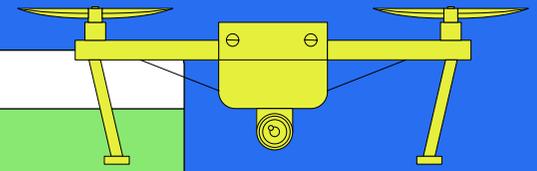
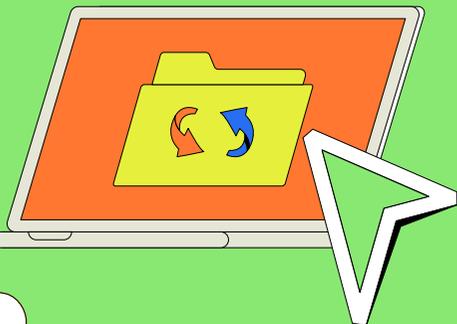


# ▶▶ OUR SUSTAINABLE ENGAGEMENT

ALSO ESG-Report  
2019/  
2020

Update



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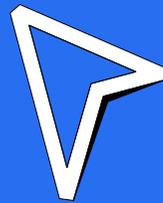
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# INTRODUCTION



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# PREFACE



Dear Stakeholders,

Over the past ten years, we have systematically transformed ALSO into a company which translates sustainable action into measurable success. Starting with responsible corporate governance and the targeted development and promotion of our employees, through ecological to social commitment. As soon as 2011, we created our Code of Conduct. 2015, we began collecting data for the management and documentation of our sustainable actions, and an increasingly large part of the Annual Report was devoted to addressing these topics. In order to comprehensively document our commitment on the one hand and not go beyond the scope of the Annual Report on the other, we made the decision to publish two separate reports.

Topics such as compliance, diversity or the economical use of resources are not 'mandatory' for us, but a matter of course. Sustainability is part of our life and our images of ourselves as a company. That is why it is important for us to develop our own way of dealing with topics as well as reporting them, in a reflective and critical manner.

What we mean by this is clearly illustrated by the example of diversity: In order to successfully master the challenges of the present and creatively shape a sustainable future, we need people who, on the basis of a solid foundation of values, are able to think outside the box, discuss controversially and act on their own initiative. Different educational backgrounds, experiences, ethnic, cultural and sociological roots, sexual orientations, age groups and personalities – in short, diversity – is essential for this. For us, however, it is not simply synonymous with gender, it is one of a whole range of factors. The company as a whole, including the Board of Directors and the Group Management, sees it as a joint responsibility to ensure that different perspectives and approaches are evaluated in every decision.

Diversity is just one set of issues where we have developed an independent position. The same applies, for example, to governance and compliance: We see it as a sign of independent, transparent, and responsible action that Group Management neither owns any ALSO shares or is remunerated in ALSO shares. The positions of Chairman of the Board of Directors and CEO are held conjointly. To us, this is not a danger, but a strength, as it makes the company agile and powerful – as long as there are clear regulations and strong, functioning control bodies. In our case, these are the Lead Director and the Board Committees, of which the CEO is explicitly not a member, as well as regularly conducted internal and external audits, the results of which are reported directly to the Audit Committee. In addition, all stakeholders have the option of contacting the Ombudsman, whose contact details are freely available on our website.

Unfortunately we lack similarly clear requirements from supervisory authorities or institutions when it comes to sustainable engagement and reporting. Sustainability is currently still being pursued very much along the lines of “Nothing is a must”, which, in addition to the regular failure to achieve set targets, has unfortunately also led to a large number of possible standards, ratings and so-called consultants for whom sustainability is no more than a lucrative business model. Since developing our sustainability strategy LESS, we have sought constant exchange with numerous stakeholders about the goals and content of our commitment, with our customers, the vendors and buyers, employees, shareholders and parts of the local communities at our sites. In doing so, we have also given very careful consideration to the criteria according to which we want to report and consider the framework of the Global Reporting Initiative and the UN Sustainable Development Goals to be the best solution for creating comparability for our stakeholders.

Sustainability will be a defining factor of the Next Normal, as we call the post-pandemic period. The key drivers are:

- ▶ *Economical:* Why should companies rent expensive office space or employees rent expensive housing in a city when the majority of work can be carried out virtually and remotely? Why travel for business? The majority of issues can be efficiently discussed via video calls. Why visit a brick-and-mortar store to shop? An overwhelming majority of customers will continue to buy online.
- ▶ *Emotional:* In the past year, many people have reflected on what is really important to them. Spending more time with family and friends, being more responsible about how we treat each other and how we treat our resources. Being able to avoid long commuting times in rush-hour traffic or in overcrowded public transport – this means a gain in quality of life that goes hand in hand with a reduction in the burden on the environment.
- ▶ *Ecological:* The goals of the Paris climate agreement make sense, however ambitious they are. To achieve them, we as a society need to stick to many things that were successfully tested during the pandemic. Home offices reduce commuting as well as business travel. And why not live in the countryside with more space at lower prices than in the city?

The important role ALSO can play in all this has impressively been demonstrated in the pandemic 2020 – just think of the potential CO<sub>2</sub> reduction through virtual communication. It is our company's purpose to increase the quality of life through technology. We will therefore continue to work on advancing digitization and automation in the interests of supporting and lightening the burden on people and on the environment.



▶ **Gustavo Möller-Hergt**

CEO AND CHAIRMAN OF THE BOARD OF DIRECTORS

# ALSO'S SUSTAINABLE COMMITMENT

Environmental, social and governance, these are the areas which have to be considered by companies who pursue a holistic approach to sustainability, and they also can have a significant impact on the financial metrics of a company. Starting with ALSO's Code of Conduct in 2012 ESG has long been part of our corporate management initiatives. In the post-pandemic time, what we call the Next Normal, these topics will gain even more importance.

Enabling flexible remote work with the help of the Internet of Things, holding virtual trade show events, providing a circular economy for IT-assets or developing a group-wide program for a New Working and Leadership Style – ALSO has already committed to the transformation which is needed to shape our sustainable future. We firmly believe that this will empower us to be competitive in a post-pandemic market and to act as a responsible corporate citizen at the same time. In the following articles, five employees will give some insight into their contribution and involvement into a few of the many projects that make this goal a reality.

## ▶ New Work:

### Activate, Lead, Sustain, Operate

For ALSO to thrive in the Next Normal, a new style of collaboration and leadership needed to be developed and implemented. This process already started in 2019, but the pandemic increased the urgency, as the traditional way that we work has been disrupted. CEO Gustavo Möller-Hergt analyzed the development very precisely: "As the frequency and amplitude of change, and with it the complexity and dynamics in business are increasing, we are challenged to change and evolve as an organization and as people."

On top of this comes the fact that we are lacking our 'normal' working environment and structures, working from home, often under challenging conditions. This is why one of ALSO's focus projects in 2020 was the 'New Work' and 'New Management Style' initiative. Giving all employees methods and tools to prioritize their tasks, structure their days, making meetings shorter and more efficient and implementing dashboards to monitor the development of business and projects was instrumental in managing this new situation and avoiding 'death by meetings'.

Managers must lead by example to drive this change and make it clear to their teams that each and every employee can change, take responsibility, and help ensure that we operate successfully in the Next Normal. Sustainability plays an important role in this initiative.

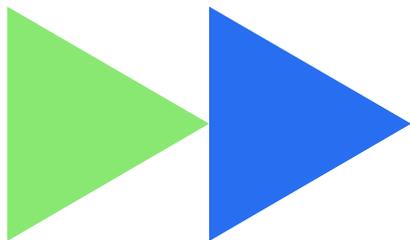
The ALSO Switzerland AG leadership team and HR department worked together to start leadership development against this background. Franziska Freiburghaus, HR Business Partner at ALSO Switzerland was involved in this project from the beginning. "It all kicked off in April 2020, when the executive leadership and HR teams defined the goals of the project. It was to better communicate how employees can participate in change at ALSO. In order to accomplish this, the leadership and HR teams needed to understand how collaboration and leadership were seen and

done, what needed to be improved, and how the attitude needed to change in the future. Doing nothing was just not an option.



Distributing the Culture Monitor, a survey designed to measure the current company behaviour, to every employee at ALSO Switzerland was the first step. Created in collaboration with energy factory St. Gallen, a transformation and leadership consultancy spin-off of the University of St.Gallen, the key principle we looked to measure was what

they call Organisational Energy. This is defined as the extent to which a company has activated its potential in the pursuit of its central goals. Deducted from that are possible levers which can serve as effective instruments of change. The results of the survey were analysed and shared with managers and employees.



Focus groups of up to four people were organised throughout 2020 to dive deep into particular themes highlighted in the Culture Monitor. Workshops on integrating the results of the assessment, examining how ALSO understands leadership, reflections for managers, and personal goal setting were organised in parallel. It was very important to have employees involved from the beginning, so every single person understood how much impact they have on the success of the company as a whole. And of course this was not a one-off, these conversations will continue to happen.

The results and measures gathered during the focus groups will be implemented as programs and benchmarks, and in accordance with the New Work initiative which is being rolled out for the whole company. Measures for change will be implemented in target agreements and become part of employee appraisals. Moving forward, a second Culture Monitor survey will be sent to all employees of ALSO Switzerland in 2021 to measure our progress from the previous year.”

▶ **New Events:**

## Traditional Trade Show Goes Digital

The ALSO annual trade show, Channel Trends+Visions (CTV), is one of the largest annual IT events in Germany. Last year’s CTV was scheduled for 27. March 2020, which was a few weeks after European countries started to enter lockdown because of the pandemic.



Nadine Wenker, Team Leader Marketing Events, and her team headed the project. Within two weeks they transitioned the trade fair to an all-digital conference format, meaning all the keynotes, lectures, seminars, and discussions with experts took place online, vendor booths were set up as well as a digital blackboard and an

afterparty zone, making ALSO’s very first virtual trade show a huge success. All of this would not have been possible without our excellent IT infrastructure.

“Our annual event allows our customers, the vendors and buyers of the ICT industry, to connect, network, and get informations about new trends and products across multiple job disciplines and borders. And being a digital event, we are quite literally talking about borders, as this made it possible to have Austrian and Swiss attendees joining, without emitting even one additional kilogram of CO<sub>2</sub>.

At ALSO we believed that bringing everyone together despite the challenge of the pandemic was important. However, the event had to be safe for our attendees and to allow for easy and secure digital access. So the challenge was to create and organize an online virtual event from zero within two weeks. And we rose to this challenge, because it was immediately clear to us that we would not let our CTV fall victim to a virus.

This first digital CTV was very well attended with over 6000 attendees, which were more than at any prior ALSO event. Inspired by this success, it was held in all the other 20 countries, in which ALSO has a direct market presence just four weeks later, with more than 10.000 people visiting. For this occasion, the event was set up in English with additional regional content for all the countries we covered.

We are convinced that digital trade shows and events, mixed with local ‘live’ or on-site meetings will be an important part of the Next Normal. They will support our sustainability commitments, too. While digital events don’t completely stop emissions, we can say that large-group events online do result in a significant reduction of CO<sub>2</sub> emissions, causing less travel, energy consumption from facility management, and paper waste.

Currently we are already planning the next international event, which will take place on 19. May 2021, and without telling you too much: it will be a real showstopper.”

▶ Next New:

## Circular economy on the rise

Webinstore has been around since 2004, since 2013 it is part of ALSO Germany. The focus of its work is the refurbishment, remanufacturing, and marketing of hardware. These can either be goods that are returned to the seller within the 30-day right of return, so-called B-goods, or goods that are returned at the end of their first lifecycle, for example as part of an as-a-service contract.

Tobias Köhler, Director Purchase and Sales, explains: “The so-called B-goods, i.e. the returned goods, are professionally inspected, tested, new software is installed if necessary and then we market the devices. This form of reverse logistics service will become increasingly important in the coming years against the backdrop of the growing importance of e-commerce trade on the one hand and the stronger orientation toward sustainable trade on the other. This way, we are making an important contribution

to the responsible use of resources and provide our partners with practical support in acting sustainably.

However, when we talk about circular economy, we mean something different: here we are talking about reusing equipment that had been leased to a customer via a Device or Workplace as a Service program, for

example. What exactly happens during a refurbishment? The first step is an audit: we look at the device without opening it so that we know its exact setup. It can be completely different for each device, depending on what software, graphics cards, processor, etc. were used. This is necessary to develop a plan for the best possible refurbishment.

After that, if necessary, it's a matter of deleting the data. For many companies, this is almost more interesting than the residual value of the equipment. Here, we work with one of the world's leading companies, whose process for data erasure is certified and meets the requirements of the GDPR. At our location in Berlin, we process many devices at the end of their first usage cycle in commercial use that may still contain confidential data, so it is clear that audit-proof erasure is a must. We work with patented software that runs on all data carriers, from smartphones to tablets, PCs, notebooks, and servers.

After that, the devices are opened and cleaned, then we upgrade if necessary. For example, we swap a 4 GB for an 8 GB RAM bar or an HDD for an SSD hard drive. By doing so, we increase the performance, renew the warranty on the replaced parts and extend the usage time of the products by an average of three to five years. In this way, we achieve a total lifetime of up to ten years for a device that was only designed to last three to four years. If repair is not possible, the old equipment is professionally disposed of by a recycling company.

Fortunately, we are currently experiencing an enormous amount of interest in our product range. I think there are three reasons for this. First, the general interest

in sustainability. Parents who have children going to Fridays for Future are thinking twice when it comes to handling their 'old' hardware. Second, our equipment is of high quality, which also means that the acceptance is high. And last but not least, we have a huge demand due to the pandemic. As a result of the fact that many companies wanted to switch quickly to home offices, demand increased enormously, which meant that in some cases there were no new products available, and in others the prices would simply have blown the budget. In addition, remanufactured devices are particularly interesting for educational institutions and schools.

We make sure that we work as locally or regionally as possible. We have about 60 employees in Berlin, and this is where really everything happens: refurbishing, marketing, and logistics. The devices are marketed within the DACH region. In 2019, we refurbished a total of 71 141 IT assets and gave them a second life cycle, in 2020 it was 92 307. And we want to become even more sustainable: our goal is to produce in a climate-neutral way by the end of 2022.

A number of our colleagues have been with the company for 14 or 15 years – it's fair to say that for many of us, a job has become a conviction. That also applies to me: as much as I love gadgets, I couldn't imagine buying a new one. And quite honestly: who calls up the full power, the full range of possibilities of their smartphone or laptop?



▶ **Next Technology:**

## Enabling Flexible Work with the Internet of Things

As the rise of remote working ushers us into the Next Normal, the need to work together doesn't go away. However, the whole concept will change fundamentally. The office size of companies will be drastically reduced, with employees working from home for quite significant amounts of time. The office will be used as a co-working and meeting-space, with a flexible and constantly changing on-premise workforce.

Coordinating hundreds of workers when only a limited amount of office working spots are available is complex. Internet of Things (IoT) technologies are well-positioned to aid in the management of offices remotely while making them safer and more sustainable spaces. Winona Chou, European Marketing Manager for New Platforms, explains how ALSO's IoT-product Workplace+ can support organisations at a remote working setup.

"Workplace+ significantly improves productivity and sustainability in the workplace. Sensors collect data in offices or coworking spaces on important elements such as CO<sub>2</sub> levels, empty and vacant meeting rooms or desks, heating and cooling system activation, and lighting. The data will be delivered to building managers, allowing them to remotely control key settings in the environment to save energy and increase the utilisation of the space.



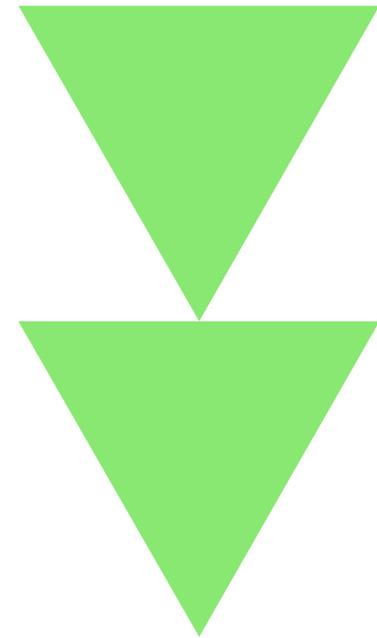
The benefits achievable are tied directly to ALSO's sustainability goals:

Workplace+ provides facility managers with the tools to reduce the ecological footprint of a building through innovative technology. Simple automations such as turning off lights or reducing the air conditioning or heating when an office space or meeting room is empty can save natural and human resources.

Studies involving Workplace+ have proven that using the technology leads to a 40 % reduction in energy costs, a 30 % improvement in office capacity and 20 % improvement in workplace utilization. A calculator on Workplace+ also shows customers how much they have saved in energy costs based on the size of their space in square meters.

The trend towards flexible and co-working spaces will increase in a post-COVID world. With Workplace+, we can help companies to make the implementation efficient and ecologically sensible" Winona summarizes.

"The World Health Organisation advises an increase in ventilation when in closed spaces. It has become increasingly important to measure the quality of air in closed spaces, for example by measuring CO<sub>2</sub> levels. Working with a school in Finland, Workplace+ sensors are being installed in classrooms to measure indoor CO<sub>2</sub> levels in real-time. When levels reach a certain point, teachers will receive an alert on their phones, and can immediately take action



to make these spaces safer for everyone, reduce the amount of CO<sub>2</sub> in the classrooms and decrease the likelihood of spreading the Coronavirus.

There are endless use cases for Workplace+ technology, and we actively educate and inspire our customers on all of the possibilities, especially in relation to ecological sustainability.

IoT technologies will also play a large role in transforming Industry 4.0 and cybersecurity, among others, in the next few years. IoT is only beginning to be utilised to its full extent, especially as it relates to sustainability and efficiency. At ALSO, we're looking forward to playing an active role in shaping this sustainable future."

# GENERAL DISCLOSURES



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# GRI 100-X GENERAL DISCLOSURES

## Organizational Profile

### GRI 102-1

#### Name of the organization

ALSO Holding AG

### GRI 102-2

#### Activities, brands, products, services

After starting out as a wholesaler of equipment for the ICT sector, ALSO has developed over the past ten years into a technology provider. With the three business models Supply, Solutions and Service, we cover the entire spectrum from the distribution of hardware and software, consulting in architecture and installation of complex IT landscapes, IT-as-a-Service offerings via the cloud to digital platforms e.g. for IoT, AI or cybersecurity.

ALSO has developed and expanded a stable, wide-ranging, and flexible ecosystem for the ICT industry over the last years. It consists of the two customer categories of vendors (manufacturers of IT products and services) and resellers (retailers, e-tailers, SMB resellers, corporate resellers, and value-added resellers).

The Group has a portfolio of more than 700 vendors, including all global leaders, who offer hardware, software and IT services in over 1340 product categories to our roughly 110 000 resellers. In the spirit of the circular economy, the company provides all services from provision to refurbishment from a single source. The

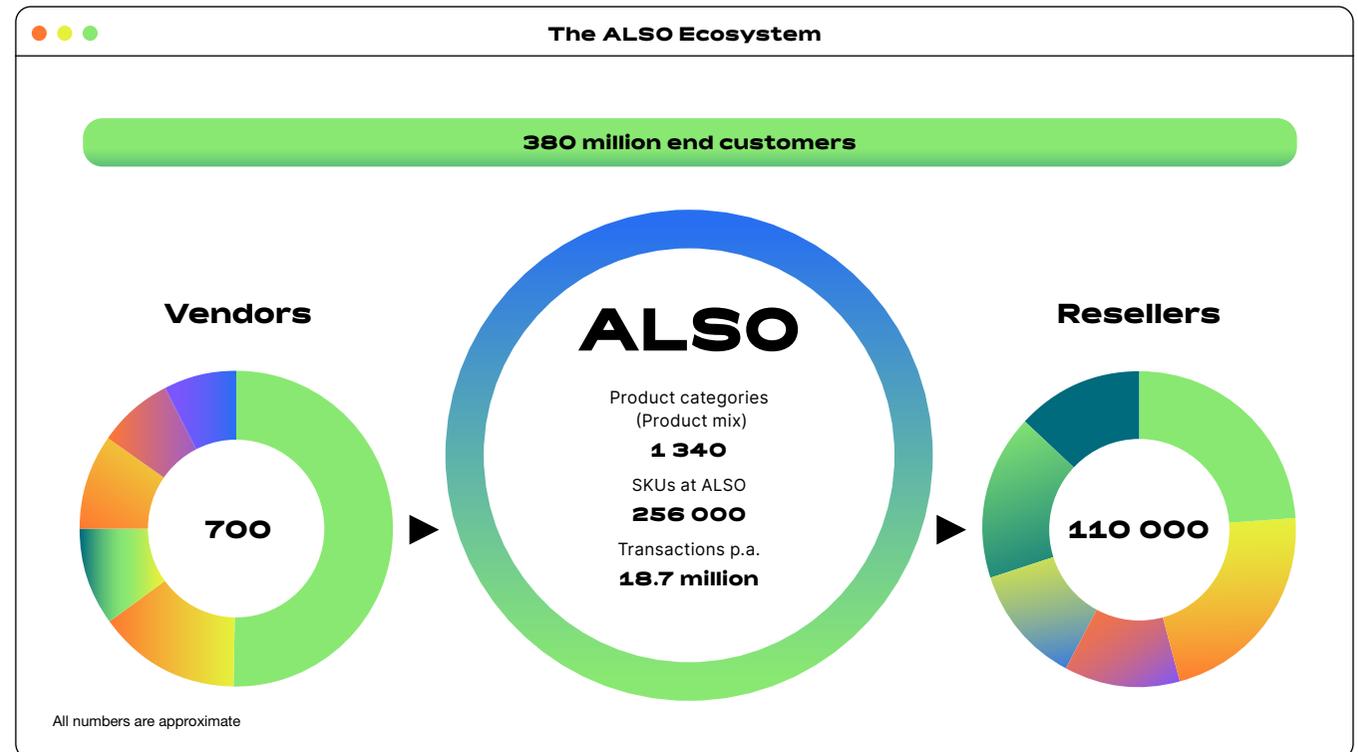
Supply division comprises the transactional range of hardware and software. The Solutions division supports customers in the development of customized IT solutions. Subscription-based cloud offerings as well as platforms for cybersecurity, virtualization and AI are the focus of the Service area. In addition to our presence in 24 European countries, we offer access to our ALSO Cloud Marketplace and its range of software and services

in a further 66 countries worldwide via Platform-as-a-Service partners.

### GRI 102-3

#### Location of headquarters

Emmen, Switzerland



## GRI 102 – 4

### Location of operations

We operate in 24 countries with a focus on Europe. Major operations, as defined for the purposes of this report, are maintained at our largest subsidiaries in Germany, Denmark, Finland, France, the Netherlands, Poland, and Switzerland.

## GRI 102 – 5

### Ownership and legal form

ALSO Holding AG is a stock corporation listed on the Swiss Stock Exchange. Its shareholders are private and institutional investors, including renowned pension funds. The principal shareholder is Special Distribution Holding GmbH (51.30 percent).

## GRI 102 – 6

### Markets served including geographical locations where products and services are offered, sectors supplied, type of customers

🌐 Management report 2020

## GRI 102 – 7

### Scale of the organization, total number of employees, total number of operations, net sales, total assets, ownership structure, number of products and services offered

In 2019, an average of 3 952 employees (full-time equivalents/FTEs) worked for ALSO at a total of 40 operations, while in 2020 the figure was 4 081 employees.

📄 Cross-reference

🌐 Five-year overview in the Annual Report

🌐 Ownership structure

🌐 Consolidated statement of financial position

## GRI 102 – 8

### Total number of employees

Our sector is a very young one, but a balanced age structure is nonetheless important due to the specific knowledge and networking in the channel. We therefore also survey the composition of our company by age group.

There are areas, particularly our warehouses, where due to strong seasonal fluctuations additional workers are employed on a seasonal basis. However, their share in relation to internal FTEs is only 12% on average. There were also no significant fluctuations in the breakdown of employees by employment contract, employment type, gender, and region.

The HR department uses a central ERP system on the basis of which the data were collected. In addition, local payroll systems were used as sources.

### Total number of employees by region

	2019			2020		
	Central Europe	Northern/Eastern Europe	Group	Central Europe	Northern/Eastern Europe	Group
Ø Employees	2 492	1 794	<b>4 286</b>	2 299	2 081	<b>4 380</b>
Employees at end of year	2 442	2 152	<b>4 594</b>	2 315	2 001	<b>4 316</b>

### Total number of employees by gender at end of year

	2019			2020		
	Central Europe	Northern/Eastern Europe	Group	Central Europe	Northern/Eastern Europe	Group
Men	1 508	1 335	<b>2 843</b>	1 444	1 257	<b>2 701</b>
Women	934	817	<b>1 751</b>	871	744	<b>1 615</b>

At about 32 percent, the total proportion of women at ALSO is above the average level for the ICT sector, which came just under 18 percent in 2019 according to Eurostat\*.

### Total number of employees by type of employment

	2019			2020		
	Central Europe	Northern/Eastern Europe	Group	Central Europe	Northern/Eastern Europe	Group
Men full-time	1 383	1 277	<b>2 660</b>	1 319	1 196	<b>2 515</b>
Women full-time	603	695	<b>1 298</b>	570	629	<b>1 199</b>
<b>Total full-time</b>	<b>1 986</b>	<b>1 972</b>	<b>3 958</b>	<b>1 889</b>	<b>1 825</b>	<b>3 714</b>
Men part-time	125	58	<b>183</b>	125	61	<b>186</b>
Women part-time	331	122	<b>453</b>	301	115	<b>416</b>
<b>Total part-time</b>	<b>456</b>	<b>180</b>	<b>636</b>	<b>426</b>	<b>176</b>	<b>602</b>

### Total number of employees by age

Age group	2019			2020		
	Central Europe	Northern/Eastern Europe	Group	Central Europe	Northern/Eastern Europe	Group
16–21 <sup>1)</sup>	1 %	0 %	1 %	2 %	1 %	1 %
21–30	18 %	15 %	17 %	16 %	13 %	15 %
31–40	28 %	40 %	33 %	31 %	40 %	34 %
41–50	29 %	31 %	29 %	26 %	31 %	28 %
>50	24 %	14 %	20 %	25 %	15 %	22 %

1) Employees under the age of 18 are employed exclusively in legally permissible apprenticeship relationships.

\* Source: [http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc\\_sks\\_itsps&lang=en](http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_sks_itsps&lang=en)

### Full-time equivalents (FTEs)

	2019				2020			
	Central Europe	Northern/Eastern Europe	Group functions	Total	Central Europe	Northern/Eastern Europe	Group functions	Total
Average FTEs	2 086	1 740	126	<b>3 952</b>	1 967	1 991	123	<b>4 081</b>
FTEs at end of year	2 021	2 074	125	<b>4 220</b>	1 993	1 883	126	<b>4 002</b>

### GRI 102 – 9

#### Supply chain

As a technology provider, we sell and market 256 000 stock-keeping units (SKUs) from more than 700 providers in about 1 340 product categories and sub-categories of hardware and software in approximately 18.7 million transactions each year.

The main upstream supply chain activities comprise the purchase of consumables, services, software, and equipment for use in operations, the purchase of parts for repairing and upgrading electronic equipment in our refurbishment business, the taking back of products, transportation contracts, commercial real estate, and collaboration with banks.

Our main downstream supply chain activities include sales, delivery, and services. An increasingly large component of our activities, namely the cloud and platform business, takes the form of a ‘virtual supply chain’.

We regard our vendors, i.e. manufacturers of products for resale and service providers, as part of our customer groups, not as suppliers.

We contractually commit our suppliers to high standards of corporate social responsibility, in particular to respect human rights (including a ban on forced and child labor and discrimination), environmental protection and responsible sourcing of raw materials. We have corresponding regulations in contracts with selected buyers.

We also regularly audit our suppliers on their sustainable commitment in the areas of production, compliance and sustainability management. In the reporting period, all relevant suppliers (measured in terms of sales at ALSO) were sent the questionnaire, and almost 60 percent responded.

🌐 [Management report 2020](#)

### GRI 102 – 10

#### Significant changes to the organization and its supply chain

There were one acquisitions in 2020:

- ▶ In August, ALSO acquired dicom Computer Vertriebs GesmbH, an Austrian value-added distributor. The purchase formed part of the systematic expansion of ALSO’s solutions and service business, while also adding to the company’s product category and vendor portfolio. For ALSO, the acquisition results in access to interesting new customer groups, mainly in the B2B and public sectors. In addition, dicom’s expertise will be an important component of ALSO’s solutions portfolio for resellers. The company sees a growing trend toward cloud-based or hybrid solutions in the data center segment. The dicom team’s knowledge of designing and installing IT infrastructure is therefore to be used to expand the offering in this area.

Acquisitions in 2019:

🌐 [Notes to the consolidated financial statements](#)

*Changes in the supply chain:* in 2020, collaboration with existing providers was expanded and several new providers were added to ALSO’s portfolio:

- ▶ *Supply:* In November, ALSO started distributing computers, printers, and consumables from HP Inc. in Hungary. Since the start of 2021, it has also been selling the entire HP product portfolio in Romania and HP supplies in the Czech Republic and Slovakia. ALSO thus sells HP Inc. products in the region’s biggest markets.

- ▶ **Solutions:** For 30 years, the Japanese technology company Allied Telesis has been one of the leading vendors of network solutions for companies, public administrations, and organizations with critical infrastructure requirements. ALSO and Allied Telesis have been partners for many years and are now expanding their cooperation at a European level.
- ▶ **Service:** Several new vendors were gained for the ALSO Cloud Marketplace, including Adobe, Cisco DigiCert, DocuSign, Dropbox, IONOS, Mondia, signNow, vade secure, and Wrike.
- ▶ **3D Druck:** In addition to 3D printers from HP, ALSO also added printers from DWS, Leapfrog, and Sculpto to its portfolio. There are new materials from Lubrizol and BASF, the offer for surface treatment of the blanks from AMT completes the end-to-end service.

### GRI 102 – 11

#### Report on whether and how the precautionary principle is applied

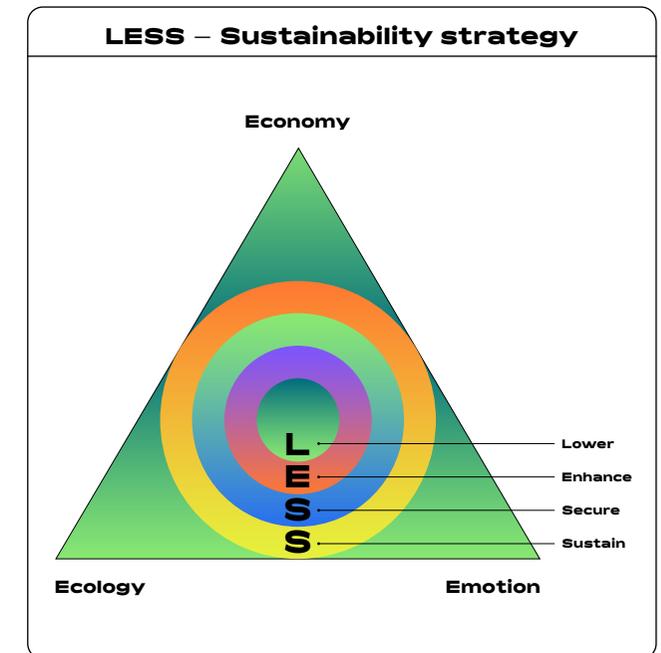
*Risk management in corporate governance:* ALSO pursues a coordinated and systematic approach to risk management and controlling in order to identify and evaluate risks affecting the Group as a whole and individual Group companies. Operational risks, market risks, financial risks, tax risks, and other risks are recorded separately and classified in terms of their probability of occurrence and potential impact. Based on the resulting risk matrix, Group Management develops a catalog of suitable measures for preventing and/or mitigating potential losses. The risk matrix is regularly presented to the Audit Committee and subsequently

to the Board of Directors for assessment and approval, and the implementation of the measures is monitored.

#### 🌐 Risk report 2020

In addition, the Board of Directors and the Audit Committee are supported by the ALSO Group Internal Audit. The Internal Audit has an unrestricted right to demand information and examine the records of all Group companies and departments. It reports to the Audit Committee. In addition, after consultation with the Audit Committee, Group Management may ask the Internal Audit to carry out special investigations above and beyond its usual remit. The annual plan for internal audit is approved by the Audit Committee. The Head of Internal Audit submits a report to the Audit Committee at half-yearly intervals. The Audit Committee discusses this with the Head of Internal Audit and takes any necessary measures or proposes them to the Board of Directors for approval. The Head of Internal Audit attended two Audit Committee meetings in the year under review.

*Environmental risk management:* For us, responsible corporate governance means growing profitably, acting ethically, and improving people's quality of life with technology. This encompasses environmental issues such as CO<sub>2</sub> emissions, energy consumption and avoiding waste, as well as social issues such as data security and passing on digital expertise across all generations. Within our field of action, we have defined four activities that together form our LESS sustainability strategy.



- ▶ **Lower:** The aim is to reduce our CO<sub>2</sub> footprint using measures such as lowering energy consumption and heating costs, switching to electricity from sustainable energy sources, and targeted waste management.
- ▶ **Enhance:** To encourage responsible use of resources at the company and further reduce our environmental footprint, we are enhancing our sustainability reporting. We are doing so using a system that first identifies all relevant areas for ALSO (materialities) in an analysis and then underpins these with a monitoring and reporting system.

- ▶ **Secure:** Cybersecurity is one of the biggest challenges of increasing digitalization. This relates to both the security of data traffic in the cloud and the protection of individuals' privacy. With our cybersecurity platform, we aim to contribute to data security in both an industrial and an individual context. This also includes responsible use of data on the basis of the GDPR. The security of business (risk management and compliance) in the interests of sustainable corporate development and the resulting security for employees and customers are also important elements.
- ▶ **Sustain:** We actively contribute to making skills and knowledge about the use of digital technologies available to civil society, and especially to children and young people. To this end, we get involved in local initiatives in our national companies.

### GRI 102 – 12

#### List of externally developed economic, environmental, and social agreements/initiatives to which the organization has subscribed

We support the principles of the UN Global Compact.

### GRI 102 – 13

#### Membership of associations

ALSO is a member of the German industry association Bitkom ("Bundesverband Informationswirtschaft, Telekommunikation und neue Medien") and the French "Syndicat des Grossistes Informatiques."

## Strategy

### GRI 102 – 14

#### Statement from the most senior decision-maker about the relevance of sustainability to the organization and its strategy for addressing sustainability

📄 See preface to this report

### GRI 102 – 15

#### Impacts, risks, and opportunities

Our corporate purpose is to use technology to improve the quality of life of all people. The results of our business activities are reflected directly in environmental and social dimensions.

#### Impacts of our business activities

Measure	Economy	Environment	Society
Distribution of hardware and software	Digitalization of companies, institutions, and society; saving travel costs	Reduction of emissions, decrease in energy consumption	
As-a-service offerings	Digitalization of SMBs	Reduction of CO <sub>2</sub> emissions	Working from home; learning from home
Use of resource-efficient IT	Saving energy costs	Reduction of energy consumption and emissions	Donation and use of refurbished/ remanufactured equipment at social institutions
Development of new IoT applications	Saving energy and heating costs	Measurement of air quality; resource-efficient facility management	Flexible workplace allocation
Cybersecurity	Protection of company data and patents		Protection of intellectual property, prevention of identity theft

## Ethics and Integrity

### GRI 102 – 16

#### Values, principles, standards, and norms of behavior

Our principles and standards are set out in our Code of Conduct, which has been approved by the Board of Directors and is communicated in regular training courses.

🌐 Code of Conduct

### GRI 102 – 17

#### Mechanisms for advice and concerns about ethics

Any ethical concerns in relation to ALSO's actions can be communicated to the ombudsman at any time. His contact details can be accessed via the website 🌐 [www.also.com](http://www.also.com). The ombudsman is available as an independent external contact for employees and third parties to report violations of the ALSO Code of Conduct. The ombudsman has a professional duty of confidentiality and will follow up tip-offs anonymously if desired. The information is passed on to ALSO only after consultation with the whistleblower. At the same time, ALSO complies with the legal requirements applicable in each of its countries for whistleblower protection.

## Governance

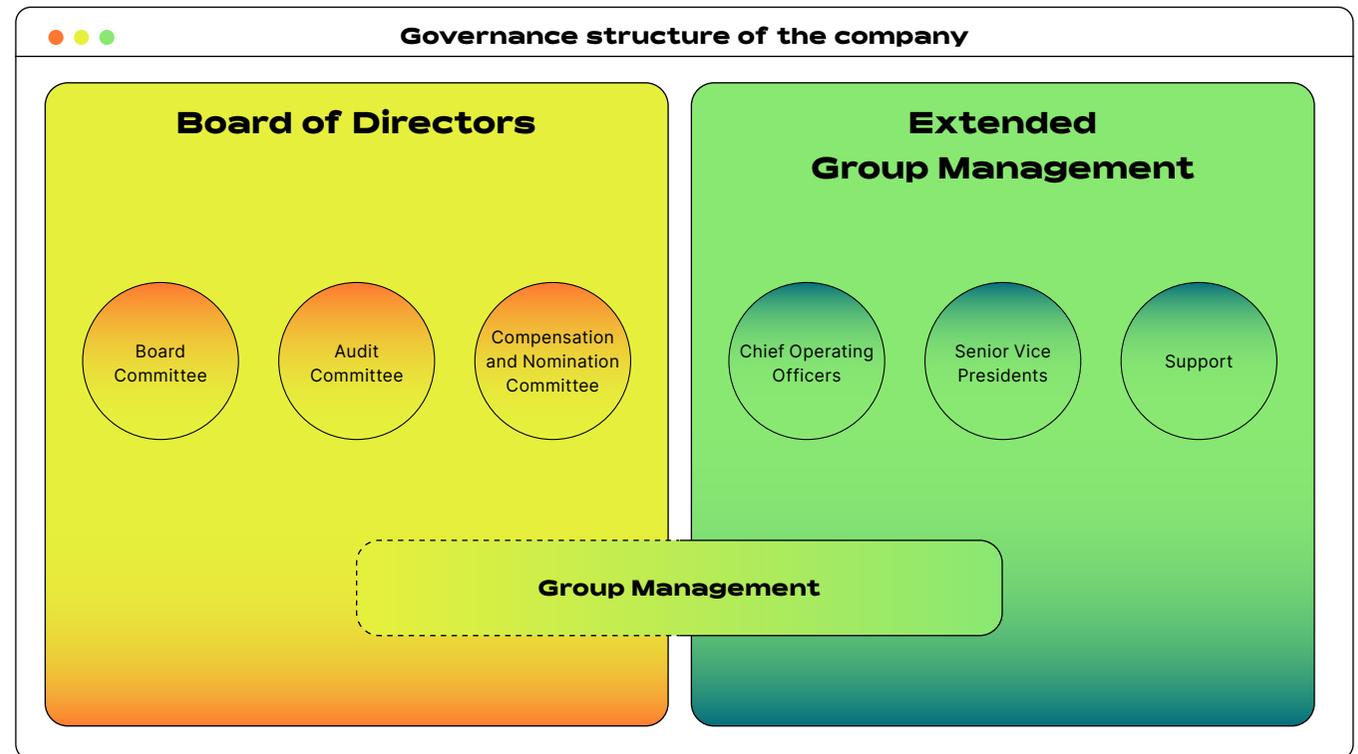
### GRI 102 – 18

#### Governance structure

The Board of Directors, which may have a maximum of eight members, currently has six members. Except for Gustavo Möller-Hergt, who has been a member of Group Management since 2011, and a member and Chairman of the Board of Directors

since March 13, 2014, the Board of Directors is composed of non-executive members.

The Board of Directors may delegate the preparation and execution of its decisions to committees or to its individual members. The Board of Directors has appointed three standing committees: the **Board Committee (BC)**, the **Audit Committee**, and the **Compensation and Nomination Committee**.



The Board of Directors appoints a standing BC from among its members. Normally, the BC consists of three members of the Board of Directors who have solid knowledge and extensive experience in the wholesale, financial, corporate governance, and risk control areas. The BC assists and supports the Board of Directors in the management of the ALSO Group at senior level and in the supervision of the individuals entrusted with running these companies.

The BC reports to the Board of Directors. The Chairman of the BC informs the Board of Directors about the BC's work and decisions at each ordinary board meeting. Exceptional events of major significance are communicated immediately to all members of the Board of Directors.

According to the law, the Board of Directors is responsible for the ultimate management and supervision of the Group. It has the inalienable and non-transferable responsibilities in accordance with Art. 716a, Paragraph 1, of the Swiss Code of Obligations. It can also take decisions on all matters that are not allocated to the Annual General Meeting by law or by the Articles of Association.

In addition, the Board of Directors has delegated operational management of the company to Group Management. Operational management comprises the obligation to implement all necessary measures, particularly with regard to personnel- and product-related issues, market orientation, monitoring the competition, and planning for the future.

The Board of Directors and its committees periodically receive information in the form of Group reports relevant to their needs. These reports are also discussed in depth at regular meetings that take place with the committees involved.

The Board of Directors supervises Group Management and uses reporting and controlling processes to monitor its operating methods. The ALSO Group has available a comprehensive electronic management information system (MIS).

The Internal Audit, compliance officers, and auditing bodies assist the Board of Directors in carrying out its controlling and supervisory duties.

Group Management defines the focal points of operating activities and manages business development on this basis. It pursues the strategic goals, observes other specifications and guidelines issued by the Board of Directors, and in doing so safeguards the interests of the entire ALSO Group as a link to the Extended Group Management.

The Extended Group Management consists of the Chief Customer Officers (defined managing directors of the countries or regions), Senior Vice Presidents (responsible for various functions such as IT, Consumptional Business, Webshop, Vendor Management, etc.) as well as those responsible for support (e.g. Customer Relationship Management or Business Intelligence).

The Extended Group Management actively participated in the development of the sustainability strategy, and initiated and actively supported the preparation of this report. Within the Extended Group Management, sustainability topics are regularly discussed, such as the development of the pandemic in 2020, cybersecurity, working practices at the companies, or measures for resource-efficient business.

#### **GRI 102 – 19**

##### **Delegating authority**

The Board of Directors has issued Organizational and Operational Rules in which authority is clearly regulated. On this basis, Group Management has issued Organizational and Operational Rules for each Group company. For the purpose of holistic corporate governance, responsibility for economic, environmental, and social topics lies with the managing directors of the respective companies as operating units.

#### **GRI 102 – 20**

##### **Executive-level responsibility for economic, environmental, and social topics**

The CEO bears overall responsibility for good and successful corporate governance. He is in constant exchange with the other members of the Group Management and Extended Group Management, mutually supporting each other.

**GRI 102 – 21****Consulting stakeholders on economic, environmental, and social topics**

Meetings with stakeholders are held continually. At least once a year, ALSO organizes a Capital Markets Day at which investors and analysts get insight into the company's strategy. We also take part in externally organized events for investors and analysts. At "LiveEvents", the CEO addresses all employees as and when needed (four times in 2020) and the employees also have the opportunity to ask questions at these events. Meetings with customers, whether vendors or resellers, constitute a core element of our business activities. Questions relating to sustainability are also addressed in this context. At a local level, the company also organizes dialogs with interested stakeholders where necessary.

**GRI 102 – 22****Composition of the highest governance body and its committees**

Members of the Board of Directors: Walter P. J. Droege, Peter Athanas, Rudolf Marty, Ernest-W. Droege, Gustavo Möller-Hergt, and Frank Tanski.

Members of the Board Committee: Walter P. J. Droege, Frank Tanski, Peter Athanas

Members of the Audit Committee: Rudolf Marty, Frank Tanski, Peter Athanas

Members of the Compensation and Nomination Committee: Peter Athanas, Walter P. J. Droege, Frank Tanski

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**GRI 102 – 23****Chair of the highest governance body**

Within the company, there is a clear ownership structure with a principal shareholder that holds 51.30 percent of the company's shares. The members of Group Management, including the CEO, do not hold shares in the company. There is long-term variable compensation in the form of the long-term incentive for members of Group Management whose contribution has a material influence on the long-term development of the Group. It is designed so that a one-time special premium is paid if long-term financial targets that are defined by the Board of Directors are attained in two successive years. In our view, the long-term business success achieved in this way is a strong sign to shareholders of the Group Management's commitment. In the interests of sustainable corporate development, we reject short-term price management, which is often brought about through shareholdings.

 **Cross-reference**

**GRI 102 – 24****Nominating and selecting the highest governance body**

The selection and nomination process for staffing the highest governance body incorporates a wide range of perspectives and approaches, with an appropriate balance of skills and backgrounds. The results of this are reflected in the company's success over the past ten years.

The members of the Board of Directors are elected individually by the Annual General Meeting for a term of office of one year and can be re-elected. The Chairman of the Board of Directors is also elected by the Annual General Meeting for a term of office of one year. There is no limit on the term of office.

The Board of Directors has decided that, as a rule, members should retire at the Annual General Meeting held to approve the Annual Report for the fiscal year in which they reach the age of 70. In exceptional cases, the Board of Directors may decide to waive this rule.

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**GRI 102 – 25**  
**Conflicts of interest**

At ALSO, the positions of Chairman of the Board of Directors and CEO are held jointly. The balance of influence between the Board of Directors and Group Management is safeguarded by three committees that have been established, of which the Chairman of the Board of Directors is not a member, and the membership of representatives of the main shareholder. In 2015, the “Lead Director” concept was introduced as part of an amendment of the Organizational Regulations. The Lead Director is in particular responsible for chairing the meetings of the Board of Directors – or, on a case-by-case basis, only individual agenda items – in the event of a conflict of interest of the Chairman. He may convene meetings independently.

In order to avoid conflicts of interest with the main shareholder, all contracts with its associated companies require the prior approval of the Board of Directors, with the representatives of the main shareholder abstaining.

A member of the Board of Directors may exercise a maximum of ten additional activities as a member of the highest management or directorial body of other legal entities that are entered in the Commercial Register, or required by Art. 12 of VegüV to be so entered, and are not controlled by the company. The Board of Directors shall ensure that such activities do not conflict with the exercise of duties to the ALSO Group. Functions in various legal entities that are under joint control, or in entities in which this legal entity has a material (unconsolidated) interest, are counted as one function.

**GRI 102 – 26**  
**Role of highest governance body in setting purpose, values, and strategy**

The Board of Directors maintains continuous dialog with Group Management and the members of the Extended Group Management with regard to setting goals, values, and strategy. At an annual strategy meeting, the level of goal attainment and the goals and strategies of the company are monitored by the Board of Directors and adjusted if necessary.

As regards the economic side, the budget is allocated in a bottom-up process: the countries/functional managers are responsible for developing and planning their requirements, which are then evaluated with Group Management and adopted in full by the Board of Directors.

Talks are held with all members of the Extended Group Management each year to review target attainment and set new targets.

**Excerpt from the Board of Directors’ self-evaluation document**

Monitoring and reviewing of Management	
3	Does the board of directors regularly discuss the company’s strategy and define the strategic goals of the company? Does it review the achievement of these goals and take corrective measures if necessary?
4	Does the board of directors set clear and appropriate targets for management (quantitative and qualitative)? Does it review the achievement of objectives on a regular basis (annually) and in the longer term?

## GRI 102 – 27

### Collective knowledge of highest governance body

#### Walter P. J. Droege

Member and Vice Chairman of the Board of Directors of ALSO Holding AG since 2011 and Chairman of the Board Committee.

#### Career Milestones

Position/Function	Period
Founder and Director of Droege Group AG, Dusseldorf, Germany, which is wholly owned by the Walter P. J. Droege family	1987 until today

#### Education

Diploma in Business Management.

#### Other Activities and vested Interests

Member of the Supervisory Boards or member of the Advisory Boards of various subsidiaries within the Droege Group AG, Dusseldorf, Germany; Vice Chairman of the Supervisory Board of Trenkwalder Group AG and of Trenkwalder Beteiligungs GmbH, both in Vienna, Austria; Member of the Advisory Board of Weltbild Holding GmbH, Augsburg, German; Member of the Advisory Board of Coroplast Fritz Müller GmbH & Co.KG, Wuppertal, Germany.

#### Peter Athanas

Member of the Board of Directors of ALSO Holding AG since 2014 and Chairman of the Compensation and Nomination Committee.

#### Career Milestones

Position/Function	Period
CEO of pa impact GmbH, Baden, Switzerland	2009 until today
Senior Executive Vice President Corporate Development of Schindler Holding AG	2013 until 2014
Member of the Board of Directors and of the Executive Committee of the Board of the Schindler Group	2010 until 2013
Chairman of the Board of Directors and CEO of Ernst & Young Switzerland	2002 until 2008

Member of the Global Executive Board and member of the Global Management Group of Ernst & Young Switzerland	2005 until 2008
CEO of Arthur Andersen Switzerland, and member of the Global Board	2001 until 2002
Partner in the Arthur Andersen organization	1990 until 2002

#### Education

Master's degree in Law and Economics and PhD in Economics from the University of St. Gallen, Switzerland.

#### Other Activities and vested Interests

Member of the Board of Cembra Money Bank Ltd, Zurich, Switzerland; Member of the Board of Skuani AG, Zurich, Switzerland; member of the Board of Directors of KONTIVIA AG, Zurich, Switzerland; Member of the Board of the Institute of Public Finance and Fiscal Law of the University of St. Gallen, Switzerland; Council member of the Foundation for the Promotion of Studies for the Master's Degree in Law and Economics of the University of St. Gallen, Switzerland, and council member of the Werner Siemens Foundation, Zug, Switzerland. Emeritus of National and International Tax Law at the University of St. Gallen, Switzerland. Member of the Foundation Board of the Swiss Study Foundation, Zurich, Switzerland. Protector of Brunneria Foundation, Vaduz, Liechtenstein.

#### Ernest-W. Droege

Member of the Board of Directors of ALSO Holding AG since 2016.

#### Career Milestones

Position/Function	Period
CEO of Droege Group AG (since 2018), prior in various positions with the Droege Group, Dusseldorf, Germany	2014 until today
Scientific assistant at RWTH Aachen, Germany	2012 until 2014
Investment Banking at Goldman Sachs AG, Frankfurt, Germany	2010 until 2012

#### Education

Studied business engineering in Karlsruhe and Zurich, doctorate in economics at RWTH Aachen.

#### Other Activities and vested Interests

CEO or member of the supervisory board of various subsidiaries within the Droege Group AG, including Managing Director of Droege Group Unternehmer-Beratung GmbH, Dusseldorf, Germany; Chairman of the Supervisory Board of Trenkwalder Group AG and Trenkwalder Beteiligungs GmbH, both in Vienna, Austria; Chairman of the Supervisory Board of Weltbild Holding GmbH, Augsburg, Germany.

#### Rudolf Marty

Member of the Board of Directors of ALSO Holding AG since 1993 and Chairman of the Audit Committee.

#### Career Milestones

Position/Function	Period
Chairman of the Gebert Rüt Foundation, Zurich, Schweiz	2005 until 2017
Chairman and majority shareholder of Advexo AG, Lucerne, Switzerland	2008 until 2017
Managing Partner of itopia AG – corporate information technology, Zurich, Switzerland	1995 until 2007
Head of the IT Research Laboratory and Applications Development of Union Bank of Switzerland SBG, Zurich, Switzerland	1989 until 1995
Professor for IT at University of Zurich	1982 until 1992

#### Education

MBA and doctorate in Information Technology, Zurich University, Switzerland.

#### Gustavo Möller – Hergt

Member of the Board of Directors of ALSO Holding AG and Chairman since 2014. Chief Executive Officer of the ALSO Group and since 2011 a member of the Group Management.

#### Career Milestones

Position/Function	Period
Chief Operating Officer ALSO Group	2011 until 2012
Chief Representative of the Droege Group	2008 until 2011
CEO and Chief Representative and previously in various positions with the Warsteiner Group	1992 until 2007
Member of the Supervisory Board of SIAC in Douala, Cameroon	1998 until 2007
Chairman of the Supervisory Board of CASA Isenbeck in Buenos Aires, Argentina	1993 until 2007

#### Education

Diploma in Engineering from the Technical University, Munich, Germany, and graduate of Harvard Business School, Boston, USA. Doctorate from the Technical University, Berlin, Germany, where he lectures on technical management.

### Other Activities and vested Interests

Member of the Advisory Board of Deutsche Bank, Düsseldorf, Germany, and of the Board of Trustees of the Bamberg Symphony Orchestra, Bamberg, Germany.

### Frank Tanski

Member of the Board of Directors of ALSO Holding AG since 2011.

### Career Milestones

Position/Function	Period
Managing Director of Droege Capital GmbH, Germany	2008 until today
Employee of a major bank in Germany, most recently as Head of Division	1992 until 2008

### Education

Diploma in Business Management.

### GRI 102 – 28

#### Evaluating the highest governance body's performance

The Board of Directors regularly conducts a self-evaluation of its working methods and efficiency. The evaluation of the company at the Annual General Meeting is the final authority for monitoring the Board of Directors' performance.

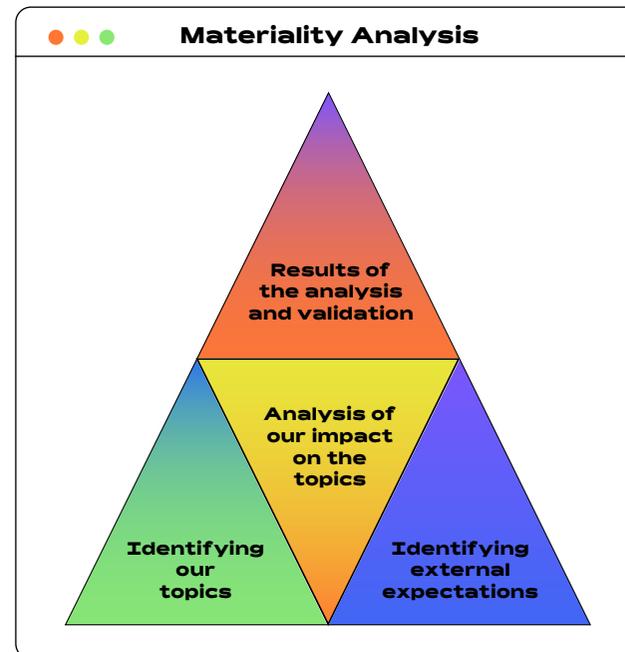
📄 Cross-reference

### GRI 102 – 29

#### Identifying and managing economic, environmental, and social impacts

Our business activities affect the lives of many people in both a professional and a personal respect. For this reason, dialog with our stakeholders is very important. Our goal is to build and permanently maintain trust.

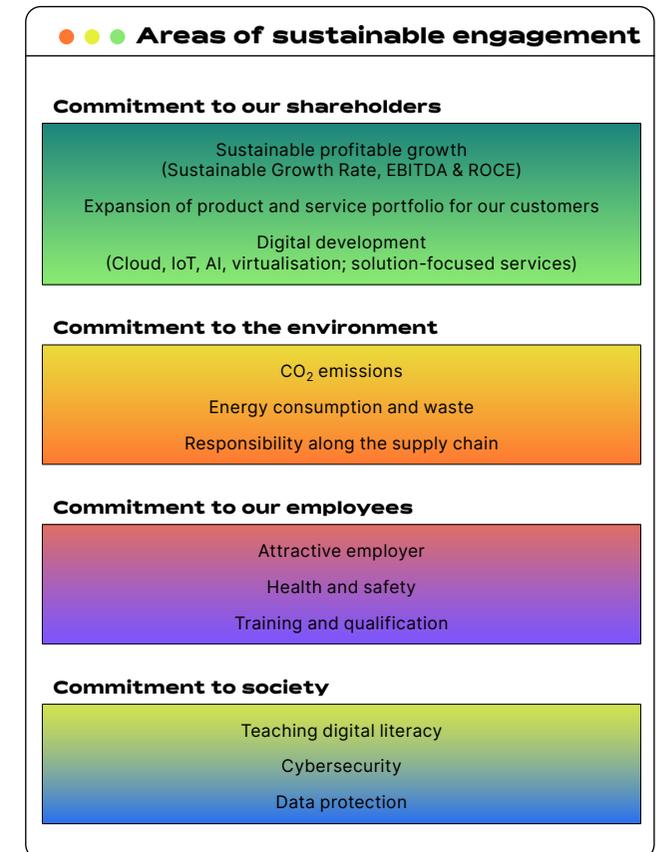
Which topics – in relation to our corporate responsibility – are particularly important for our long-term business success? What do our different stakeholders expect from us? In which areas do we contribute to a more sustainable development? To answer these questions, we conducted a materiality analysis in 2020.



To analyze external expectations, we seek dialog with shareholders, take account of ESG-related publications and ratings, and holds talks on these topics with banks and financial backers as well as with our vendors and customers. Talks with local

authorities and institutions have also been held occasionally. Internal expectations are explored at an annual meeting with over 200 ALSO managers to identify and verify the demands of stakeholders along our supply chain.

MATERIAL TOPICS:



## SUSTAINABLE DEVELOPMENT GOALS:

The relevant Sustainable Development Goals (SDGs) for us were also identified in dialog with the stakeholder groups:



SDGs that we do not consider applicable either have no relevance to our direct or indirect business activities, or are written specifically for the public sector. Starting from 2021, we will also report on ALSO's commitment in relation to the Sustainable Development Goals.

### 📄 Cross-reference

Based on these strategic pillars, we are currently expanding the reporting system for ALSO Holding AG's environmental and social commitment that was initiated back in 2015. The department responsible for this reports directly to Group Management.

## GRI 102 – 30

### Effectiveness of risk management processes

Please refer to the Risk Report in the Annual Report 2020.

🌐 Annual Report 2020

## GRI 102 – 31

### Review of economic, environmental, and social topics

Please refer to the Risk Report in the Annual Report 2020.

🌐 Annual Report 2020

## GRI 102 – 32

### Highest governance body's role in sustainability reporting

The Board of Directors approves the Annual Report, which also reports on the company's commitment to sustainability.

## GRI 102 – 33

### Communicating critical concerns

Any ethical concerns in relation to ALSO's actions can be communicated to the ombudsman at any time. The ombudsman is available as an independent external contact for employees and third parties to report violations of the ALSO Code of Conduct. The ombudsman has a professional duty of confidentiality and will follow up tip-offs anonymously if desired. The information is passed on to ALSO only after consultation with the whistleblower.

🌐 also.com

## GRI 102 – 35 to GRI 102 – 39

### Remuneration policies

🌐 Annual Report 2020

## Stakeholder Engagement

## GRI 102 – 40

### List of stakeholder groups

- Shareholders and investors
- Providers
- Buyers
- Employees
- Employee representatives
- Local authorities
- Suppliers
- Sales partners

### GRI 102 – 41

#### Collective bargaining agreements

The Code of Conduct reaffirms the right to freedom of association and collective bargaining in accordance with applicable rights and regulations, both for all employees of ALSO and for those of our business partners.

### GRI 102 – 42

#### Identifying and selecting stakeholders

We include all stakeholder groups with which we cooperate directly as part of the supply chain/value chain, as well as those that are directly affected by the impacts of our business activities.

### GRI 102 – 43

#### Approach to stakeholder engagement

☐ See GRI 102–29

### GRI 102 – 44

#### Key topics and concerns raised

☐ See GRI 102–29

## Reporting Practice

### GRI 102 – 45

#### Entities included in the consolidated financial statements

🌐 Annual Report 2020

### GRI 102 – 46

#### Defining report content and topic boundaries

☐ See GRI 102–29

### GRI 102 – 47

#### List of material topics

☐ See GRI 102–29

### GRI 102 – 48

#### Restatements of information

With this separate report, we are taking account of a proposal by our shareholders to decouple communication on the company's sustainable commitment from the Annual Report and to extend it beyond the type of reporting previously published. The content previously contained in the Annual Report will be continued in this report.

### GRI 102 – 49

#### Changes in reporting

As a result of the change in communication explained in section 102–48, the total quantity of publicly communicated content has also increased. This is based on the GRI Standards.

### GRI 102 – 50

#### Reporting period

The reporting period covers the period from January 1, 2019, to December 31, 2020. After publication of the Annual Report 2020, all references will be adjusted to relate to the Annual Report 2020.

### GRI 102 – 51

#### Date of most recent report

As part of the 2019 Annual Report, published in February 2020.

### GRI 102 – 52

#### Reporting cycle

A progress report is published annually after the publication of the Annual Report. Our next comprehensive report is expected to be published in 2023.

### **GRI 102 – 53**

#### **Contact point for questions regarding the report**

We are happy to answer any questions and listen to any feedback you may have.

ALSO Holding AG  
Corporate Communication  
Beate Flamm  
[beate.flamm@also.com](mailto:beate.flamm@also.com)  
Tel. +49 151 61266047

### **GRI 102 – 54**

#### **Claims of reporting in accordance with the GRI Standards**

We will endeavor to report in accordance with the GRI Standards in future.

### **GRI 102 – 55**

#### **GRI content index**

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### **GRI 102 – 56**

#### **External assurance**

An external audit of the report has not been conducted.

Our companies in Denmark, Norway, and Sweden were each awarded a silver medal in the ecovadis Sustainability Rating from August 2020.

The German warehouses and the Finnish warehouse are certified in accordance with ISO 9001, and the Finnish warehouse is also certified in accordance with ISO 14001 (Environmental Management System) and ISO 27001 (Information Security Management System).

# ECONOMIC STANDARDS

- 28 **GRI 201 – 1** Direct economic value generated and distributed
- 28 **GRI 201 – 2** Financial implications and other risks and opportunities due to climate change
- 28 **GRI 201 – 3** Defined benefit plan obligations and other retirement plans
- 28 **GRI 201 – 4** Financial assistance received from government
- 28 **GRI 202 – 1** Ratios of standard entry level wage by gender compared to local minimum wage
- 28 **GRI 202 – 2** Proportion of senior management hired from the local community
- 29 **GRI 203 – 2** Significant indirect economic impacts of the organization

- 29 **GRI 204 – 1** Proportion of spending on local suppliers
- 29 **GRI 205 – 1** Operations assessed for risks related to corruption
- 29 **GRI 205 – 2** Communication and training about anti-corruption policies and procedures
- 30 **GRI 205 – 3** Confirmed incidents of corruption and actions taken
- 30 **GRI 206 – 1** Legal actions for anti-competitive behavior, anti-trust, and monopoly practices



# GRI 200-X ECONOMIC STANDARDS

## Economic Performance

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

#### 📄 GRI 102-29

🌐 Annual Report 2020, 5-Year-Overview

🌐 Annual Report 2020, Personnel Expenses/  
Employee Benefit Plans

🌐 Annual Report 2020, Risk report

### GRI 201-1

#### Direct economic value generated and distributed

🌐 Annual Report 2019, 5-Year-Overview

### GRI 201-2

#### Financial implications and other risks and opportunities due to climate change

We did not suffer any direct losses from storms or natural disasters in 2020. Indirect losses within our supply chain are not currently quantified. We see potential risks in the following areas:

- ▶ Increase in transportation costs
- ▶ Necessary shift in the regional focuses of our business activities
- ▶ Health consequences for our employees and the population

These are countered by a range of opportunities for how we can contribute to reducing the impact of climate change through our business activities:

- ▶ New devices very often enable significantly reduced energy consumption and lower emissions.
- ▶ New solutions can, for example, enable the monitoring of climate-related changes or energy-saving facility management.
- ▶ Virtualization of business processes and remote working lead to a significant reduction in emissions.
- ▶ Artificial intelligence can examine the impact of processes and behaviors on the climate and identify correlations and modes of action.
- ▶ Cybersecurity is key to the protection of personal data.

### GRI 201-3

#### Defined benefit plan obligations and other retirement plans

🌐 Annual Report 2020, Personnel Expenses/  
Employee Benefit Plans

### GRI 201-4

#### Financial assistance received from government

We did not apply for or receive any significant financial support in the reporting year.

## Market Presence

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

#### 📄 GRI 102-29

🌐 Annual Report 2020, 5-Year-Overview

🌐 Annual Report 2020, Employees

### GRI 202-1

#### Ratios of standard entry level wage by gender compared to local minimum wage

For the vast majority of employees, the standard entry level wage is higher than the statutory minimum wage in the respective country. No differences are made on the basis of gender.

### GRI 202-2

#### Proportion of senior management hired from the local community

The vast majority of managers (team leaders, department heads, managing directors) are developed from the locations within the company and come from the respective countries.

In addition, the opportunity to work in an international team and, if necessary, for a time at another location is an important factor in increasing our attractiveness as an employer.

## Infrastructure Investments

### 103.1 to 103.3

Material topic and its boundary

The management approach and its components

Evaluation of the management approach

🌐 Annual Report 2020

### GRI 203 – 2

Significant indirect economic impacts of the organization

Digitalization of the economy and society is one of the megatrends and drivers of economic development. Through its business activities, ALSO makes a significant contribution here.

In addition, ALSO is an important partner to companies and institutions when it comes to the transition to remote working and the virtualization and digitalization of teaching. One example is the #schuledigital initiative in Germany, which has set itself the task of offering schools comprehensive advice on digitalization. The concept comprises a total of six components: technical and pedagogical advice, school network and Internet access, end devices, administration and support, applications, and working and learning platforms. This also includes enabling parents to finance end devices.

## Procurement Practices

### 103.1 to 103.3

Material topic and its boundary

The management approach and its components

Evaluation of the management approach

🌐 Annual Report 2020

### GRI 204 – 1

Proportion of spending on local suppliers

We have three categories of local, i.e. national, suppliers: insurance companies, banks, and transportation, including packaging materials. These categories therefore account for 100 percent of the procurement budget for suppliers based in the local region.

Where possible, we support local and regional initiatives. For example, since 2015 ALSO has been offering jobs in Switzerland in the field of material disposal and material sorting to the Dock Group, a company that creates jobs for long-term unemployed people. Recyclable materials obtained, such as paper, cardboard, plastic, polystyrene, and wood, are collected in ALSO's various departments and depots to prepare them for transportation and recycling. This not only significantly increases the recycling rate at ALSO, but also allows us to give people a second chance to integrate into working life.

## Combating Corruption

### 103.1 to 103.3

Material topic and its boundary

The management approach and its components

Evaluation of the management approach

📄 GRI 102–29

🌐 Annual Report 2020

🌐 Code of Conduct

### GRI 205 – 1

Operations assessed for risks related to corruption

All operations are included in the legally prescribed compliance risk analysis. Tips from whistleblowers are also followed up and investigated using internal audits or external service providers.

### GRI 205 – 2

Communication and training about anti-corruption policies and procedures

All employees have access to the compliance guidelines, which include a separate anti-corruption guideline, as well as to training courses as part of the compliance management program, which are available to them in the national languages of all ALSO companies.

In addition to the Code of Conduct or antitrust law, the compliance courses also cover the topic of anti-corruption. They are specifically geared to ALSO's business needs and constantly updated. The uniform Group-wide basic training course is mandatory for all new employees joining ALSO, with the exception of logistics and temporary employees. It must be successfully completed within four weeks of joining the company. This basic training is supplemented by further mandatory training courses that are of a refreshing and in-depth nature. This involves reviewing what has been learned through an e-learning platform. Follow-up training is also provided at regular intervals.

Once a quarter, Group executives are asked to submit a declaration of commitment which reminds them of their existing compliance obligations and includes a statement on potential compliance-relevant issues from the previous quarter.

### GRI 205 – 3

#### Confirmed incidents of corruption and actions taken

There were no cases of corruption.

## Anti-Competitive Behavior

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

📄 GRI 102–29

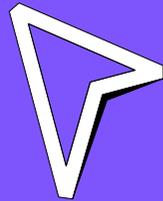
🌐 Annual Report 2020

### GRI 206 – 1

#### Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

No legal actions were pending in the reporting period.

# ENVIRONMENTAL STANDARDS



33	<b>GRI 301 – 1</b> Materials used by weight
34	<b>GRI 302 – 2</b> Recycled input materials used
36	<b>GRI 302 – 1</b> Energy consumption within the organization
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40	<b>GRI 303 – 3</b> Water withdrawal
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# GRI 300-X ENVIRONMENTAL STANDARDS

## Materials

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

The largest share of material consumption takes place in our warehouses. As a distributor, we require a considerable quantity of materials for shipping; as we don't manufacture goods we generally do not purchase any raw materials. Our possibilities to use recycled materials relate to shipping and are limited given that our Supply business model puts us in the middle of the value chain, i.e. we receive packaged goods from our suppliers.

We currently track the use of paper, cardboard, plastic, and pallets. We record and optimize the material and substance flows, ensure recycling and appropriate disposal, and avoid waste while taking account of the environmental requirements.

By separating waste consistently and efficiently, we keep the proportion of recyclable packaging components at the warehouse facilities at a high level and thus minimize non-recyclable waste throughout the Group. In addition, more detailed separation of the materials is implemented.

We are continuing to focus on improving the availability of data and systematically increasing the percentage of locations that report. In addition, we measure the data quality based on accuracy, completeness, and the punctuality of delivery.

For information on calculation methods, please refer to the appendix.

 Appendix

**GRI 301 – 1****Materials used by weight**

In all countries, an absolute decrease in materials used can be observed. Measured in relation to net sales, which increased by 16.5 percent from 2018 to 2019, the savings achieved were in the target range of > 10 percent.

**Materials used to produce and package primary products and services**

in kg	2018					2019					2020				
	i. Renewable			ii. Non-renewable	Total	i. Renewable			ii. Non-renewable	Total	i. Renewable			ii. Non-renewable	Total
	Paper	Cardboard	Pallets	Plastic		Paper	Cardboard	Pallets	Plastic		Paper	Cardboard	Pallets	Plastic	
France	8 911	224 067	160 800	37 582	<b>431 360</b>	5 538	221 707	210 320	31 815	<b>469 380</b>	7 953	185 715	159 194	32 069	<b>384 931</b>
Poland	4 500	20 377	274 000	10 547	<b>309 424</b>	3 750	20 934	221 350	13 400	<b>259 434</b>	9 388	96 612	1 457 925	61 788	<b>1 625 713</b>
Finland	5 713	160 000	234 740	21 420	<b>421 873</b>	3 188	125 000	213 400	21 000	<b>362 588</b>	3 300	113 361	126 648	25 098	<b>268 407</b>
Switzerland	55 570	579 614	282 720	54 667	<b>972 571</b>	51 643	577 512	328 750	56 674	<b>1 014 579</b>	48 779	506 940	359 980	62 745	<b>978 444</b>
Denmark, Norway, Sweden	69 449	193 386	93 980	54 035	<b>410 850</b>	78 315	170 081	94 140	48 570	<b>391 106</b>	56 477	163 037	104 600	17 997	<b>342 111</b>
Germany	30 110	1 828 801	0	87 269	<b>1 946 180</b>	32 306	1 766 489	0	85 652	<b>1 884 447</b>	19 130	1 333 681	75 000	78 076	<b>1 505 887</b>
Netherlands	4 800	112 239	120 525	10 585	<b>248 149</b>	4 800	127 477	119 858	12 987	<b>265 122</b>	6 200	135 643	128 640	13 861	<b>284 344</b>
Lithuania	5 080	9 250	0	2 589	<b>16 919</b>	5 514	10 234	6 450	2 843	<b>25 041</b>	2 273	13 735	8 900	3 003	<b>27 911</b>
Estonia		142 552	56 850	40 316	<b>239 718</b>		121 896	47 379	32 479	<b>201 754</b>		128 412	49 045	38 900	<b>216 357</b>
Croatia	x	x	x	x	x	2 402	21 359	10 640	1 150	<b>35 551</b>	3 603	24 804	15 450	1 380	<b>45 237</b>
Romania	⊖	242 236	93 702	51 824	<b>387 762</b>	no data	306 411	115 999	57 722	<b>480 132</b>	⊖	⊖	⊖	⊖	<b>⊖</b>
Bulgaria	4 500	200	500	2 700	<b>7 900</b>	4 000	418	2 000	3 600	<b>10 018</b>	6 000	600	3 000	4 500	<b>14 100</b>
Latvia	⊖	⊖	⊖	⊖	⊖	9 890	3 066	57 840	7 009	<b>77 805</b>	7 192	5 182	59 052	6 642	<b>78 068</b>
ALSO International BV	2 820	263 784	0	28 950	<b>295 554</b>	2 941	244 801	0	30 540	<b>278 282</b>	⊖	⊖	⊖	⊖	<b>⊖</b>

⊖ no data available  
x not relevant

## GRI 302 – 2

### Recycled input materials used

#### Percentage of recycled input materials used to manufacture primary products and services

	2018			2019			2020		
	Total material used (kg)	Total amount of Recycled material used		Total material used (kg)	Total amount of Recycled material used		Total material used (kg)	Total amount of Recycled material used	
		Total (kg)	Total (%)		Total (kg)	Total (%)		Total (kg)	Total (%)
France	431 360	174 634	40	469 380	188 748	40	384 931	173 024	45
Poland	309 424	212 177	69	259 434	175 879	68	1 625 713	1 262 952	78
Finland	421 873	265 226	63	362 588	222 256	61	268 407	169 014	63
Switzerland	972 571	914 217	94	1 014 579	933 413	92	978 444	890 384	91
Denmark, Norway, Sweden	410 850	⊖	⊖	391 106	⊖	⊖	342 111	⊖	⊖
Germany	1 946 180	1 554 481	80	1 884 447	1 501 516	80	1 505 887	1 133 629	75
Netherlands	248 149	208 590	84	265 122	223 808	84	284 344	239 855	84
Lithuania	16 919	14 330	85	25 041	15 748	63	27 911	16 008	57
Estonia	239 718	147 543	62	201 754	124 511	62	216 357	133 354	62
Croatia	x	x	x	35 551	14 969	42	45 237	20 480	45
Romania	387 762	⊖	⊖	480 132	⊖	⊖	414 864	⊖	⊖
Bulgaria	7 900	3 030	38	10 018	5 251	52	14 100	7 695	55
Latvia	⊖	⊖	⊖	77 805	0	0	78 068	0	0
ALSO International BV	295 554	278 259	94	278 282	260 071	93	0	⊖	⊖

⊖ no data available  
x not relevant

## Energy

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

We reduce our carbon footprint by limiting or lowering our energy consumption (including heating, electricity, and cooling consumption) and switching to electricity from sustainable energy sources where possible. Energy consumption within the organization mainly comes from purchased sources (which is why 302–1 d is quantified as 0 for all countries). We monitor the sources from which we obtain electricity at our sites and strive to increase the proportion of sustainable electricity, taking into account the economic viability.

One example of measures to optimize energy consumption is the installation of building insulation to reduce the loss of heat.

Because our Group is spread across 23 (since 2021: 24) countries, there was a very high level of travel by employees before 2020. This contributed to the company's CO<sub>2</sub> emissions. We reduce these emissions by limiting business trips to a minimum, using climate-neutral options such as train travel, and increasingly switching to virtual meetings. During the pandemic, travel was virtually halted, and all employees whose jobs permitted it worked remotely for large parts of the year. If they were in the offices, then only in shifts and under maximum hygiene precautions. Even after the end of the pandemic, remote working will remain an option for employees with jobs that allow it, which will also reduce the emissions caused by commuter traffic.

We are continuing to focus on improving the availability of data and systematically increasing the percentage of locations that report. In addition, we measure the data quality based on accuracy and completeness.

## GRI 302 – 1

### Energy consumption within the organization

Total energy consumption at the company has remained at roughly the same level. Measured in relation to net sales, which increased about 12 percent from 2018 to 2019, we were able to

reduce our total energy consumption in 2019 by roughly 16.4 percent. In 2020, sales were increased by a further 11.3 percent, however, energy consumption remained almost constant with a reduction of 303.73 GJ. Therefore, energy consumption measured against sales was further reduced in 2020, too.

### Total fuel consumption within the organization from non-renewable sources

in GJ	2018						2019						2020					
	Gasoline	Diesel fuel	Natural Gas	Coal	Others	Total	Gasoline	Diesel fuel	Natural Gas	Coal	Others	Total	Gasoline	Diesel fuel	Natural Gas	Coal	Others	Total
France	1 273.45	x	3 411.97	x	3 310.73	<b>7 996.14</b>	1 273.45	x	2 766.92	x	4 230.18	<b>8 270.55</b>	1 273.45	x	3 096.28	x	3 372.65	<b>7 742.38</b>
Poland	650.83	1 418.32	2 610.00	559.94	x	<b>5 239.10</b>	564.72	1 350.41	3 272.40	864.18	x	<b>6 051.71</b>	754.89	802.15	9 114.84	4 331.41	x	<b>15 003.30</b>
Finland	430.80	930.93	x	x	95.04	<b>1 456.77</b>	607.12	669.53	x	x	69.12	<b>1 345.77</b>	608.63	522.67	x	x	75.60	<b>1 206.90</b>
Switzerland	x	x	5 194.77	x	4 439.81	<b>9 634.59</b>	x	x	4 388.65	x	4 302.95	<b>8 691.60</b>	x	x	4 765.04	x	4 278.74	<b>9 043.78</b>
Denmark, Norway, Sweden	229.85	1 477.92	x	x	9 246.01	<b>10 953.78</b>	174.93	1 043.42	x	x	9 048.23	<b>10 266.58</b>	41.72	1 044.40	x	x	8 017.93	<b>9 104.05</b>
Germany	740.50	12 274.43	26 461.30	x	6 691.02	<b>46 167.25</b>	506.37	9 809.96	26 475.16	x	4 851.91	<b>41 643.41</b>	419.11	4 659.08	20 297.96	x	1 258.70	<b>26 634.86</b>
Netherlands	994.88	224.68	1 905.77	x	x	<b>3 125.33</b>	994.88	224.68	2 453.34	x	x	<b>3 672.91</b>	994.88	224.68	2 035.36	x	x	<b>3 254.93</b>
Lithuania	x	x	2 644.59	1 225.92	117.17	<b>3 987.68</b>	x	x	2 250.96	1 122.49	107.28	<b>3 480.73</b>	x	x	1 971.07	943.22	90.26	<b>3 004.55</b>
Estonia	56.90	x	1 501.20	x	x	<b>1 558.10</b>	63.92	4.51	1 620.00	x	x	<b>1 688.43</b>	1.90	46.80	1 396.80	x	x	<b>1 445.51</b>
Croatia	x	x	x	x	x	x	x	5.29	862.92	164.27	143.03	<b>1 175.51</b>	0	5.15	666.70	159.76	139.10	<b>970.71</b>
Romania	43.60	127.41	x	x	x	<b>171.01</b>	52.87	134.24	x	x	x	<b>187.12</b>	38.42	77.89	x	x	x	<b>116.31</b>
Bulgaria	106.34	114.90	x	x	464.40	<b>685.63</b>	94.98	227.18	x	x	432.00	<b>754.16</b>	100.69	157.26	x	x	352.80	<b>610.75</b>
Latvia	1 001.75	958.27	2 059.20	x	x	<b>4 019.22</b>	897.42	1 154.37	1 976.40	x	x	<b>4 028.19</b>	660.44	1 164.76	1 530.00	x	x	<b>3 355.20</b>
ALSO Inter- national BV	x	118.07	2 003.01	x	1 922.40	<b>4 043.48</b>	x	117.93	2 058.96	x	1 731.60	<b>3 908.49</b>	x	118.07	2 111.96	x	1 854.00	<b>4 084.03</b>

○ no data available  
x not relevant

**Total fuel consumption within the organization from renewable sources**

in GJ	2018						2019						2020						
	Geo-thermal	Wind	Solar	Hydro	Biomass	Total	Geo-thermal	Wind	Solar	Hydro	Biomass	Total	Geo-thermal	Wind	Solar	Hydro	Biomass	Total	
France	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	x	2.88	x	x	0.72	3.60	147.06	452.52	0	66.96	376.20	x	1 042.74
Finland	x	4 494.53	x	x	x	4 494.53	x	4 377.67	x	x	x	4 377.67	x	5 277.60	x	x	x	x	5 277.60
Switzerland	x	x	37.25	2 584.93	774.73	3 396.90	x	7.57	53.03	2 795.40	431.65	3 287.66	x	7.65	107.16	2 770.86	489.87	x	3 375.55
Denmark, Norway, Sweden	0	2 461.40	0	0	0	2 461.40	x	2 256.14	x	x	x	2 256.14	x	1 999.24	x	x	x	x	1 999.24
Germany	16.11	8 892.51	3 366.91	402.74	3 431.35	16 109.62	14.16	8 253.08	2 760.46	368.06	2 760.46	14 156.23	x	x	x	20 529.38	x	x	20 529.38
Netherlands	x	1 228.50	x	x	x	1 228.50	x	1 145.10	x	x	x	1 145.10	x	1 164.27	x	x	x	x	1 164.27
Lithuania	0.19	339.41	21.92	70.68	114.52	546.72	0.17	310.77	20.07	64.71	104.86	500.60	0.14	262.05	17.47	53.87	88.81	x	422.34
Estonia	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Croatia	x	x	x	x	x	x	x	34.67	4.90	6.55	11.74	57.85	x	33.72	4.76	6.37	11.41	x	56.26
Romania	x	x	x	65.88	x	65.88	x	x	x	41.76	x	41.76	x	x	x	18.90	x	x	18.90
Bulgaria	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Latvia	x	x	x	x	x	900.00	x	x	x	x	x	914.40	x	x	x	x	x	x	864.00
ALSO Inter- national BV	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

○ no data available  
x not relevant

**Electricity, heating, cooling, steam consumption**

in MWh	2018					2019					2020				
	Electricity	Heating	Cooling	Steam	Total	Electricity	Heating	Cooling	Steam	Total	Electricity	Heating	Cooling	Steam	Total
France	919.65	947.77	x	x	<b>1 867.42</b>	1 175.05	768.59	x	x	<b>1 943.64</b>	936.85	860.08	x	x	<b>1 796.93</b>
Poland	155.54	725.00	x	x	<b>880.54</b>	241.05	909.00	x	x	<b>1 150.05</b>	1 278.07	2 457.00	x	x	<b>3 735.07</b>
Finland	1 248.58	26.40	x	x	<b>1 274.98</b>	1 216.51	19.20	x	x	<b>1 235.71</b>	1 466.00	21.00	x	x	<b>1 487.00</b>
Switzerland	2 069.26	1 442.99	x	x	<b>3 512.26</b>	1 990.70	1 219.07	x	x	<b>3 209.77</b>	2 126.19	1 323.62	x	x	<b>3 449.81</b>
Denmark, Norway, Sweden	683.72	2 568.34	x	x	<b>3 252.06</b>	626.71	2 513.40	x	x	<b>3 140.10</b>	555.35	2 227.20	x	x	<b>2 782.55</b>
Germany	6 580.73	7 494.75	x	x	<b>14 075.47</b>	5 994.34	6 965.75	x	x	<b>12 960.09</b>	5 702.61	6 027.12	x	x	<b>11 729.73</b>
Netherlands	341.25	529.38	x	x	<b>870.63</b>	318.08	681.48	x	x	<b>999.57</b>	323.41	565.38	x	x	<b>888.79</b>
Lithuania	479.67	734.61	50.00	x	<b>1 264.28</b>	448.46	625.27	34.72	x	<b>1 108.44</b>	383.42	547.52	22.17	x	<b>953.11</b>
Estonia	110.00	307.00	x	x	<b>417.00</b>	126.00	324.00	x	x	<b>450.00</b>	107.00	281.00	x	x	<b>388.00</b>
Croatia	x	x	x	x	x	134.43	206.70	x	x	<b>341.13</b>	130.74	153.10	x	x	<b>283.84</b>
Romania	18.30	x	x	x	<b>18.30</b>	11.60	x	x	x	<b>11.60</b>	5.25	x	x	x	<b>5.25</b>
Bulgaria	78.00	32.00	19.00	x	<b>129.00</b>	73.00	30.00	17.00	x	<b>120.00</b>	58.00	27.00	13.00	x	<b>98.00</b>
Latvia	251.57	572.00	x	x	<b>823.57</b>	255.18	549.00	x	x	<b>804.18</b>	240.52	425.00	x	x	<b>665.52</b>
ALSO International BV	542.32	556.39	x	x	<b>1 098.71</b>	489.28	571.93	x	x	<b>1 061.22</b>	523.32	586.66	x	x	<b>1 109.98</b>

⊖ no data available

x not relevant

### Total energy consumption within the organization

in GJ	2018	2019	2020
France	7 996.14	8 270.55	7 742.38
Poland	5 239.10	6 055.31	16 046.04
Finland	5 951.30	5 732.44	6 484.50
Switzerland	13 031.49	11 979.26	12 419.33
Denmark, Norway, Sweden	13 415.17	12 522.73	11 103.29
Germany	62 276.87	55 799.63	47 164.24
Netherlands	4 353.83	4 818.01	4 419.20
Lithuania	4 534.41	3 981.32	3 426.89
Estonia	1 558.10	1 688.43	1 445.51
Croatia	x	1 233.36	1 026.97
Romania	236.89	228.88	135.21
Bulgaria	685.63	754.16	610.75
Latvia	4 919.22	4 942.59	4 219.20
ALSO International BV	4 043.48	3 908.49	4 084.03
<b>Total</b>	<b>126 880.25</b>	<b>120 631.27</b>	<b>120 327.54</b>

⊖ no data available  
x not relevant

### GRI 302 – 2

#### Energy consumption outside of the organization

#### Energy consumption outside of the organization

in GJ	2018	2019	2020
France	23 109.94	28 257.15	23 453.05
Poland	2 162.78	2 248.50	14 584.43
Finland	6 744.44	6 126.62	6 307.59
Switzerland	8 181.67	9 513.53	10 117.20
Denmark, Norway, Sweden	49 714.48	46 199.39	⊖
Germany	72 659.09	71 786.53	90 785.32
Netherlands	951.52	1 026.62	1 355.81
Lithuania	2 367.82	2 443.00	2 461.92
Estonia	829.43	788.90	935.69
Croatia	x	687.79	1 087.31
Romania	222.50	242.94	289.00
Bulgaria	835.85	834.82	431.84
Latvia	⊖	1 586.71	1 428.12
ALSO International BV	12 484.80	12 484.80	12 520.73
<b>Total</b>	<b>180 264.33</b>	<b>184 227.29</b>	<b>165 758.01</b>

⊖ no data available  
x not relevant

Encouragingly, energy consumption outside the organization was reduced by almost 10 percent, with a simultaneous increase in sales of 11.3 percent. This is primarily attributable to the further decentralization and regionalization of warehouses. We will continue these efforts in 2021.

## Water and Effluents

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

Based on our current materiality analysis, whilst being an important issue in general, consumption and thus ALSO's influence on reducing water consumption is limited to consumption by employees, maintenance of buildings, and possible operation and servicing of equipment.

## GRI 303 – 3

### Water withdrawal

#### Total water withdrawal from all areas

in ML	2018						2019						2020					
	i. Surface water	ii. Ground-water	iii. Seawater	iv. Pro-duced water	v. Third-party water	Total	i. Surface water	ii. Ground-water	iii. Seawater	iv. Pro-duced water	v. Third-party water	Total	i. Surface water	ii. Ground-water	iii. Seawater	iv. Pro-duced water	v. Third-party water	Total
France	0.83	x	x	x		<b>0.83</b>	0.98	x	x	x		<b>0.98</b>	0.91	x	x	x		<b>0.91</b>
Poland	x	x	x	x	482.50	<b>482.50</b>	x	x	x	x	516.50	<b>516.50</b>	x	x	x	x	4 057.30	<b>4 057.30</b>
Finland	x	x	x	x	1 375.00	<b>1 375.00</b>	x	x	x	x	1 408.00	<b>1 408.00</b>	x	x	x	x	1 060.00	<b>1 060.00</b>
Switzerland	x	x	x	x	3.95	<b>3.95</b>	x	x	x	x	3.91	<b>3.91</b>	x	x	x	x	3.89	<b>3.89</b>
Denmark, Norway, Sweden	∅	∅	∅	∅	∅	<b>∅</b>	∅	∅	∅	∅	∅	<b>∅</b>	∅	∅	∅	∅	∅	<b>∅</b>
Germany	x	x	x	x	8.86	<b>8.86</b>	x	x	x	x	8.52	<b>8.52</b>	x	x	x	x	7.34	<b>7.34</b>
Netherlands	x	x	x	x	4.29	<b>4.29</b>	x	x	x	x	4.79	<b>4.79</b>	x	x	x	x	3.71	<b>3.71</b>
Lithuania	x	1.92	x	x	x	<b>1.92</b>	x	1.44	x	x	x	<b>1.44</b>	x	0.96	x	x	x	<b>0.96</b>
Estonia	x	x	x	x	0.21	<b>0.21</b>	x	x	x	x	0.20	<b>0.20</b>	x	x	x	x	0.15	<b>0.15</b>
Croatia	x	x	x	x	x	<b>x</b>	x	x	x	x	0.47	<b>0.47</b>	x	x	x	x	0.58	<b>0.58</b>
Romania	∅	∅	∅	∅	∅	<b>∅</b>	x	x	x	x	0.03	<b>0.03</b>	x	x	x	x	0.01	<b>0.01</b>
Bulgaria	x	x	x	x	0.27	<b>0.27</b>	x	x	x	x	0.29	<b>0.29</b>	x	x	x	x	0.18	<b>0.18</b>
Latvia	x	x	x	x	0.92	<b>0.92</b>	x	x	x	x	0.81	<b>0.81</b>	x	x	x	x	0.58	<b>0.58</b>
ALSO Inter-national BV	x	x	x	x	0.84	<b>0.84</b>	x	x	x	x	0.86	<b>0.86</b>	x	x	x	x	0.82	<b>0.82</b>

∅ no data available  
x not relevant

## GRI 303 – 4

### Water discharge

#### Total water discharge to all areas

in ML	2018					2019					2020				
	i. Surface water	ii. Ground-water	iii. Seawater	v. Third-party water	Total	i. Surface water	ii. Ground-water	iii. Seawater	v. Third-party water	Total	i. Surface water	ii. Ground-water	iii. Seawater	v. Third-party water	Total
France	0.79	x	x		<b>0.79</b>	0.93	x	x	x	<b>0.93</b>	0.86	x	x	x	<b>0.86</b>
Poland	x	x	x	458.38	<b>458.38</b>	x	x	x	490.68	<b>490.68</b>	x	x	x	3 854.44	<b>3 854.44</b>
Finland	x	x	x	1 306.25	<b>1 306.25</b>	x	x	x	1 337.60	<b>1 337.60</b>	x	x	x	1 007.00	<b>1 007.00</b>
Switzerland	x	x	x	3.75	<b>3.75</b>	x	x	x	3.71	<b>3.71</b>	x	x	x	3.69	<b>3.69</b>
Denmark, Norway, Sweden	x	x	x	⊖	<b>⊖</b>	x	x	x	⊖	<b>⊖</b>	x	x	x	⊖	<b>⊖</b>
Germany	x	x	x	8.78	<b>8.78</b>	x	x	x	8.49	<b>8.49</b>	x	x	x	6.97	<b>6.97</b>
Netherlands	x	x	x	4.07	<b>4.07</b>	x	x	x	4.55	<b>4.55</b>	x	x	x	3.53	<b>3.53</b>
Lithuania	x	1.82	x	x	<b>1.82</b>	x	1.37	x	x	<b>1.37</b>	x	0.91	x	x	<b>0.91</b>
Estonia	x	x	x	0.20	<b>0.20</b>	x	x	x	0.19	<b>0.19</b>	x	x	x	0.15	<b>0.15</b>
Croatia	x	x	x	x	<b>x</b>	x	x	x	0.45	<b>0.45</b>	x	x	x	0.55	<b>0.55</b>
Romania	⊖	⊖	⊖	⊖	<b>⊖</b>	x	x	x	0.02	<b>0.02</b>	x	x	x	0.01	<b>0.01</b>
Bulgaria	x	x	x	0.25	<b>0.25</b>	x	x	x	0.28	<b>0.28</b>	x	x	x	0.17	<b>0.17</b>
Latvia	x	x	x	0.87	<b>0.87</b>	x	x	x	0.77	<b>0.77</b>	x	x	x	0.55	<b>0.55</b>
ALSO International BV	x	x	x	0.80	<b>0.80</b>	x	x	x	0.82	<b>0.82</b>	x	x	x	0.78	<b>0.78</b>

⊖ no data available  
x not relevant

## GRI 303 – 5

### Water consumption

#### Total water consumption from all areas

in ML	2018	2019	2020
France	0.04	0.05	0.05
Poland	24.13	25.83	202.87
Finland	68.75	70.40	53.00
Switzerland	0.20	0.20	0.19
Denmark, Norway, Sweden	⊖	⊖	⊖
Germany	0.08	0.04	0.37
Netherlands	0.21	0.24	0.19
Lithuania	0.10	0.07	0.05
Estonia	0.01	0.01	0.01
Croatia	x	0.02	0.03
Romania	⊖	0.00	0.00
Bulgaria	0.01	0.01	0.01
Latvia	0.05	0.04	0.03
ALSO International BV	0.04	0.04	0.04

⊖ no data available  
x not relevant

## Emissions

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

Reducing energy and emissions remains our top priority in the field of our environmental commitment. The majority of the greenhouse gas emissions we produce come from direct energy consumption in our operations. Given the nature of our business, Scope 3 emissions are much higher than Scope 1 and 2 emissions combined. We commission third parties with the transportation of goods.

As described in section 302 “Energy,” our business trips are a significant factor here, although they have been reduced to practically 0 since March 2020. One of our goals is to set up a management system for travel data so that we can actively manage this area, as well as commuting.

We have companies that refurbish and remanufacture used equipment; a management system needs to be implemented for this.

## GRI 305 – 1

### Direct (Scope 1) GHG emissions

There are no direct GHG emissions of which we are aware.

## GRI 305 – 2

### Energy indirect GHG emissions

#### Gross location-based energy indirect (Scope 2) GHG emissions

Carbon Dioxide Equivalent CO <sub>2</sub> e in MT	2018					2019					2020				
	Gasoline	Diesel fuel	Natural gas	Coal	Total	Gasoline	Diesel fuel	Natural gas	Coal	Total	Gasoline	Diesel fuel	Natural gas	Coal	Total
France	101.56	x	213.10	x	<b>314.66</b>	101.56	x	172.81	x	<b>274.37</b>	101.56	x	181.87	x	<b>283.43</b>
Poland	51.90	114.93	163.01	52.98	<b>382.82</b>	45.04	109.42	204.38	81.76	<b>440.60</b>	60.20	65.00	569.27	409.79	<b>1 104.27</b>
Finland	34.36	75.43	x	x	<b>109.79</b>	48.42	54.25	x	x	<b>102.67</b>	48.54	42.35	x	x	<b>90.89</b>
Switzerland	x	x	324.44	x	<b>324.44</b>	x	x	274.10	x	<b>274.10</b>	x	x	297.60	x	<b>297.60</b>
Denmark, Norway, Sweden	18.33	119.75	x	x	<b>138.09</b>	13.95	95.47	x	x	<b>109.42</b>	3.33	95.56	x	x	<b>98.89</b>
Germany	59.06	994.59	1 652.66	x	<b>2 706.30</b>	40.38	794.90	1 653.52	x	<b>2 488.80</b>	33.42	377.52	1 267.72	x	<b>1 678.67</b>
Netherlands	79.34	18.21	119.03	x	<b>216.57</b>	79.34	18.21	153.22	x	<b>250.77</b>	79.34	18.21	127.12	x	<b>224.67</b>
Lithuania	x	x	180.76	115.98	<b>296.75</b>	x	x	150.68	106.20	<b>256.88</b>	x	x	129.84	89.24	<b>219.08</b>
Estonia	4.54	x	93.76	x	<b>98.30</b>	5.10	0.37	101.18	x	<b>106.64</b>	0.15	3.79	87.24	x	<b>91.18</b>
Croatia	x	x	x	x	x	x	0.43	53.89	15.54	<b>69.86</b>	x	0.42	41.64	15.11	<b>57.17</b>
Romania	3.48	10.32	x	x	<b>13.80</b>	4.22	10.88	x	x	<b>15.09</b>	3.06	6.31	x	x	<b>9.38</b>
Bulgaria	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Latvia	79.89	77.65	128.61	x	<b>286.15</b>	71.57	93.54	123.44	x	<b>288.55</b>	52.67	94.38	95.56	x	<b>242.61</b>
ALSO International BV	x	9.57	125.10	x	<b>134.67</b>	x	9.56	128.59	x	<b>138.15</b>	x	9.57	131.90	x	<b>141.47</b>

○ no data available  
x not relevant

## GRI 305 – 3

### Other indirect GHG emissions

#### Gross other indirect (Scope 3) GHG emissions

Carbon Dioxide CO <sub>2</sub> e in MT	2018	2019	2020
France	1 872.59	2 289.67	1 900.39
Poland	175.25	182.19	1 181.77
Finland	546.50	496.44	511.10
Switzerland	662.96	770.88	819.79
Denmark, Norway, Sweden	4 028.35	3 743.52	☉
Germany	5 887.54	5 816.84	7 356.30
Netherlands	77.10	82.08	108.40
Lithuania	191.86	197.96	199.49
Estonia	67.21	63.92	75.82
Croatia	x	55.73	88.10
Romania	18.03	19.69	23.42
Bulgaria	67.73	67.65	34.99
Latvia	☉	128.57	115.72
ALSO International BV	995.67	995.67	998.54

☉ no data available

x not relevant

## Waste

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

We record and optimize the material and substance flows, ensure recycling and appropriate disposal, and avoid waste while taking account of the environmental requirements. By separating waste consistently and efficiently, we keep the proportion of recyclable packaging components at the warehouse facilities at a high level and thus minimize non-recyclable waste throughout the Group. In addition, more detailed separation of the materials is implemented.

## GRI 306 – 2

### Waste by type and disposal method

#### Total weight of non-hazardous waste, with a breakdown by disposal methods

in kg	2018									
	Reuse	Recycling	Composting	Recovery	Incineration	Deep well injection	Landfill	On-site storage	Other	Total
France	x	174 634	x	x	x	x	116 432	x	x	<b>291 066</b>
Poland	x	105 560	x	x	9 280	x	1 160	x	x	<b>116 000</b>
Finland	220 000	191 310	1 000	134 500	x	x	12 000	x	x	<b>558 810</b>
Switzerland	x	1 060 482	x	x	71 719	x	x	x	x	<b>1 132 201</b>
Denmark, Norway, Sweden	x	384 782	x	x	51 420	x	x	x	x	<b>436 202</b>
Germany	x	1 669 730	x	124 490	x	x	4 290	x	x	<b>1 798 510</b>
Netherlands	x	223 499	x	x	34 840	x	x	x	x	<b>258 339</b>
Lithuania	x	323 800	x	x	x	x	x	x	x	<b>323 800</b>
Estonia	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Croatia	x	x	x	x	x	x	x	x	x	x
Romania	x	234 440	x	x	x	x	x	x	12 343	<b>246 783</b>
Bulgaria	x	45	x	x	x	x	400	x	x	<b>445</b>
Latvia	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
ALSO International BV	x	187 000	x	12 000	x	x	x	x	x	<b>199 000</b>

⊖ no data available  
x not relevant

**Total weight of non-hazardous waste, with a breakdown by disposal methods**

in kg	2019									
	Reuse	Recycling	Composting	Recovery	Incineration	Deep well injection	Landfill	On-site storage	Other	Total
France	x	209 039	x	x	x	x	102 836	x	x	<b>311 875</b>
Poland	x	117 200	x	x	7 300	x	915	x	x	<b>125 415</b>
Finland	190 000	224 500	2 000	142 000	x	x	x	x	x	<b>558 500</b>
Switzerland	x	1 047 839	x	x	71 719	x	x	x	x	<b>1 119 558</b>
Denmark, Norway, Sweden	x	343 331	x	x	45 693	x	x	x	x	<b>389 024</b>
Germany	x	1 529 480	x	182 130	x	x	4 780	x	x	<b>1 716 390</b>
Netherlands	x	231 711	x	x	32 640	x	x	x	x	<b>264 351</b>
Lithuania	x	380 312	x	x	x	x	x	x	x	<b>380 312</b>
Estonia	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Croatia	x	12 212	x	x	x	x	3 070	x	x	<b>15 282</b>
Romania	x	227 953	x	x	x	x	x	x	3 952	<b>231 905</b>
Bulgaria	x	60	x	x	x	x	1 500	x	x	<b>1 560</b>
Latvia	60 906	14 360	x	x	x	x	248 000	x	x	<b>323 266</b>
ALSO International BV	x	190 000	x	x	13 000	x	x	x	x	<b>203 000</b>

⊖ no data available  
x not relevant

**Total weight of non-hazardous waste, with a breakdown by disposal methods**

2020										
in kg	Reuse	Recycling	Composting	Recovery	Incineration	Deep well injection	Landfill	On-site storage	Other	Total
France	x	173 322	x	x	x	x	106 086	x	x	<b>279 408</b>
Poland	x	166 000	x	x	87 120	x	1 550	x	x	<b>254 670</b>
Finland	196 270	144 610	2 763	133 350	x	x	x	x	x	<b>476 993</b>
Switzerland	x	1 195 962	x	x	108 138	x	x	x	x	<b>1 304 100</b>
Denmark, Norway, Sweden	x	313 070	x	x	33 300	x	x	x	x	<b>346 370</b>
Germany	x	1 347 120	x	113 940	x	x	x	x	x	<b>1 461 060</b>
Netherlands	x	236 881	x	x	33 427	x	x	x	x	<b>270 308</b>
Lithuania	x	377 136	x	x	x	x	x	x	x	<b>377 136</b>
Estonia	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖	⊖
Croatia	x	14 076	x	x	x	x	2 350	x	x	<b>16 426</b>
Romania	x	234 346	x	x	x	x	x	x	19 691	<b>254 037</b>
Bulgaria	x	75	x	x	x	x	3 000	x	x	<b>3 075</b>
Latvia	64 234	13 040	x	x	x	x	21 200	x	x	<b>98 474</b>
ALSO International BV	x	168 000	x	x	13 860	x	x	x	x	<b>181 860</b>

⊖ no data available  
x not relevant

No hazardous waste is disposed of.

## Environmental Compliance

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

Compliance with environmental regulations is relevant to all ALSO companies. Our direct and most significant environmental impacts result from energy consumption, waste generation, material consumption, and shipping activities. We also add to the indirect impacts from the transportation, purchase, and sale of products.

Our Legal Department is responsible for compliance with environmental regulations.

### GRI 307 – 1

#### Non-compliance with environmental laws and regulations

No violations of environmental regulations were reported in the reporting year.

## Supplier Environmental Assessment

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

ALSO has a very diverse supply chain. Our activities in our Supply business model primarily relate to the purchase of technology such as hardware and software for resale and, to a much lesser extent, non-inventory purchases such as equipment, consumables, and corporate services. We currently work with a total of around 700 vendors. Our supply chain includes freight services, building management service providers, financial institutions, waste disposal and recycling companies, and security services.

Given that social and environmental risks are closely interconnected and often overlap, we manage both aspects as part of the same program.

We regularly evaluate all of our suppliers in a managed process.

### GRI 308 – 1

#### New suppliers that were screened using environmental criteria

All new vendors are screened using environmental criteria. ESG-compliant behavior is part of all contracts signed with them.

# SOCIAL STANDARDS

50	<b>GRI 401 – 1</b> New employee hires and employee turnover	54	<b>GRI 404 – 3</b> Percentage of employees receiving regular performance and career development reviews.	57	<b>GRI 413 – 2</b> Operations with significant actual and potential negative impacts on local communities
50	<b>GRI 401 – 2</b> Benefits provided to full-time employees that are not provided to temporary or part-time employees	55	<b>GRI 405 – 1</b> Diversity of governance bodies and employees	58	<b>GRI 414 – 1</b> New suppliers that were screened using social criteria
50	<b>GRI 401 – 3</b> Parental leave	55	<b>GRI 405 – 2</b> Ratio of basic salary and remuneration of women to men	58	<b>GRI 414 – 2</b> Negative social impacts in the supply chain and actions taken
51	<b>GRI 402 – 1</b> Minimum notice periods regarding operational changes	55	<b>GRI 406 – 1</b> Incidents of discrimination and corrective actions taken	58	<b>GRI 415 – 1</b> Political contributions
51	<b>GRI 403 – 1</b> Occupational health and safety management system	56	<b>GRI 408 – 1</b> Operations and suppliers at significant risk for incidents of child labor	59	<b>GRI 418 – 1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data
52	<b>GRI 403 – 2</b> Hazard identification, risk assessment, and incident investigation	56	<b>GRI 409 – 1</b> Operations and suppliers at significant risk for incidents of forced or compulsory labor	59	<b>GRI 419 – 1</b> Non-compliance with laws and regulations in the social and economic area
52	<b>GRI 403 – 3</b> Occupational health services	57	<b>GRI 410 – 1</b> Security personnel trained in human rights policies or procedures		
53	<b>GRI 403 – 4</b> Worker participation, consultation, and communication on occupational health and safety	57	<b>GRI 412 – 1</b> Operations that have been subject to human rights reviews or impact assessments		
53	<b>GRI 403 – 5</b> Worker training on occupational health and safety	57	<b>GRI 412 – 2</b> Employee training on human rights policies or procedures		
53	<b>GRI 403 – 6</b> Promotion of worker health	57	<b>GRI 412 – 3</b> Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		
53	<b>GRI 403 – 9</b> Work-related injuries	57	<b>GRI 413 – 1</b> Operations with local community engagement, impact assessments, and development programs		
53	<b>GRI 403 – 10</b> Work-related ill health				
54	<b>GRI 404 – 1</b> Average hours of training per year per employee				
54	<b>GRI 404 – 2</b> Programs for upgrading employee skills and transition assistance programs				



# GRI 400-X SOCIAL STANDARDS

## Employment

### 103.1 to 103.3

Material topic and its boundary

The management approach and its components

Evaluation of the management approach

📄 GRI 102-29

🌐 Annual Report 2020

### GRI 401-1

New employee hires and employee turnover

#### Total number of new employees by gender

Additions	2019			2020		
	Central Europe	North-ern/ Eastern Europe	Group	Central Europe	North-ern/ Eastern Europe	Group
Men	196	307	503	176	169	345
Women	111	233	344	83	74	157
<b>Total</b>	<b>307</b>	<b>540</b>	<b>847</b>	<b>259</b>	<b>243</b>	<b>502</b>

Total number of restaffed positions: In 2019, a total of 229 positions were restaffed after becoming vacant when an employee left or changed position, while in 2020 the figure came to 250.

#### Ratio of new employees by gender

Additions	2019			2020		
	Central Europe	North-ern/ Eastern Europe	Group	Central Europe	North-ern/ Eastern Europe	Group
Men	64 %	57 %	59 %	68 %	70 %	69 %
Women	36 %	43 %	41 %	32 %	30 %	31 %

#### Ratio of new employees by age structure

Age group	2019			2020		
	Central Europe	North-ern/ Eastern Europe	Group	Central Europe	North-ern/ Eastern Europe	Group
<21	3 %	1 %	2 %	9 %	1 %	6 %
21-30	32 %	16 %	23 %	24 %	32 %	27 %
31-40	46 %	44 %	45 %	48 %	44 %	46 %
41-50	13 %	28 %	21 %	14 %	20 %	17 %
>50	6 %	11 %	9 %	5 %	4 %	4 %

### GRI 401-2

Benefits provided to full-time employees that are not provided to temporary or part-time employees

On account of the country-specific legal regulations, which ALSO respects, there is no difference in benefits between full-time and part-time employees, as ALSO would otherwise be guilty of discrimination. Employees are entitled to benefits if they are still at the company after a successful trial period.

Only the type or purpose of the employment relationship forms the basis for different treatment. Temporary employees, external contract workers, apprentices, interns, working students, and minimally employed workers are excluded from some benefits or other non-cash benefits.

### GRI 401-3

Parental leave

Depending on the legal regulations, ALSO allows employees to take parental leave and supports their return to work, as their acquired knowledge is a valuable asset. The company also responded with the greatest possible flexibility and practical support to the challenges facing couples with children and particularly single parents during the pandemic in 2020.

## Labor/Management Relations

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

📄 GRI 102-29

🌐 Annual Report 2020

### GRI 402-1

#### Minimum notice periods regarding operational changes

The regulations on notice periods vary from country to country. We comply with all regulations that apply at a local level. This applies both to notice periods for individual employees and to those for employee representatives.

## Occupational Health And Safety

### 103.1 to 103.3

#### Material topic and its boundary

#### The management approach and its components

#### Evaluation of the management approach

📄 GRI 102-29

### GRI 403-1

#### Occupational health and safety management system

We assume responsibility for the health and safety of our employees. We take precautions and conduct training to protect them from work-related illnesses and accidents. The focus here is on topics such as prevention, exercise, and support with structuring and prioritizing work. We rely on preventive measures that can easily be integrated in everyday working life. These are intended to help avoid short-term or long-lasting health problems for our employees.

We want to support our employees' health and maintain their performance ability in the long term. A safe workplace is essential for this. Based on our experience, most workplace accidents can be avoided by following the right procedures. We therefore raise awareness among our employees of risks at the workplace and provide them with suitable rules of conduct.

In addition, we are continuously expanding our occupational health management system. Our health projects are geared toward the needs of our staff. For the coming years, these will relate to shift work, flexible work off- and on-site, psychological stress, and demographic development, and deriving corresponding measures.

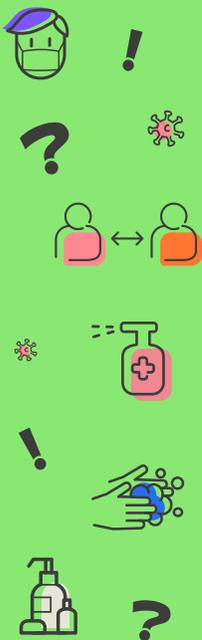
### PROTECTION OF EMPLOYEES BEFORE AND DURING THE PANDEMIC IN THE REPORTING PERIOD

In early January 2020, we held intensive discussions with virology experts. The company subsequently engaged a permanent consultant virologist with whom regular meetings were established on at least a weekly basis. Based on his expert advice, emergency plans were developed for the employees both in the offices and at the warehouses. Shift work was established there, with thorough cleaning and disinfection of all work equipment and areas between shifts. Instructions were published, and masks and disinfectants were ordered in sufficient quantities for all locations.

When a large number of infections occurred close to a major German location in June, the virologist conducted an audit of the German warehouses, which confirmed their exemplary protection and safety system. This is the benchmark for all of ALSO's warehouses. At the same time, all employees in the above region were able to have a coronavirus test performed free of charge.

All employees whose type of work allowed it – around 3 200 in total – were asked to work remotely from the beginning of March. Where possible, access controls were set up at the locations to ensure compliance with the rules. At the same time as the office closures, the children of employees were given vouchers for streaming accounts to help parents get through the first difficult stage in which classroom teaching and childcare was also

**ALSO**  
**CORONA**  
**DOS**  
**AND**  
**DON'TS**



- 1 No office entry unless your presence has been confirmed by the Corona team
- 2 Wear a Nose Mouth Mask at all times unless you are alone in an office
- 3 DON'T: shake hands, have less than 2 meters distance between you and your colleagues, touch frequently touched objects
- 4 DO: sneeze in the crook of your arm wash hands often and thoroughly disinfect use Nose Mouth Mask
- 5 Touch the Nose Mouth Mask on its straps only, wear it on your way to and from work, too. Wash it as often as possible (60 degrees).
- 6 Disinfect your hands when entering the building for at least 30 seconds

stopped. In some countries and departments where work largely came to a halt due to the pandemic, the employees' wages continued to be paid without drawing on government support.

After the end of the first lockdown and in view of the relative easing of the situation from May onward, work in the offices gradually started to be resumed, while always taking account of the respective legislative system's recommendations. Rolling shift systems were introduced, the employees' temperatures were measured, and clear rules for appropriate work practices were communicated. The protection of groups who were at particular risk, whether for health or age reasons, remained unaffected. These groups of people were asked to keep working remotely. At the end of the year, employees were asked to work exclusively remotely again.

Thanks to these consistent measures, there has not been a single case of COVID-19 infection within the company in the whole of 2020.

**GRI 403 – 2**

**Hazard identification, risk assessment, and incident investigation**

We apply various methods for the identification of risks and hazards.

- ▶ By means of safety checks at location level, we identify new or previously unknown risks and hazards. These checks are supported by regular inspections of the respective areas by supervisors.
- ▶ Our Facility Management continuously monitors compliance with all legally prescribed safety standards in our buildings.
- ▶ Employees can report work-related hazards and dangerous situations to the respective safety employees, their direct supervisors, or their HR department in order to initiate documentation of the incident and possibly an investigation including an analysis of the causes and a plan for corrective actions. Our policies protect the employees who report incidents.

**GRI 403 – 3**

**Occupational health services**

At our biggest location, employees can consult a permanent company doctor, while at other locations there are company paramedics, first-aiders, or employees with comparable training. Employees who are injured or sick can also use occupational health services outside the company at any time. If necessary, we organize transport to local hospitals so that employees can be examined and treated. We comply with the applicable country-specific regulations on the protection of our employees' medical data.

### GRI 403 – 4

#### Worker participation, consultation, and communication on occupational health and safety

The employee representatives are also consulted on certain measures beyond the extent stipulated by the legal requirements for occupational safety. In addition, the employee representatives are informed of all workplace accidents.

### GRI 403 – 5

#### Worker training on occupational health and safety

It is not just the employee representatives who are involved in occupational health and safety, but also each individual employee. As part of the employee onboarding process, employees also receive appendices to their employment contract that they must acknowledge, such as fire safety regulations. Their knowledge is increased by means of fire drills and, for some employees who are deployed as fire safety assistants, by special exercises on how to use a fire extinguisher or how to transport disabled people. The first-aiders are also regularly given further training. Alongside the safety officers, they ensure that all first-aid supplies are always available and can be reached very quickly.

In the logistics area, employees receive staff safety instructions and training. Some employees, such as facility managers and forklift operators, must undergo health checks or other suitability tests.

### GRI 403 – 6

#### Promotion of worker health

In some cases, ALSO supplements the general healthcare benefits in the various countries with additional benefits such as company health insurance. We also encourage employees to participate in initiatives by local health service providers and organize courses on the prevention of health problems where possible.

### GRI 403 – 9

#### Work-related injuries

There were no fatalities in the Group during the reporting period. At the major operations, there were a total of 62 work-related injuries in the reporting period, all of which can be described as minor injuries. There were a total of 6 days of absence resulting from work-related injuries.

### GRI 403 – 10

#### Work-related ill health

For data protection reasons and to protect our employees' privacy, we do not collect any data on this.

## Training And Education

### 404 – 103.1

#### Material topic and its boundary

In the course of the digital transformation, the requirements for employees are constantly changing. ALSO pursues a holistic strategy for improving its employees' skills, irrespective of which need arose and where. The company offers a wide range of training on various different platforms, with which employees can develop their skills and qualifications and acquire knowledge.

### 404 – 103.2

#### The management approach and its components

First and foremost, ALSO must ensure that the company and its employees satisfy the legal requirements. For this reason, ALSO prefers e-learning with a type of self-evaluation, e.g.

- ▶ Code of Conduct
- ▶ compliance policies
- ▶ GDPR
- ▶ Occupational Health and Safety
- ▶ legally prescribed instructions

Training is provided either in group training sessions, in individual courses, or through e-learning, sometimes in-house and sometimes with the help of external service providers. On top of this, ALSO has set up a virtual internal academy where knowledge is imparted on various topics, e.g.:

- ▶ BI system
- ▶ Microsoft Office suite
- ▶ CRM system
- ▶ rules of corporate communication
- ▶ “New Work”
- ▶ management of virtual organizations
- ▶ KPIs, working capital
- ▶ visual arts

and much more.

Using a management development program, ALSO trains its own managers and prepares them for their future role. The focus here is on understanding leadership and staff management, as well as on business aspects. ALSO maintains relationships with universities, particularly in the field of project and process management, and offers corresponding courses of study.

#### 404 – 103.3

##### Evaluation of the management approach

📄 GRI 102–29

🌐 Annual Report 2020

#### GRI 404 – 1

##### Average hours of training per year per employee

At the major operations, employees participated in an average of 35.5 hours per year of training events on the above-mentioned topics during the reporting period. One focus here was digital training measures, where the higher degree of individualization allows the learning goal to be achieved with fewer hours of training.

We employed a total of 88 apprentices at the major operations in the reporting period.

There are a large number of management courses, subsidized additional training programs, and certifications. Training for the works councils is also facilitated by the company.

#### GRI 404 – 2

##### Programs for upgrading employee skills and transition assistance programs

Each year we hold workshops and training programs for our managers. These are usually designed for the different managers in line with their range of experience and their work area. Their content may include, for example, the general conditions of ALSO’s employment contracts and the Swiss Code of Obligations, holding contract negotiations, or using measurement methods and/or tools. Another major topic area relates to leadership behavior and dialog with employees. The program is rounded off by courses on project management, remote management, lean management, Canvas, Scrum, etc.

At one of our largest locations, we started systematically measuring our company and leadership culture in 2020. A survey involving all employees was conducted to identify the weak points with regard to leadership, derive areas for action, and set goals for 2021 for each manager.

We continually train all employees on the use of digital platforms such as Teams, whiteboards, and virtual moderation.

The company is happy to support employees who proactively seek to complete recognized further training. In addition to educational leave, employees can also expect financial support.

If an employment relationship is ended by ALSO or due to the employee’s upcoming retirement, ALSO aims to find a socially acceptable solution for the individual case.

#### GRI 404 – 3

##### Percentage of employees receiving regular performance and career development reviews.

The first and second management level, i.e. all of the CCOs and SVPs as well as all business unit leads, receive an annual review of their performance and career development. In addition, feedback meetings are held in different forms depending on the country and team.

## Diversity And Equal Opportunity

### 405 – 103.1

#### Material topic and its boundary

Diversity and inclusion are material topics for us and for our stakeholders. It is important for us to clarify that diversity relates not only to gender, but also to categories such as sexual identity, sexual orientation, disability, ethnicity, age, religion, genetic background, and pregnancy. This also includes culture, perspective, experience, and many other factors that make us what we are. Inclusion relates to efforts to encourage individuals to be authentic and feel comfortable sharing their perspectives. The goal is to promote respect, engagement, and understanding of our differences.

We promote initiatives for diversity and inclusion within the company and encourage our employees to get involved with these.

### 405 – 103.2

#### The management approach and its components

We do not tolerate discrimination at our company. This is mandated in our Code of Conduct. If employees feel that they are being discriminated against, various options are available for them to report this. The first point of contact is the managers responsible. Alternatively, employees throughout the Group can contact the ombudsman.

### 405 – 103.3

#### Evaluation of the management approach

Our company is becoming increasingly diverse: people from more than 75 different countries work for us, with 20 nationalities represented on the Extended Group Management alone.

### GRI 405 – 1

#### Diversity of governance bodies and employees

Diversity covers more than gender. It is about a wide range of different factors such as religion, ethnicity, age, disability, personality profile, and sexual orientation. We take account of these factors in the recruitment and development of employees at all levels of the company, for example. This is why we have a wide variety of nationalities, age groups, professions, and personalities at ALSO. The ratio of women on the Extended Group Management is 16 percent.

There are a number of initiatives to promote diversity and inclusion, at our largest site in Soest as well as at other sites. As an example, we would like to mention a specific programme from Switzerland that focuses on the (re-)integration in the job market in logistics. Choosing the right career and finding an apprenticeship can sometimes be difficult, and this challenge is not equally easy to handle for all young people. ALSO supports them by offering internships. In 2020, six interns took advantage of this offer. With us, they can find out about the career of a logistics specialist and have the opportunity to help out in a range of departments. They are supervised and supported by trained practical instructors and a person with primary responsibility in logistics. With this offering, we want to help young people find a suitable apprenticeship and gain a foothold in the world of work.

### GRI 405 – 2

#### Ratio of basic salary and remuneration of women to men

The salaries at our company are based on the job descriptions and are tied to these. Within the functions there are fixed salary ranges and remuneration tables, which are identical for men and women.

## Freedom From Discrimination

### 406 – 103.1

#### Material topic and its boundary

### 406 – 103.2

#### The management approach and its components

### 406 – 103.3

#### Evaluation of the management approach

🌐 Code of Conduct

### GRI 406 – 1

#### Incidents of discrimination and corrective actions taken

If an employee, customer, business partner, or other stakeholder feels discriminated against, he or she can contact the ombudsman at any time. Possible cases of discrimination are examined carefully and reported to Group Management and the Board of Directors. Disciplinary measures may be initiated if necessary.

## Child Labor

### 408 – 103.1

#### Material topic and its boundary

Based on the nature of our business and the results of risks assessments, we do not see any risk of child labor in our internal processes. We are committed to complying with all laws and regulations.

### 408 – 103.2

#### The management approach and its components

Our labor and human rights policies prohibit the employment of children and very young employees, except in the case of internships and apprenticeships in preparation for a career. Employees are required to report human rights problems to the HR employees or customer relationship managers responsible. Our Code of Conduct prohibits the use of child labor, and we also explicitly ask vendors about this before entering into a business relationship. In turn, many of our customers expect us to carry out due diligence with regard to human rights at our operations, address relevant findings with plans for corrective actions, and introduce checks to prevent any recurrence.

### GRI 408 – 1

#### Operations and suppliers at significant risk for incidents of child labor

There is no risk that child labor is used at any of our operations, and we also do not expose young employees to any dangerous conditions.

📄 GRI 102–9

🌐 Code of Conduct

## Forced Or Compulsory Labor

### 409 – 103.1

#### Material topic and its boundary

Based on the countries in which we operate and the sectors with which we collaborate in our supply chain, we do not see any risk of incidents of forced labor.

### 409 – 103.2

#### The management approach and its components

Our labor and human rights policies prohibit forced labor in all of its forms and instruct employees to report human rights concerns to the appropriate bodies. Our Code of Conduct prohibits the use of forced and compulsory labor, and we also explicitly ask vendors about this before entering into a business relationship.

### 409 – 103.3

#### Evaluation of the management approach

We currently rely on the results of audits by third parties.

### GRI 409 – 1

#### Operations and suppliers at significant risk for incidents of forced or compulsory labor

We do not see a significant risk of such incidents at any of our operations. Our Code of Conduct prohibits the use of forced and compulsory labor, and we explicitly ask vendors about this before entering into a business relationship.

📄 GRI 102–9

🌐 Code of Conduct

## Security Practices

### 410 – 103.1

#### Material topic and its boundary

### 410 – 103.2

#### The management approach and its components

### 410 – 103.3

#### Evaluation of the management approach

🌐 Code of Conduct

### GRI 410 – 1

#### Security personnel trained in human rights policies or procedures

Compliance with human rights is a mandatory element in the contracts with ALSO's vendors and suppliers that operate in this area, and is also taken into account in the consideration of whether ALSO delivers to a particular country at all.

## Human Rights Assessment

### 412 – 103.1

#### Material topic and its boundary

### 412 – 103.2

#### The management approach and its components

### 412 – 103.3

#### Evaluation of the management approach

🌐 Code of Conduct

### GRI 412 – 1

#### Operations that have been subject to human rights reviews or impact assessments

If a violation of human rights is suspected, the ombudsman can be informed at any time. For all of our acquisitions, compliance with human rights is explicitly checked before signing the contract.

### GRI 412 – 2

#### Employee training on human rights policies or procedures

We do not currently organize any in-house training. However, the Code of Conduct is available to all employees at all times.

🌐 Code of Conduct

### GRI 412 – 3

#### Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening

Examining human rights issues forms part of the standard processes for assessing investment decisions.

## Local Communities

### 413 – 103.1

#### Material topic and its boundary

### 413 – 103.2

#### The management approach and its components

### 413 – 103.3

#### Evaluation of the management approach

ALSO feels strongly committed to its locations. Particularly at larger locations such as those in Emmen, Switzerland, and the Soest region, Germany, we are a relevant employer and contribute

to local value added. When selecting service providers and suppliers outside the core business, we take regional providers into consideration where possible. The company and many employees are involved in local social and community initiatives. The focus is on the topics of digitalization, data protection, and cybersecurity, as well as supporting young people and education – always with a close connection to our core business and our expertise.

### GRI 413 – 1

#### Operations with local community engagement, impact assessments, and development programs

The bulk of food requirements at the locations are covered by products from the surrounding areas. In this way, the company ensures the quality of the products, avoids long distances, and supports the regional economy.

📄 GRI 204 – 1

📄 GRI 405 – 1

### GRI 413 – 2

#### Operations with significant actual and potential negative impacts on local communities

ALSO's business activities do not have any negative impacts on the local community, for example as a result of production activities.

## Supplier Social Assessment

### 414 – 103.1

#### Material topic and its boundary

Suppliers' conduct with regard to human rights can have a substantial impact on the overall sustainability performance of the companies that commission them. In the worst-case scenario, it may lead to human rights violations for which we, as the client, are indirectly responsible as well and which may damage our reputation. For this reason, we develop minimum social and environmental standards in our procurement and purchasing processes. These also include human rights aspects and work practices for a sustainable supplier relationship.

### 414 – 103.2

#### The management approach and its components

One objective of our supplier management is compliance with basic environmental and social standards – in addition to high quality, reliable deliveries, and competitive prices. To this end, we develop corresponding strategies, processes, and policies that we continuously improve. In this way, we aim to avoid violations of standards in our supply chain.

### 414 – 103.3

#### Evaluation of the management approach

📄 GRI 102–9

### GRI 414 – 1

#### New suppliers that were screened using social criteria

📄 GRI 102–9

📄 GRI 204–1

### GRI 414 – 2

#### Negative social impacts in the supply chain and actions taken

We did not become aware of any significant actual or potential negative impacts with regard to human rights or work practices in our supply chain in the reporting year.

## Public Policy

### 415 – 103.1

#### Material topic and its boundary

### 415 – 103.2

#### The management approach and its components

### 415 – 103.3

#### Evaluation of the management approach

🌐 Code of Conduct

### GRI 415 – 1

#### Political contributions

As a company, we do not have a political mandate and refrain from any political statements or activities. We do not make donations to political parties or associated organizations, nor do we offer them any other financial assets or services.

## Customer Privacy

### 418 – 103.1

#### Material topic and its boundary

The security of customer assets and protection of the privacy of vendors, customers and their customers, and suppliers is our top priority.

### 418 – 103.2

#### The management approach and its components

The company has its own data protection officer who continuously monitors compliance with all legal provisions.

### 418 – 103.3

#### Evaluation of the management approach

📄 GRI 102–29

🌐 Annual Report 2020

**GRI 418 – 1****Substantiated complaints concerning breaches of customer privacy and losses of customer data**

ALSO has not received any complaints concerning breaches of customer privacy or losses of customer data. Inquiries regarding data subject rights as defined in the EU GDPR were reviewed, processed, and documented. In three cases, the (potential) data protection violations or offenses identified were required to be reported to the supervisory authority. These related to human error, such as sending an e-mail with an openly visible group of addresses. The underlying circumstances in all cases are analyzed, technical or organizational measures are adjusted where necessary, and the supervisory authority is informed of the results and any measures taken. No fines were imposed in any of the cases.

**Socioeconomic Compliance****419 – 103.1****Material topic and its boundary**

The security of customer assets and protection of the privacy of vendors, customers and their customers, and suppliers is our top priority.

**418 – 103.2****The management approach and its components**

The company has set up its own data protection organization, which is headed by a Chief Data Protection Officer with Group-wide responsibility and provides for data protection officers in all national organizations. Together, they continuously monitor compliance with all legal provisions.

**419 – 103.3****Evaluation of the management approach**

📄 GRI 102–29

🌐 Annual Report 2020

**GRI 419 – 1****Non-compliance with laws and regulations in the social and economic area**

If there are any risks arising from legal disputes and proceedings, we report on these in the Risk Report

# APPENDIX

## Calculation and Data Description

### Informations regarding the country organizations

Poland: Roseville Investments sp. z o.o. was added to the calculation in early 2020, which explains spikes in values.

Croatia was integrated into ALSO Group in 2019.

The Austrian country organization is not recorded separately, as shipping takes place via the German warehouses and the Austrian office is part of a complex within which the consumption of energy and water is not reported separately.

No reliable data is currently available for the Czech country organization.

### 301–1 Materials used by weight or volume

a. *Materials used to produce and package primary products and services*

Relevant formulas:

$$\text{Paper (kg)} = \text{Paper (m}^3\text{)} \times 1201$$

$$\text{Cardboard (kg)} = \text{Cardboard (m}^3\text{)} \times 689$$

This point contains almost exclusively warehouse packing materials. Pallets are considered to be made out of wood and are accounted for under renewable materials.

Estonia reports cardboard and paper together.

### 301–2 Recycled input materials used

a. *Percentage of recycled input materials used to manufacture primary products and services*

Relevant formula:

$$\text{Recycled materials (\%)} = \frac{\text{Total materials (kg)}}{\text{Recycled materials (kg)}} \times 100$$

Total materials stem from the total of 301–1 a.

### 302-1 Energy consumption within the organization

#### a. Total fuel consumption within the organization from non-renewable sources

Relevant formulas<sup>1)</sup>:

$$\text{Gigajoules} = \text{MWh} \times 3.6$$

$$\text{MWh} = 1\,000 \text{ kWh}$$

$$\text{m}^3 = 1\,000 \text{ l}$$

$$\text{Diesel (GJ)} = \text{Diesel (l)} \times 9.79 \text{ (kWh/l)} \div 1\,000 \text{ (MWh/kWh)} \times 3.6 \text{ (GJ/MWh)}$$

$$\text{Gasoline (GJ)} = \text{Gasoline (l)} \times 8.67 \text{ (kWh/l)} \div 1\,000 \text{ (MWh/kWh)} \times 3.6 \text{ (GJ/MWh)}$$

$$\text{Natural gas (GJ)} = 0.0373 \times \text{Natural gas (m}^3\text{)}^2$$

(Alternatively)

$$\text{Diesel (GJ)} = \text{Diesel (l)} \times 0.835 \text{ (kg/l)} \div 1\,000 \text{ (t/kg)} \times 43 \text{ (GJ/t)}$$

$$\text{Gasoline (GJ)} = \text{Gasoline (l)} \times 0.749 \text{ (kg/l)} \div 1\,000 \text{ (t/kg)} \times 41.6 \text{ (GJ/t)}$$

All energy demand is bought, ALSO does not self-generate or sell energy.

Fossil fuel from Germany and the Netherlands will be counted under “others”.

The 2020 “others” value for Denmark, Norway and Sweden is calculated based on previous consumption.

For calculations for cars controlled by the company, leasing contracts show that each one is meant to travel 15.000 km per year. Our assumption is an average consumption of 8.5 Liters per 100 km. The Netherlands have 30 company cars, 5 of which consume diesel and 25 gasoline. France has leased 32 cars, all of which are gasoline driven.

$$\text{Fuel (l)} = \text{company cars} \times 8.5 \text{ (l/100km)} \times \text{km}/100^3$$

#### b. Total fuel consumption within the organization from renewable sources

Relevant formula:

$$\text{Gigajoules} = \text{MWh} \times 3.6^4$$

Wind energy for Finland includes Also Cloud Solution Datacenter energy consumption.

The statement for Germany was deleted.

#### c. Electricity, heating, cooling, steam consumption

Energy from mobile diesel will not be included in this category since it does not fit any sub-category.

For Lithuania, fuel used for cooling is distributed in the same proportion as for electricity.

Romanian figures can't be differentiated between electricity and heating consumption since it is handled externally.

#### d. Electricity, heating, cooling, steam sold

The company does not sell energy in any form.

#### e. Total energy consumption within the organization

Obtained by the sum of total fuel consumption from non-renewable sources (302-1 a) and renewable sources (302-1 b).

#### f. Standards, methodologies, assumptions, and/or calculation tools used

See above

#### g. Source of the conversion factors used

<https://www.energie-gedanken.ch/umrechnungsfaktoren/>

Natural Gas: A Primer (nrcan.gc.ca)

1) <https://www.energie-gedanken.ch/umrechnungsfaktoren/>.

2) Natural Gas: A Primer (nrcan.gc.ca)

3) The division by 100 should only be performed once.

4) <https://www.energie-gedanken.ch/umrechnungsfaktoren/>.

### 302–2 Energy consumption outside of the organization

#### a. Energy consumption outside of the organization

All values stem from freight carriers which in their majority use diesel engines.

For Switzerland, a tank to wheel value is given, it includes emissions from production, which is consistent with all other values.<sup>5)</sup>

Germany's 2020 value is calculated with approximated diesel consumption for some freight carriers.

Calculation for CO<sub>2</sub> emission for one liter of fuel goes as follows<sup>6)</sup>: Gasoline has a carbon content per gallon of 2.421 grams, and Diesel one of 2.778 grams per gallon.<sup>7)</sup> An oxidation factor is necessary to apply to the carbon content in order to account for a small portion of the fuel that is not oxidized into CO<sub>2</sub>, this factor will be 0.99 (99 % of the carbon in the fuel is oxidized).<sup>8)</sup> The value 44/12 accounts for the ratio of molecular weight of CO<sub>2</sub> to the molecular weight of carbon.

$$\text{CO}_2\text{-emissions from a gallon of gasoline}^9) = 2.421 \text{ Gramm} \times 0.99 \times (44/12) = 8.788 \text{ grams}$$

$$\text{CO}_2\text{-emissions from a gallon of diesel} = 2.778 \text{ Gramm} \times 0.99 \times (44/12) = 10.084 \text{ grams}$$

$$1 \text{ gallon} = 3.785 \text{ l}$$

Resulting in the relevant formulas:

$$\text{Diesel (l)} = 2.664 \text{ CO}_2 \text{ (kg)}^{10)}$$

$$\text{Gasoline (l)} = 2.322 \text{ CO}_2 \text{ (kg)}^{11)}$$

$$\text{Diesel CO}_2 \text{ e emissions (kg)} = 1.072 \times \text{Diesel CO}_2 \text{ emissions (kg)}^{12)}$$

#### b. Standards, methodologies, assumptions, and/or calculation tools used

See above.

#### c. Source of the conversion factors used

Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

VR-CO<sub>2</sub>\_Spezial\_2011\_Juni.pdf (verkehrs-rundschau.de)

IPCC: Intergovernmental Panel on Climate Change.

### 302–3 Energy intensity

#### a. Energy intensity ratio for the organization

Total energy consumption from inside the organization is used, stemming from point 302–2 a., it is the base for all intensity ratios.

#### b. Organization-specific metric (the denominator) chosen to calculate the ratio

FTE only considers internal employees.

### 303–3 Water withdrawal

#### a. Total water withdrawal from all areas

Relevant conversions:

$$\text{ML} = 1\,000\,000 \text{ l}$$

$$1 \text{ m}^3 = 1\,000 \text{ l}$$

For France, only warehouse water consumption is included, the rent of the offices includes water consumption.

The Estonian figure for 2020 is a calculation based on the 10-month consumption assuming that it stays constant for the missing months.

#### d. Standards, methodologies, assumptions, and/or calculation tools used

For France only water from the warehouse is reported.

Calculation for Danish figure above.

5) T is for Tank-to-wheel (TTW) (volkswagenag.com)

6) One of the entries given requires a calculation to transform a CO<sub>2</sub> e emission to a GJ value.

7) <https://nepis.epa.gov/Exe/ZyNET.exe/P1001YTF.txt?ZyActionD=ZyDocument&Client=EPA&Index=2from 000%20Thru%202005&Docs=&Query=&Time=&EndTime=&SearchMethod=1&ToCRestrict=n&ToC=&ToCEntry=&QField=&QFieldYear=&QFieldMonth=&QFieldDay=&UseQField=&IntQFieldOp=0&ExtQFieldOp=0&XmlQuery=&File=D%3A%5CZYFILES%5CINDEX%20DATA%5C00THRU05%5CTXT%5C00000017%5CP1001YTF.txt&User=ANONYMOUS&Password=anonymous&SortMethod=h%7C-&MaximumDocuments=1&FuzzyDegree=0&ImageQuality=r75g8/r75g8/x150y150g16/i425&Display=hpfr&DefSeekPage=x&SearchBack=ZyActionL&Back=ZyActionS&BackDesc=Results%20page&MaximumPages=1&ZyEntry=1>

8) IPCC: Intergovernmental Panel on Climate Change.

9) Motor gasoline.

10) From calculation.

11) From calculation.

12) From Dachser.

### 303–4 Water discharge

#### a. Total water discharge to all areas

For France, only water from the warehouse is reported.

#### e. Standards, methodologies, assumptions, and/or calculation tools used

Assumption that 95 % of withdrawn water is discharged, unless a country has reported its own water discharge figures, which is only the case for Germany in 2018 and 2019.

### 303–5 Water consumption

#### a. Total water consumption from all areas

Difference between totals of water withdrawal (303–3 a.) and water discharge (303–4 a.).

#### d. Standards, methodologies, assumptions, and/or calculation tools used

Assumption: 5% of water withdrawn is not discharged.

### 305–1 Direct (Scope 1) GHG emissions

#### a. Gross direct (Scope 1) GHG emissions

No Scope 1 emissions from the company.

### 305–2 Energy indirect (Scope 2) GHG emissions

#### a. Gross location-based energy indirect (Scope 2) GHG emissions

Relevant formulas:

$$\text{Diesel CO}_2 \text{ e emissions (kg)} = 1.072 \times \text{Diesel CO}_2 \text{ emissions (kg)}^{13}$$

$$\text{Gasoline CO}_2 \text{ e emissions (kg)} = 1.072 \times \text{Gasoline CO}_2 \text{ emissions (kg)}^{14}$$

$$\text{Natural gas CO}_2 \text{ e emissions (kg)} = 1.022 \times \text{Natural gas CO}_2 \text{ emissions (kg)}^{15}$$

$$\text{Coal CO}_2 \text{ e emissions (kg)} = 1.0001 \times \text{Coal CO}_2 \text{ emissions (kg)}^{16}$$

$$\text{Diesel (l)} = 2.664 \text{ CO}_2 \text{ (kg)}^{17}$$

$$\text{Gasoline (l)} = 2.322 \text{ CO}_2 \text{ (kg)}^{18}$$

$$\text{Natural gas (kWh)} \times 0.22 = \text{CO}_2 \text{ (kg)}^{19}$$

$$\text{Natural gas (m}^3\text{)} = 2 \text{ CO}_2 \text{ (kg)}^{20}$$

$$\text{Coal CO}_2 \text{ emissions (kg)} = 94.6 \times \text{Coal (GJ)}^{21}$$

Uncategorized fuels are not considered in the calculation.

Assumption that fuels categorized as “others” consists mainly of nuclear energy, which does not produce any direct GHG emissions.

#### c. Gases included in the calculation

The gases included in the calculation are CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O.

#### e. Source of the emission factors

VR-CO<sub>2</sub>-Spezial\_2011\_Juni.pdf (verkehrs-rundschau.de)

EPA Climate Leadership – Emission Factors November 2015

Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

#### g. Standards, methodologies, assumptions, and/or calculation tools used

See above.

13) From Dachser.

14) VR-CO<sub>2</sub>-Spezial\_2011\_Juni.pdf (verkehrs-rundschau.de)

15) Ibid.

16) EPA Climate Leadership - Emission Factors November 2015

17) From calculation.

18) From calculation.

19) CO<sub>2</sub>-Rechner | CO<sub>2</sub>-Emissionen berechnen (klimaneutral-handeln.de)

20) Natural Gas: A Primer (nrcan.gc.ca)

21) Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

Environment - U.S. Energy Information Administration (EIA) – U.S. Energy Information Administration (EIA)

### 305–3 Other indirect (Scope 3) GHG emissions

#### a. Gross other indirect (Scope 3) GHG emissions

Values from freight carriers.

#### d. Gases included in the calculation

The gases included in the calculation are CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O.

#### f. Source of the emission factors

VR-CO<sub>2</sub>\_Spezial\_2011\_Juni.pdf (verkehrs-rundschau.de)

EPA Climate Leadership – Emission Factors November 2015

Specific carbon dioxide emissions of various fuels (volker-quaschnig.de)

### 305–4

#### c. Types of GHG emissions included in the intensity ratio

Total GHG emissions only include Scope 2 values (from point 305–2 a).

#### d. Gases included in the calculation

The gases included in the calculation are CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O.

### 306–2 Waste by type and disposal method

#### b. Total weight of non-hazardous waste, with a breakdown by disposal methods

Estonia does not report any values since it shares its disposal with other companies.

#### c. Determination of waste disposal method

##### i. Disposed of directly by the organization, or otherwise directly confirmed

Bulgaria: landfill disposed directly by the organization.

##### ii. Information provided by the waste disposal contractor

France:

2018: wooden pallets from Burban Pallet Company; cardboards, plastics and common industrial waste from Paprec Company.

2019/2020: wooden pallets from Burban Pallet Company; cardboards, plastics, archive paper, liquid ink, lamps and common industrial waste from Paprec Company; electronic waste from Ecologic Company.

Finland: waste disposal contractors/waste accounting.

Switzerland: Recycling-Coach GmbH.

Denmark: ISS A/S.

Germany, Lithuania, Croatia, Poland, Latvia: from local disposal.

Netherlands: from local disposer/municipality of Utrecht.

Bulgaria: recycling by local disposal

##### iii. Organizational defaults of the waste disposal contractor

None

No hazardous waste in the Group.

### 306–4

No transport of hazardous waste.

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The original German language version is binding.

### Editing/Concept and Text

ALSO Holding AG, Emmen, Switzerland

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