2025

Medialine Group Sustainability Report

Impact through responsibility

Sustainability is one of the core values of the Medialine Group and is firmly anchored in our corporate culture. Since our founding, we have been committed to actively promoting sustainability in all areas of our business. Our goal is to combine technology and sustainability to create IT landscapes that are not only powerful, but also future-proof and resource-efficient.

This report provides a transparent overview of our measures and goals. We are guided by the European Sustainability Reporting Standards (ESRS), which structure our activities in the areas of environment, social affairs, and governance. At the same time, we have recognized that as an impact business, we not only bear responsibility for our own processes, but can also make a significant contribution to the sustainable design of our customers' IT infrastructure. We have therefore added a fourth pillar to our report. Sustainability in our range of services brings together the measures we take to achieve a lasting impact for our customers.

At the same time, we see sustainability as a dynamic process that we are continuously developing. We are convinced that responsible business practices can only succeed through continuous development. That is why we regularly review our processes for potential improvements and adapt them as soon as new opportunities for more sustainable action arise.

MEDIALINE GROUP

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Our certifications:

DMSZ
zertifiziert nach
EN ISO/IEC 27001
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zertifiziert nach
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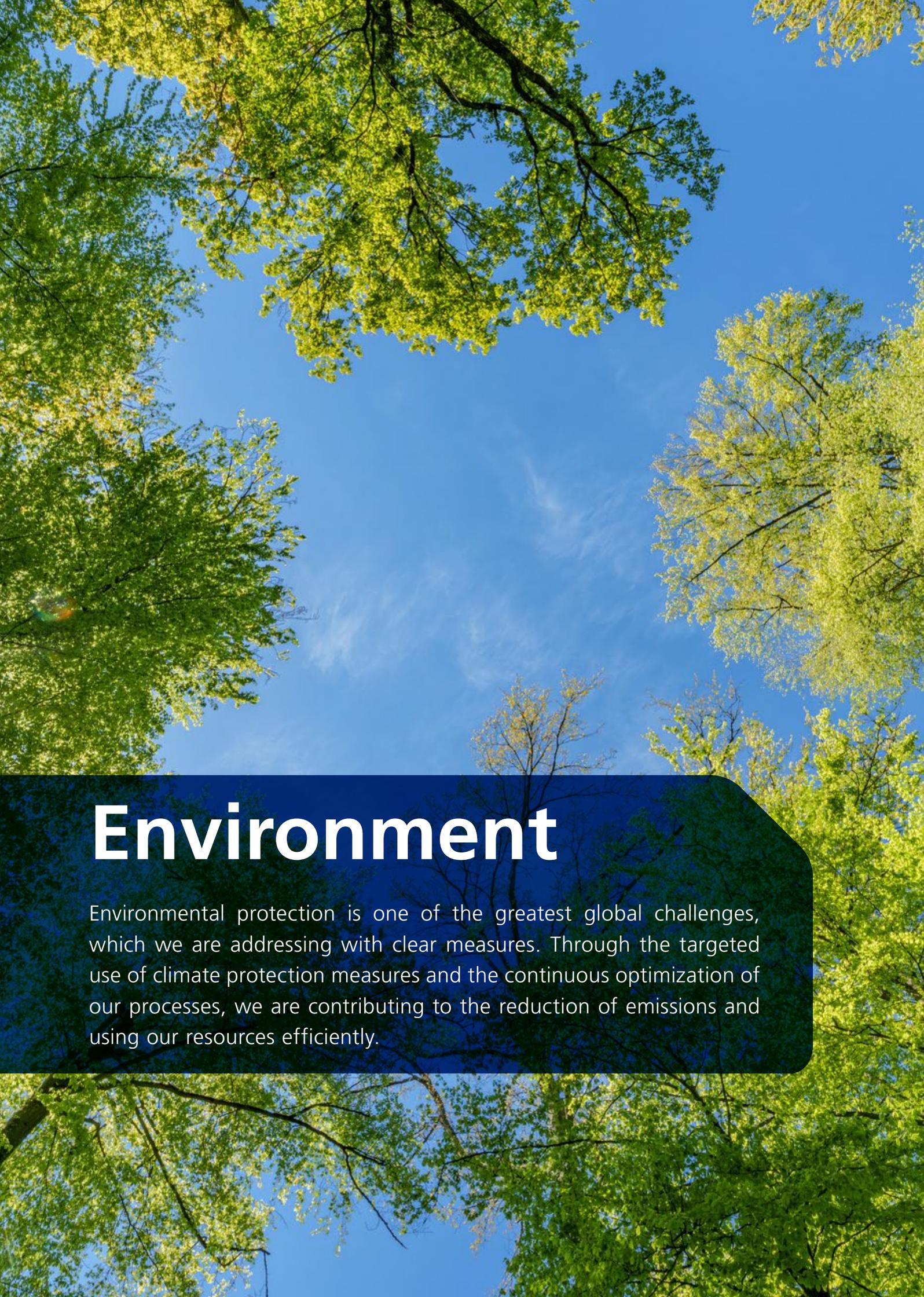
» We see ourselves as pioneers of sustainable transformation. Together with our customers, we use technology to make a real impact – for a better tomorrow. This momentum drives us to take responsibility and consistently align the DNA of our organization with sustainable action. «

Martin Hörhammer,
CEO of the Medialine Group

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Environment

Environmental protection is one of the greatest global challenges, which we are addressing with clear measures. Through the targeted use of climate protection measures and the continuous optimization of our processes, we are contributing to the reduction of emissions and using our resources efficiently.

E1 Climate Change

As an IT system house, we bear a special responsibility with regard to energy consumption and CO₂ emissions.

The constant change and growth in the industry are closely linked to the continuously increasing energy requirements for digital technologies. Data centers alone account for around 3% of Germany's electricity consumption – a figure we are addressing with concrete measures. Our data centers rely on highly efficient power supplies, optimized air conditioning, and natural cooling. **100%** of our electricity needs are covered **by renewable energies**. Our data centers in Frankfurt are a prime example of this, with a **PUE value of less than 1.25** – compared to the average value of 1.46 in Germany.

100% renewable
energy, e.g., the **Medialine data centers in Frankfurt**
(PUE value below 1.25)

40% electrified
company vehicles

We also make our employee mobility climate-friendly: by switching to electric and hybrid vehicles, we are consistently reducing emissions. Our group-wide fleet comprises around 80 vehicles with plug-in hybrid or electric drives. This means that around **40% of our company vehicles** are already **electrified** – a proportion that we are gradually expanding. However, e-mobility clearly misses its main purpose if it is not combined with electricity from renewable energies. At many Medialine Group locations – including Wiesbaden, Bad Sobernheim, and Munich – green electricity charging stations are available for employees and guests. At our headquarters, we generate the energy required for this directly on site via photovoltaic systems (local grid), thus covering part of our needs with electricity we produce ourselves. In addition, we offer job bikes and job tickets to further reduce individual traffic.

Our office spaces are also being continuously improved in terms of their ecological footprint. Our flagship project for all branches is our headquarters in Bad Sobernheim, which has been operated according to the Green Building Concept since 2016. By operating our own photovoltaic system, we create a circular system of green electricity for our headquarters and ten other households. In the current expansion of our headquarters, we are guided by the KfW 40 NH standard and are focusing on sustainable solutions such as central ventilation technology instead of decentralized air conditioning systems. This allows us to significantly reduce energy consumption while increasing the efficiency of building use. This is supplemented by geothermal energy for sustainable heating and cooling, heat pumps, concrete core activation, the use of heat exchangers, as well as additional solar technology and intelligent shading. Here, too, we rely on smart building technology to reduce primary energy consumption.

Green electricity from **our own photovoltaic system** for our headquarters and ten other households

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E2 Environmental Pollution

We reduce the disposal of old equipment by consistently using IT systems beyond their standard contractual term and extending their service life through repairs, refurbishments, and intelligent lifecycle management.

Through reuse, we ensure that functional devices continue to be used. We work with partners to design low-emission and low-waste packaging and supply chains. Cleaning agents without aggressive chemicals are increasingly being used at our sites – with the aim of switching over across the board.

We are implementing specific waste prevention measures in several areas. In logistics, waste paper is processed into filling material for shipping packaging using our own machine, which saves plastic. Composters are also used at various locations to recycle organic waste.

E3 Water & Marine Resources

Our locations are equipped with water-saving fittings in bathrooms and kitchens. We also raise awareness among our employees about the importance of using water consciously-for example, by posting notices in kitchens and restrooms.

Environmentally conscious use of water

E4 Biodiversity & Ecosystems

We have been working with the Rhineland-Palatinate Hunting Association (Landesjagdverband Rheinland-Pfalz e.V.) to rescue fawns for many years. We provide thermal drones for this purpose and our employees actively participate in rescue operations. We also finance stepping stone biotopes that allow wild animals to cross agricultural land safely, thereby making an active contribution to species protection. We regularly plant trees in the Cologne and Dresden areas to promote regional Supporting reforestation.

To date, we have planted around 4,500 trees. A tree can bind up to one ton of CO_2 over its lifetime – this results in a total long-term compensation potential of up to 4,500 tons of CO_2.

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E5 Resource use & Circular Economy

As an IT service provider, we are consistently committed to digitalization. Work processes in our office buildings are largely paperless.

Invoices, contract documents, documentation, and internal communication are all handled digitally. This allows us to avoid a considerable amount of paper consumption every year – many tens of thousands of pages. Our solutions also help our customers conserve resources and make their processes more efficient.

For more information, see: Sustainability in our Range of Services

This also applies to old hardware. We make sure that both our own hardware and that of our customers is reused in a meaningful way through sales or donations. Defective devices are disposed of properly.

Through hybrid working models, desk sharing, and the associated targeted reduction of office space, we further reduce our consumption of resources – especially in the area of energy for lighting and heating.

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People

Social responsibility is a central component of our sustainable actions. Through targeted measures, we strengthen fair working conditions and strive for modern solutions for the working world. We are strongly committed to supporting various social institutions and non-profit organizations, both regionally and nationally.

S1 Own Workforce

As an association of owner-managed IT service providers, we work in flat hierarchies and on an equal footing. The Medialine Group currently employs people from over 30 countries.

Equal opportunities are central to us – regardless of age, gender, origin, sexual orientation, or physical characteristics. The General Equal Treatment Act forms the basis for every personnel decision.

We are aware that the IT industry is a maledominated environment. Currently, our **female quota is around 23.2%**. We want to increase this figure in a targeted manner – through active measures to address female professionals and through training initiatives for young women. In addition, we are working on an internal women's network to promote communication between women in our group and to strengthen visibility.

We invest specifically in the further training of our employees. With the Medialine Group Academy, we have established our own knowledge platform, which is continuously expanded in collaboration with team leaders, champions, and partners. Training courses and seminars are available there regardless of location and with flexible scheduling. In addition, we use external training courses and certificate programs, participation in which is supported by the variable salary component. In addition, all employees receive basic training in communication and collaboration.

23,2%
Percentage of women at Medialine

On average, we take on around 25 new trainees every year. In 2025, 18 new trainees will start with us or will already have begun their training. We are constantly working to increase the number of trainees we take on in order to pave the way for young people to enter our industry through comprehensive training and successfully integrate them into our group after graduation. A particular focus here is on our youth training center in Cologne, where eight trainees are currently undergoing training.

75 trainees,
working students and **dual students** at Medialine

MEDIALINE AKADEMIE

Training is a high priority for us. Ten of our locations are officially recognized as training companies, and over 35 employees have a training qualification certificate. We currently employ **75 trainees, working students, and dual students**.

In addition, we focus on the health of our employees. Our offices are exclusively equipped with ergonomic desk chairs and height-adjustable desks. The kitchen offers free cold and hot drinks, and weekly fruit baskets provide a vitamin boost between meals. Through our partnership with Urban Sports Club, all employees have access to a wide range of sports activities at discounted rates.

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Working from home and flexible working hours are a matter of course for us – as is a workation program: employees can work at any Medialine location for up to four weeks per year. This provides variety and allows colleagues to strengthen their relationships. A cost subsidy is available to help cover travel and accommodation expenses.

Transparent and constructive communication forms the basis for satisfied employees and sustainable corporate success. To further promote employee satisfaction, praise and criticism can be expressed at any time via an anonymous survey. This survey is evaluated regularly and appropriate measures are taken. In addition, management feedback is conducted once a year, in which employees can provide feedback on their supervisors.

Variety in everyday life with the **Medialine Workation program**

S2 Workers in the value chain

We work with manufacturers, distributors, and service providers who meet our sustainability requirements. A systematic supplier evaluation helps us to identify social and regulatory risks at an early stage. Clear selection criteria regarding qualifications and working conditions also apply to freelance and project-based employees.

We stand for **sustainable supply chain management**

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S3 Social Environment

Our involvement in social projects is particularly important to us – whether through donations, sponsorships, or active participation. We support regional and national projects in the areas of children, sports, and education, as well as selected international projects.

Our current projects and donations:

- Aktion Mensch
- ASB Regional Association Dresden e.V.
- Die Arche „Kinderstiftung Christliches Kinder- und Jugendwerk"
- German Alpine Club Wiesbaden Section Office
- German Children's Cancer Foundation (Team Rynkeby)
- Dresdner Sportclub 1898 e.V.
- Rotary Support Association
- Friends of Sports Acrobatics e.V.
- Lok Eberswalde Football Club
- Huckepack e.V.
- Schönfelder Hochland Beekeepers' Association
- KiO Children's Aid Organ Transplantation
- Fawn Rescue Association of the Nordpfälzer Bergland e.V.

- Children with Cancer Mainz e.V
- RLP-Handball e.V.
- SG Weilimdorf
- SVG Fachsenfeld
- Saxony State Farm Moritzburg
- TG 1890 Naurod
- TuS Blau Weiß Königsdorf
- TuS Heiligenstein 1911 e.V.
- TUS 1896 Waldböckelheim
- TSV 07 Bayreuth – St. Johannis
- TSV Ober-Saulheim
- UNICEF
- Association for the Physically and Multiple Disabled Mainz e.V.
- VfL 1848 Bad Kreuznach e.V.

HERZENSPROJEKTE

≈50

In addition, employees have the opportunity to submit their **own projects for funding** twice a year. As part of our Herzensprojekte, **we support associations and institutions** where our employees volunteer **by making monetary and in-kind donations**. Since the introduction of the Herzensprojekte in 2023, we have already been able to **support almost 50 projects.**

Herzensprojekte: Writing assistance for blind

Herzensprojekte: Soccer balls for FC Sobernheim

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S4 Consumers & end-users

As a service provider in the B2B market, our range of services is not aimed directly at individual end users; instead, our customers represent our core consumer group. We attach great importance to protecting our customers' personal data. We take care to strictly comply with the provisions of the GDPR and also proactively request consent to obtain information.

In order to continuously improve the quality of our services, we regularly collect customer feedback through structured satisfaction surveys. The feedback is systematically recorded and evaluated and directly incorporated into the further development of our processes and services in order to increase customer satisfaction in the long term.

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Governance

Our industry is characterized by fierce competition and rapid innovation. We are aware that long-term corporate success and sustainable profitability are only possible by achieving high quality standards. We are committed to a constructive climate that enables independent and resultsoriented performance.

G1 Corporate Policy

Flat hierarchies are part of our everyday practice. They make us agile and give everyone the opportunity to take on responsibility and be involved in decisions at an early stage.

DMSZ
zertifiziert nach
EN ISO/IEC 27001

22832

Certified information
security management

DMSZ
zertifiziert nach
DIN EN ISO 9001

22832

Certified quality
management

DMSZ
zertifiziert nach
DIN EN ISO 14001

22832

Certified environmental
management

Flat hierarchies are part of our everyday practice. They make us flexible and give everyone the opportunity to take on responsibility and be involved in decisions at an early stage. This creates space in which individual strengths can be seen and motivation can grow. This is accompanied by our management manual, certified according to **ISO 9001**, **ISO 27001**, and **ISO 27017**, in which we have defined our standards for quality, occupational health and safety, environmental protection, and information security. In addition, we have been certified according to **ISO 14001** since this year and have a corresponding environmental management system in place.

Sustainability is a top priority for us. Since the company was founded, it has been a major concern to exemplify and promote sustainability in all areas, because: It is part of our corporate philosophy to make IT sustainable. This philosophy extends to all areas of

our work. That is why our CEO Martin Hörhammer is so committed to implementing and exemplifying sustainable practices every single day. These activities are set to be further intensified in the coming years.

In order to standardize and further develop our measures, a Sustainability & Social Affairs department was established this year for the entire group. The department coordinates all activities in the areas of environment, social affairs, and governance across the group. It reports directly to the management and works closely with the specialist departments and the sustainability officers of the individual companies. The department is responsible for implementing the ESRS standards, preparing this report, and further developing our sustainability strategy.

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Sustainability in our Range of Services

We see ourselves as an impact business because we develop the digital transformation of our customers. We are creating the digital infrastructure.

Sustainability is not only important to us in our own companies; our positive impact on sustainability is particularly evident in the services we provide to our customers. Every day, our services make a tangible improvement to our customers' environmental and social footprint. By implementing the latest digital technologies, we create cascade effects that influence our direct environmental impact in a variety of ways.

Modern products and infrastructures lead to greater efficiency, faster and more effective work, and prevent excessive consumption of fuel and travel costs, for example. At the same time, the development of customized IT solutions leads to higher product quality and prevents inefficiencies and loss of working time.

Sustainability in the Product

The computing power that our customers obtain through our green data centers automatically leads to a better ecological balance in our customers' energy consumption, as parts or even all of their IT runs on renewable energies.

The outsourcing of IT infrastructure from physical to digital data centers, which we enable for our customers, has an even greater impact. By transitioning to virtual machines, we not only save our customers the space required for physical servers, but also the associated energy and financial resources and the resulting emissions.

Our hardware selection follows clear sustainability criteria. We prefer devices with high reparability and recyclability. In the event of defects, we check repair options before replacing devices. We donate or resell old devices that are still functional. Hardware that is no longer usable is disposed of properly.

Similar successes can also be demonstrated with other products:

By setting up a comprehensive **video conferencing system** for our customers, we simultaneously reduce travel costs and fuel consumption, increase efficiency, and ensure professional flexibility.

Our **ERP offering** increases production quality, thereby reducing waste and contributing to resource conservation and lower raw material consumption.

Every installation of ELO as a new enterprise **content management system** at a customer's site replaces analog accounting and leads to enormous reductions in paper consumption.

In the past, our **warehouse management systems** have enabled us to help our customers reduce their required storage space by twothirds of the actual area.

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Product Philosophy & Shipping

Most of the products and services we offer our customers are made in Europe, which reduces transport emissions and strengthens regional value creation.

We ensure that our procurement is demand-oriented and bundle orders to minimize packaging and transport costs.

When selecting our partners and manufacturers, we ensure that they meet our minimum sustainability requirements. Together with them, we are driving the transition to sustainable IT hardware. They continue to develop their products with sustainability in mind, which we in turn incorporate into our portfolio and pass on to our customers.

This applies to the products themselves, but also plays a role in their shipping. Hardware is always sent directly from our suppliers to our customers and is only sent to us if absolutely necessary. We make sure that hardware is shipped in as few shipments as possible, thereby reducing both emissions and packaging waste. It is also delivered in our manufacturers' packaging and is not repackaged in order to reduce packaging waste. In addition, our partner DELL, for example, attaches great importance to environmentally friendly packaging. A large part of their packaging, which is also sent to our customers, consists of recycled or renewable materials. Through our partnership, we promote the sustainability of our supply chain.

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Outlook

For the Medialine Group, sustainability is not a trend, but a corporate responsibility that we actively and strategically shape. With this report, we are not only disclosing our current measures, but also our commitment to continuous improvement.

We have already taken important steps—such as consistently using green data centers, promoting sustainable mobility, supporting social projects, and introducing transparent governance structures. At the same time, we know that sustainability is a dynamic process that requires attention, commitment, and adaptability.

In the coming years, we want to:

- increase the proportion of zero-emission company vehicles,

- further expand the energy efficiency of our data center locations,

- raise awareness of sustainability issues among our employees,

- standardize sustainability measures at all our locations,

- increase our participation as a group in charitable events and donate to organizations.

Our vision remains clear:

We want to make IT sustainable – today and tomorrow. For our employees, our customers, our partners – and for the world we live in.

If you have any questions or concerns about sustainability and CSR, please feel free to send an email to **nachhaltigkeit@medialine.ag**

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