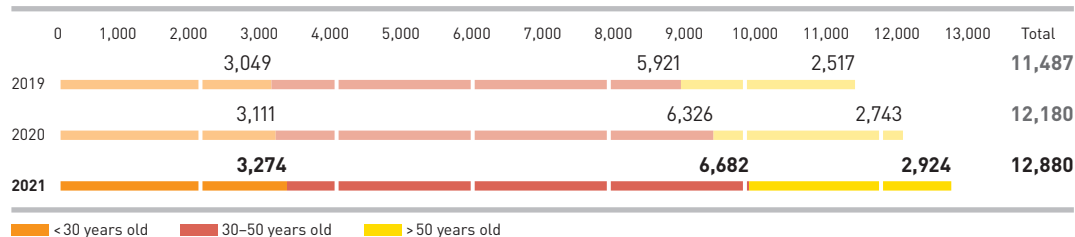
As of 31 December 2021, the Bechtle Group counted 12,880 employees spanning 100 different nationalities, up from 96 nationalities in 2020.

In Germany, 242 employees with disabilities as defined in Section 2 Para. 1 and 2 of Book IX SGB (German Social Code) were employed in the reporting year (previous year: 211).

The following two diagrams show the age structure among employees, in supervisory and executive bodies, as well as other leadership positions:

GRI 405-1

EMPLOYEE AGE STRUCTURE.

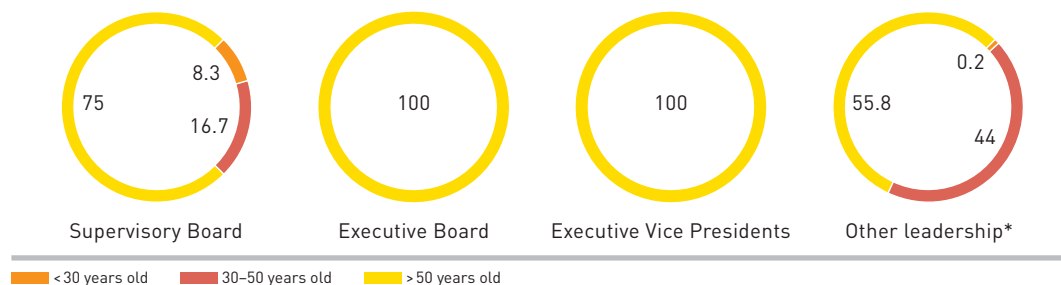


While we have regularly published the age structure across all employees in previous years, the following table for the first time breaks down the age structure in supervisory bodies and leadership positions in 2021:

GRI 405-1

AGE STRUCTURE IN SUPERVISORY BODIES AND LEADERSHIP POSITIONS.

in %



* Other leadership includes managing directors, divisional directors and direct reports to the Executive Board.

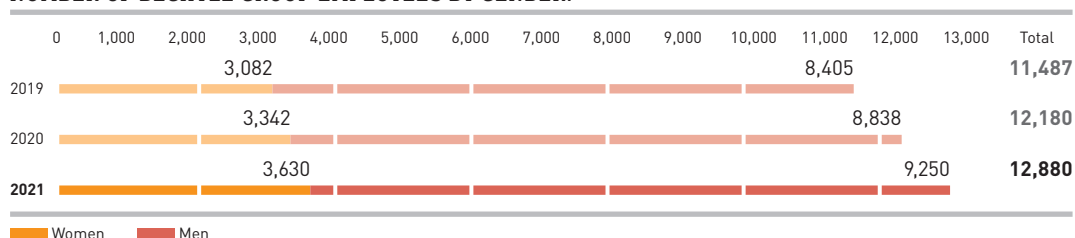
GRI 102-8, GRI 405-1

In the reporting year, the Bechtle Group employed 3,630 women, which equals 28.2 per cent of the total workforce. 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 under-represented. 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, aiming now for a share of 22 per cent of female Executive Vice Presidents by 31 January 2025, and 25 per cent of female managing directors and direct reports to the Executive Board by that same target date. However, in 2021, the percentage of women in leadership positions declined. With 7.3 per cent of managing directors (9.0 per cent in the previous year) and 5.6 per cent of direct reports to the Executive Board (previously 6.7 per cent), the share of women at this level of seniority is currently at 7.0 per cent (previously 8.73 per cent).

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. Once a fourth person is assigned to the board, at least one member of the board is to be a woman.

The following tables provide an overview of our female workforce in numbers:

GRI 102-8, GRI 405-1

NUMBER OF BECHTLE GROUP EMPLOYEES BY GENDER.

GRI 102-8, GRI 405-1

SHARE OF WOMEN ACCORDING TO AREAS.

	2019	2020	2021
Central Divisions	48.7	49.4	49.2
IT E-commerce	39.7	39.8	40.2
IT System House & Managed Services	20.3	21.1	21.8
Vocational trainees	24.0	23.6	23.2
Total share of women	26.8	27.4	28.2

GRI 405-1

WOMEN IN SUPERVISORY BODIES AND LEADERSHIP ROLES.

in %

	2019	2020	2021
Supervisory Board	33	33	33
Executive Board	0	0	0
Executive Vice President	0	0	0
Other leadership*	12.3	13.3	12.4

*Other leadership includes managing directors, divisional directors and direct reports to the Executive Board.

EVALUATION.

GRI 103-3

Diversity and equal opportunity is an issue that transcends the entire Bechtel organisation, and while each leader assumes responsibility for it in their respective area, we encourage each and every employee to actively ingrain diversity and equal opportunity for everyone in their company. The Bechtel Compliance Board is the central point of contact for employees who wish to report a code breach, including discrimination, and can be approached anonymously. First introduced in 2020, group-wide employee satisfaction surveys can also be used to collect information on diversity and equal opportunity and enable us to take action if issues become apparent.

The diversity team, along with the heads of Human Resources, People Development and Corporate Communications regularly report the progress made on the subject to the CEO.

OUTLOOK.

We are founding a new diversity community, connecting employees across sites and enabling them to share their experiences and promote diversity and equality. At the same time, we want to raise awareness of the issue among all employees, and in particular among leadership, and develop a corresponding offering. The measures set out in the shared roadmap of Human Resources, People Development and Corporate Communications are due to commence in 2022. While the diversity team puts a focus on gender diversity, it will also analyse the current state of other diversity categories included in the Charta der Vielfalt.



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 a matter of course, and we attach great importance to the wellbeing of our employees, which is firmly anchored in our work culture, Work@Bechtle. Our efforts and measures in occupational health and safety are always in line with current legal requirements and embraced by company leadership and employees alike.

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. As the world of work is evolving, each one of us is confronted with ever new challenges, and we aim to mitigate these through our efforts in occupational health management and encourage our employees to lead a healthy life both at work and beyond. We implement suitable measures to support occupational health and safety and raise awareness, and many related offerings are developed and piloted by central units at our headquarters, and eventually rolled out across the group.

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 management. The German Bechtle companies are supported by a central 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 help them mitigate 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).

Furthermore, the central coordinating unit provides guidance for occupational health and safety and fire protection. All German employees take part in regular occupational safety training and can peruse the Occupational Health and Safety Act on the intranet. The central coordinating unit meets on a quarterly basis to review the current status and discuss recent developments. 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 and decide on appropriate measures to be taken at the respective location. The overseas companies organise their own measures and training courses following the provisions of national legislation.

GRI 403-1, GRI 403-8

In 2021, Bechtle AG in Neckarsulm and Gaildorf achieved EN ISO 45001 certification in occupational health and safety management.

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

GRI 403-5

NUMBER OF HEALTH AND SAFETY COURSES IN THE BECHTLE GROUP 2021 INCL. PARTICIPANTS.

Occupational health and safety training courses	147
Participants	5,996
Management and safety officer briefings	78
Participants	225
Fire safety assistant training courses	44
Participants	159
SARS-CoV-2 training courses	1
Participants	11,506

GRI 403-9

In 2021, there were 32 reportable occupational accidents in Germany, with the most common injuries being caused by tripping, slipping and sprains. In addition, there were eleven reportable commuting accidents.

WORK-RELATED INJURIES IN GERMANY.

	2019*	2020	2021
Number of reportable occupational accidents	27	18	32
Number of reportable commuting accidents	13	18	11
Number of deaths due to work-related injuries	0	2	0
Number of work-related injuries with serious consequences (excluding deaths)	0	0	0
Number of work-related injuries on file	–	–	6
Accident rate per 1,000 employees** in %	3.3	2.6	2.9

* Germany excl. Modus Consult

** Basis of calculation: 500 employees, 1,000,000 hours

Occupational health management. 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. The CHM team plans and coordinates a broad in-person offering at group headquarters as well as a group-wide online offering, and also regularly engages with HR managers at Bechtle sites both in and outside of Germany, to provide support and encourage stakeholders to share knowledge across the HR community.

GRI 403-6

In 2021, the CHM team continued to leverage digital formats to promote employee health that had been developed during the first year of the pandemic – such as yoga classes or spinal exercises – and thus reach out to every employee across the group. A new video setup in the activity rooms that first opened in late 2021 makes it easy to stream classes. In addition to services and courses on offer at headquarters, there's a great variety of health campaigns across the Bechtle Group.

Medical check-ups such as eye tests, vein check-ups and vaccinations were also offered during 2021. 2,177 people received COVID jabs (including booster doses) at the headquarters, and an additional 215 were immunised against the flu. Other sites, too, had vaccination programmes for employees.

EVALUATION.

GRI 103-3

Occupational safety evaluation. Evaluating group-wide sickness and accident rates can provide insights into possible shortcomings in our health and safety efforts. Safety instructions for third-party companies working on Bechtle premises inform their employees about potential risks and raise awareness of safety regulations in place at the respective sites. We have been maintaining a framework agreement with an external service provider since 2019 to ensure the effective implementation of safety measures at all German sites, their adaptation to actual requirements, as well as the mitigation of safety risks and hazards. At our overseas locations, the respective companies coordinate occupational safety regulations independently, integrating regional medical and occupational health services.

Occupational health evaluation. The programmes on offer are evaluated together with the coaching teams, on the basis of the number of participants and their feedback and adapted to meet actual requirements. We have established an international CHM community and a dedicated CHM platform is available to all employees via the intranet. This allows our CHM community to share best practices for the benefit of employees at all sites.

OUTLOOK.

We will continue to develop strategic corporate health management across the Bechtle Group, along with its ongoing evaluation and optimisation guided by relevant KPIs. In terms of occupational safety, we want to effectively prevent accidents and promote employee wellbeing. That's why we are going to further standardise our processes and ensure a cross-site dialogue on health-related topics.



DIGITAL FUTURE.

Green IT has been an obvious, relevant aspect of our business activities from the get go and was consequently included in our Sustainability Code as early as 2013 and, eventually, our materiality matrix. While we were originally considering green IT in terms of energy-efficiency, we have since taken a much broader view of the issue in terms of both sustainable IT per se, and achieving sustainability through IT. Much more than just the consumption of energy during production and use, our approach is also taking into account the direct and indirect impact of digitalisation, such as social and economic change in the context of the digital transformation.

Over the past few years, the social, ecological and economical factors associated with sustainable development have increasingly found an umbrella in the term corporate digital responsibility (CDR). Even as the digital transformation transcends all industries in equal measure, for an IT organisation such as Bechtle, CDR has particular weight. On the one hand, there are our own entrepreneurial activities. On the other, there is the active and critical role we take in the digital transformation of our customers to help them optimally implement their own corporate digital responsibility along with their climate targets.

The beginning of the coronavirus pandemic in 2020 was a catalyst for digitalisation. As we went into the first lockdown, digital technologies played a prominent role in mitigating its impact on the economy, and our public and private lives. During this time, the rifts that existed in the digital landscape became blatantly evident, but at the same time we saw digitalisation gather dramatic momentum in many areas. IT was crucial in keeping the lights on in businesses, in schools and universities, and, to some extent, in our social lives.



See Bechtle Sustainability Strategy 2030, pages 23ff.

Consequently, the Digital Future has been elevated to a strategic area of action in the Bechtle Sustainability Strategy 2030, along with the Environment, Ethical Business Practices, and People. Its three focal points forge a bridge from conserving resources and digital inclusion, to information security and data protection.

SUSTAINABLE IN-HOUSE DIGITALISATION.



OUR APPROACH.

Within the scope of our IT strategy, we are pursuing the goal of making our own enterprise architecture resource-saving, efficient and user-friendly. In particular, our efforts in this regard are guided by consumer behaviour, modularity, reusability, redundancy, and scalability.



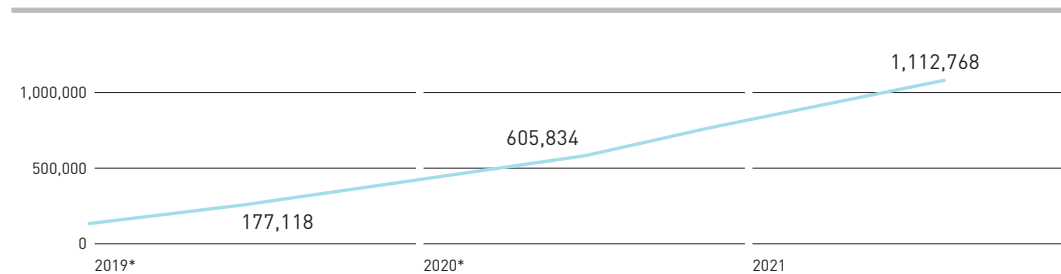
This section covers the topic of energy-efficient IT included in the sustainability matrix

MANAGEMENT.

The issue of in-house digitalisation is being managed through a matrix organisation. Bechtle's centralised Sustainability Management coordinates and monitors the implementation of the Bechtle Sustainability Strategy 2030, collaborating closely with Bechtle IT as the responsible business unit.

Over the past eight years, Bechtle has been consistently expanding our collaboration infrastructure for web and video conferences in order to reduce business travel and thus CO₂ emissions. Since the onset of the pandemic in 2020, collaboration solutions have come to be among the most critical instruments to create a shared workspace and keep productivity up – and Bechtle is no different. Accordingly, we have seen an exponential surge in virtual meetings.

NUMBER OF VIDEO MEETINGS HELD ON COLLABORATION PLATFORMS.



* The numbers presented here differ slightly from those in the previous year's report on account of the validation of KPIs made possible by the introduction of sustainability controlling software.

Bechtle IT develops sustainability criteria to evaluate our internal processes and applications in terms of economic, social and environmental aspects and orchestrates the ongoing digitalisation in co-operation with the relevant departments to ensure a balance of efficiency, consistency, and sufficiency. The strategy integrates process optimisation (efficiency), process modification (consistency), as well as IT retirement for a streamlined application landscape and infrastructure (sufficiency).

In addition to making our own infrastructures more energy-efficient, we will increasingly scale back our applications. Fewer application-supported processes will enhance employee satisfaction in the future, and internal pilot projects proved that applications can be retired without negatively affecting the employee experience when IT offers users on-the-ground guidance along the way.

A critical aspect of IT retirement is security. Increasingly fast development cycles in IT and the consequent focus on the quality of new services means that legacy applications are often kept running in the background. As a result, vulnerabilities may be brushed aside when the only way to go should be shutting down systems that pose a risk. Bechtle IT will engage with the various business units to emphasise the purpose of a stringent sufficiency strategy in the context of security in particular, and drive its consistent implementation.

During the reporting year, Bechtle continued to build its cloud infrastructure and scale back power-hungry physical infrastructure. The migration of 12,000 users' e-mail accounts enabled us to eliminate 60 per cent of previously required server systems and storage arrays, and the remaining 40 per cent are set to follow suit in 2022. Not only does this measure reduce power requirements, it also increases efficiency and simplifies central administration.



climatenutraldatacentre.net

Our data centres at NTT in Frankfurt and Rüsselsheim have joined the Climate Neutral Data Centre Pact, a framework for data centre operators and industry associations committed to the European Green Deal's ambitious climate targets. The members of the pact have agreed to achieve net-zero emissions by 2030.

EVALUATION.

In regular status meetings, Bechtle IT and Bechtle Hosting & Operations keep Sustainability Management informed of the progress made. KPIs to monitor and track the progress will be developed in the medium term.

OUTLOOK.

We are identifying and retiring applications and systems that lead to overlapping processes and redundancies and will subsequently establish criteria for a sustainable enterprise architecture that will become the cornerstone of our IT strategy. For the medium term, we are planning to implement 30 per cent of in-house IT projects taking into account sustainability criteria.

SUSTAINABLE TECHNOLOGIES, SOLUTIONS AND SERVICES.



OUR APPROACH.

Digitalisation is transforming the way we live and work across all industries and is the key to a successful future. This entails new expectations placed on companies, public bodies, and also on employees. According to the industry association, Bitkom, the coronavirus pandemic led to a major push for digitalisation across Germany's economic landscape in 2020. Gaps also became obvious in public administration and education. The result was a surge in the demand for IT infrastructure, cloud technologies, modern, flexible workplace equipment, and IT services accelerating the digital transformation across private and public-sector enterprises. For Bechtle, it is important to advance the digitalisation in a way that is sustainable, and to contribute to our customers' success through future-ready innovation.



bitkom.org



This section covers the topic of energy-efficient IT included in the sustainability matrix

MANAGEMENT.

It is critical for our own economic perspective that we take an active and responsible role in our customers' digital transformation to help them optimally implement their digitalisation strategy, their corporate digital responsibility, and their climate targets. For Bechtle, sustainable technologies, solutions and services are the very essence of our business model as an IT organisation and an issue that permeates the entire Bechtle Group. Their implementation is the responsibility of the managing directors of each individual company along with the leadership of our central units. Bechtle's centralised Sustainability Management coordinates and monitors the implementation of the Bechtle Sustainability Strategy 2030, collaborating closely with the individual subsidiaries, departments and central units.

Portfolio. We engage closely with our vendor partners, who are in turn advancing the production of sustainable IT hardware, and we are continuously developing our portfolio and integrating new products that meet a variety of sustainability criteria. One important instrument to evaluate the energy consumption of hardware, for instance, are certified seals such as Energy Star, EPEAT, TCO Certified, or Blue Angel. In addition, we are introducing new vendors to our portfolio who produce hardware in line with economic, social and environmental considerations. In 2020, this included the Fairphone as Germany's first B2B sales partner, as well as Prime Computer. The fanless mini PCs and servers boast exceptional energy efficiency and reliability, along with a long product life.

Over the course of the reporting year, we also discussed possible future projects and co-operations with strategic vendors at dedicated sustainability roundtables. Among other things, we participated in the newly organised HP Amplify partner programme in 2021, which included measures and seminars to advance sustainability.

Customer proximity. While the economy is under constantly growing pressure to bring about fast and successful digital transformation including the underlying change management, it is essential to develop substantial transformation strategies and keep employees involved in the process. To make sure that we can offer even more comprehensive advice to our customers as they tackle these changes, we are planning to develop an advanced in-house training programme for the role of Digital Sustainability Consultant (DSC).

In the reporting year, together with strategic partners, we have developed and implemented two new event formats:



- Sponsored by the Karlsruhe TechnologyRegion and supported by Bechtle Karlsruhe, the **CDR Summit** was a two-day event with over 300 participants and a host of speakers discussing corporate social responsibility and the positive impact companies can make on the climate by using resource-light technologies. The next CDR Summit is scheduled to take place in the autumn of 2022.
- The three-day virtual customer fair, **Sustainable NEXT Innovation**, saw 84 presentations discuss the data centre, IT security, and the Modern Workplace in terms of sustainability. This event was developed and realised by Bechtle's Region West cluster of IT system houses together with some of our vendor partners. The first instalment of Sustainable NEXT Innovation drew more than 3,000 registrations.

EVALUATION.

As sustainable technologies, solutions and services are a very wide-ranging and cross-cutting issue within the Bechtle Group, it is impossible to condense the range of topics into a few trackable KPIs to measure the exact progress. We are therefore planning to develop a new assessment mode within Sustainability Management over the coming two years to evaluate the progress made.

OUTLOOK.

We are raising awareness for sustainability issues among our colleagues and are continuously expanding our offering of sustainable products, solutions and services. In addition, we want to extend hosting solutions in climate-friendly data centres for our customers in 2022. The concept for an in-house training programme to recruit Digital Sustainability Consultants is due to be finalised by the end of the year.

INFORMATION SECURITY AND DATA PROTECTION.

OUR APPROACH.

GRI 103-1

Information security, data protection and confidentiality are imperative for Bechtle's business activities. Since information security and data protection overlap in many ways, we take a consolidated approach to these topics. For Bechtle, adherence to legal provisions (EU General Data Protection Regulation, GDPR) is a matter of course. As this complex of topics concerns the very core of Bechtle's business model, a breach would pose an immense risk to our reputation and could be severely damaging to our ongoing success as a company. That is why we consider prevention of paramount importance. Furthermore, the materiality of these topics results from the requirements of the certification for information security according to DIN EN ISO 27001.

MANAGEMENT.

GRI 103-2, GRI 418-1

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 include the Central Information Security Policy, 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 the DIN EN 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. The following companies are certified to DIN EN ISO 27001: Bechtle AG, Bechtle IT System Houses Bielefeld, Bonn, Solingen and Neckarsulm, Bechtle Hosting & Operations (BHO) GmbH, PP 2000 GmbH and Bechtle Remarketing GmbH. In addition, the Bechtle IT System Houses Bielefeld, Hanover, Munich/Regensburg and Stuttgart, as well as Bechtle Onsite Services GmbH all carry the TISAX label – a standard for information security defined by the German Association of the Automotive Industry (VDA). Other locations will follow in 2022.

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, communication channels, and customer and Bechtle data that resides in our data centres. These are located at NTT Global Data Centers (previously e-shelter) in Frankfurt am Main and Rüsselsheim. During the reporting period, all customer systems previously located in the Friedrichshafen data centre were also migrated to NTT Global Data Centers in Frankfurt am Main and Rüsselsheim. This has bolstered security further.

In addition, we have adapted our defences to counter evolving cyber attack scenarios and thus match the current threat level.

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 gaps and formulate suitable measures. Employees in Germany have been receiving e-learning on data protection for a number of years. Training courses are regularly updated to reflect current requirements and include an exam to ensure that the essential aspects have been properly understood. Employees have to take the course and exam every two years. By the end of the year, 9,306 employees had taken the latest instalment from January 2021.

The two companies acquired during the reporting year have been integrated into our data protection system. In terms of governance, we follow and implement relevant changes to the legal framework, such as Germany's Act on the Regulation of Data Protection and Privacy in Telecommunications and Telemedia (TTDSG) or the adoption of the EU ePrivacy Regulation ("cookie law") into national legislation.

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. E-learning on information security will be extended to all German-language employees in Germany, Austria and Switzerland, irrespective of their individual companies' certification status.

GRI 102-54, GRI 102-55

GRI CONTENT INDEX.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards (Core option). The GRI Content index lists the GRI indicators used as well as additional information. If no or limited information is available with respect to an individual GRI indicator, or such information is included in another publication, this is noted accordingly in the comments.

GENERAL DISCLOSURES.

General standards provide an overall strategic insight into the organisation's sustainability efforts.

GRI 102 General Disclosures (2016)	Page	Comment
1. Organizational profile		
GRI 102-1 Name of the organization	10	
GRI 102-2 Activities, brands, products and services	10	Bechtle works with some 300 suppliers/vendor partners.
GRI 102-3 Location of headquarters	10	
GRI 102-4 Location of operations	10	
GRI 102-5 Ownership and legal form	10	More information about the shareholder structure can be found at bechtle.com/ir .
GRI 102-6 Markets served	10	Countries where Bechtle has locations and worldwide via partners such as the Global IT Alliance (GITA).
GRI 102-7 Scale of organization	10	Market capitalisation as at 31/12/2021: €7.9 bn; total number of companies (subsidiaries) see Bechtle Annual Report 2021, debt and capital equity see Bechtle Annual Report 2021.
GRI 102-8 Information on employees and other workers	10, 20–21, 62–73	There is no information on the total number of employees by permanent or temporary contracts. For a breakdown per region, please see the Bechtle Annual Report 2021. See also page 72, 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		No description available.
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 2021.
GRI 102-12 External initiatives	8–9	UN Global Compact: Bechtle Group. WIN-Charta: Bechtle Group; EcoVadis Silver: Bechtle AG (Group) and individual Silver ratings for: ITZ Essen, Inmac WStore S.A.S., France. Charta der Vielfalt: Bechtle AG. MVO Prestatieladder, CO ₂ certificate level 3 Bechtle direct B.V. Netherlands. FamiUnDo – Familienfreundliche Unternehmen Dortmund: Bechtle IT System House Dortmund. Eco-partnership Hamburg: Bechtle IT System House Hamburg (also a signatory to the Charta der Vielfalt).
GRI 102-13 Membership of associations	40	Bitkom
2. Strategy		
GRI 102-14 Statement from senior decision-maker	4–5	Foreword by Dr Thomas Olemotz, CEO, Bechtle AG
GRI 102-15 Key impacts, risks, and opportunities	14	

GRI 102 General Disclosures (2016)	Page	Comment
3. Ethics and integrity		
GRI 102-16 Values, principles, standards, and norms of behavior	11, 23–30, 40–41, 68	Based on the corporate guidelines and policies Corporate Philosophy, Code of Conduct, Sustainability Strategy 2030, Vision 2030 and Leadership Principles.
4. Governance		
GRI 102-18 Governance structure		See Bechtle Annual Report 2021.
5. Stakeholder engagement		
GRI 102-40 List of stakeholder groups	17–18	
GRI 102-41 Collective bargaining agreements		Not applicable.
GRI 102-42 Identifying and selecting stakeholders	17–18	
GRI 102-43 Approach to stakeholder engagement	18–21	
GRI 102-44 Key topics and concerns raised	18	
6. Reporting practice		
GRI 102-45 Entities included in the consolidated financial statements		See Bechtle Annual Report 2021.
GRI 102-46 Defining report content and topic boundaries	12–13	
GRI 102-47 List of material topics	13	
GRI 102-48 Restatements of information	14	Information on the EU taxonomy.
GRI 102-49 Changes in reporting		No changes.
GRI 102-50 Reporting period	7	
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	91	
GRI 102-54 Claims of reporting in accordance with the GRI Standards	85	
GRI 102-55 GRI content index	85–89	

TOPIC-SPECIFIC STANDARDS.

Topic-specific standards pertain to the three categories economy, environment and social affairs. Indicators are matched to material aspects within the information pertaining to the specific standard.

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)	43–45	KPI reporting under GRI 103-2
GRI 205-1	Operations assessed for risks related to corruption	45	
GRI 205-2	Communication and training about anti-corruption policies and procedures	45	
GRI 205-3	Confirmed incidents of corruption and actions taken	45	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)	55–58	KPI reporting under GRI 103-2
GRI 301-1	Materials used by weight and volume	57	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 Germany's Federal Environment Agency and available at probas.umweltbundesamt.de (German only).
GRI 302 Energy 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	48–54	KPI reporting under GRI 103-2
GRI 302-1	Energy consumption within the organization	51–52	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)	48–54	KPI reporting under GRI 103-2
GRI 305-1	Direct (scope 1) GHG emissions	52	Greenhouse gas emissions for scope 1 and 2 are determined based on group-wide energy and fuel consumption of company vehicles.
GRI 305-2	Energy indirect (scope 2) GHG emissions	52	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. Power consumption uses data on actual consumption. For cases where no exact kWh data are available we relied on auxiliary calculations based on floor area multiplied by average kWh per m ² (average data method). The calculation of location-based greenhouse gas emissions is based on the International Energy Agency's (IEA) factors published in 2018; all other factors are based on the UK's DEFRA (Department for Environment, Food & Rural Affairs) emission factors for 2018.
GRI 305-3	Other indirect (scope 3) GHG emissions	53	The following scope-3 categories have been identified in accordance with the materiality analysis: 3.1 Purchased goods and services, 3.3 Fuel and energy-related activities (not included in scopes 1 or 2), 3.4 Upstream transportation and distribution, 3.5 Waste/water, 3.6 Business travel, 3.7 Employee commuting, 3.9 Downstream transportation and distribution. Scope-3 emissions are largely calculated using expenses-based calculation approaches and have been complemented by specific and available activity data where applicable, resulting in hybrid calculation methods. This is in line with calculation approaches endorsed by the UN Global Compact Network Germany and the Greenhouse Gas Protocol "Technical Guidance for Calculating Scope 3 Emissions". Calculations have been reviewed and validated by an external entity.

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)	59–60	KPI reporting under GRI 103-2
GRI 306-2	Waste by type and disposal method	60	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. Four sites were only able to report the total waste generated (amounting to 147 t); we also rely on auxiliary calculations based on floor space for sites that cannot present a detailed utilities statement.
GRI 308 Supplier Environmental Assessment 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	40–42	
GRI 308-1	New suppliers that were screened using environmental criteria	42	
GRI 308-2	Negative environmental impacts in the supply chain and actions taken	42	
GRI 400 Social standards			
GRI 401 Employment 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	62–65	KPI reporting under GRI 103-2
GRI 401-1	New employee hires and employee turnover	63–64	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	64–65	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	64	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)	74–77	KPI reporting under GRI 103-2
GRI 403-1	Occupational health and safety management system	74–75	
GRI 403-2	Hazard identification, risk assessment, and incident investigation	74	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	74–75	Germany – BAD, no reporting on other countries
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	74–75	
GRI 403-5	Worker training on occupational health and safety	74–75	
GRI 403-6	Promotion of worker health	76	
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	75	

Topic-specific standards		Page	Comment
GRI 403-9	Work-related injuries	76	Accident figures pertain to the situation in Germany. There is no information on accident figures for Bechtle locations outside Germany. KPI calculations use target hours as the divisor, as there are no time sheets used in our organisation and actual hours are not collected.
GRI 404 Training and education 2016			
GRI 103	Management approach 2016 (including 103-1, 103-2, 103-3)	66–69	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	67–68	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	66	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)	70–73	KPI reporting under GRI 103-2
GRI 405-1	Diversity of governance bodies and employees	63, 71–73	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)	40–42	
GRI 414-2	Negative social impacts in the supply chain and actions taken	41	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)	83–84	
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	83	Due to the sensitive nature of the data, we do not publish any information on this subject and are obliged to maintain discretion.



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ACCORDING TO SECTION 289C PARAGRAPH 2 HGB.

GRI 102-47

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GRI 102-53

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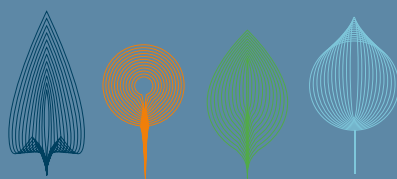
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