

Retarus Environmental Social Governance Report

2026



It's not about the destination,
but rather what you do along the way



Martin Hager, Founder & CEO, Retarus

When I founded **Retarus** 33 years ago, I saw a clear opportunity: we could help organizations communicate in a whole new way. Electronically, over the boundaries of the individual company, department and countries. But along that same path, it was obvious we could also do something bigger: support the fight against global warming, contribute to a greener economy, and build a workplace where everyone feels they belong.

What you're about to read is more than a report. It's our first comprehensive look at what **Retarus** is doing and where we're headed along our sustainability journey. Think of it as a checkpoint on our commitment to being even more transparent, forward-looking, and responsible in everything we do.

Our solutions have always been built with efficiency in mind. By helping customers move away from outdated, resource-heavy physical infrastructure and into the cloud, we've enabled them to cut their environmental impact such as reducing paper use, lowering energy consumption, and thus shrinking their carbon footprint. As we helped customers become more efficient, we realized we were also helping them become more sustainable. And we didn't stop there.

We've made the same commitment within our own operations: sourcing renewable energy, optimizing our data centers, and implementing circular-economy practices wherever possible. Sustainability isn't just part of what we do: it's become a part of who we are.

At the same time, the world around us is changing. Regulatory expectations are rising. It's no longer enough to simply "do" the right thing. We also need to "show" it. That's why we've aligned this report with the Corporate Sustainability Reporting Directive (CSRD), even though it's voluntary for us.

Our ambition doesn't end with reporting. After committing to set Science Based Targets in January 2025, we submitted our targets for validation in January 2026, covering combined Scope 1 and 2 emissions, material Scope 3 categories, and renewable electricity procurement.

But sustainability isn't just about CO2 emissions or kilowatt hours. It's about people. After all, we are on this journey together. At **Retarus**, everything starts and ends with our people - our "**Retarians**". We're committed to ensuring everyone feels safe, included, and heard. We encourage open dialogue, accountability, trust, and collaboration because that's how strong teams are built and bolstered.

Through "Retarus Helps", we're also giving back to our communities. Whether it's through a paid volunteer day or by investing in community organizations in the name of each new team member, we're putting our values into action.

We know this journey isn't always easy. Regulations will evolve, climate risks will intensify, and expectations will continue to rise. But so will we. Our resilience, along with our commitment to innovation, has been a cornerstone of ours since we began 33 years ago and has only grown more resolute in challenging times. I'm proud of what we've accomplished together. Your trust continues to inspire me.

With solid governance, meaningful partnerships, and the dedication of all Retarians around the world, I'm confident we'll continue to make a real and lasting positive impact. This report reflects how far we've come, and it sets the tone for where we're going next.

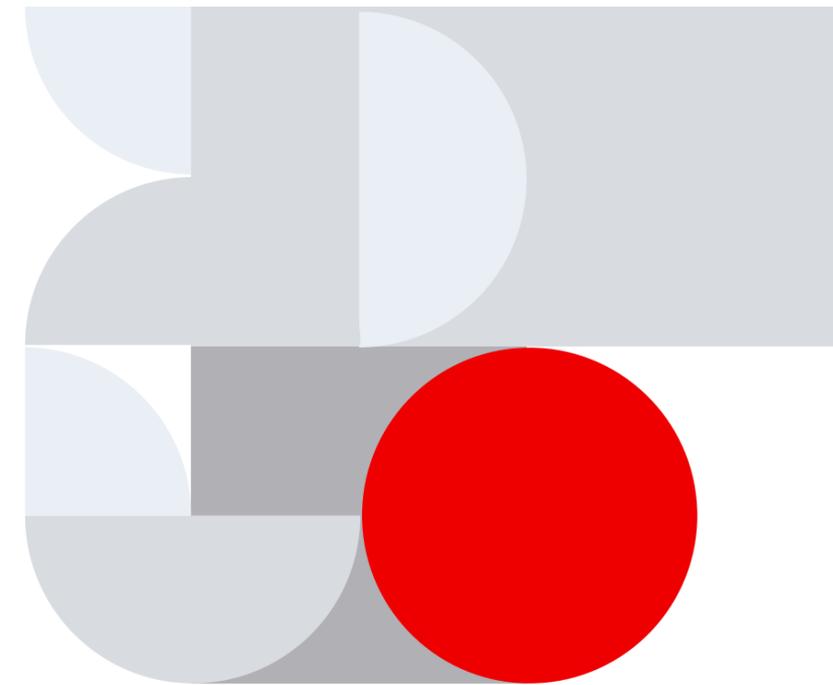
As we move ahead, we'll focus on strengthening our performance and advancing the transformation that will position **Retarus** for even more sustainable growth. As a family-owned company, we'll continue to protect our people and business while adapting with purpose in an ever-changing environment.

Here's to all of you and the continued road ahead. Thank you for being part of this journey toward a more sustainable future.



Martin Hager

Munich February 01, 2026



Fundamentals

ESRS 2: BP-1, ESRS 2: BP-2

This sustainability statement was prepared using the same consolidated basis as the annual financial statement and covers the period from June 1, 2024, to May 31, 2025. To the extent that information was available, this report attempts to comprehensively cover the entire value chain, both upstream and downstream.



Business Model

ESRS 2 SBM-1

Retarus is a global provider of cloud-based communication and integration solutions that modernize, secure, and streamline digital data exchange for organizations and public authorities. Key products include Cloud Fax, Enterprise SMS, Transactional Email, Email Security, Cloud EDI Gateway, Global E-Invoicing, and Intelligent Document Processing.

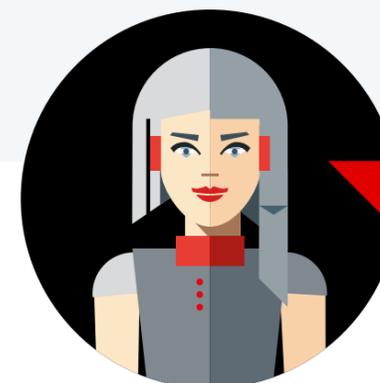
Operating through globally distributed data centers, Retarus combines regional processing with high performance, security, and data protection, thereby reinforcing operational resilience and regulatory compliance for its clients. The company focuses exclusively on B2B and B2G customers and serves key markets in Europe, North America, and Asia. Industries served include automotive, financial services, healthcare, manufacturing, trade, and logistics.

Core Business Areas

Enterprise Messaging: Cloud Fax, SMS, and Transactional Email services that enable secure, efficient, and reliable communication with all stakeholders.

Email Security: Advanced protection against phishing, malware, and cyber threats, supporting operational integrity and business continuity.

Business Process Solutions: Integration and automation services that enhance supply chain efficiency, compliance, and digital resilience.



Our Mission

Help customers send, receive, and process valuable data to build, secure, and manage business processes.

Sustainability at Retarus

We prioritize sustainability in our strategy by integrating it into both product development and internal operations. By focussing on cloud-based solutions and intelligent document processing, we reduce physical infrastructure, paper usage, and energy consumption. This enables our clients to lower their environmental impact. We enhance our own operational efficiency by optimizing our data centers, improving energy consumption, and reducing waste.

Our sustainability goals are guided by the United Nations Sustainable Development Goals. We recognize the SDGs as a universal framework for addressing global challenges and shaping a sustainable future, and we actively align our corporate responsibility with them. While we support the overall spirit and objectives of all 17 SDGs, we focus our efforts on those areas where we can make the most meaningful impact within our sphere of influence.

Hence, we place particular emphasis on:

- Good Health and Wellbeing
- Quality Education
- Gender Equality
- Decent Work and Economic Growth
- Industry, Innovation and Infrastructure
- Responsible Consumption and Production
- Climate Action
- Peace, Justice and Strong Institutions



We are committed to slowing global warming and accelerating the transition to a greener economy. We strive to build trust-based and long-term customer and partner relationships, some of which have existed for as long as 33 years.

We committed to setting Science Based Targets (SBTi) in January 2025.

In January 2026, we submitted our targets for validation, covering combined Scope 1 and 2 emissions, material Scope 3 categories, and renewable electricity procurement.

Sustainability Ratings

Retarus achieved an EcoVadis silver rating in March 2025, placing the company in the top 15% globally. EcoVadis is the world's largest provider of corporate sustainability ratings. A **Retarus** sustainability profile is also available at Integrity Next, the largest global network for supply chain sustainability.



Structures and roles

ESRS 2: GOV-1, ESRS 2: GOV-2

Retarus' management approach is characterized by a commitment to long-term strategies and the cultivation of close relationships with employees, customers, and partners. Founded in 1992 by CEO Martin Hager, the company places great emphasis on innovation and encourages all employees to contribute ideas and participate creatively in solving problems. This culture is supported by flat hierarchies and manageable team sizes, which promote open communication and efficient decision-making. Thanks to this management philosophy, **Retarus** has grown from a Bavarian start-up to a leading global provider of cloud communication solutions.

Retarus is led by a lean, focused executive team built around long-term strategic thinking, agile innovation, and strong stakeholder relationships.



Martin Hager
Founder & CEO, Retarus

Martin Hager founded **Retarus** in 1992 and continues to serve as its President and Chief Executive Officer. Under his leadership, the company has grown steadily from a Bavarian startup into a global leader in B2B cloud communications solutions.

Retarus Leadership Overview

The leadership team is composed of senior executives heading core operational and strategic functions:



Kim Donlan

Chief Marketing Officer

Drives **Retarus'** global marketing activities and brand positioning.



Uwe Geuss

Chief Technology Officer

Responsible for guiding technological strategy and innovation across **Retarus'** services.



Florian Korhammer

Chief Information Security Officer

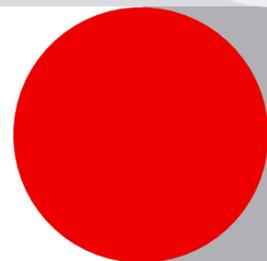
Manages information security posture and data protection across the organization.



Robert Sandner

Chief Financial Officer

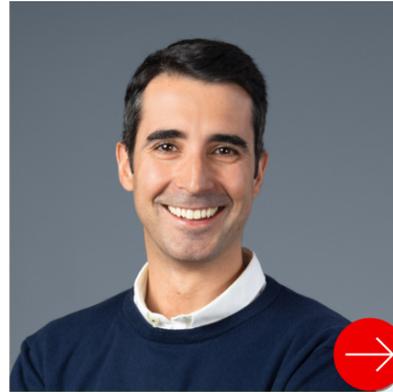
Oversees financial strategy, budgeting and corporate governance.



**Chris DeMaggio**

Senior Director Partner Sales (US)

Drives the growth of Retarus' partner business in the U.S. and plays a key role in advancing the company's global partner strategy.

**Yeray Fraga**

Head of Sales Spain

Main point of contact for our customers and partners in Spain, drawing on more than 14 years of B2B sales experience.

**Steffen Heinzmann**

Head of Sales Business Process Solutions

Drives the strategic direction and the implementation of innovative solutions for digital business processes.

**Sabrina Hiller**

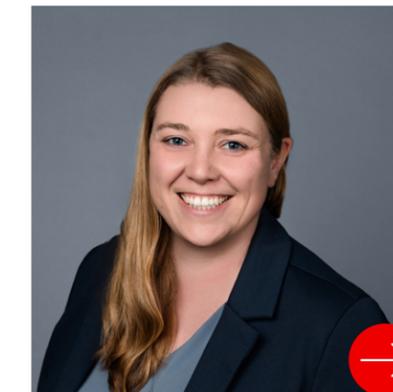
Global Public Relations Lead

Leads global public and media relations, ensuring consistent and effective corporate communications.

**Yvonne Kaupp**

Global Analyst Relations Lead

Responsible for shaping Retarus' engagement with industry analysts worldwide.

**Johanna Leitner**

Chief of Staff

Fosters cross-functional collaboration and strengthens efficient organizational structures and processes.

**Malin Nowak**

Head of Customer Growth (DACH)

Ensures the long-term success and satisfaction of our customers by enabling the optimal use of **Retarus** solutions.

**Oliver Pannenbäcker**

Senior Vice President Large Deal Desk

Focused on structuring and successfully closing complex large-scale projects and tenders.

**Kevin Roach**

Director of Sales (US)

Leads **Retarus'** US sales direct organization, driving Enterprise Sales and Customer Success.

**Josephine Schmidl**

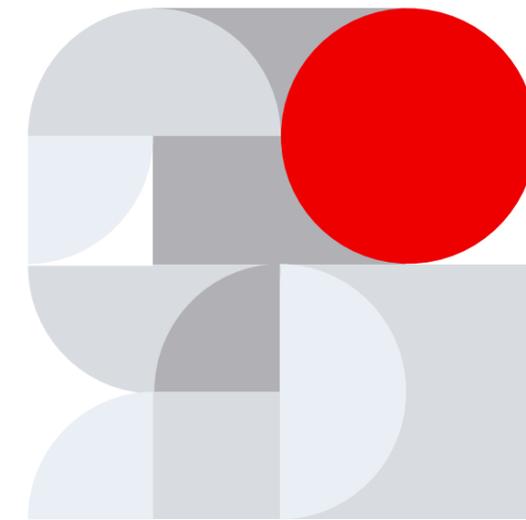
General Counsel

Responsible for all legal matters at **Retarus**, including contract law and providing legal support to the management team.

**Miriam Schmitt**

Vice President Sales Excellence

Leads the global bid management and sales quality assurance at **Retarus**, with a focus on customer orientation and efficient processes.



**Benjamin Storbeck**

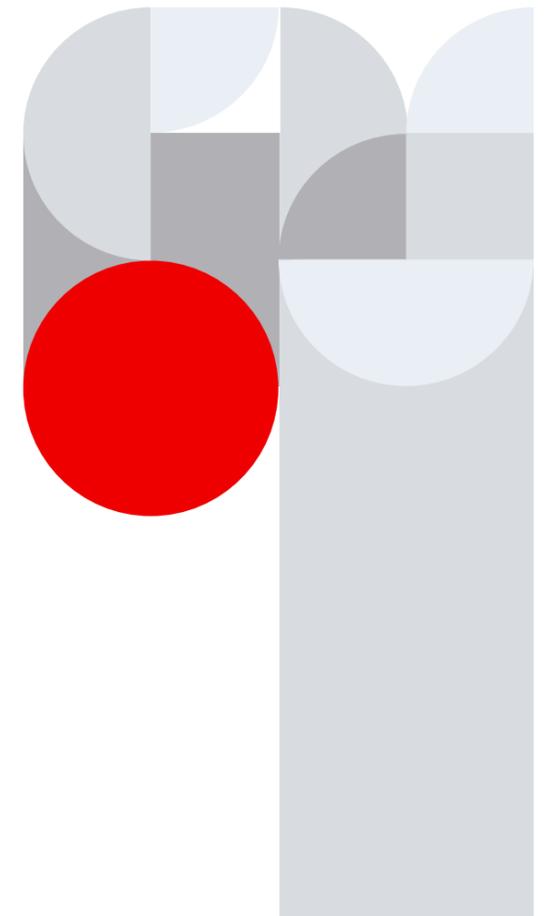
Head of Sales Messaging &
Email Security

Leads the strategic expansion and operational management of Field Sales for Messaging & Email Security solutions.

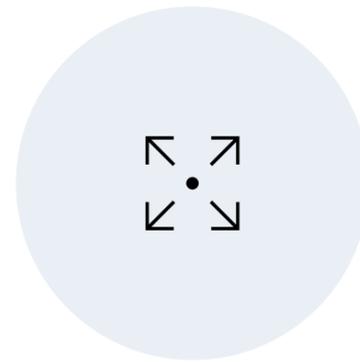
**Benoit Tremolet**

Vice President Sales Western Europe
& General Manager France

Leads our French entity and sales operations across Western Europe, including Spain, the UK, and Italy.



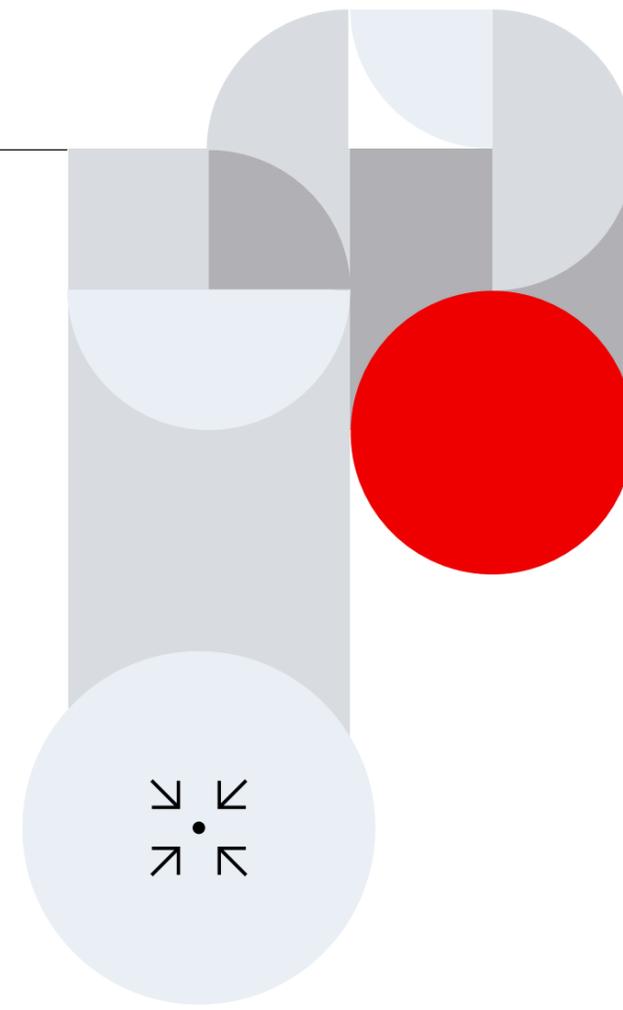
The combined management team has expertise and experience in the following fields:



Sector experience

Backgrounds in information technology, cloud solutions, and telecommunications—sectors directly relevant to **Retarus'** core business offerings.

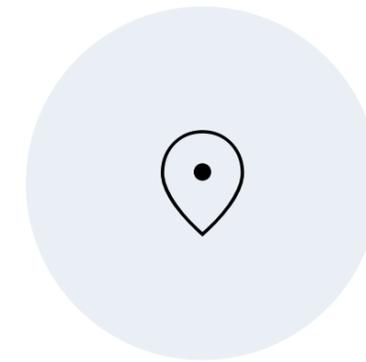
Experience in key sectors for **Retarus'** solutions (e.g. finance, healthcare, and manufacturing) helping to align product development with industry-specific compliance and security needs.



Product experience

Expertise in developing and managing digital communication tools that form the backbone of **Retarus'** product suite (e.g. cloud fax, secure email, and automated messaging solutions).

Involvement in product lifecycle management from concept to market release, ensuring that **Retarus** products remain at the forefront of technological advancement and market demand.



Geographic experience

International and regional experience incl. familiarity with regulatory environments, market dynamics, and business practices across core regions.

Experience in managing cross-border teams and navigating the challenges of global digital communication markets which support strategic decisions regarding market entry, expansion, and localization of services.

Management of sustainability matters

Strategic alignment at **Retarus** ensures that policies and responsibilities are designed not only to comply with regulations and standards, but also to support and enhance business objectives and proactively adapt to changes in the market environment. Main responsibility for the management of sustainability matters lies with Robert Sandner (CFO). He supervises sustainability reporting, financial risk management, internal controlling and procurement. He is supported by Florian Korhammer (CISO). A dedicated project manager for sustainability topics, reporting directly to the CFO, is responsible for key sustainability processes within the company, such as external assessments and certifications.

In addition to that, each department head is responsible for aligning their specific roles and responsibilities with the overarching sustainability strategy to ensure seamless integration into daily operations and long-term planning. Regular updates, strategy sessions, and compliance reviews are scheduled to maintain alignment, adapt strategies as necessary, and optimize the governance framework.

Strategic oversight, monitoring and improvement

The CISO office is responsible for overseeing and coordinating the enterprise risk management framework, ensuring that risk mitigation strategies are implemented by the respective departmental risk owners.

The executive management sets the strategic direction for risk management and sustainability practices and defines the scope of governance activities to ensure alignment with overall business objectives and compliance with industry regulations and ESG standards.

Risk management policies and procedures are regularly reviewed and updated to reflect changes in the business environment, operational practices, and emerging risks, ensuring that the risk management framework remains effective and relevant.

Regular communication is conducted to gather feedback and insights on risk perceptions and potential improvements in risk management practices.

The monitoring process includes:

- Strategic planning sessions
- Measures/KPI development
- Regular reporting and review meetings (incl. feedback integration)
- Dashboards
- Integration with risk management
- External and internal audits
- Compliance checks

Operational implementation

Departmental risk owners in each department identify, assess, and mitigate risks and are responsible for reporting risk exposure to executive management.

Internal controls are established by management and are regularly reviewed and updated to adapt to new risks or changes in the business environment, such as financial controls overseen by the CFO and operational controls managed by the respective department heads.

The internal audit team regularly reviews the effectiveness of internal controls and governance processes related to risk management and sustainability reporting.

Collaboration with internal audit includes regular reviews of the effectiveness of risk controls and procedures, with audit findings used to refine risk management strategies and improve internal controls where relevant and applicable.

Compliance and **Legal** departments closely coordinate sustainability management to ensure that risk mitigation strategies align with legal requirements and compliance standards, including monitoring changes in legislation and regulatory requirements that impact business operations.

IT and **Security Operations** are tightly integrated with sustainability controls due to the critical importance of data security and IT infrastructure in managing business risks, including cybersecurity measures, data protection protocols, and IT continuity planning.

HR is involved in managing risks related to employment practices, organizational culture, and workforce planning, including training programs on risk awareness and compliance, as well as aligning HR policies with risk management objectives.

Compliance and reporting

The **Compliance** and **Legal** teams ensure that all governance activities are compliant with legal and regulatory requirements and monitors legislative changes that affect the company's operations and reporting obligations.

A regular periodic reporting is conducted, with management preparing and reviewing reports on risk management and sustainability and communicating these reports during regular meetings.

Risk Management at Retarus

ESRS 2: GOV-5

Retarus has established an Enterprise Risk Management (ERM) framework with overarching governance principles that support the identification, evaluation, and treatment of risks (threats and opportunities) that may impact the achievement of the company's strategic, operational, and compliance objectives. This includes domains such as information security and data privacy, finance, operations, people, regulatory compliance, strategy, and sustainability. It is designed to enable informed decision-making and strengthen the company's long-term resilience and agility.

The Retarus Enterprise Risk Management is a central component of the control system, which is externally audited annually in accordance with the ISEA3000 SOC Type 2 standard.

The ERM framework explicitly incorporates environmental, social, and governance (ESG) factors. ESG-related risks, including those linked to climate change, human rights, regulatory developments, supply chain resilience, and reputational exposures, are evaluated alongside other enterprise risks for their potential impact on business continuity, regulatory compliance, financial performance, and stakeholder trust.

The risk assessment methodology follows a quantitative and qualitative evaluation process for comprehensive risk oversight.

Identification: Each department is responsible for identifying, documenting, and monitoring risks in its area of accountability. Risks may stem from internal processes, regulatory shifts, market dynamics, technology trends, or stakeholder expectations. Identified risks are gathered via regular departmental risk reviews and internal audits and centrally documented in the company-wide risk register for transparency and traceability.

Categorization: Risks are grouped into different categories, including Compliance & Internal Control, Operational & People, Strategic, Financial, Contractual & Counterparty, Markets & Environment.

Prioritization: Retarus applies a standardized evaluation model to ensure risks are consistently assessed, prioritized, and addressed across the organization. Risk evaluation considers multiple factors such as the weighted combined score of likelihood (probability of occurrence) and consequence (financial impact severity). This enables proportional risk treatment and governance oversight.

Risk type ratings are classified as follows:

Critical:	> €5M requires executive-level intervention
High:	> €1M requires active mitigation plans
Moderate:	> €100K requires monitoring and preventive controls
Low:	> €10K requires standard operational oversight
Very Low:	<€10K monitored, but accepted as business risk

Control measures:

Mitigation strategies are developed and defined using the following treatments:

Risk avoidance

eliminate risk exposure through process changes

Risk mitigation

reduction of likelihood or consequence via controls

Risk transfer

outsource or insure against risk

Risk acceptance

acknowledge and monitor residual risk

Reporting frequency and structure:**Annual risk review**

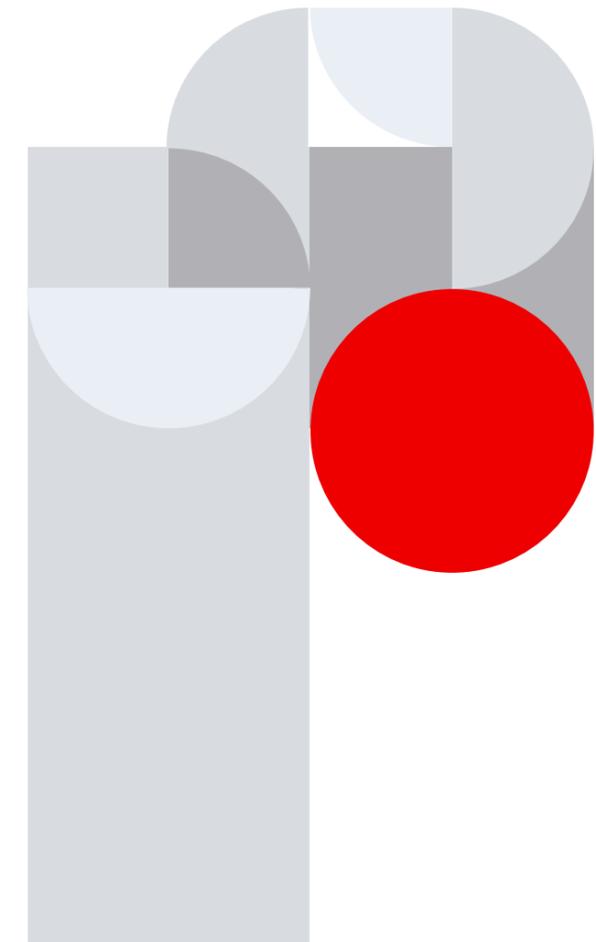
comprehensive enterprise-wide risk overview
approved by the management board

Bi-annual risk reviews

for dynamic and critical risks

Ad-hoc risk reviews

triggered by significant events, urgent threats

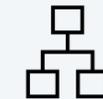


Value Chain and Stakeholders

ESRS 2 SBM-1, ESRS 2 SBM-2

Numerous parties are necessary to deliver **Retarus'** services in the required quality. **Retarus** maintains structured communication channels to integrate feedback from employees, customers, partners, suppliers, and other stakeholders into decision-making processes. These channels ensure that the interests and perspectives of these stakeholders are reflected in the business model and strategy. The company identifies owners, employees, and customers as key stakeholders.

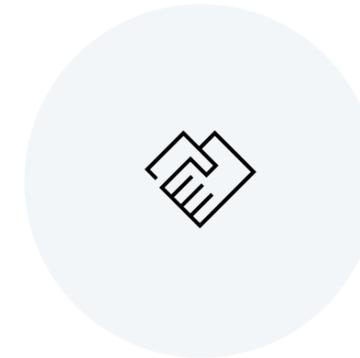
The upstream value chain of **Retarus** is characterized by key suppliers, including software providers who supply software solutions and licenses that power **Retarus'** services, infrastructure vendors who provide the physical and cloud-based infrastructure required to host and maintain **Retarus**-operated data centers, and technology partners who offer specialized technologies for enhanced security, data processing, and analytics capabilities.



Collaboration with suppliers ensures that the technology stack remains state-of-the-art, securing advantageous terms and guarantees for reliability and scalability, which is critical for maintaining high standards of service delivery and innovation. Relationships with suppliers are governed by a sustainable procurement policy and a supplier Code of Conduct, which together ensure compliance with ethical principles and sustainability standards. For critical suppliers, **Retarus** strives to ensure ongoing compliance through a set of controls and yearly reviews.

Its employees are central to **Retarus'** success. To ensure that they are involved in all important decisions and are well informed about the strategy, multiple formats encourage direct dialogue and exchange. Furthermore, an anonymous Suggestion Box is available for employees to raise critical issues or share ideas. Employee satisfaction surveys are conducted regularly to assess workplace morale and identify areas for improvement. Feedback gathered through these mechanisms is evaluated by the **HR** department and integrated into initiatives aimed at strengthening employee engagement and improving the work environment.

The downstream value chain is defined by distribution channels, with direct sales and consulting serving as the primary distribution channel through dedicated sales teams who engage directly with customers to understand their needs and tailor solutions accordingly, channel partners and resellers extending the reach of **Retarus'** solutions to various markets and sectors, facilitating localized support and additional sales networks. End customers include businesses and organizations from industries such as finance, healthcare, manufacturing, and the public sector, utilizing **Retarus'** services to streamline their communication processes, and government agencies using **Retarus'** secure and compliant services for public sector needs.



Retarus maintains close relationships with its distribution channels and end users through continuous engagement, training programs, and customer support initiatives. **Retarus'** business model centers on end customers, who shape product features and functionalities through their demand and feedback. Channel partners and resellers extend the company's reach across different regions and industry sectors, thereby ensuring broader market coverage. Feedback from both end users and channel partners is systematically integrated into product development and service enhancements. This ensures that **Retarus'** solutions continuously evolve in line with customer needs and remain competitive in the market.

Customer and partner communication is managed primarily by the Sales team, Product Management and Marketing. These functions ensure that services meet customer expectations while also gathering valuable insights for future improvements.

Process

ESRS 2 IRO-1

In 2024, a materiality analysis was conducted in response to increasing stakeholder expectations and new sustainability-related regulations. The assessment, based on the European Sustainability Reporting Standards (ESRS) framework, considered the effects of **Retarus'** business activities and its value chain on its stakeholders and the environment and the financial effects that sustainability matters could have on the business in return. The materiality analysis forms the foundation for reporting under the EU Corporate Sustainability Reporting Directive (CSRD). The topics assessed in this report were derived from the results of the materiality assessment and the corresponding ESRS standards and their respective sub-topics. The materiality analysis was carried out with the direct involvement of internal stakeholders across different departments, while external experts and additional stakeholders provided input that was collected and integrated into the process. To ensure that customer interests were accurately represented, the Sales and Product Management departments acted as proxies for customers.

The process began with the collection of potentially material impacts, risks and opportunities (IRO) with the support of an external consultancy. Sustainability-related risks and opportunities were drawn from the existing risk management system. Financial risks and opportunities were assessed based on likelihood of occurrence and financial effect, while negative and positive impacts were rated based on severity and likelihood.



Results

ESRS 2 SBM-3

The following text summarizes the results of the materiality analysis, including the material impacts, risks, and opportunities identified.

Climate change

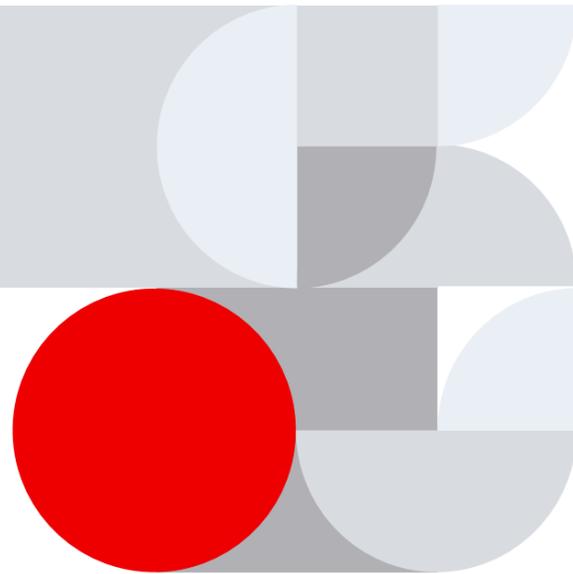
The digitalization of customer processes contributes to **Retarus'** long-term goal of reducing emissions at the client site. At the same time, the high energy demand of such facilities requires continuous optimization. Our European data centers are already fully powered by green electricity.

Retarus' data center in Munich has been relocated in July 2025 from the company's Munich headquarters to Noris network's award-winning colocation MUC5 data center just to the east of Munich. Noris is powered exclusively by renewable energy and thanks to cutting-edge modern Kyoto-Cooling technology, the facility manages to get through 90% of the year without resorting to mechanical compressors for cooling. In the USA and Singapore, data centers operate with 95% renewable energy, verified according to ISO 14064-3.

Several sites are certified or audited to international standards, including DIN 16247 in Germany and ISO 5001 in Switzerland. All company locations are currently under review to improve the sourcing of renewable energy.

Furthermore, we promote climate-friendly mobility initiatives such as public transportation sponsorship and JobRad. Still, our greenhouse gas emissions across Scope 1, 2, and 3 continue to contribute to climate change, and the overall energy intensity of data centers remains a challenge. To address this, **Retarus** is reviewing potential conversion costs needed to achieve CO₂ neutrality, including measures related to the vehicle fleet, charging infrastructure, and data center operations.





Circular economy

Retarus helps its customers reduce paper consumption by offering fully digitalized products and services. Within its own operations, **Retarus** generates only regular office waste. Outdated hardware is donated or recycled by a non-profit initiative, and office processes are designed to be paperless. The continuous development of the **Retarus** services contributes to building a global and resilient communication infrastructure that promotes sustainable industrialization, drives innovation, and enables customers to implement forward-looking processes. In addition, the promotion and implementation of circular economy principles remain a main pillar of our sustainability strategy.

Working conditions, equality and culture

Retarus is a people-driven company, with a strong focus on work-life balance, diversity, and professional development as well as an open culture. Based on the IRO assessment, training and development opportunities, equal treatment, balancing career and family, a secure working environment and open communication are identified as particularly significant positive impacts for the workforce. Employee satisfaction with benefits also contributes positively to overall well-being and engagement. At the same time, challenges remain: the still low percentage of women in leadership positions can have negative impacts, including potential demotivation or perceptions of discrimination. Addressing this imbalance represents an important priority for the company moving forward. These efforts have already led to a positive development in the general quota of women, which has risen by 20% over the last nine years.

Environmental strategy

E1-1; E1-2, E1-3, E1-4, E5-1, E5-2

Retarus is committed to contributing to slowing global warming and accelerating the transition to a greener and more circular economy. Therefore, the following policies, actions and targets have been set in place.

Policies and Commitments

Environmental Policy

Retarus has adopted an Environmental Policy to manage material environmental sustainability matters. The policy underscores the company's commitment to sustainability and to reducing its environmental footprint across all subsidiaries and departments worldwide. It sets out the sustainability considerations expected of all employees when evaluating the use of materials and energy.

The Environmental Policy addresses the following key areas:

- Key Environmental Priorities
- Sustainability Status: 2025
- Framing our Future: Policies, Actions, Results
- Employee Environmental Governance Requirements
- Controls

Targets

In January 2025, **Retarus** officially committed to submitting near-term emissions reduction targets in line with the Science Based Targets initiative (SBTi). In January 2026, **Retarus** submitted the targets for validation, including combined Scope 1 and 2 emissions, material Scope 3 categories, and renewable electricity procurement.

By joining SBTi, **Retarus** commits to aligning its climate action with the latest science aimed at limiting global temperature rise to 1.5°C, in accordance with the UN Paris Agreement.

Actions

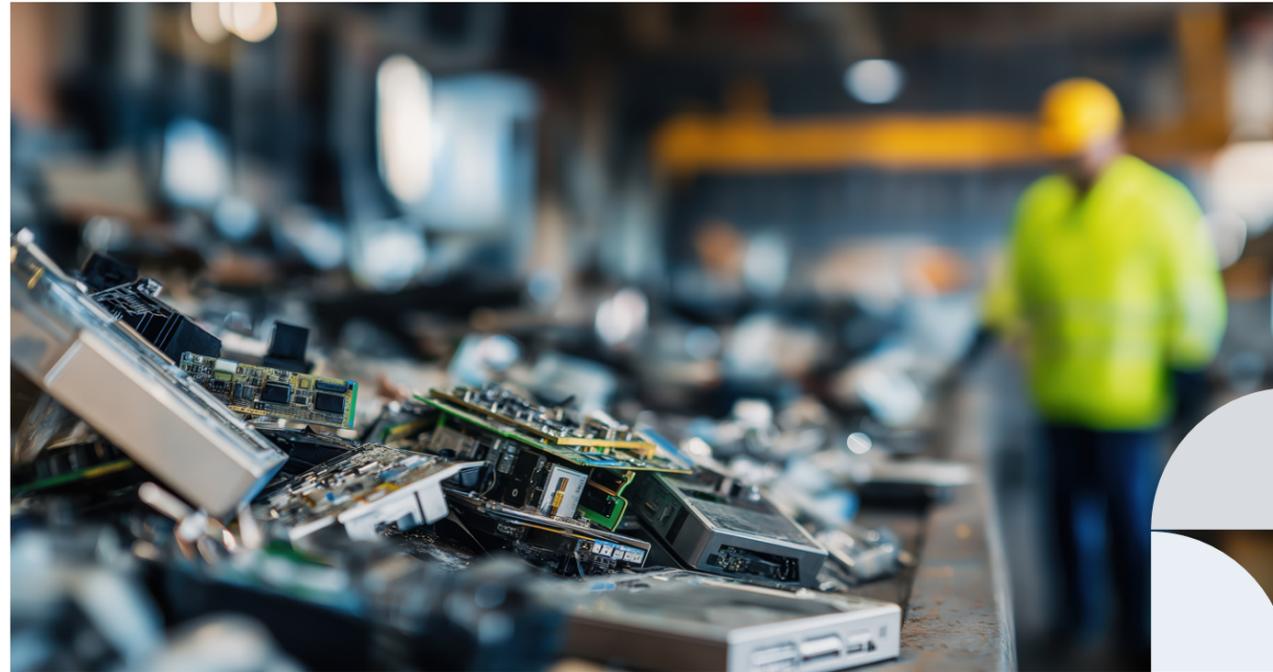
In the reporting year, numerous key actions regarding environmental matters have been taken.

GHG emissions reduction:

- Vehicle fleet transit to electric cars
- Green electricity in all **Retarus** offices where possible
- Measures to encourage employees to use the most environmentally friendly option whenever possible
- Relocation of the data center in Munich to a new climate neutral facility
- Supporting local sustainable and organic farming
- Purchasing 60t of carbon credits to offset current emissions, supporting climate mitigation (FY 23/24)
- Powering all data centers in Europe by 100% green energy
- Powering data centers in USA and Singapore by 96% renewable energy

Waste reduction:

- Selling EOL company phones to employees
- Tombola and donation for EOL laptops
- Usage of older hardware for less resource-intensive applications, thereby extending its life cycle
- Waste accounted for different sectors (residual, paper, organic, e-waste, waste water, plastic waste) in the headquarter office
- Sale of discarded hardware to companies that specialize in the reuse of old hardware
- Standardization of food order in some office locations
- Weekly checks of leftover food stock and order changes if necessary



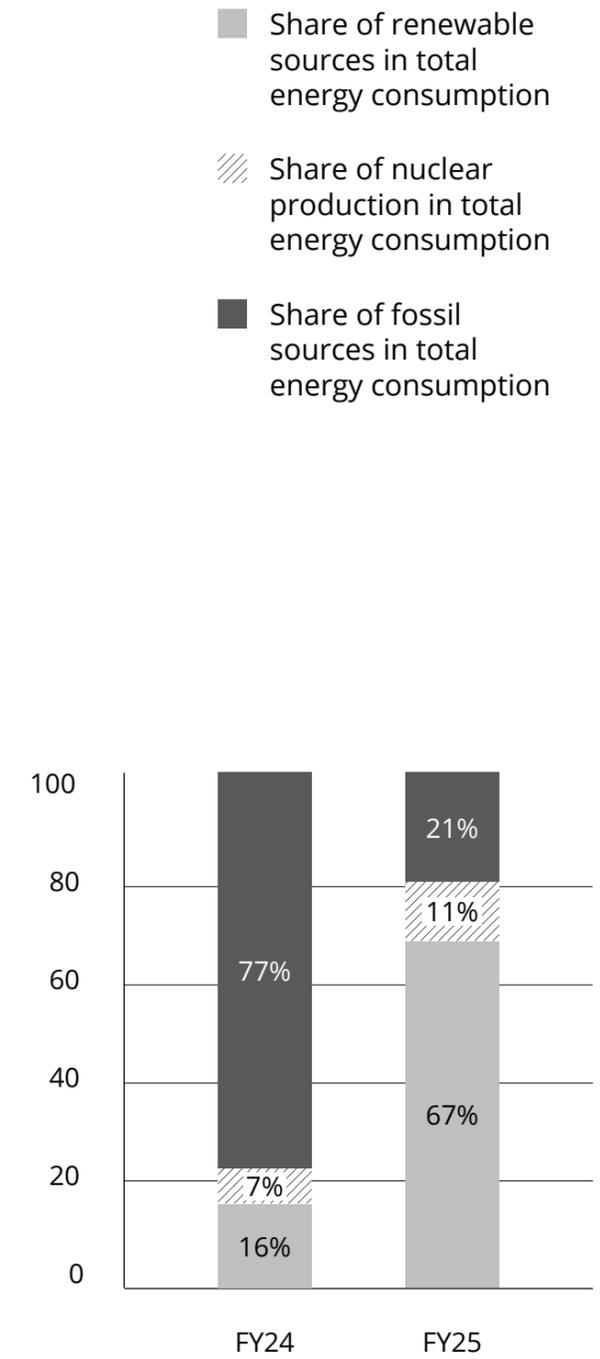
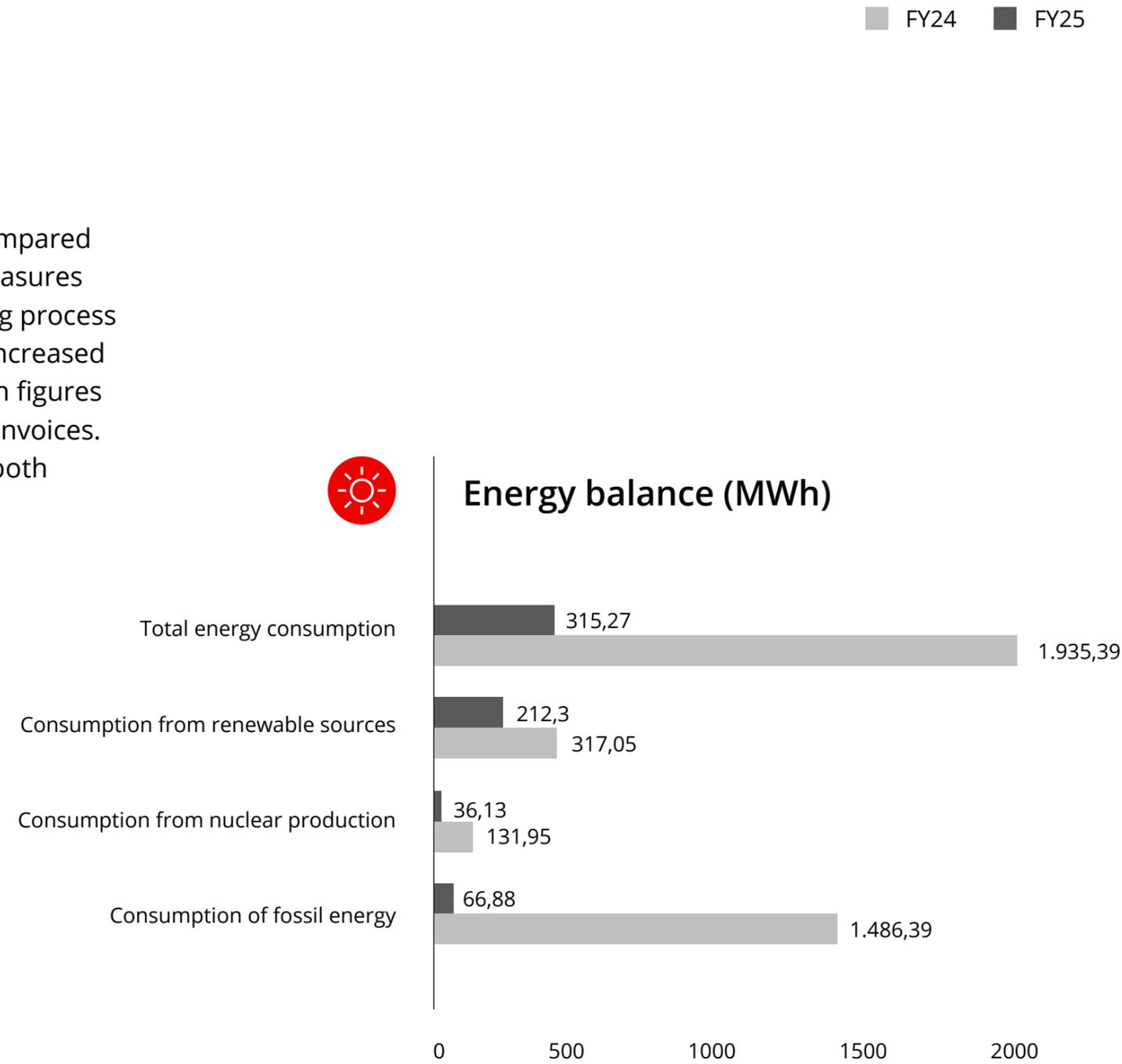
Energy consumption

E1-5

In FY2025, total energy consumption decreased compared to FY2024, primarily driven by energy efficiency measures implemented across operational activities, including process optimization and equipment upgrades, as well as increased procurement of renewable electricity. Consumption figures are primarily based on metered data and supplier invoices. Electricity-related emissions are calculated using both location-based and market-based methodologies.



Energy balance (MWh)



Emissions in Scope 1, 2 and 3

ESRS E1-6

Total greenhouse gas (GHG) emissions were reduced by approximately 36% compared with the base year, demonstrating sustained progress toward the company's decarbonization objectives and alignment with the climate transition strategy. This reduction is primarily attributable to operational efficiency initiatives, enhanced energy management, and the gradual adoption of low-carbon practices across relevant activities.

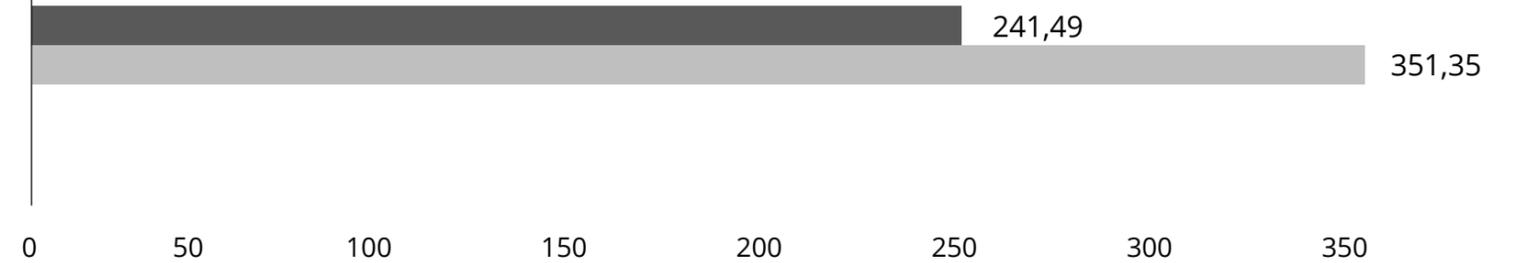
For the second consecutive year, the methodology was refined to incorporate greater data granularity and a stronger reliance on primary data sources, resulting in improved data quality and calculation accuracy. These actions reinforce the company's ongoing efforts to mitigate climate-related impacts and support the achievement of short- and near-term emissions reduction targets.

Methods, emission factors, and assumptions

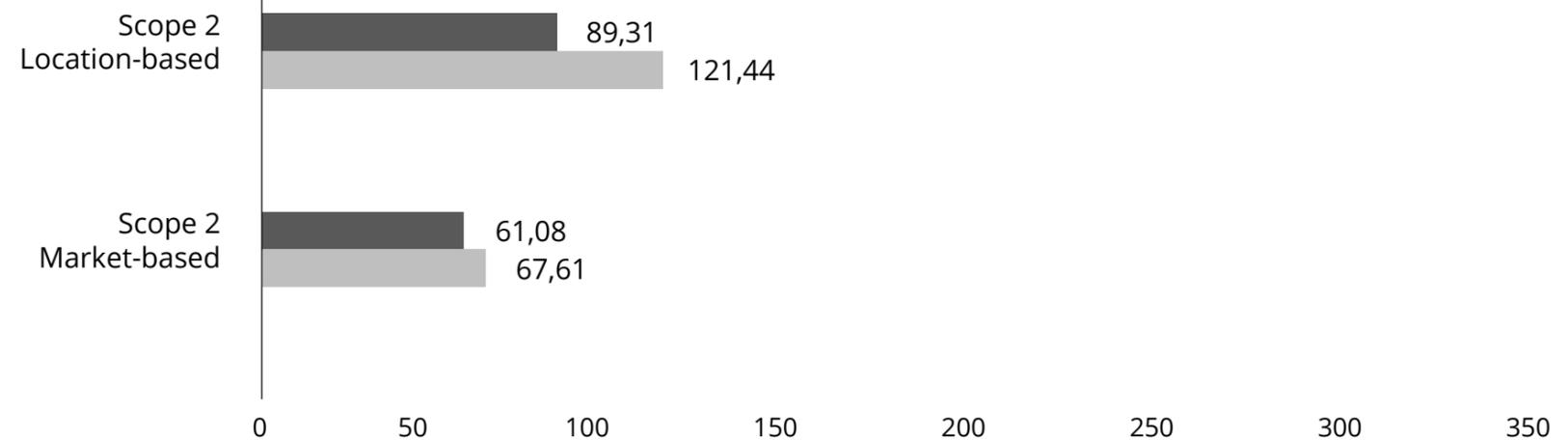
This Corporate Carbon Footprint calculation (CCF) reports all emissions as CO₂ equivalents. In addition to CO₂, the calculations also consider the six other greenhouse gases regulated by the Kyoto Protocol (CH₄, N₂O, HFCs, PFCs, SF₆, and NF₃).



Scope 1 Vehicle fleet (Metric Tons CO₂e)



Scope 2 District Heating and Electricity (Metric Tons CO₂e)



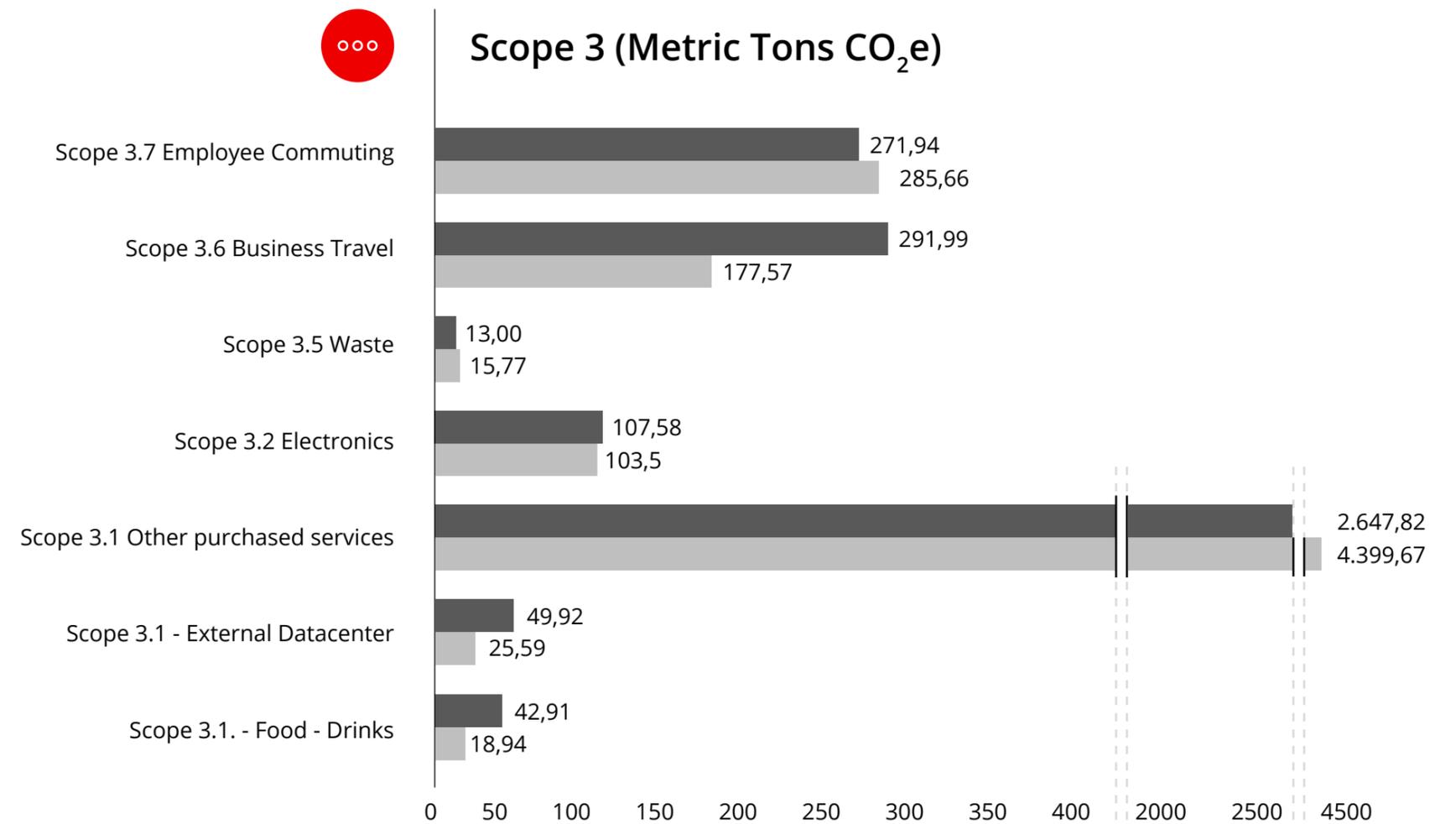
These are converted into the globalwarming potential of CO₂ and are reported form CO₂ equivalents (CO₂e). The CCF, which covers the GHG emissions of all sites, was calculated with the support of VERSO software. This software is based on the specifications of the GHG Protocol. The structure, algorithm, and functionality of the software have been certified according to the GHG Protocol and ISO 14064-1, thus ensuring a high degree of accuracy in the results. The emission factors were taken from the following sources and databases, among others:

- ecoinvent
- Federal Environment Agency (UBA)
- Department for Environment, Food & Rural Affairs (Defra)
- Institute for Energy and Environmental Research (IFEU)
- ÖKO Institute

CO₂ emissions were calculated based on consumption data, which was converted into CO₂ equivalents using emission factors. When collecting and evaluating data quality, a distinction was made between primary and secondary data. In Scope 3, 15,40% of the data was classified as primary data. Primary data is data that is collected directly in relation to the subject under investigation. Secondary data refers to data obtained by processing and modeling primary data. Both supplier-specific emission factors and emission factors from scientific databases and studies (e.g., GEMIS, UBA, ecoinvent) were used to convert consumption data into CO₂ equivalents.

In Scope 3, the following categories were excluded from the assessment because of their low relevance for Retarus:

- 4 Upstream transportation and distribution
- 9 Downstream transportation and distribution
- 14 Franchises
- 15 Investments



Working at Retarus

S1-1, S1-4, S1-16, G1-1

Retarus places employee well-being and satisfaction at the heart of its operations, recognizing that it is the people who deliver the services customers rely on and who will shape future opportunities. Since its foundation, **Retarus** has emphasized valuing employees as individuals rather than numbers, encouraging personal initiative, responsibility, and innovation. This philosophy is complemented by short decision-making paths that allow ideas to be implemented quickly while maintaining the entrepreneurial spirit of a start-up. At the same time, the company offers long-term security by operating in a sector with strong and sustainable growth, ensuring stable employment in a rapidly digitalizing world.

To create an attractive and supportive working environment, **Retarus** provides a broad range of benefits and initiatives. Employees enjoy flexible working hours, mobile work options, childcare subsidies, and modern office spaces designed for collaboration. Hybrid work models and family-friendly policies strengthen work-life balance, while a wide selection of training programs, leadership workshops,

language courses, and mobility opportunities support both professional and personal development. **Retarus** fosters a learning and improvement culture, treating mistakes as opportunities for progress if reported responsibly. Post-incident reviews focus on lessons learned rather than assigning blame. Professional growth is further supported by certification programs, conference attendance, and funded training.

Retarus also prioritizes health and well-being, offering fitness and mental health programs, access to professional coaching, and a variety of wellness initiatives. This holistic approach to employee care is rounded off by a strong sense of community, fostered through offering different networking platforms, team events, informal exchanges, and opportunities to connect across departments and locations.



Shaping and safeguarding this culture is a central concern for **Retarus**. The company has established clear principles in a comprehensive set of policies that provide guidance on health and safety, fair working conditions, equitable compensation, and respectful workplace conduct. The Code of Conduct and the internal **HR** policies lie at the heart of this framework. These policies apply to all staff and set binding standards for ethical and social behavior. Anchored in internationally recognized frameworks such as the UN Global Compact and the ILO's core principles, these policies reinforce **Retarus'** commitment to responsible and sustainable business conduct. They are made available to stakeholders through both internal channels and external channels like the website.

Diversity, equality, and inclusion (DEI) play a vital role in these commitments. **Retarus'** diversity is by design by employing people of different ages, nationalities, cultures, and backgrounds, acknowledging diversity as an essential source of talent, creativity, and long-term success. The company is a signatory of the German Diversity Charter and actively promotes equal opportunities through transparent policies and regular training, particularly for management.

Proactive measures to support women in the workplace have led to 36% of **Retarus'** workforce being female, double the German tech industry average (17% according to Eco – Association of the Internet Industry, 2025). The unadjusted pay gap within the organization currently is 22%, representing the difference in average pay levels between female and male employees. The fact that men are more often represented in better-paid management positions pushes up the average salary for men. Among other things, this is also due to structural framework conditions and fundamental social factors. **Retarus** is aware of this, and the company has responded by offering flexible working conditions. This has led to a 20% increase in the number of women employed by the company over the last nine years.

Beyond its internal focus, **Retarus** also extends its commitment to the wider community. Each employee is given two days per year to volunteer in social projects, and the company donates to social and environmental initiatives in honor of new hires. Recent contributions have supported organizations such as Take My Hand e. V. for mentoring Ukrainian orphans, LichtBlick Seniorenhilfe e. V., Frauenhilfe München, Tierschutzverein München e. V., Blühpatenschaft München, Tafel Deutschland e. V., and Notre Dame reconstruction



Employee engagement, feedback and whistleblowing mechanisms

S1-2, S1-3



Retarus actively integrates the perspectives of its workforce into business decisions through structured feedback and dialogue formats. Measures include an annual employee survey, a survey during the trial period, and leaver interviews, complemented by interactive formats such as **“Ask the Boss”** and **“Jam Sessions”**. This ensures that employee perspectives are not only considered at specific milestones but are continuously included throughout the entire period of employment.

If deemed, employees can use an anonymous suggestion box as a secure channel to raise critical issues or report complaints. The system was developed internally and is operated under the responsibility of the **HR** department. Submissions are completely anonymous and cannot be traced technically, ensuring confidentiality and trust. The **HR** department reviews the content of each submission and forwards relevant information to the appropriate departments for further processing and resolution.

The **HR** department is also generally structured to provide comprehensive support and contact points for employees. **HR Business Partners** serve as trusted contacts for employees and act as strategic partners to leadership, while a specific Learning team is responsible for onboarding and trainings, as well as fitness and health management. The Young Professionals team is responsible for young professional programs and development.

Quantifying our workforce

S1-6, S1-9, S1-12, S1-13

Retarus is committed to a diverse, equitable, and inclusive work environment. The company values the diversity of its workforce, which includes different genders, age groups, cultures, religions, and ethnic or social backgrounds, and believes that this diversity promotes talent, creativity, and experience. Retarus employs people across four continents and 36 nationalities worldwide, with the majority coming from Germany with 77%. All of Retarus' employees have a permanent working contract. Most of the employees are between 30 and 50 years old and around 36% are female, 64% are male.

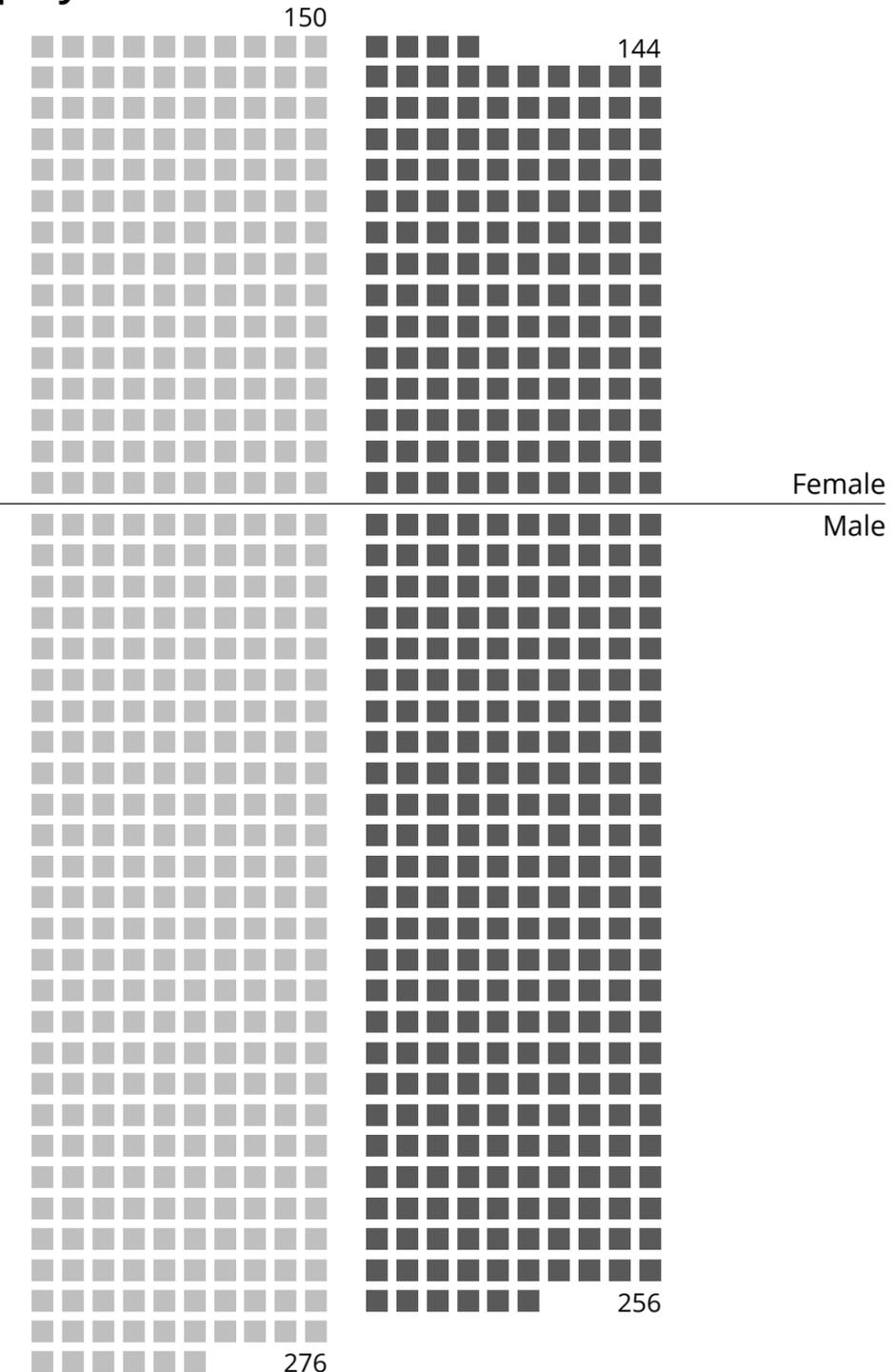
During 2025, employees completed an average of 6,83 training hours per employee. Training focused on professional development, compliance, health and safety, and sustainability-related topics.

Retarus remains committed to continuous learning and skills development and will continue to expand training offerings in line with strategic priorities.

■ FY24 ■ FY25



Employees

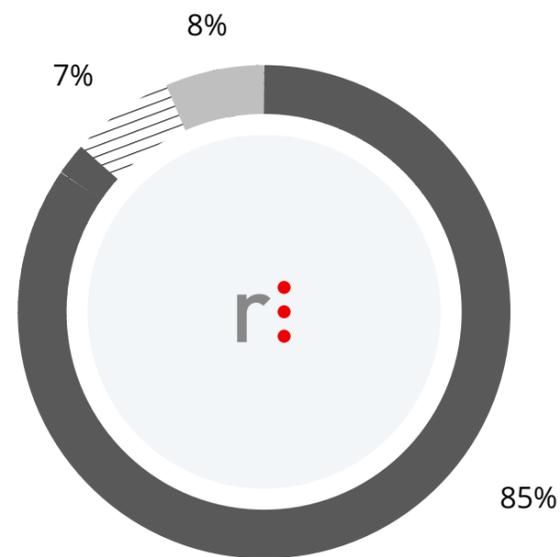


Quantifying our workforce

S1-6, S1-9, S1-12, S1-13



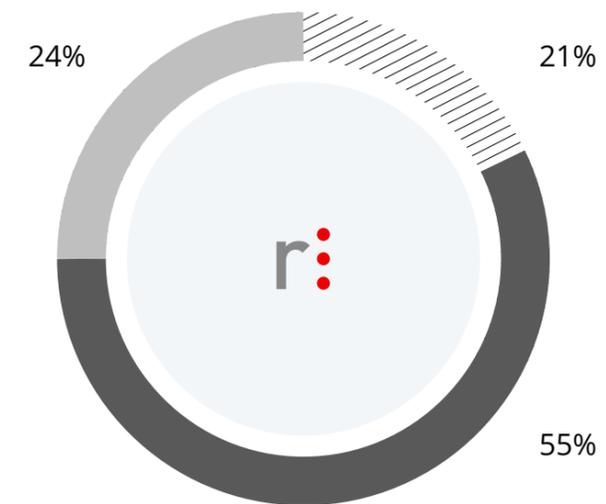
2025 Employee distribution by regions



■ Central Europe ■ Western Europe and APAC ▨ North America



2025 Employee distribution by age



■ Under 30 years ■ Between 30 and 50 years ▨ Over 50 years

Data and IT Security

ESRS G1-1

Customers entrust **Retarus** with their critical data and processes every day. That's why **Retarus** takes comprehensive measures to keep their data protected. It takes strict security and compliance measures that do not compromise on performance with its regionally self-operated autonomous data centers. With its independently audited and certified products, **Retarus** also helps its customers to comply with the evolving landscape of international, regional and industry-specific regulations.

Retarus has established a strong corporate culture in security, compliance, and quality by embedding clear frameworks, leadership commitment, and continuous improvement into everyday operations. In security and data protection, standards such as ISO 27001 and SOC2 are fully adopted, with a dedicated CISO overseeing policies and implementation. Security-by-design principles are integrated into workflows, employees receive regular training, and a network of security champions promotes awareness. Progress is continuously measured through audits, KPIs, penetration tests, and simulations, ensuring resilience and accountability.

Employees receive regular role-specific training and awareness sessions, such as secure coding practices for developers, GDPR responsibilities for data handlers, and scenario-based risk workshops for project managers. This is complemented by micro-learning modules, a central e-learning platform, and simulated exercises such as phishing campaigns or incident response drills.

Practical resources support employees maintaining security practices in everyday work. These include secure collaboration platforms, password managers, automated quality-assurance pipelines, and risk registers. Compliance and certification efforts are supported by clear templates, checklists, and internal knowledge bases to guide employees without unnecessary complexity.

Policies and processes

Retarus has developed a series of policies designed to ensure ethical and secure business conduct as well as robust oversight and governance both internally and with external parties. Those policies define standards and expectations, while the administrative, management, and supervisory

bodies bring regulatory, legal, and ethical governance expertise to maintain integrity and accountability. Policies related to business conduct are reviewed as part of ongoing monitoring and evaluation. Accountability mechanisms ensure transparent handling of all business-conduct matters.

Internal

The Code of Conduct and the internal HR Policies serve as binding guidelines on ethical, social, and legal behavior for all **Retarus** personnel, regardless of whether tasks are performed as permanent employees, freelancers, temporary workers, or otherwise. The Code of Conduct reflects **Retarus'** values and commitment to its customers, the communities it serves, and the protection of the environment. The internal HR policies focuses on the key areas employee health and safety, working conditions and compensation, employee benefits, labor relations, and child and forced labor.

External

The Supplier Code of Conduct sets out the minimum standards for all suppliers, in addition to the applicable laws, regulations and international and industry-standard “best practices”. Topics are:

- Compliance with law and regulations
- Human rights and fair working conditions
- Health and safety at work
- Data protection, information security, and protection of trade secrets
- Anti-bribery, anti-corruption and anti-money laundering measures
- Fair compensation
- Avoidance of conflicts of interest
- Environmental protection and sustainability
- Business continuity planning
- Reporting of potential risks and violations

Additionally, the Sustainable Procurement Policy emphasizes sustainability in procurement processes. Sustainable procurement provides added value to the organization by improving productivity, assessing value and performance, and enabling communication between purchasers, suppliers, and stakeholders. This encourages innovation.

Topics are:

- Procurement strategy
- Supplier management
- Workflow ordering process
- Workflow subcontracting service supplier
- Sustainable procurement

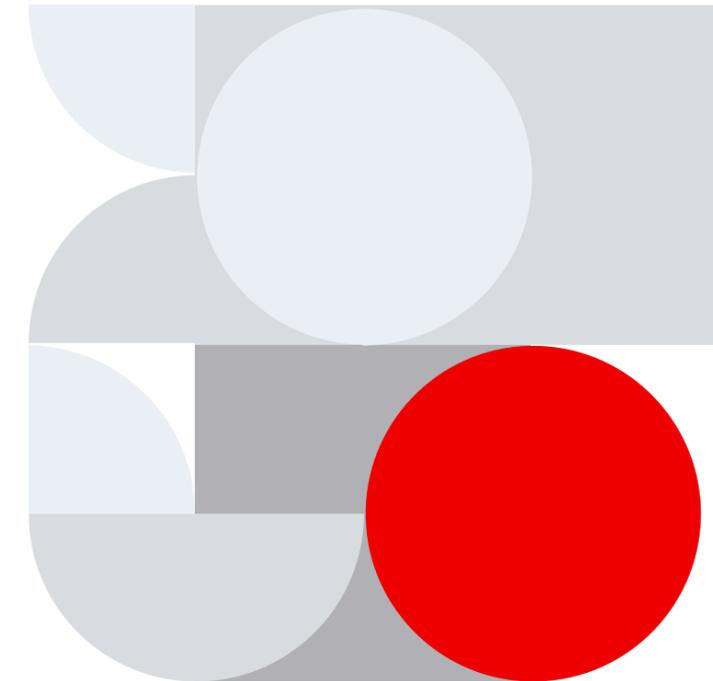
Security, compliance and risk management

The corporate standards for information security and data privacy describe the structure and processes of the security organization to protect information security and data privacy. The IT Security Policy declares the global objectives of IT security and emphasizes the commitment of top management to the security program. Synergy ensures that roles and policies are linked to strategic objectives to enable integrated management of sustainability objectives.

The Management Process Policy defines controls for the Internal Control System (ICS) to ensure process integrity and compliance and the Corporate Risk Management Policy provides a structured approach to risk management to support the achievement of strategic objectives.

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