



Sustainability Report

2023/III

SSC-Services GmbH
Herrenberger Straße 56
71034 Böblingen
Germany



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Document: **Sustainability Report**
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Approver: QMA
Approved on: January 1st, 2023
Doc version: V3.0
Classification: Public

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1 Introduction

For years, SSC-Services GmbH has been successful in the field of data management and off-campus IT connection of external partners to OEMs. We provide development, consulting, maintenance and other services as one single source. This way, we can provide our customers with holistic concepts, which we implement and support - an essential, necessary point in our interconnected world. Within the framework of digitalisation, we notice that certain values are in the process of changing in society. The life spirit of the so-called generations Z and Alpha shows us the framework in which we are going to move in the upcoming years.

The goals we have already achieved at SSC show it: Proactively addressing the field of Corporate Social Responsibility (CSR) increases satisfaction with a company - among customers as well as everyone who is in touch with us. Our success always was and continues to be closely linked to the wide range of capabilities of our employees. We use this strength in professional terms and to improve our shared cosmos of work and life. Because only with motivation, trust, and joy we can create a successful, auspicious future for us all. Long-term sustainable concepts allow our employees to fully unfold their skills and capabilities every day.

We strive to be a forward-thinking company which offers excellent working conditions for our employees, in full awareness of our impact on the world. This can only be achieved through continuous re-evaluation of our measures and goals and is reflected in our corporate culture and in the way we present ourselves as an employer.

With this sustainability report, we would like to capture the milestones of the path we have travelled and those of the path still to come.



Matthias Stroezel

Managing Director SSC-Services GmbH



Tobias Rohde

Managing Director SSC-Services GmbH

2 Company

SSC-Services GmbH is convinced that collaboration is possible from any location and can be optimally designed for any work and life situation.

SSC provides job security for all employees from over 20 countries of origin. We strive for diversity in our employees as well as in our clients and projects. In order to sustainably exist in the global market, we welcome change.

Change requires innovation. With agile methods, DevOps principles, open source technologies and software as well as automation processes, we use degrees of freedom for further technical development. Our goal is to remove manual efforts from previous processes and to use human labour and creativity where it is needed. We like to break old habits, question them and look for hidden potentials in order to improve and expand them.

SSC has the clear goal of living the theme of "integration and networking" every day, also in cooperation. Our vision: We connect working worlds. First of all technically at the level of data exchange and business partner integration. Along with our work, we also see that we ultimately connect people with people. Our aim is to enable all participants - whether customers, partners or employees - to work together in a profitable, pleasant and fulfilling way through distinctive soft skills. Our corporate concepts ensure that clients and employees alike feel well looked after and always find an open ear and the right contact person. We promote honest and fair dealings and live friendliness internally and externally. To ensure this, we offer flat hierarchies and are unbiased, flexible, creative and constant.

2.1 Services and products

Data exchange

SSC was founded to offer the industry a secure and modern data exchange platform that makes data transfer traceable and reproducible. With our system for the worldwide exchange of user data (SWAN for short), we have existed on the global market since 1998. Data transfer is characterised by increasing complexity and constantly growing volume. We master the balancing act between compliance with specified standards and maximum adaptability of our software through the targeted application of agile methods. We are not only a development service provider, but also an operator and support unit at the Böblingen site.

Operation

In addition to SWAN operation, we offer software operation as a service for customer applications. Together with the customer's specialist department, its IT security department, software development and operations units, we develop a system architecture that meets the professional and technical requirements. We provide support in the set-up, operational planning and, if desired, in the operation itself. This is how we ensure maximum process security in IT projects.

Optimization

Regardless of a specific solution or service, we can dovetail the three business areas of development, service and consulting so closely that we combine theory, practice and experience and thus create unique synergy effects. This means that our customers benefit from the overarching know-how at SSC, even in international projects. Any feedback from this cooperation flows into the optimization of our products and processes, but also ensures the alignment of our services.

Data management

SSC is an experienced contact for all topics concerning the management of product data over their entire life cycle. Data management as well as data conversions and migrations have since become indispensable and are offered by us in combination with the highly automated data transfer system SWAN (System for the Worldwide Exchange of User Data).

Partner connection and SUPSPACE

We have acted in line with market developments and expanded our portfolio to include comprehensive networking of suppliers and manufacturers. SSC is your competent partner when it comes to careful planning and technical connections of partners to existing IT system landscapes. True to the motto "As secure as necessary, as simple as possible - work as internally". By adding business partner connections, suppliers and development service providers can work with the manufacturer systems or in the manufacturer network environment. The rights and role management we manage ensures compliance with security regulations. This also applies to workstation and network provision in the so-called "SUPSPACE". This optimal integration allows close cooperation in both technical and organizational respects, while at the same time taking into account the legal constraints. SSC offers flexible project space for development partnerships with direct system access at the highest level of security technology.

We have built up an additional pillar with the customization of applications (Custom Application Development). Here we adapt applications, such as ServiceNow, a platform for "software-as-a-service", for partner integration in the automotive sector, precisely to the needs of our customers.

2.2 Sustainability strategy

Why are we interested in sustainability? We are aware of the responsibility of companies on society, the environment and the development of (inter)national living conditions. As a medium-sized company, we consciously want to fulfil this role as sustainably as possible. First and foremost, this means listening to the voices of our employees and taking their wishes into account in order to make them the shapers of our common future. The framework beyond this is our Code of Conduct.

Part of our sustainability strategy is to integrate the topic into an agile company, the business model, the workforce as well as in our dealings with our customers.

For SSC, agility is not just a management strategy or method, but has been part of the attitude of the employees and managers as well as the corporate culture for many years, which is constantly being developed. After all, sustainable and innovative high-performance teams for projects can only be created through a long-term change in the attitude of employees and managers.

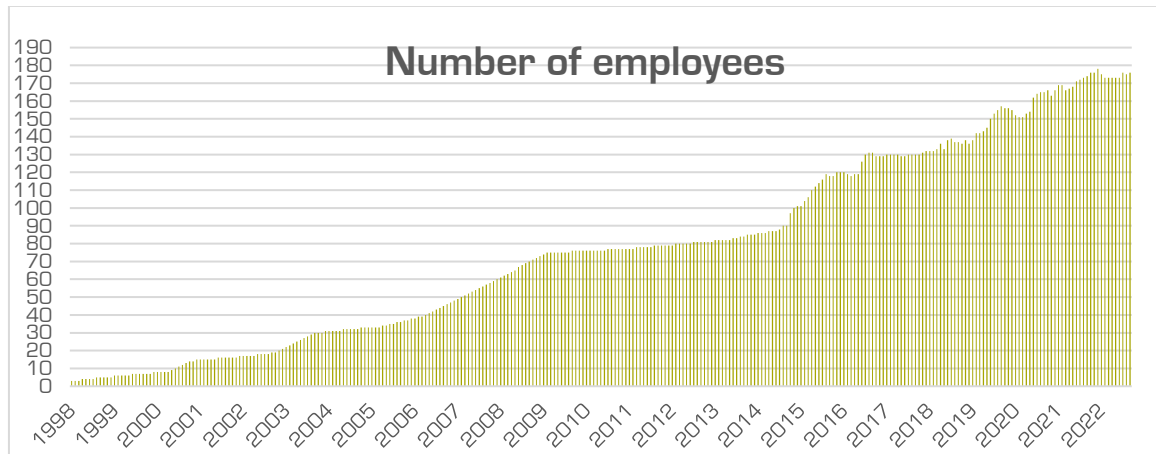
2.3 Work-life integration

From the very beginning, we are taking special consideration of the compatibility of work and family and the integration of professional life into the respective life situation. Through various working time models, joint events and sensitivity, we meet the wishes and needs of our employees. We are particularly proud to have been regularly awarded the *audit berufundfamilie* certificate since 2010 and to have an unusual high proportion of women in our workforce. Education is important to us, so we train new apprentices and practice-integrated university students (DHBW located in Baden-Württemberg) every year.

2.4 Existing certifications

- » berufundfamilie audit
- » Agile Coach
- » DevOps Foundation Certificate
- » ISO 27001 company recertification
- » ISO 27001 ISMS officer
- » ISO 27001 internal auditor ISMS
- » ISO 9001 company recertification
- » Information Security Foundation
- » Certified Agile Leadership I
- » ITIL Service Manager Service Operations V2
- » ITIL® Foundation Certificate IT Service Management V3 (service/project staff)
- » OFTP2 Interoperability Tests / SWOX
- » Project Manager Level D/C (IPMA)
- » Project Management Professional (PMP® according to PMI)
- » Saltstack Certified Engineer
- » ISMS ISO 27001:2013 Lead Auditor
- » Certified Professional for Requirements Engineering (CPRE) - Foundation Level
- » OMG Certified UML Professional - Fundamental (OCUP-F)
- » TISAX® label (valid for three years from November 2022)
- » Certified bicycle-friendly employer (ADFC)

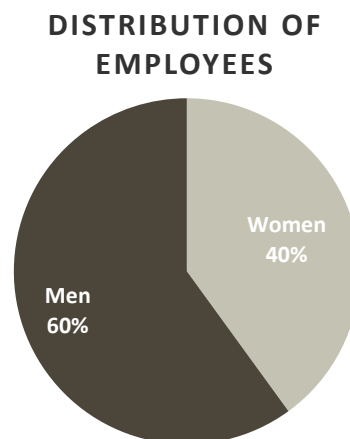
2.5 Number of employees



SSC currently employs 200 people. The number of employees has increased continuously since the founding year 1998.

We attach very great importance to sustainable growth, because this is the only way to ensure that the quality of the services to be provided is right. A resulting, positive effect is a very low fluctuation compared to the competition, which contributes to a constant performance of the entire company. In the daily work routine, the balance between work and free time takes on a high priority.

Compared to current figures from the IT industry, SSC is above the German average with a 40% share of women.¹ Also in the filling of our roles in the agile organization (see 2.7.1.2 Roles at SSC) this ratio is also reflected.



In the future, too, we want to approach our applicants without prejudice and maintain the diversity of our employees - and thus their experience and different views. We would like to represent a society, which is now shaped by globalization and demographic change, and benefit from the innovative and creative power of this diversity.

2.6 Values

Work is also life, which is why we want to create safe, flexible and passionate jobs together. We offer agile and self-organized teams, participation, and space for creativity.

¹ www.faz.net/aktuell/beruf-chance/beruf/frauen-in-der-informatik-die-it-braucht-mehr-weibliche-nerds-14925598.html (26.06.2017)

We are *passionate*. That's why we offer advice that we take seriously. Every business landscape is different and that is why we develop individual solutions that are precisely integrated into the structures and IT environment of our customers.

We are *certain*. Our developments move our customers and our portfolio forward. Data is the heart of every company. Especially development data need to be managed securely. For more than 20 years, we have been developing products, solutions and holistic concepts for electronic data exchange and generally for connecting partners and suppliers.

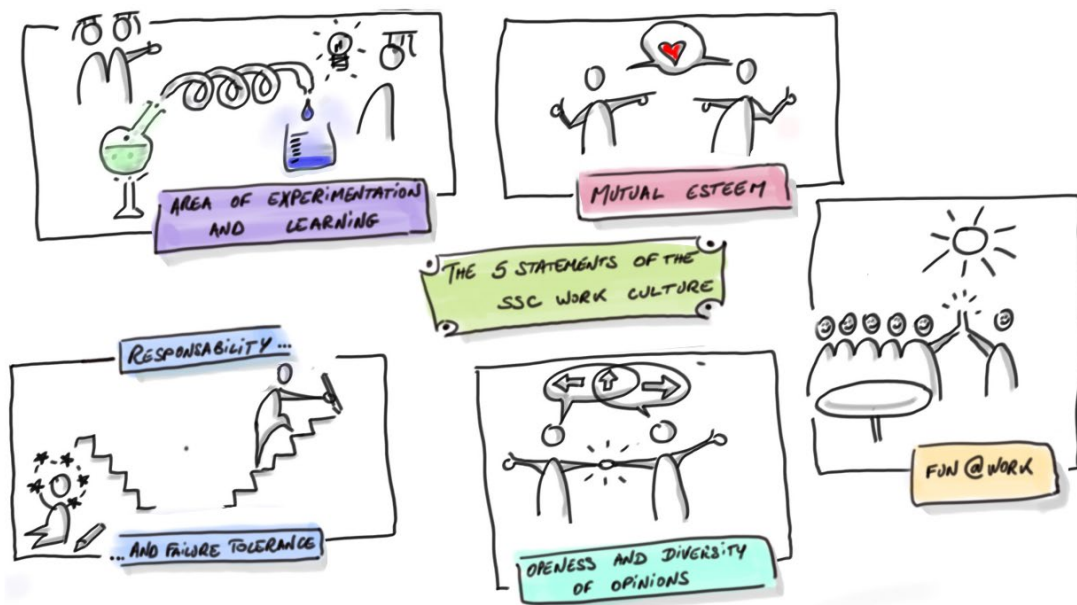
We are *friendly*. SSC offers services that make customers and employees happy. Service has many faces with us. Our services go from personal telephone support to training offers and complete software operation.

We are *customer oriented*. Customers meet attentive counterparts at SSC. Even to the boldest ideas of our customers, we find a creative and yet appropriately realizable solution. We advise with pragmatism, a sense of proportion for what makes sense and foresight for what is feasible.

We are *flexible*. Every business landscape is different and that's why we adapt our respective solution exactly. This can be our own software or one we develop for our customers, an implementation of any depth, the training of employees, the design of processes or the operation of software.

We are *experienced*. SSC has been working in data management between OEMs and their partners since 1998. Our many years of expertise are particularly helpful when dealing with corporate structures and in international projects.

2.7 The 5 statements of work culture



2.7.1 Environment of experimentation and learning

SSC offers employees space and opportunities to develop. Those who like to experiment and learn should be given the opportunity to do so. Not as a must, but as an offer. This is how we want to manage to develop innovative services and products that help our customers successfully follow their future path.

2.7.2 Mutual appreciation

Appreciation is the positive evaluation of another person and should be a fundamental attitude towards colleagues at SSC. It is the basis for enabling cooperation for a collective good result. Respect for each other is invaluable because it motivates, strengthens and is an expression of appreciation for the achievements of others. Genuine appreciation puts the spotlight on the personality and its achievements and shows how proud we are of what we achieve together.

2.7.3 Joy at work

Most people's main time of life takes place at the workplace. Therefore, the components of satisfaction and fulfillment also play a major role, which does not mean that SSC isn't a serious company. We work professionally and want to create a culture that enables us to handle difficult situations. Here it is important to grow and develop personally.

Satisfaction and fulfillment can be found in dealing with each other, as well as in the individual meaningfulness of the work and in the personal freedom in doing it. We want to make it possible for people both to enjoy their work in general and, especially to enjoy their own work with the aim that SSC employees enjoy doing their job.

We would like to have a pleasant atmosphere in the workplace, which has a positive effect on our colleagues and presents us as friendly and competent contact persons towards our customers.

2.7.4 Openness and diversity of opinions

Giving space to new ways of thinking without bias and taking other perspectives is a gain for us. New impulses are giving a rise to sparkling ideas from which great opportunities can emerge. We believe in collective intelligence and encourage different perspectives, attitudes and experiences. Everyone should be able to contribute, and everyone should be heard so that good results are achieved collectively.

2.7.5 Personal responsibility and fault tolerance

The SSC structure promotes the joy of making independent decisions. We believe that most employees can and want to work on tasks independently (alone or in a group). SSC encourages staff to find the framework of autonomy that every individual feels comfortable with. This applies to decisions within a team as well as decisions involving our clients.

We are aware that not everything can be implemented flawlessly right away. Learning from mistakes is inevitable. With us, mistakes can and should be addressed. In this way, personal responsibility can grow and the opportunity to correct mistakes and learn from them can arise.

2.8 Code of Conduct

2.8.1 What SSC is all about

What makes a company successful? A good product or a good IT service alone does not determine success or failure. A bad reputation or lack of reputation of a company endangers its success. Business success requires legally compliant behaviour by directors, managers and all (freelance) employees. This creates trust, credibility, reliability and reputation. Integrity and personal responsibility of every individual for their actions also play a major role.

Business success is not above law and order, nor morality and integrity. How SSC achieves business success is as important as the business success itself. The Code of Conduct is the guiding framework for this. It combines two important aspects: on the one hand, the requirement to comply with the law and, on the other hand, the special requirements for behaviour with integrity. At SSC, the Code of Conduct applies to managing directors, managers and all (freelance) employees. It provides an overview of SSC's understanding of values and the behavioural requirements for employees and is concretised by internal guidelines and regulations as required.

This understanding of values includes mutual respect as well as recognition and appreciation in our daily dealings with each other. In implementing the Code of Conduct, everyone at SSC acts both in accordance with the respective national laws and regulations and based on the laws and regulations of the respective country. However, the code of conduct as a guide alone is not sufficient. It must be accompanied and supported by role models. This role model function is first and foremost the responsibility of SSC's managers, who set a credible example of legally impeccable conduct with integrity and at the same time ensure that employees are aware of and understand the Code of Conduct and the behavioural requirements it describes.

2.8.1.1 Corporate governance

SSC-Services GmbH complies with all legal and statutory regulations for the management and supervision of companies as well as the internationally recognized standards of good and responsible corporate governance.

2.8.1.2 Business relations

Trust and fairness in business decisions determine how SSC deals with its business partners. Private interests and personal benefits of employees do not influence business decisions.

2.8.1.3 Corruption

In order to maintain the trust of customers, business partners and the public, SSC firmly rejects any form of corrupt behaviour and avoids even the mere appearance of it. This unequivocally means that SSC employees may not offer, promise or grant advantages to members of the public sector or to decision-makers in private-sector companies at home or abroad in order to achieve beneficial behaviour or decisions in favour of SSC. SSC employees must also be mindful of this when offering gifts and invitations to business meals and events.

SSC employees do not allow themselves to be promised or offered benefits and they do not accept benefits if this can or will create the impression in the mind of the provider of the benefit that as a result employees can be influenced in business decisions. Furthermore, SSC employees never demand a personal advantage for themselves or a third party.

SSC is aware that there may also be private contacts between employees and business partners. In this case, there is no objection to purely private benefits. In such cases, employees of SSC-Services GmbH must be careful to ensure that privately granted benefits do not give the appearance that business decisions could be influenced. In case of doubt, the SSC employee should describe the situation to the organization and ensure transparency.

2.8.1.4 Freedom of association

SSC recognizes and respects the legal right of employees to freedom of association and assembly, including freedom of association and collective bargaining.

2.8.1.5 Human trafficking, human rights

Any form of human trafficking and non-respect of human rights is strictly prohibited at SSC and is strongly condemned.

2.8.1.6 Non-discrimination

In all employment decisions, including hiring and promotions, remuneration, fringe benefits, training, dismissals and terminations, all employees are treated strictly according to their skills and qualifications.

The personal rights of every individual are respected. Unobjective preferential treatment or discrimination, as well as support or toleration thereof, is not permitted under any circumstances, neither in the relationship between employees nor in the relationship between employees and clients, nor in other constellations arising from the work for SSC. In detail, any preferential treatment or discrimination on the basis of ethnicity, religion or ideology, gender, sexual orientation, age or disability must be avoided. Furthermore, SSC does not tolerate violence, intimidation, bullying or sexual harassment.

2.8.1.7 Child labor

SSC adheres to the prohibition of child labor. Unless local laws set a higher age limit, SSC does not employ persons who are of school age or younger than 15 years. Employees under the age of 18 may not be employed for hazardous work.

2.8.1.8 Forced labor

Any form of forced labor, including prison labor and bonded labor, is prohibited.

2.8.1.9 Suppliers

SSC maintains trusting and fair business relationships with suppliers. Conversely, SSC expects suppliers to treat SSC with the same respect and integrity that SSC shows them. We expect the

availability, confidentiality and integrity of information assets to be as high as our own infrastructure.

Suppliers are often also customers. SSC does not take unfair advantage of this and always separates the procurement and sales sides.

2.8.1.10 Competition

SSC and its employees are committed to fair competition in all business relationships. We ensure that no agreements restricting competition are made with competitors, customers and suppliers regarding prices, the market or the division of territories. This especially applies in the context of tenders.

Business decisions are made independently and without exchanging sensitive information with competitors. SSC does not disseminate false information about competitors' products and services. Likewise, SSC will not seek competitive advantage in any other unfair or abusive manner.

2.8.1.11 Donations

As a responsible member of society, SSC assumes social responsibility in the countries in which we operate. Based on the respective legal system and internal guidelines and regulations, as well as its own economic possibilities, SSC is a multifaceted promoter of education, culture and social causes.

These grants are made through collaborations, donations of money and goods, and services. SSC does not make donations to obtain business benefits. Donations to individuals, to private accounts and to persons or organizations that may harm the interests or reputation of SSC are not granted.

2.8.1.12 Political contributions

SSC does not donate money to political parties and elected representatives, nor does it grant them monetary benefits that go beyond what is legally and statutorily permissible.

2.8.1.13 Money laundering

SSC takes all necessary measures to prevent money laundering within our sphere of influence.

2.8.1.14 Avoidance of other conflicts of interest

SSC expects that the personal interests of the management, executives and employees do not conflict with the interests of SSC. If a conflict of interest exists, it must be reported to the organization. The organization shall examine the situation and decide whether to transfer the relevant task to another employee.

2.8.1.15 Secondary activities

Secondary activities must not conflict with the interests of SSC. This applies for example and especially to secondary activities of competitors.

2.8.1.16 Private use of company property

The private use of company property is only permitted if individual law, collective law or company regulations or the company practice provide for this.

2.8.1.17 Health and safety at work

Health and safety is a great personal good, which is also important for the success of our company. SSC attaches great importance to following health and safety guidelines. This includes the prohibition of illegal drugs and alcohol during working hours.

2.8.1.18 Dealing with modern information technology and media

Social media opens new ways to interact with existing customers as well as potential new customers or job applicants, business partners and the outside world in general. When using social media, employees are aware of their responsibility for the company's reputation, always obey the law and adhere to the terms of use. Responsible and respectful online behaviour is assumed, and no confidential or sensitive company information is disseminated. Further reference is made to the provision on the duty of confidentiality.

When mentioning SSC in private social media posts, employees are aware that the facts and opinions mentioned may be associated with SSC by readers and may have adverse effects for SSC. They therefore always consider whether mentioning SSC in the post is beneficial to the company.

Official corporate communication with the general media (social media, SSC website, newspaper, radio, television, etc.) is primarily the responsibility of the management and the public relations team.

2.8.1.19 Dealing with information

Information security

The security of data and information is of highest importance to SSC. Information security influences business success and public reputation. In accordance with ISO/IEC 27001², SSC protects its own- and third-party data and information against unauthorized access, unauthorized and improper use, loss and premature destruction using all available suitable and appropriate technical and organizational means. This is done in compliance with the respective legal framework and national laws as well as internal guidelines and regulations.

To systematically meet the requirements and specifications, SSC has created and implemented an information security management system (ISMS) according to ISO/IEC 27001. As part of the ISMS, employees and managers are made aware of information security and related topics by providing them with comprehensive information and training as part of an internal training course, which has been conducted online for a long time. Our established processes and methods guarantee compliance with internal requirements as well as consideration of the

² www.iso.org/standard/54534.html

contractual requirements of our customers and partners. The measures are continuously updated, optimized and monitored by the appointed information security officers.

SSC has had the effectiveness of the ISMS confirmed by external certification since 2015.

Data protection

SSC is aware of the high sensitivity of the personal data entrusted to it by our customers, business partners and employees. We protect this data by handling it carefully and responsibly. SSC takes a variety of technical and organizational measures aimed at ensuring the confidentiality of personal data. Every individual is responsible within the scope of his or her duties to ensure a high level of protection at SSC. SSC employees consistently comply with data protection regulations and in particular respect and observe the comprehensive rights of the individuals whose data we collect, process and use.

Zertifikat

Prüfungsnorm **ISO/IEC 27001:2013**
Zertifikat-Registrier-Nr. **01 153 1800362**

Unternehmen:



SSC - Services GmbH
Herrenberger Str. 56
71034 Böblingen
Deutschland

Geltungsbereich:

Projektmanagement, Softwareentwicklung, Betrieb von SaaS-Lösungen, Tätigkeiten als Prüfdienstleister. Sowie die internen Prozesse: Interne IT, Finance & Controlling, Marketing & Vertrieb, Personal, Public Relations und Verwaltung.

Erklärung zur Anwendbarkeit: V.1.6.0 vom 19.07.2021

Durch ein Audit wurde der Nachweis erbracht, dass die Forderungen der ISO/IEC 27001:2013 erfüllt sind.

Gültigkeit:

Dieses Zertifikat ist gültig vom 08.12.2021 bis 07.12.2024.

15.11.2021



TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

General confidentiality

In addition to the technical and organizational measures for data protection, every employee of SSC is obliged to protect the company's interests. For this reason, information from and about SSC is only communicated to authorized recipients. This applies to internal and external recipients. SSC also ensures the confidentiality of information and protects business documents from being viewed by unauthorized persons.

2.8.2 Compliance with the behavioural requirements

SSC expects the management, executives and employees to conduct themselves in accordance with the Code of Conduct. Violations of behavioural requirements, legal provisions, internal guidelines and regulations can have serious consequences not only for the individual personally, but also for SSC-Services GmbH. Therefore, deliberately reproachable misconduct will not be tolerated. SSC sanctions such misconduct and violations consistently and without exception within the framework of the legal provisions regardless of the rank and position of the acting and affected person. This also includes criminal prosecution in the event of corresponding misconduct. In order to create an awareness to point out misconduct and violations, SSC creates a climate and culture that is free from fears of negative consequences when such indications are reported.

2.9 Corporate governance

Regarding corporate governance, we look at three aspects:

- » the institutional view of who runs the company
- » the functional view, which leads to
- » the process-oriented view of how to lead

2.9.1 Organizational structure

SSC was founded in 1998. Over the years, SSC has grown not only in the number of employees, but also in the variety of clients and assignments. Today, these include:

- » Software development
- » Application operation and operational planning
- » Support for our products and platforms
- » CAD (Computer Aided Design)
- » IAM (Identity and Access Management)
- » Partner connection

2.9.1.1 Transition to an agile organization

Like our main clients, SSC itself was a small company with a classic hierarchical structure. Due to the growing diversity and in order to meet the demands of our customers, SSC started to redesign the organizational structures in an agile way in 2019.

The goal was and is to develop a project and customer-oriented organizational structure that enables us to grow and react flexibly to changing requirements at short notice. Similar to a living organism, we are connected in an enormous learning process and continue to develop.

2.9.1.2 Roles at SSC

The team

A team is, as far as possible, structured in such a way that all the specialist areas necessary for the project or the assignment are represented. It organizes itself and is jointly responsible for achieving the goals.

- » Our teams are aligned according to common, meaningful goals.
- » All the experts needed to manage a project or assignment work together as a team.
- » By combining different perspectives in this way, we can meet the demands of both customers and users.
- » In order to keep communication clear, we make sure that a team size is between 5-9 members - if necessary, we help ourselves with subgroups.
- » The teams have flexible workstations, creative spaces, approx. 80 m² of writable walls, virtual boards and conference tools and many other possibilities for agile collaboration at their disposal for their project work.

Our independently organized teams are quickly and easily adaptable to frequently changing challenges.

Product Guide (PrG)

Along with agile project management the role of a product guide is comparable to the product owner role from the Scrum methodology and mainly takes care of technical topics. A product guide also ...

... is the customer contact and maintains the relationship with the client.

... is responsible for the progress of the project and the budget.

... takes care of tenders for its product and keeps an eye on trends and the market so as not to miss out on possible further developments. This keeps the product fit for the future.

Team Guide (TG)

The Team Guide role is based on the role of a Scrum Master from the Scrum methodology and bears responsibility for the process.

A team guide especially ...

... takes care of the positive mood in the team and acts as a coach here as well.

... strives for maximum benefit and constant optimization, also related to working methods.

... removes obstacles and ensures a good flow of information so that the team can work as undisturbed as possible.

Personal Guide (PG)

The Personal Guide is the representative and multiplier of the SSC values and culture and

... helps as a trusted contact and mediator for all employee concerns that go beyond a team.

... accompanies the salary development process both across the board and for the individual employee

... equally represents the interests of the employees and the welfare of SSC.

2.9.1.3 Guilds

Our guilds are the agile form of professional and organizational exchange. Here, the role and professional groups represented at SSC come together across teams, e.g., all software developers from the different teams meet in the "Software Development" guild.

The main objectives of a guild meeting are as follows:

- » cross-project learning and networking in a subject area
- » identifying the important trends in the field and develop technical expertise

The technical value creation, however, takes place in the product teams. The guilds should only support this value creation and thus ensure the future viability of SSC.

2.9.1.4 Interest networks

In parallel to the guilds, there are temporary or permanent interest networks that take place across professional groups.

In order to meet a specific - sometimes temporary - need in the company, colleagues with special knowledge and skills can unite in networks of interest.

Interest groups initiated voluntarily by employees have existed at SSC for a long time. Examples include the "Linux Workplace" working group, the "Editorium" as well as the "AgileLab".

2.9.1.5 Internal suggestion scheme

Since 2015, SSC has had an internal suggestion system known to employees as the *idea box*. Through this participatory and, if desired, anonymous method, the idea potential of all employees is utilised. In addition, the positive feedback shows that motivation and identification with SSC have also increased due to the possibility of contributing one's own ideas and seeing them implemented.

The proposals received are jointly evaluated, discussed and democratically accepted or rejected in the "Work and Family" working group. The ideators are informed about the progress of each idea by means of an overview.

3 Cooperations and awards

In recent years, we have been honoured with various awards. For example, we were a participant in the project "kmu4family - family-friendly for corporate success", which supports small and medium-sized companies from the IT, media and creative industries in Baden-Württemberg in introducing or further developing a family-friendly personnel policy in the company. In 2014, we were also awarded the title of *family-conscious company* by the familyNET project for our successful commitment to combining work and family. In 2015, we won the CSR Jobs Award³ in the category *Our Family Culture*. In 2017, SSC took third place in the Böblingen district's business award for committed companies. The Böblingen District Office awards companies that are committed to integrating refugees and new immigrants into the labour market.

We are a member of the Association of German Engineers (VDI)⁴ and active in the association *prostep ivip*⁵, in order to drive our professional development directly in these initiatives. In addition, we are a founding member of the regional network ITsNET⁶, in which small and medium-sized IT companies exchange information on the topics of dual studies, training and beyond. SSC is also one of the founding members of the Media Solution Center Baden-Württemberg association⁷. The association acts as an interface between technically oriented research institutions and creative media companies.

In addition, we want to set an example and are committed to the Baden-Württemberg state initiative "Women in MINT Professions" and at national level to the Diversity Charter, of which we are a signatory.



Prädikat
Familienbewusstes
Unternehmen 2019

³ www.csr-jobs.de

⁴ www.vdi.de

⁵ www.prostep.org

⁶ www.it-s-net.de

⁷ www.msc-bw.com



3.1 berufundfamilie audit

Since 2010, we have been awarded the *berufundfamilie* certificate of the non-profit Hertie Foundation. However, the issue of reconciling work, family and private life has always been a top priority for us. In the meantime, *berufundfamilie* has become an integral part of our corporate culture. The certificate is only the logical consequence of our many efforts to harmonize work and life.

In our open *berufundfamilie* (BuF) working group, we decide together how we can achieve a higher level of work-life integration. Those involved in the working group actively help shaping the world of work for themselves and their colleagues. The meetings of the working group are open to all interested employees and the results of the meetings with our auditor Birgit Weinmann are openly communicated. Target agreements, meeting minutes and documentation can be viewed on the intranet.



In 2017, we were successfully re-certified for the third time. The current fields of action are, for example, in the areas of work organization and diversity. The auditing process for re-certification is held every three years. We plan to continue the audit in the future in order to identify and tackle further development potential with an external auditor.

Since the successful fourth re-certification in June 2020, we were the first IT service company in the Stuttgart area to receive the certificate with permanent character.

The certificate proves that we use a strategic process to sustainably shape the compatibility of work or study, family and private life. Every three years this is measured on the basis of an action programme developed individually by and for us. So far, the action programme has been developed by our managing directors, Matthias Stroezel and Tobias Rohde, a selected part of our working group and our BuF auditor.

Since 2020, we have only been going through the dialogue procedure, which provides us with simplified bureaucracy regarding the next certification. Nevertheless, we approach our new topics with the same sense of duty. In parallel, the Diversity Group and the Workplace Health Promotion with its actions remain part of the working group. All internal communication channels are regularly used for continuous communication and the presentation of and about work and family.

4 Employees

In agile teams and roles (see 2.7.1 Organizational structure), we create a framework in which everyone can contribute their full potential where he or she enjoys the most. Because only those who see meaning in their work will be happy and successful in it. Should there be a problem that an employee does not want to discuss with the team guide or personal guide, two elected confidants are available to offer a sympathetic ear and advice in complete discretion.

SSC offers opportunities ranging from dual training to student traineeships and internships, holiday work, as well as final theses in the corporate environment to starting out as a young professional. Young, up-and-coming talent is important to SSC. That is why we try to be as broadly positioned as possible in order to attract precisely these young people to us. Whatever rung of the career ladder our future employees are on currently, we offer the right environment to fully enter professional life.

We maintain cohesion within the teams on the one hand through team workshops and excursions, and on the other hand through company events such as breakfast together or afternoon lectures.

New employees go through a structured onboarding process when they start at SSC. After the welcome including the first introduction and the safety briefing on the first working day, the first step is to familiarize them with the designated team. They get to know the values, goals and company mentality in presentations by the managing directors. During the first few weeks, they also receive instruction on IT security and quality management.

We know that our employees are our greatest asset - and this is rewarded. Last but not least through extraordinarily attractive social benefits, which also enable individual planning for the future.

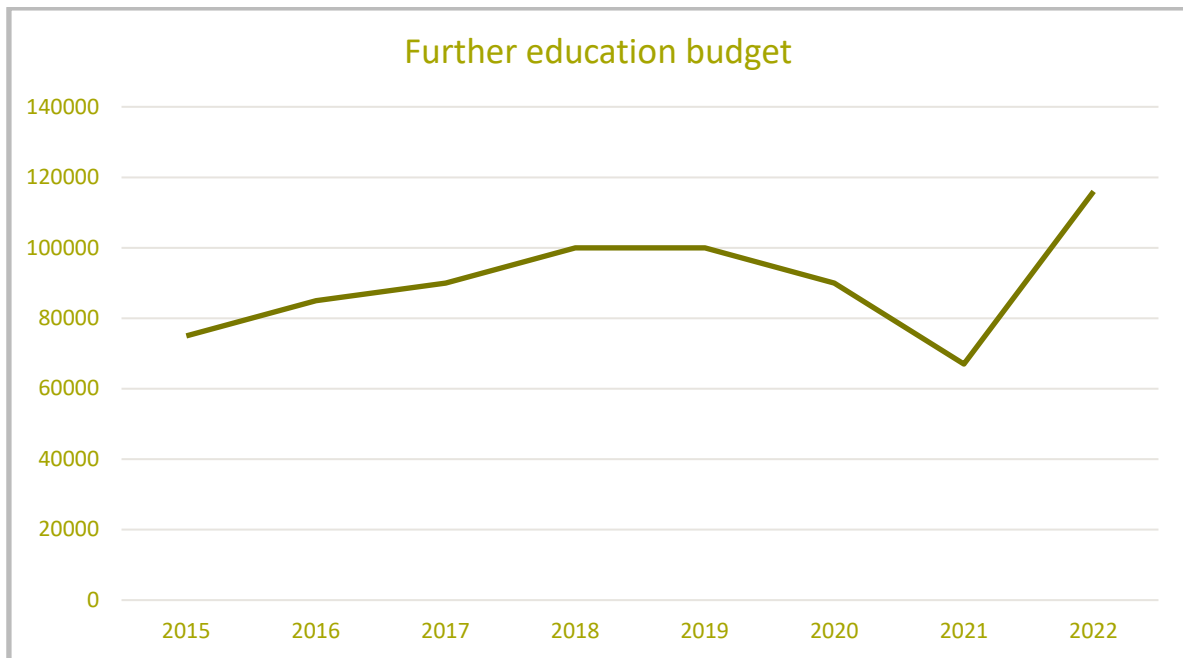
4.1 Further education

Education means further development. Every SSC employee is up-to-date and stays that way through a sophisticated system of in-house information sharing and various training opportunities. We consider soft skills as well as hard skills and the general broadening of horizons. All permanent employees are given the same opportunities to participate in further trainings in order to advance their personal and professional development.

Both the company and the customers benefit from this. In addition, every employee can register for events via a training map that is regularly updated and focuses primarily on internal knowledge transfer and soft skills.

We are happy to support the academic further education of our employees. In the case of self-organized part-time or distance learning, a significant additional payment is made if required and a reduction in working hours, if desired, is financially compensated. In addition, we offer part-time Master's degree courses for which employees are released on individual days and can even be released for up to three months for block courses. A general reduction in working hours/block release for attendance times is also included in the model. The opportunity for in-service training

is taken up at regular intervals. Both Bachelor's and Master's degree programmes are chosen. On our homepage you will find an overview of the degree programmes and a list of frequently asked questions. Both facilitate the self-assessment of applicants.



Despite the exceptional situation in 2020 due to the global Covid 19 pandemic, we have decided to keep the budget for training at a high level in order to continue to develop our level of expertise and motivate our staff.

4.2 Family

Only employees who can reconcile their job with their family are satisfied in the long term and manage the balance between work and private life. That is why a family-friendly human resources policy is very important to SSC. Core measures include the possibility of mobile working, information events on the topics of parental leave and parental allowance, as well as a comprehensive range of information on the intranet. We not only attach importance to the compatibility of work and children, but also to the compatibility of work and care. We regularly offer information on the topic of care, which is supplemented by a list of care staff and childminders as well as brochures on what to do if you are affected by a care situation. Our trained *company care guides* can offer assistance with questions and support those affected in organising care.

To ensure that employees who are not on site at the company, for example due to parental leave, do not lose touch with their team and the company, an extensive contact-keeping programme has been developed. Invitations to various events, such as company breakfasts or joint barbecues, as well as team outings, ensure that cohesion is maintained. Another instrument for promoting contacts are interim meetings, which take place according to need and opportunity. Our intranet also contains extensive information on family-friendly measures in the company.

4.3 Remuneration and fringe benefits

Nowadays, it is not only the salary that makes an employer. By offering various special benefits, companies set themselves apart from others and offer their employees very special additions to their quality of life. A basic selection of various additional benefits is an indispensable part of a modern company.

SSC offers a wide range of financial benefits for employees in all life situations. One benefit that applies to everyone is the subsidisation of meal vouchers, known as Sodexos.⁸ After one year of employment, a direct insurance policy worth € 1,022.50 is taken out for each employee. This value increases to € 1,522.50 after five years and to € 2,022.50 after ten years. The birth of a child is rewarded with a premium of € 500. We also pay a monthly kindergarten allowance of € 50.00 per child.

Regarding the way to work, various alternative means of transport are promoted. Both a company ticket for the use of local transport and the leasing of a job bike are offered and financially supported.

With the company mobile phone, which may also be used privately, SSC offers another additional benefit for all employees after the probationary period as well as trainees and DHBW students from the second year of training. SSC contributes to the cost of the smartphone and pays the phone bill. In return, SSC expects employees to respond to calls and messages outside working hours to a reasonable extent.

4.4 Mobile working

Considering the agreements with our customers, mobile working - whether at home or in the shared workspace - is possible for all our employees. The rules of the game for mobile working were compiled by a working group and are transparent to all employees. It is also important to note that mobile working is not compulsory. There are sufficient workplaces at the company location for all employees.

The possibility of mobile working offers a better work-life balance. Of course, the risks also have to be weighed up, namely constant availability, a more difficult separation of professional and private issues and a lack of exchange with colleagues.

4.4.1 Hardware Rental Centre

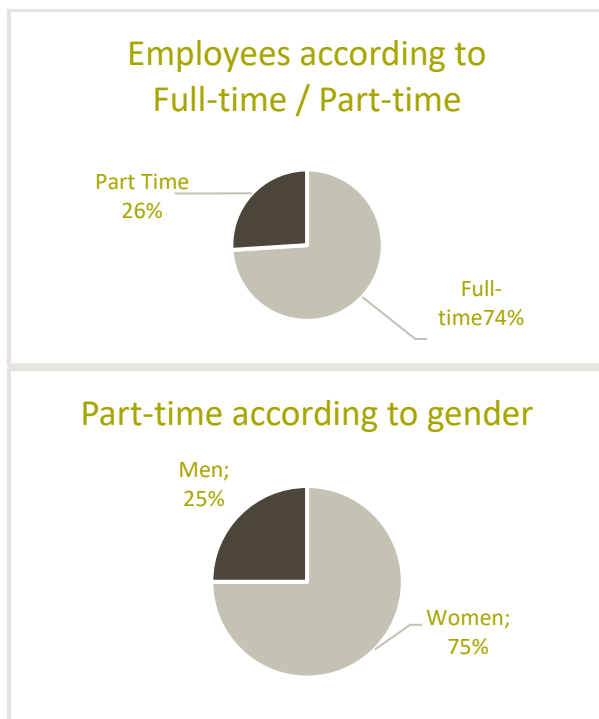
Since April 2022, employees have been able to borrow monitors, webcams, docking stations and other hardware for their workplace at home from the Hardware Rental Centre. The aim is to offer a device test and a decision-making aid for a possible private purchase and to bridge the time until your own hardware is ready.

⁸ www.en.sodexo.com

4.5 Working time models

The needs of employees regarding their working hours can change in the course of their professional life for various reasons - be it for family reasons or a longer-term further qualification. SSC takes these needs into account with a high degree of flexibility in the organization of working hours. About one third of the permanent employees use a working time model that is not full-time (= 40 hours per week). In general, it is possible to change the working hours after consultation. This possibility is also already propagated externally when jobs are advertised, as this increases the attractiveness of SSC as an employer today.

Sabbaticals can also be taken. The HR department provides support and advises interested parties on which model is most suitable for them.



4.6 Diversity

The number of employees at SSC has grown continuously over the past years and has remained naturally heterogeneous. Our human resources development was and is geared towards giving equal consideration to people of all backgrounds, ages, genders, sexual orientations and world views in the application process. We do not aim for a "percentage policy" but choose people whose character and talent fit into our team. It is important for us to get to know people on an equal footing and to appreciate what makes them special.

Since the early years, SSC has built on a diverse workforce that quickly countered prejudiced grouping. Our professionals with different histories of origin bring experience and perspectives in the IT field that are valuable additions to our work. Our client base also stretches across the

continent and requires us to be interculturally sensitive and open. The diversity of our staff helps us to unite our work and the needs of all stakeholders in a meaningful way.

As the language of communication in our company is mainly German, we have always offered some form of language courses to enable non-native speakers to integrate better. Since 2014, we have supported language training with an annual cost subsidy of up to € 300 and motivate participating employees to take exams, for which we release them at any time. Courses in English are just as important for us due to our worldwide customer base. Depending on their needs, all employees are free to take external language courses to meet the requirements of their projects.

Since 2015, we have been a signatory of the Diversity Charter and participate in the annual "Diversity Day"⁹. In addition, since 2015 we have organized the internal series "DIALOG macht Vielfalt", in which colleagues can present topics that are close to their hearts, e.g. their country of origin, hobby or a personal project. We want to reflect society, which is now shaped by globalisation and demographic change, and benefit from the innovative and creative power of this diversity.

We have a sophisticated induction programme for new employees. After the induction in the respective teams, each department introduces itself individually and offers the opportunity to get a closer look at the areas of responsibility by asking questions and to reduce fears of contact. To bring our employees together outside of work, we offer exchange events that take place several times a year. These small events offer space for cross-team networking, for making new contacts and friendships, in the truest sense of the word, for "thinking outside the box". For better integration, our new employees are involved in the planning and preparation of those events.

In the wake of the increasing number of refugees worldwide, we have increasingly offered internships and apprenticeships specifically for refugees in recent years. We also want to promote the integration of refugees and especially young people by donating hardware. In 2017, we successfully hired our first trainee, who was still in the asylum process, and after successfully completing his training, we are pleased to have him as a permanent employee at SSC today.

In May 2020, we started our cooperation with clever-iq. The consulting and coaching activities of clever-iq in cooperation with SSC aim to initiate and establish a process in the company to further develop an awareness of (often unintentional) transgressions of boundaries and discrimination by colleagues and thus a discrimination-sensitive and mindful approach promote in the company. The awareness of the workforce, as well as their extended ability to act, is aimed at the sustainable improvement of the labor market integration of adults with a migration background. The measures within the framework of the cooperation agreement are accompanied by internal and external communication channels. Among other things, this has resulted in the podcast "Wortwechsel".

⁹ www.charta-der-vielfalt.de/diversity-tag

4.7 Health management

We attach great importance to comprehensive occupational health management. This involves motivating employees to protect and promote their health through various campaigns in the areas of sport, nutrition and prevention. Water and coffee are offered free of charge. Once a month, the work and family group provides a fruit basket with seasonal fruits. Joint sporting company events such as participation in the local company run or participation in the Alb Extrem, a cycling marathon, are also enabled. In addition, skiing trips, soccer games and cycling tours are offered and take place. For employees who cycle to work, a shower has been set up at the workplace. In cooperation with external partners, a free bike check and a DemoDay, where a great variety of bikes can be tested, are also offered.

Since 2021, there has been an online offer for physical health maintenance, the Vitale Pause[®], which is led by an external trainer. It combines exercises to reduce shoulder, neck and back pain and exercises to increase neurofitness.

During the annual health days, employees are offered back training and health lectures. Employees with back problems are generally provided with height-adjustable desks and monitors. For employees of smaller heights, foot benches are available to help maintain correct posture at their workplace.

As a pilot project, we cooperated with the Techniker Krankenkasse (TK)¹⁰ in 2017 to offer an internal exercise programme. So far, this has included yoga and fascia courses, as well as lectures on healthy nutrition. After offering an annual health day in our own offices in recent years, we held the first Digital Health Day in cooperation with the Allgemeine Ortskrankenkasse (AOK) in 2021.

Particularly through our cooperation with berufundfamilie gGmbH, we are interested in continuous development for our employees and are increasingly focusing on digital offerings.

4.7.1 Occupational safety and health protection

Ensuring occupational safety and health protection for our employees is a must. Various roles are important for the implementation.

The management is legally responsible for implementing measures to prevent and avoid workplace hazards and work-related health disorders and occupational diseases, including ergonomic workplace design. Managers shall take occupational health and safety into account in planning, procurement and maintenance and shall identify appropriate hazards and stresses.

Employees must follow the instructions of the management/leaders, use the equipment provided as intended and rectify or report any defects. Furthermore, they also have the right to a secure workplace. The first aiders have the task to provide first aid and to help according to the situation if a colleague is injured. Furthermore, first aiders may assist in the organization of first aid. The fire protection assistants have the task of helping to organize preventive fire protection, to help evacuate colleagues and fight fires and, if necessary, to extinguish incipient fires. The

¹⁰ www.tk.de

evacuation leader is the contact person for the emergency forces during an evacuation. The evacuation assistants ensure an orderly and complete evacuation of the building in case of acute danger. The safety officers advise the management on occupational health and safety, make sure that the prescribed protective measures are in place and functioning properly. Furthermore they ensure that colleagues transpose the protective measures properly and also pay special attention to new employees and to instructing them. The company doctor or occupational health service advises on health protection issues within the organization, examines employees, carries out a voluntary flu vaccination once a year and assesses the implementation of health protection and accident prevention. The occupational safety specialist (Fachkraft für Arbeitssicherheit, FASl) advises on occupational safety issues, inspects the operating facilities and technical work equipment and assesses the implementation of occupational health and safety and accident prevention. The occupational safety committee (Arbeitsschutzausschuss, ASA) is a body within the framework of occupational safety and health protection. It consists of the management (or an authorised representative), the company doctor, the FASl (occupational safety specialist) and the safety officers (Sicherheitsbeauftragte, SIBs) and meets quarterly and as needed. The committee is a communication forum where occupational health and safety issues are discussed, suitable measures are considered and decisions are prepared.

A training session on occupational health and safety is held for all employees at the beginning of their employment at SSC and then on an annual basis. Additional dates are also offered for extraordinary topics.

4.8 The future of work

The working group "Future of Work" was founded in 2021. Mobile working had been common at SSC for years, complementary to on-site work in the office. Along with the pandemic, the offices were empty and it became clear that there would be no "after Corona". Together with an external company, SSC developed a concept for hybrid working and a new collaboration culture.

Some results of "Future of Work" are:

- » Remodelled office with flexible, bookable workspaces and lockers
- » Quiet area for quiet, concentrated work
- » Newly created project workspaces
- » Agreement on a new understanding of values
- » Cooperation agreements

5 Environment

Ecological commitment is very important to SSC. As a company in the IT industry, we therefore always try to live up to the claim of *Green IT*. We strive to design our business processes in an environmentally friendly and resource-saving way throughout the entire life cycle¹¹.

¹¹ https://de.wikipedia.org/wiki/Green_IT

Since January 2015, we have also been working with 100% green electricity from a TÜV Nord-certified provider¹². Changing our supplier guarantees us electricity from environmentally friendly sources - no nuclear energy, no oil or gas, no coal. We will continue to monitor energy costs and incorporate new developments and findings.

5.1 Emissions and waste management

As an IT service company, we see it as our responsibility to operate in an ecological aware and sustainable manner and to keep our impact on the environment to a minimum. As already described, we live our ecological responsibility by consciously handling the resources we need, especially the use of electricity and hardware. Discarded notebooks and other hardware are disposed of properly or released for further use in the form of donations.

By moving into a modern building¹³ with the latest system technology in January 2014, SSC was able to take a big step towards a resource-saving future. In the new rooms, energy use is controlled via control devices that automatically switch off lights and a large part of the sockets overnight. Of course, staff are additionally encouraged to turn off the lights when they are the last to leave the building.

With a combined VRV heating-ventilation-air conditioning system, the temperatures in our offices can be optimally controlled and monitored with a timer function. The constant performance of the system is achieved, economically and ecologically sensible, via a heat pump and a heat recovery system. The building also provides optimal sound insulation through state-of-the-art façade technology and acoustic elements.

5.1.1 Green IT

When purchasing new hardware, we pay attention to good energy efficiency, e.g. based on the energy consumption label.

We encourage our employees to work in the most resource-efficient way possible. Video conferencing largely replaces flights to our foreign clients.

Hybrid mode of operation

Since moving into the new office in Böblingen in 2014, the number of employees has increased continuously while the office space has remained constant. This was only possible by switching from fixed to flexible workplaces. The hybrid way of working saves resources by eliminating often long commutes to work and a lean office.

5.2 Locomotion

In 2016, we introduced the leasing programme of the Freiburg-based provider JobRad¹⁴. Since then, the number of bikes in the bike cellar at the company headquarters has increased continuously. Especially the possibility to choose high-quality bicycles as well as pedal electric

¹³ www.cubus-bb.de

¹⁴ www.jobrad.org

cycles (pedelecs) was decisive for many employees: Here, the monthly leasing instalments are deducted directly from the employees' gross income. This means that employees save up to 30 per cent on the bottom line compared to buying a bike as a private individual. Since the launch of the offer, interest in the leasing bike has grown steadily, so that there are currently almost 50 job bikes in circulation at SSC. In the meantime, the number of job bikes per employee has been increased to two.

Another option for travelling without a car is the company ticket¹⁵ of the local transport association Verkehrs- und Tarifverbund Stuttgart GmbH (VVS). Especially when travelling from and around the Stuttgart conurbation, public transport is a good way to avoid traffic jams. The advantage is that the ticket can be used not only to get to work, but also during leisure time.

¹⁵ www.ws.de/firmenticket

6 Goals and measures

Standing still is not forward-looking and improvements are always possible. That is why our measures and ideas in the area of sustainability are in constant flux. The following list describes all open topics that are currently being worked on.

Goals and measures	Description
Greater involvement of employees in the implementation of the berufundfamilie audit	<ul style="list-style-type: none"> • Rotation principle in the working group • Improving documentation
Strategic orientation of occupational health management	<ul style="list-style-type: none"> • Inclusion of the topic "Self-care when working digitally"
Improving the presentation of work and family on the intranet	<ul style="list-style-type: none"> • Image film • Re-establishment of the Working Group Protocol • Restructuring
Comparison of current work and family offers regarding demographic change	<ul style="list-style-type: none"> • Consideration of the change in the age structure of SSC and, if necessary, evaluation of further offers. • The life-phase orientation of the association's topics is transparent and covers all professional and life phases.
The events and series of events on the topic of "Reconciling work and family life" have been optimized in terms of their needs-based focus and effectiveness	<ul style="list-style-type: none"> • In addition to the qualitative consideration, the quantity is assessed. • There is transparency regarding internal projects, participation opportunities and formats.
The common understanding of how we participate, shape and decide has been developed.	<ul style="list-style-type: none"> • There is an understanding on how and at which level which decisions are made.
TISAX Qualification	<ul style="list-style-type: none"> • ISMS auditor training
Life phase-oriented offers and measures	<p>It will be examined which offers and measures are to be supplemented for the life and professional phase "transition to retirement", e.g.:</p> <ul style="list-style-type: none"> • Required working time models • Designing flexible transitions into retirement • Long-term flexibility solutions, e.g. long-term accounts