



ESG Annual Reporting

As-of Date: 21. 12. 2021

Company Name: PlusServer Group

General	Response
<p>Please list and briefly describe any major ESG initiatives or achievements in the reporting period</p>	<ul style="list-style-type: none"> • Membership with Charta of Diversity (https://www.charta-der-vielfalt.de/) • Decommissioning of less environmentally efficient data centers (Guetersloh, HAM3) • Environmental Policy release 16 Feb 21 • Annual energy efficiency audit according to DIN EN16247 • ESG Audit by Standard & Poors for their new ESG based Credit Rating • VTO (3 days paif off for charity work) announce for 2022
<p>Have any ESG Incidents, litigation, or regulatory issues occurred in the reporting period that we should know about? Please detail</p>	<p>Fire incident at UPS stack of Duesseldorf data center which caused a short outage of data center but any environmental impact.</p>
<p>Have any ESG Incidents, litigation, or regulatory issues occurred in the reporting period that we should know about? Please detail</p>	<p>“Focus Areas for the next 12 months are: Finalization of IT Security audits BSI-C5 and ISAE 3402 and in addition ISO 27017”</p>

(Please provide evidence as attachment)

CURRENT COLLECTION

General	Response
Is there an ESG policy in place?	Yes
Are ESG matters tracked internally?	Yes
Do you have dedicated employees for any ESG area (e.g. environment, health & safety, diversity)?	Yes
If yes, please detail	"E - Environmental matters is with Head of Data Center and Head of Procurement. S - Social matters is managed by Head of PX. G - Corporate Governance matters is headed by our CFO."
Who is the best point of contact for ESG inquiries? (Name and Title)	Dr. Frank Nellissen, CFO
Email of point of contact	frank.nellissen@plusseryer.com
Does your firm publish any form of annual sustainability/ESG/CSR report?	Yes
If yes, please provide a link or submit as an attachment	www.plusseryer.com/ueber-uns/nachhaltigkeit
Environmental	Response
Is there an Environmental policy in place?	Yes
If yes, please attach	attached
Do you track your GHG footprint?	No
If so, specify the most recent emissions year for which you have data	Year
Scope 1 Emissions (in Metric Tonnes of CO2 equivalent)	n/a
Scope 2 Emissions (in Metric Tonnes of CO2 equivalent)	n/a
Scope 3 Emissions (in Metric Tonnes of CO2 equivalent)	n/a
If you do not break down your footprint by Scope, please provide any summary data you do have	PlusServer only purchases electricity from renewable sources for its data center and office locations.

How much water is used in your operations (please specify units)	We consider water not to be a significant issue for Plusserver.
How much waste is produced by your operations? (please specify units)	PlusServer is part of the German waste recycling system (for normal waste as well as electronic waste)
If applicable, what percentage of your raw materials are recycled?	n/a
If applicable, what percentage of your waste is recycled?	n/a
How much total electricity is used in your operations?	PlusServer operates 3.780 kW installed UPS power and 3.640 kW installed air conditioning capacity for a total of 8.910 servers or 1115 rack shelves. Total IT power consumption is 2.843 kW as average per month.
If unavailable, what is your total spend on electricity/energy? (specify scope)	4.700k EUR in 2021
Do you have any specific firm-level environmental targets?	No
If yes, provide details via text or attachment	Text
Social	Response
How many people are employed?	328 FTE
How many jobs have been created in the past 12 months?	53 hires in 2021
How many females are employees?	57 (slightly increased ratio)
What percentage of management are females?	25 % (increased from 12 %)
How many employees are from an ethnic minority? (as defined/allowed in your jurisdictions)	n/a
What percentage of employees had training in the past 12 months?	83 %
Average hours of training per FTE	12,5 hours
How many employees participate in a company wide profit share?	n/a
Employee satisfaction rates (please specify units)	6,6 out of a scale from 0 to 10
Involuntary/Voluntary turnover percentage	n/a
Please provide your safety incident rate and specify units (such as OSHA TRIR)	n/a

If available, please provide any health & safety data dashboards as an attachment	n/a
How much has the firm (or its employees through matching schemes) donated to charitable causes?	VTO (3 days paid off for charity announced for 2022)
Are there mechanisms in place to measure customer satisfaction?	Yes
If yes, please provide brief details and results, including an attachment if helpful	Annual Customer Satisfaction Index Survey, Mailing to all Customer Contacts (8.555) with a reply rate of 4.27 % of successful delivered emails (6.796). For every reply we commit a certain amount of money to be donated to Flooding Charity in Eifel Region. We ask for feedback to several KPIs such as Customer Satisfaction Index and Net Promoter Score for products, sales, pricing, service & support, contract & billing as well as Marketing.
Do you have a responsible sourcing/supply chain policy?	No
% of revenues derived from products with social or environmental benefits in last 12 months	No such dedicated products or benefits.... All power consumption is based on renewable resources.
Governance	Response
Whistle-blowing mechanism in place	Yes
Bribery and corruption compliance function	Yes
Presence of independent risk function	Yes
Presence of internal audit function	No
How many people are on the board?	Four (3 x BC Partners representatives; 1 x former Founder of the business and minority shareholder)
How many board members are independent?	No independent Board Members
How many board meetings have occurred in the past 12 months?	12 (monthly Board Meetings)
Is there a corporate code of ethics?	Yes
If yes, please attach	Will be sent with the ESG Reporting as attachment in German and English
How many data or cybersecurity incidents occurred in the past 12 months?	any
How many internal audits were completed in the past 12 months?	Plusserver GmbH has been audited ISO 9001 and ISO 27001:2013 in year 2020. We achieved in 2021 data security audit (PH980.1) and step 1 of BSI-C5 (Secure Cloud Computing) and ISAE 3402.