



msg global solutions

# SUSTAINABILITY REPORT 2024



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## Words from the COO/CFO

Dear colleagues,

I am thrilled to present to you our third msg global Sustainability Report. In today's fast-paced business environment, sustainability has become a crucial element for achieving organizational success and demonstrating responsible corporate citizenship.

This report aims to transparently highlight our dedication to environmental sustainability, social responsibility, and ethical governance practices. It serves as evidence of our commitment to integrating sustainability into every facet of our business operations, from our internal policies to the solutions we offer to our clients.

As an IT consulting company, we recognize the transformative potential of technology to drive positive change. With this understanding, we have initiated efforts to reduce our carbon footprint, promote diversity and inclusion within our workforce, and support the communities in which we operate. We believe that by aligning our business goals with broader societal and environmental objectives, we can not only mitigate risks but also unlock new opportunities for innovation and growth. As we navigate the complexities of the digital age, we remain steadfast in our commitment to sustainability, viewing it as both a strategic and a moral imperative for long-term success.

Happy reading!

Best regards,  
**Ulrich Pils**  
COO/CFO



## Words from the CoC

Dear colleagues,

I am delighted to present to you our third annual sustainability report for msg global. At the heart of our mission is a steadfast commitment to fostering a positive social and environmental impact through our business practices. This report highlights our ongoing dedication to sustainable and responsible operations, as we strive to reduce our carbon footprint, promote diversity, equity, and inclusion, and enhance the well-being of the communities we serve. By sharing our achievements, we hope to inspire others to join us on our path towards a more sustainable future.

Creating a report of this nature is a collaborative effort that showcases the dedication and hard work of many individuals. I would like to extend my heartfelt gratitude to all colleagues in Operations, both locally and globally, for their exceptional efforts in collecting the necessary data. Additionally, I commend my colleagues in the BU Sustainability for their crucial role in implementing the SCT as our in-house solution for sustainability reporting.

Together, let us continue to shape a more sustainable future, one step at a time.

Enjoy reading!

Best regards,  
**Linda Hallhuber**  
Chief of Staff





# About This Report

This sustainability report presents key data on environmental, social, and governance (ESG) topics for the business year 2024, covering the period from January 1st, 2024, to December 31st, 2024. As our third sustainability report, it compares data from previous years and 2024. We are committed to continuously improving the traceability and transparency of our information.

The data in this report is collected, calculated, and analyzed using the SAP Sustainability Control Tower. It undergoes an internal evaluation process to ensure a comprehensive assessment of all msg global entities, encompassing a total of 25 entities worldwide. This report is prepared in accordance with the standards set by the Global Reporting Initiative (GRI).

Although, we currently do not have external third-party assurance, this report has been reviewed and approved by the responsible Board Member Ulrich Pils. For general questions, please refer to the CoC DE&I + CSR via [DEI-CSR@msg-global.com](mailto:DEI-CSR@msg-global.com)

## Materiality

At **msg global**, we are committed to integrating sustainability into our business practices and decision-making. To determine the most significant sustainability topics for our company, we conducted a materiality assessment in 2022. We thoroughly analyzed the requirements and focus areas of our internal and external stakeholders, including our employees, our competitors, our partners and clients to identify the most significant economic, environmental, and social issues that our stakeholders care about. We also conducted an internal survey covering all our msg global entities to determine the current position in regards to sustainability issues.

We identified and prioritized the sustainability issues based on their impact on our business and stakeholder concerns. We used several criteria, such as relevance, impact, risk, and opportunity, to evaluate the issues. We also considered the United Nations Sustainable Development Goals (SDGs) to align our sustainability priorities with the global agenda.

Our latest assessment identified the following priority issues:

- **Energy management**
- **Climate change**
- **Talent, training and development**
- **Diversity, equity and inclusion**
- **Employee health, safety, well-being**
- **Human rights**
- **Ethics and compliance**
- **Security, privacy and data protection**
- **Community engagement**







# About Us

Our company tagline is **Passion. People. Performance.** and it accurately summarizes who we are. **Passion** is how we approach our work – loving what we do and joyfully delivering on our promises. **People** make it all possible. Our people are the best in the business, and provide the power to deliver our mission and vision. **Performance** and specifically “better performance” is our ultimate goal. We strive to exceed expectations in everything we do.

**msg global solutions** is a system integrator, product innovator, and strategic partner with a special focus on enterprise software and services to help companies improve their operational efficiency and decision-making capabilities. Our expertise spans insurance, reinsurance, finance, banking, agribusiness, automotive, and manufacturing. In addition to our core SAP offerings, we design products that leverage machine learning, generative AI, and predictive analytics to maximize business performance, optimize processes, and provide AI-powered solutions, all while ensuring seamless integration.

 **Mission**  
Our mission is to deliver solutions that improve operational efficiency and decision-making capabilities.

 **Vision**  
Our vision is to help companies perform better.

 **Values**  
Sustainability, reliability, creative freedom, dedication, credibility, respect, agility, team spirit, diversity

 Founded in <b>2008</b>	 <b>25</b> Companies	 <b>24</b> Countries	 <b>155 million €</b> Revenue 2024	 <b>1400</b> Employees
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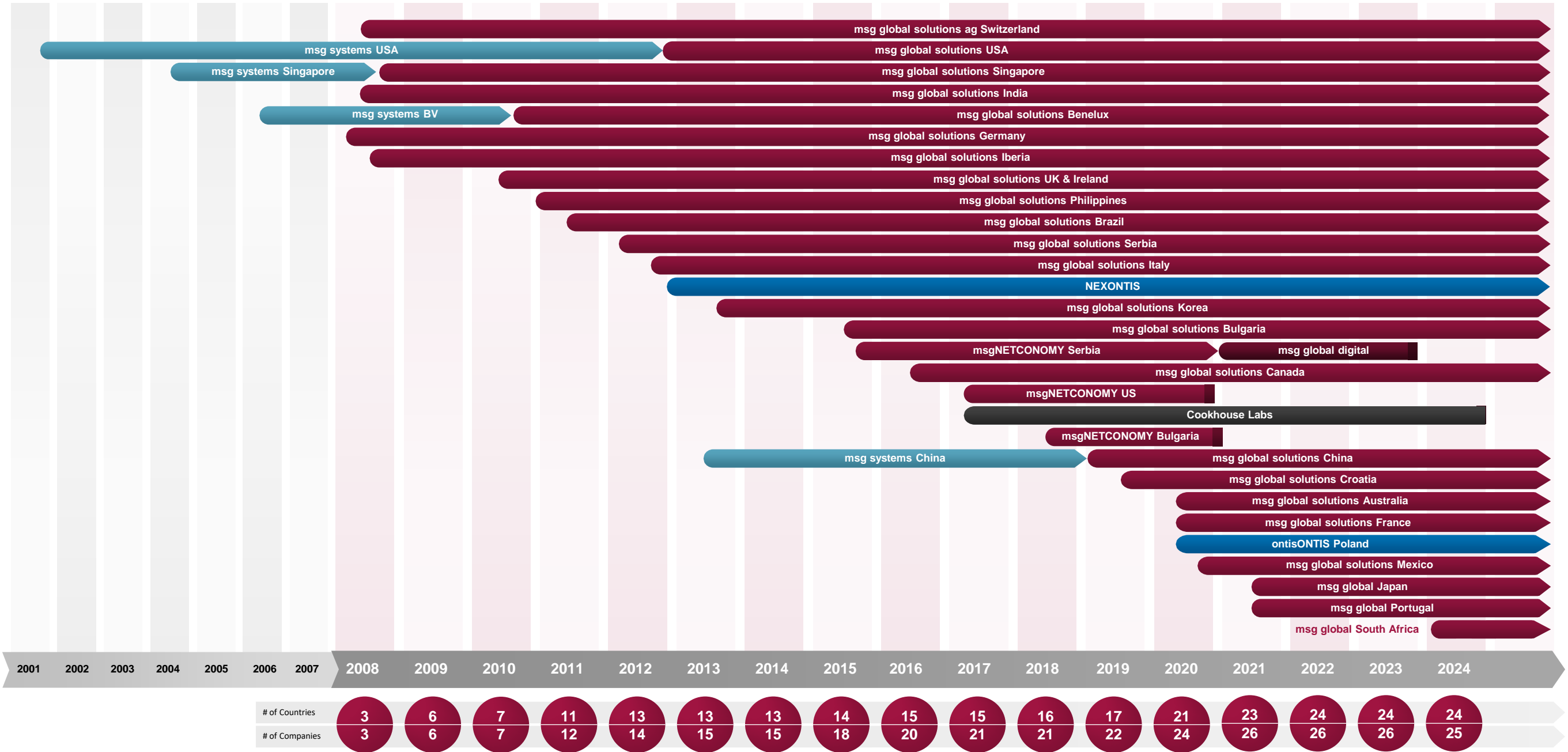




# Our Growth

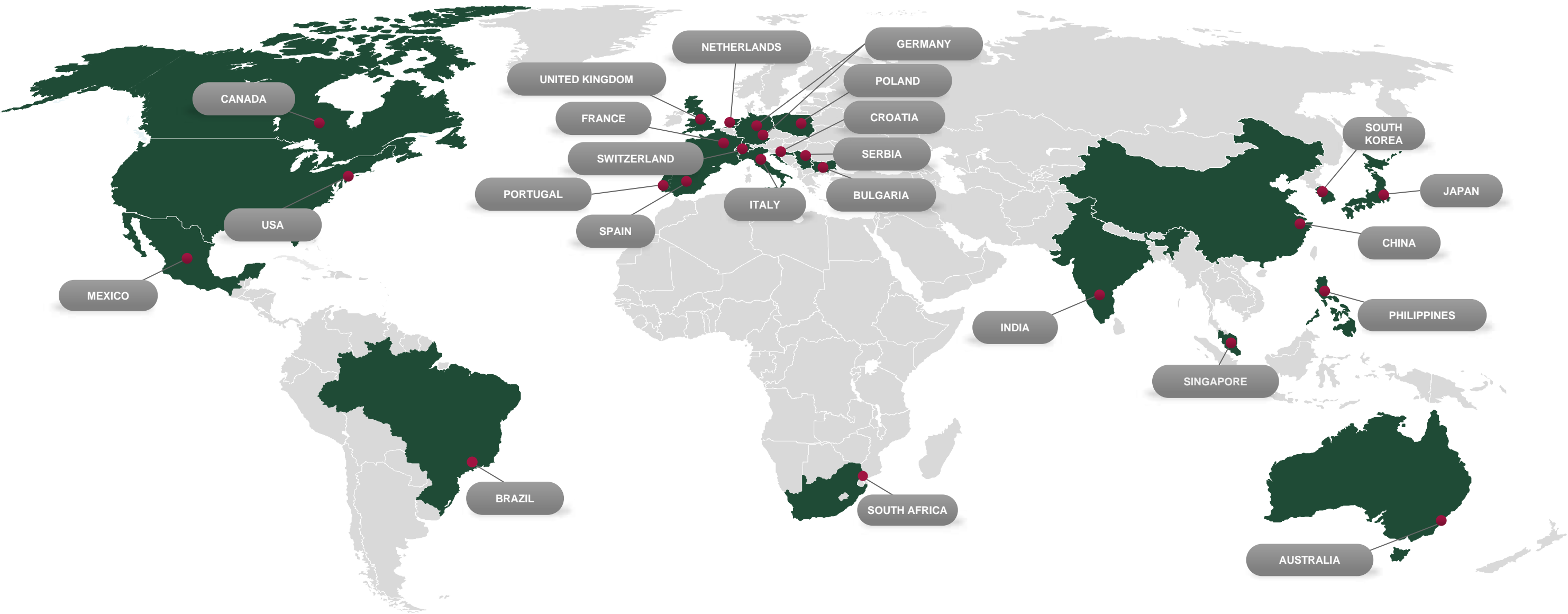


As part of the msg group, **msg global solutions** has significantly broadened global footprint by expanding into various countries. This expansion has been achieved through a combination of organic growth and strategic acquisitions. Originating in Germany in 1980, msg group’s presence has expanded across Europe, the Americas, Asia-Pacific, and the Middle East. We have strategically expanded our global footprint to serve clients across various industries with innovative technology solutions and services. Our extensive global presence empowers us to provide local expertise tailored to our clients' specific needs, while simultaneously leveraging our global capabilities to drive continuous innovation and foster growth. By adopting this holistic approach, we ensure that we are well-positioned to deliver exceptional value and meet the evolving demands of our clients worldwide. To provide a concise summary, here is an overview of how we have extended our reach worldwide:





Our Locations



24 countries

6 continents

25 companies

msg global | Bulgaria • Germany • Italy • Serbia • Spain • Switzerland • Netherlands • UK • Croatia • France • Portugal • Brazil • Canada • USA • Mexico • India • Singapore • Philippines • China • Australia • South Korea • Japan • South Africa

NEXONTIS | Germany • Poland



## Our Companies

### Company of msg group | msg global solutions

**msg global solutions** is part of **msg group**, an international group of companies that creates added value in the digitalized world by focusing on people: as customers, as users of their solutions and as employees. They build on over 40 years of industry expertise and the creative and solution-oriented entrepreneurial spirit that has always characterized their work. They also draw on the diversity within their group of companies: from brainstorming to application.

This is expressed in our slogan “value - inspired by people”.

The msg group offers comprehensive IT services - from transformation consulting and the implementation of suitable solutions (AI, cloud, etc.) through to operation. In this way, it ensures the entire digitalization process for its customers.

With more than 10.000 experts in 34 countries, they are represented in the world's most important markets. Long-standing partnerships strengthen their clout and ensure sustainable success. Sustainability (in all aspects of our business activities) is a decisive and guiding value for them.

**NEXONTIS**  
company of **msg global**

#### **NEXONTIS**

Our Finance and Risk Company

NEXONTIS is an IT solutions and consulting company specializing in providing accounting, profitability, investment, sustainability and tax solutions designed to help our clients make informed business decisions.



# Our ESG Oversight


## Sustainability Governance

Our efforts towards sustainability are driven from the top. The Executive Board is responsible for overseeing the sustainability engagement of our company and has set up the Center of Diversity, Equity & Inclusion + Corporate Social Responsibility (CoC DE&I + CSR) to develop and coordinate ESG activities of the company. The CoC DE&I + CSR is chaired by the COO/CFO and is supported by representatives from various departments across the company. The CoC (Center of Competence) collaborates closely with the Sustainability team of the Business Unit Analytics. This team brings valuable expertise in the field of sustainability and assists in the technical implementation of the report using the SAP Sustainability Control Tower (SCT). The SCT serves as an all-encompassing platform, enabling the gathering, calculations, management, and analysis of data. Utilizing the capabilities of this platform, we have the ability to perform in-depth data analysis and uncover valuable insights. These insights serve as a crucial factor in defining targets and developing a strong and effective sustainability strategy for our company.


## Steering and Leadership

The msg global leadership consists of the Supervisory Board and the Executive Board. The Board regularly receives updates from the CoC on the progress toward improving sustainability performance. The board also ensures that sustainability considerations are integrated into the overall business strategy, including decision-making processes and risk management. Any critical concerns are addressed immediately upon arising. Final decisions on major ESG initiatives, projects, and strategy are taken by the msg global Executive Board. We are continuously working towards reducing our environmental impact and improving our sustainability performance, and the Board's oversight is instrumental in driving this effort.

Supervisory Board




**PETER UMSCHIED**  
CEO  
Sales, Strategy, Business Development, SAP




**ULRICH PILSL**  
COO/CFO  
Operations, Delivery, Finance


Executive Board




**PETER DE BRUIJNE**  
EMEA




**KURT ZODEL**  
Americas




**LOUISE COOKE**  
Portfolio, Marketing  
SAP Strategic Initiatives  
DPS  
Agribusiness & Manufacturing



**ANDREAS REUTHER**  
PaPM (Analytics)/Sustainability  
BTP



**AVINASH AGRAWAL**  
Sourcing countries  
BTS, SBCS



**AGOSTINO ASSI**  
Reinsurance

# How We Work

## Services

We are a consulting, implementation, and managed services provider that helps companies improve their operational efficiency and decision-making capabilities utilizing SAP® technology and our innovative solution development.

## Industries

Our industry-focused teams specialize in understanding specific business needs to shape solutions that create efficiencies and power performance. We speak your language, and our deep industry experience provides the best framework for delivering action-oriented results that fit your operational needs.

## Solutions

As an SAP® solution development partner for over 25 years, we bring expert knowledge to every one of our engagements in accounting, finance, regulatory reporting, performance management, customer experience, and IoT.

msg global

© msg global solutions | Sustainability Report 2024

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# Industries

We started out in insurance, reinsurance, and financial services. We have been able to use our business knowledge and technical proficiency to earn engagements and forge relationships in retail banking, pensions, and retirement account management, the automotive industry, and food services. From consulting services to managed technical services, from implementations to maintenance, support, and more, we provide expert business improvement, along with conscientiousness, partnership, transparency, and knowledge transfer.

## Focus Market

Our company focuses on the following sectors:



**Insurance**

We deliver solutions and services to help Insurers achieve operational efficiency, meet regulatory standards, and realize digital excellence.



**Agribusiness**

With strategic consulting and intelligent IT solutions, we help you network and automate your processes.




**Banking**

We can help you empower your company's performance with profitability analysis and performance management for banking.

We offer industry-specific expertise with strategies to transform data into real-time business intelligence. While the heart of our expertise is in the financial services sector, our profitability and performance management solutions are utilized in a wide range of industries.


## Services. Experience Shapes Our Services

Whether implementing an end-to-end insurance platform, transforming financial operations, maintaining your systems, or helping you manage change, we have the expertise to understand your environment, offer innovative solutions, and create value in executing your vision. With over 30 years of SAP development and implementation experience, our teams deliver services that improve operational efficiency and decision-making capabilities.




**Technical Quality Assurance**

Business Use Cases  
Data Strategy  
AI / Innovation  
Architecture  
SAP Analytics Best Practice




**SAP Co-Innovation**

Ideation  
Co-Innovation  
Development  
Enhancement  
Production



**Implementation**

Packaged / Tailored  
Partner / msg  
Accelerator / Performance  
On- / Offshore  
Quality Assurance



**Service and Maintenance**

Dev-Ops  
Service  
Maintenance  
24/7 Support  
Max Attention

## Sustainability Management

In line with our commitment to sustainability, we are continuously seeking ways to reduce our environmental impact and promote sustainable practices throughout our operations. However, we also recognize that sustainability is a collective effort that requires collaboration with our customers. By providing our customers with the tools they need to measure and improve their sustainability performance, we hope to encourage greater sustainability practices throughout various industries and contribute to a more sustainable future for all.

Our goal is to help organizations achieve their sustainability targets with fast, actionable insights into data by transitioning from manual activities into automated processes while maintaining traceability and a full audit trail.





# Sustainable Development Goals Alignment

At **msg global solutions**, we understand the significance of the Sustainable Development Goals (SDGs) as a global framework for addressing the world's most pressing social, economic, and environmental challenges. We have identified multiple ways in which we can contribute to the SDGs and strive towards realizing a more equitable and sustainable future for all.

To further explain the categorization of SDGs, we have classified them based on the level of impact our company has on them and the potential for meaningful contributions in each category.

The '**direct**,' category includes SDGs that are closely related to our company's core business operations, products, and services, and are directly impacted by our company's activities. For instance, as an IT and consultancy company, SDGs related to sustainable technological innovation fall into this category.

In the '**complementary**,' category, we included SDGs that are not directly related to our company's core business operations but to which we can contribute by implementing sustainable business practices and supporting initiatives that promote social and environmental sustainability. For example, SDGs related to responsible consumption and production fall into this category.

The third category is '**indirect**,' which includes SDGs that are beyond our company's direct control or influence. However, we can still contribute to these SDGs by collaborating with other stakeholders and supporting initiatives that promote sustainable development. For instance, SDGs related to life below water fall into this category.

By categorizing the SDGs in this manner, we can prioritize our efforts and focus on areas where we can make the most significant impact while also contributing to the broader sustainable development agenda. As an IT and consultancy company, we can make the most significant contributions in SDGs related to sustainable technological innovation.

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

13 CLIMATE ACTION

17 PARTNERSHIPS FOR THE GOALS

Direct

2 ZERO HUNGER

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Complementary

1 NO POVERTY

6 CLEAN WATER AND SANITATION

15 LIFE ON LAND

14 LIFE BELOW WATER

Indirect





# Our Achievements in 2024

## SAP Pinnacle Awards

Winner: msg global | AI Partner Innovation

### Partner Application – Industry Cloud

This award recognizes a partner-developed AI solution complementing SAP’s solution road map in the AI space based on the innovative use of SAP Business Technology Platform (SAP BTP). Key criteria include use of SAP BTP and AI services in the application, customer relevance and adoption, and revenue from SAP Store.

Source: [SAP Pinnacle Awards – Finalists & Winners](#)



INDUSTRY CLOUD



AI PARTNER  
INNOVATION



DIGITAL CORE





# Our Ratings & Partnerships



## EcoVadis | msg global solutions

**msg global solutions** has renewed its EcoVadis scorecard rating in 2024. With an overall result of 52/100 which is placing msg global in the 47<sup>th</sup> percentile.

This means, our score is higher than or equal to the score of 47 percent of all companies rated by EcoVadis. Compared to last year, we confirmed our score.

EcoVadis is one of the world’s largest providers of business sustainability ratings which evaluates how well a company has integrated ESG measures in their overall business and management. The rating is based on four pillars: Environment, Labor & Human Rights, Ethics, and Sustainable Procurement.





## Our Ratings & Partnerships

**TNFD** | msg global solutions



Our dedication to sustainability extends beyond climate concerns; it encompasses our entire interaction with nature, presenting both risks and opportunities. Being aware of that complex and enriching relationship, we are proud of being recognized as TNFD Early Adopter. The group of 320 companies worldwide intends to initiate disclosures in line with the TNFD Recommendations within their corporate reporting by either the financial year 2024 or 2025. msg global solutions aims to release its first TNFD-aligned disclosures alongside its financial statements for the fiscal year 2025 results.

At the same time, we are members of the TNFD Forum which is a global and multi-disciplinary consultative grouping of more than 1,400 institutional supporters who share the vision and mission of the TNFD and have indicated a willingness to make themselves available to contribute to the work and mission of the Taskforce. We are sure that our contribution is going to improve our relationship with nature.



Taskforce on Nature-related  
Financial Disclosures

**We are a TNFD  
Early Adopter**

**TNFD** Taskforce on Nature-related  
Financial Disclosures





## Our Ratings & Initiatives

### WE SUPPORT



### United Nations Global Compact | msg global solutions

**msg global solutions** is a proud supporter of the United Nations Global Compact (UNGC), a pact of shared values and principles that give a human face to the global market. Launched in 2000 by former UN Secretary-General Kofi Annan, the UN Global Compact is a powerful force for good by upholding universal principles in the areas of human rights, labor, the environment and anti-corruption.

As part of our commitment to sustainable and responsible business practices, msg global has embedded the Ten Principles of the UN Global Compact into strategies and operations, and committed to respecting human and labour rights, safeguarding the environment, and working against corruption in all its forms.

By joining the UN Global Compact, we reaffirm our commitment to sustainable and responsible business practices and align ourselves with a network of like-minded companies and organizations throughout the world. We are excited about the opportunities this initiative brings and look forward to making a meaningful impact on a global scale. Together, we can create a more sustainable and inclusive future for all.





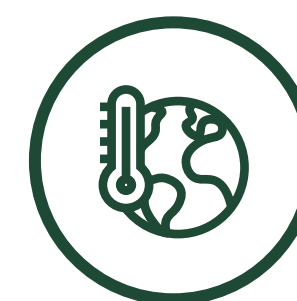
# ENVIRONMENT

At **msg global**, we remain acutely aware of the dynamic nature of our business sector and the escalating imperative for climate action. In an era where technological advancements continually enhance the capacities and efficiencies of businesses, the tech sector, including msg global, plays a pivotal role in driving digitization and automation.

However, this progress comes with heightened energy demands, underscoring the need for strong environmental stewardship to mitigate ecological impacts.

Building upon our first sustainability report, where we began the process of evaluating our energy usage and greenhouse gas emissions, we're committed to decreasing our overall GHG emissions by reducing fuel consumption and increasing the share of renewable energy sources.

## Highlights 2024



1,800  
tCO<sub>2</sub>e

Total GHG  
Emissions



744,37  
MWh

Electricity  
Consumption



99,221  
liters

Fuel  
Consumption



# GHG Emissions



As part of our ongoing commitment to sustainability, we prioritize addressing our greenhouse gas (GHG) emissions. In our second sustainability report, building upon our initial efforts, we continue to focus on evaluating our emissions across key operational areas.

Our emissions are categorized into three scopes: Scope 1 emissions stem primarily from fuel consumption of our fleet, Scope 2 emissions arise from electricity usage at our premises and data centers, and Scope 3 emissions are currently presented as the emissions resulting from business travel.

Despite our commitment to reducing emissions, we encountered challenges in meeting our goals for emission reduction. Regrettably, instead of achieving our targets, we experienced an increase in emissions. This was partly attributed to factors such as accelerated business expansion and heightened operational demands.

To address these challenges, we are intensifying our efforts to improve data accuracy and analysis. Using advance software, SAP Sustainability Control Tower, we streamline data collection, calculation and analysis processes, enabling us to make informed decisions and develop targeted strategies for emission reduction.

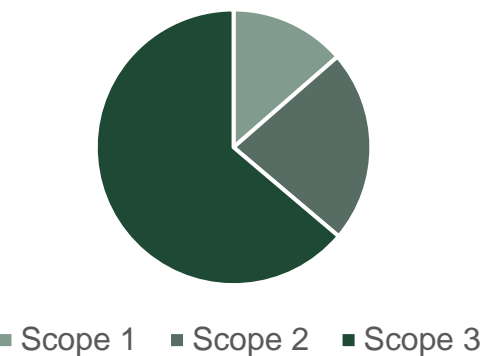
In parallel, we are implementing a range of initiatives to curb energy consumption and reduce GHG emissions. These initiatives include upgrading lighting systems to energy-efficient alternatives, optimizing building operations for enhanced energy performance, and promoting telecommuting policies to minimize business travel emissions. Additionally, we are exploring opportunities to integrate renewable energy sources into our operations, with a focus on investing in renewable energy procurement and infrastructure.

GHG Emissions (tCO2e)	
Scope 1	244
Scope 2	407
Scope 3	1,149
Total	1,800

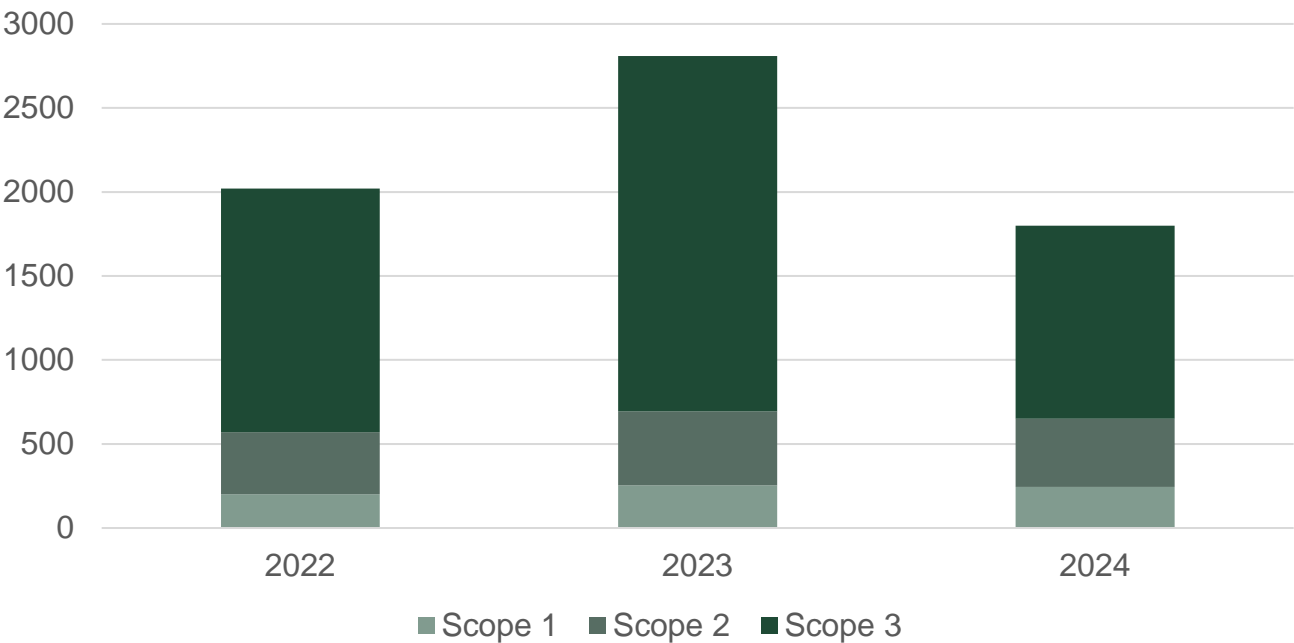
1,800

Total GHG emissions in 2024 (tCO2e)

Total GHG Emissions



GHG Emissions by Year



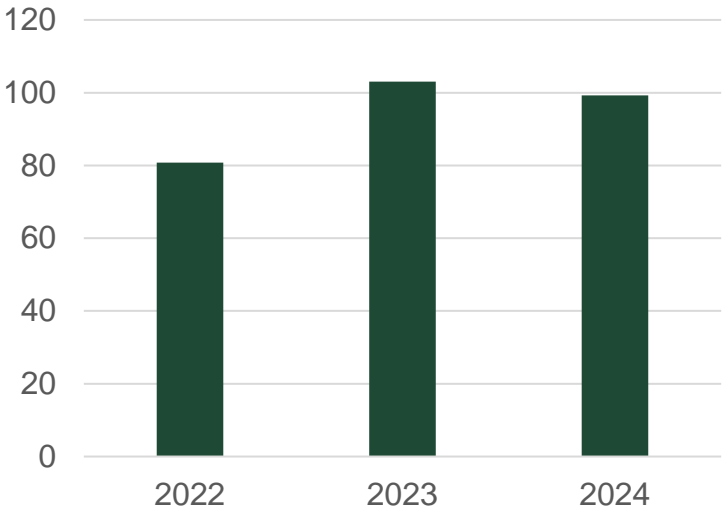


# GHG Emissions

## Scope 1 emissions

Our company vehicles remain the primary source of our Scope 1 emissions. In 2024, we further reduced our fleet from 92 to 84 vehicles, leading to a decrease in fuel consumption from 103,045 liters to 99,221 liters. This indicates improved fuel efficiency despite continued business activity, reflecting our ongoing efforts to optimize our fleet and reduce emissions.

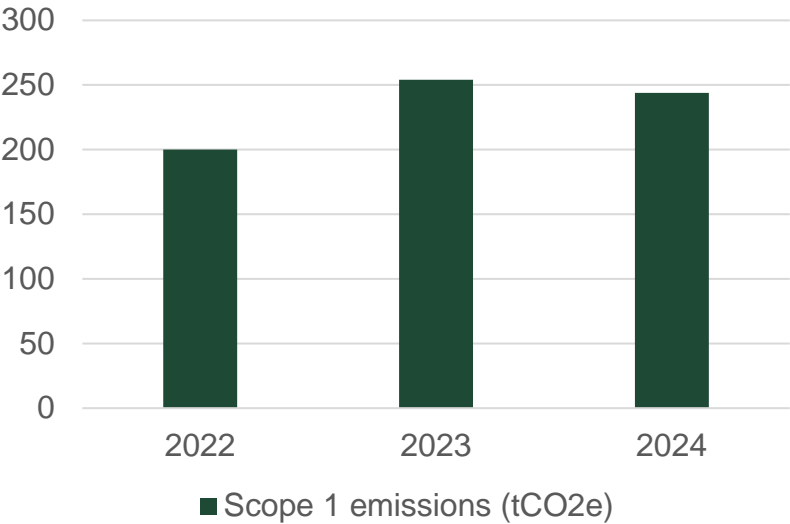
Total fuel Consumption



year	Total fuel consumption (l)
2022	80,761
2023	103,045
2024	99,221

We have started few initiatives towards reducing fuel consumption and overall GHG emissions. We implemented a "Green Fleet Policy" towards the end of 2023. This policy prioritizes the purchase of EVs where infrastructure allows, fostering a long-term shift towards a more sustainable fleet. While this policy is recent, we can already confirm its positive impact on fuel consumption and Scope 1 emissions (directly arising from our fleet) to be reflected in future reports. Two of our entities are already using electric vehicles and we are looking forward to expand our EV fleet.

Scope 1 Emissions (tCO2e)



Year	Scope 1 emissions (tCO2e)
2022	200
2023	254
2024	244

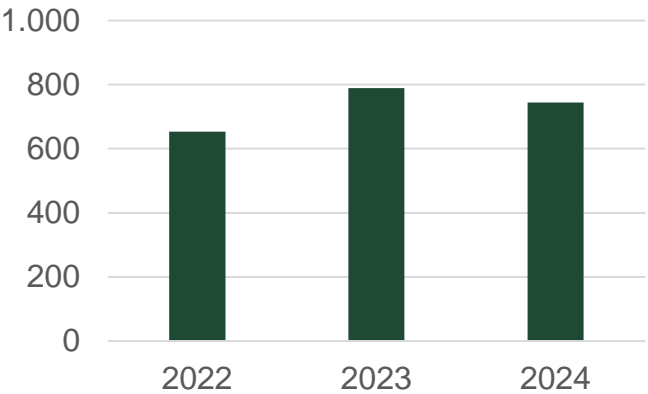
# GHG Emissions

## Scope 2 emissions

Our geographically diverse operations, spanning across 24 countries, present a significant challenge in comprehensively tracking and measuring our electricity consumption. While we've made significant progress in establishing a monitoring system, we continuously strive for even greater accuracy in our data collection.

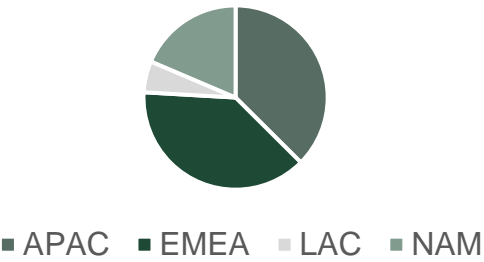
Our electricity consumption for 2024 decreased by 8% compared to last year. We are continuously investigating and exploring ways to optimize energy use as our workplace model evolves, alongside assessing renewable energy alternatives across our markets.

Total electricity consumption (MWh)



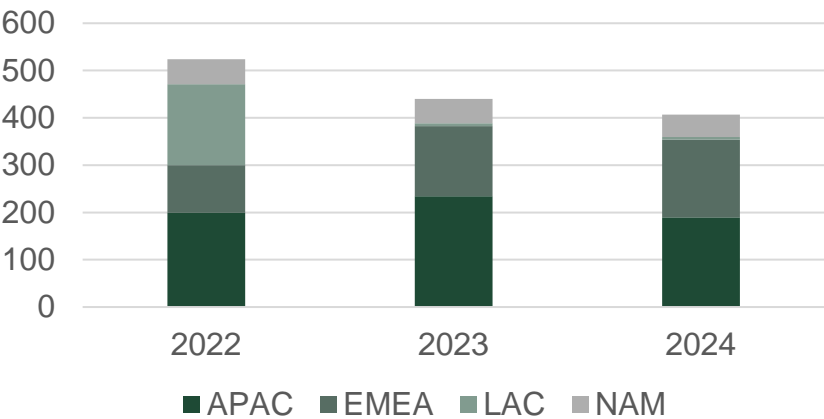
Total electricity consumption (MWh)	
2022	653
2023	790
2024	744

Total electricity consumption by region (MWh)



Total electricity consumption by region (MWh)	
Asia Pacific	279
Europe, Middle East & Africa	286
USA & Canada	138
Latin America & The Carribean	41

Scope 2 emissions (tCO2e)



Year	Scope 2 emissions (tCO2e)
2022	370
2023	440
2024	407



# GHG Emissions

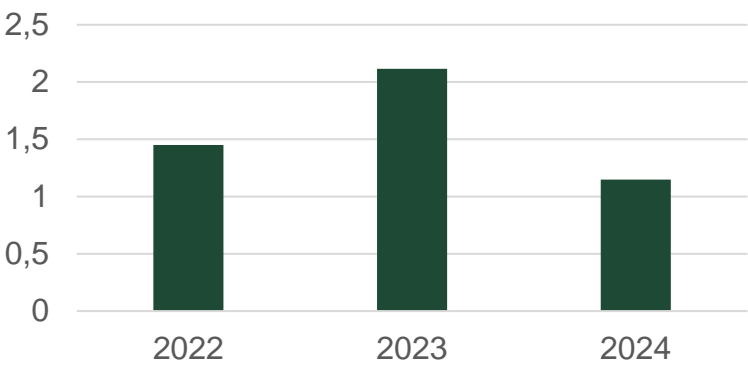
## Scope 3 emissions

In 2023 we witnessed a significant rise of 46% in business travel emissions. This reflects a return to pre-pandemic activity levels as business needs and client demands for on-site visits have grown. Additionally, we've made significant strides in improving our data collection methods, potentially contributing to a more accurate picture of our travel footprint.

While acknowledging the importance of business travel for collaboration and maintaining client relationships, we are taking the following steps to reduce our Scope 3 emissions:

- Prioritizing Virtual Collaboration**  
We are actively promoting the use of advanced video conferencing and collaboration tools to reduce unnecessary travel. This fosters efficient communication and geographical flexibility.
- Travel Policy Enhancement**  
We are exploring the possibility of introducing travel policies to encourage environmentally responsible choices. This could involve opting for fuel-efficient transportation, giving priority to direct flights, and investigating options such as carbon offset programs for necessary travel.
- Expanding Our Scope**  
We recognize the broader impact of our value chain. Beyond business travel, we are actively exploring methodologies to calculate and report on other categories of Scope 3 emissions in future reports.

Scope 3 emissions (tCO2e)



Year	Scope 3 emissions (tCO2e)
2022	1,451
2023	2,115
2024	1,149

# Energy Consumption

## Direct and indirect energy (in MWh)

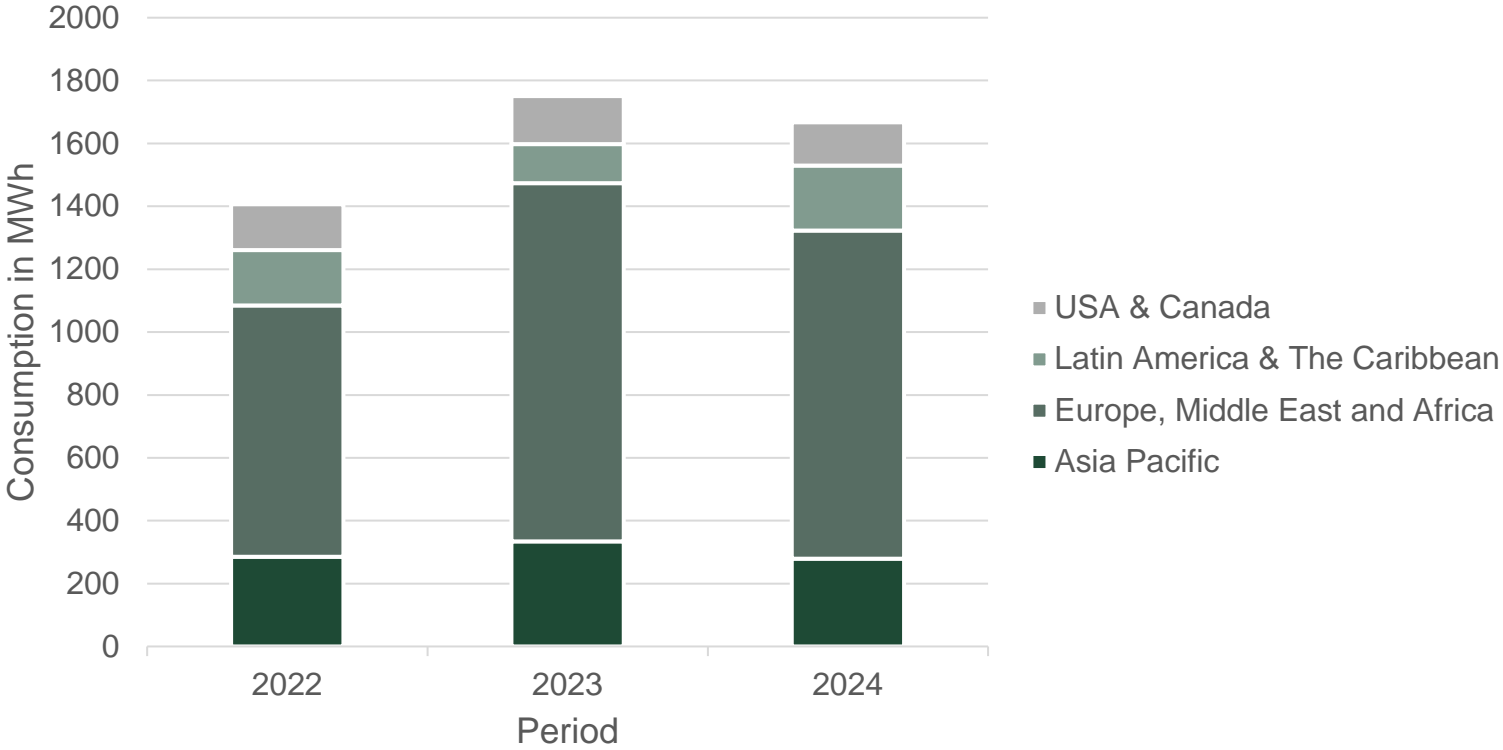
We analyzed the energy consumption trends across our global operations, encompassing both electricity and fuel usage. Comparing the figures from 2022 to 2023, we observe an increase in total energy consumption of 25%.

This rise is evident across various countries, primarily attributed to the return of employees to office spaces following a period of remote work, alongside increased client visits and engagements.

For Spain, it's noteworthy to mention that in 2022, there was no office space operational; however, in 2023, we established a new office, leading to a significant increase in energy consumption as operations commenced.

We will delve deeper into this analysis and explore opportunities to reducing our environmental footprint and enhancing energy efficiency across all our entities.

Total Energy Consumption in MWh





# Electronic Waste Management



The topic of electronic waste management is tackled differently across the diverse regions msg global solutions is operating. Various approaches and strategies were introduced to handle electronic waste efficiently and sustainably while simultaneously highlighting the challenges and the need for more standardized tracking and reporting practices to enhance sustainability efforts globally.

Germany  
Brazil  
Italy

- Equipment is purchased in Germany and recycled at the end of its lifecycle
- Specialized disposal companies

- Equipment is acquired via global procurement
- Devices are wiped and sold back to employees
- Recycling managed by landlord

USA  
Canada

China

- Equipment is purchased locally
- Devices are sold to professional refurbishment companies or recycled at waste management companies
- Local regulations are adhered to

- Equipment is purchased locally
- Devices are wiped and sold back to employees
- Specialized disposal companies
- Local regulations are adhered to

Bulgaria  
Serbia  
Croatia

UK  
Philippines  
Benelux  
France

- Equipment is purchased via global procurement

- Equipment is purchased and discarded at the end of its lifecycle
- Specialized and certified disposal companies
- Local regulations are adhered to

India

Australia  
Singapore

- Equipment is purchased in Singapore
- Laptops are wiped and donated to non-profits
- Specialized disposal companies
- Local regulations are adhered to

- Equipment is leased and returned to Germany at the end of its lifecycle
- Non-leased items are stored and reallocated when needed
- Disposal in compliance with Royal Decree 110/2015

Spain  
Portugal

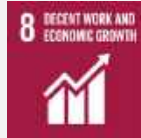
Mexico

- Equipment is purchased locally
- Special containers for waste and special transportation

- Equipment is purchased via global procurement and given back to supplier at the end of its lifecycle
- Take-back obligation (disposal costs incl. in purchase price)

Switzerland





## SOCIAL

We believe that corporate social responsibility extends beyond our environmental impact. It encompasses our dedication to the well-being of our employees, the communities we serve, and the broader society. In this section of our sustainability report, we will explore the social dimensions of our operations, focusing on key areas and initiatives.

The recognition of social responsibility has grown significantly among companies and investors worldwide. We understand that fostering diversity and inclusion, promoting ethical business practices, ensuring health and safety in the workplace, and nurturing talent development are essential for long-term sustainability and success. These commitments shape our approach as we strive to create an inclusive and ethical work environment that unlocks the full potential of our workforce.

Within this report, we will conduct a thorough analysis of how **msg global solutions** addresses these social issues. We will highlight our initiatives and policies that promote diversity and inclusion, cultivate a culture of ethical conduct, prioritize health and safety, and drive talent development. Furthermore, we will assess the outcomes and impact of these efforts, celebrating our achievements while recognizing the challenges that lie ahead.

Through this comprehensive examination of our social responsibility practices, we aim to showcase our commitment to positive change and the generation of sustainable value. By upholding transparency and accountability, we continuously seek to improve and contribute to a more inclusive, ethical, and socially responsible future for our employees, stakeholders, and society at large.

### Highlights 2024



1,347  
Employees



196,628  
Hours of training



1  
Work-related injury



# Our People

## Employees

We are proud to be a company that operates globally, with a presence spanning multiple countries and regions. By December 31, 2024, our dedicated team consisted of 1,347 employees worldwide.

- 638 colleagues were based in Europe.
- 194 in the Americas region.
- 515 in Asia & Pacific region.

## Recruitment

We take great care in our recruitment practices, recognizing the critical role the employees play in shaping our future. At **msg global** we seek out the best talent, valuing their unique skills, experiences and perspectives. We not only prioritize hiring individuals with exceptional qualifications, but we seek to attract diverse talent, fostering an environment that embraces different perspectives and experiences. Additionally, we prioritize offering equal opportunities and promoting diversity, ensuring fairness and inclusivity in our recruitment practices. We actively promote the acquisition of young talent. By providing opportunities for young individuals to join our company, we enable them to gain valuable experience and at the same time contribute fresh ideas. by building a strong and diverse team, we empower our employees to deliver innovative solutions that address complex challenges while upholding our sustainability goals.

## Recruitment policy

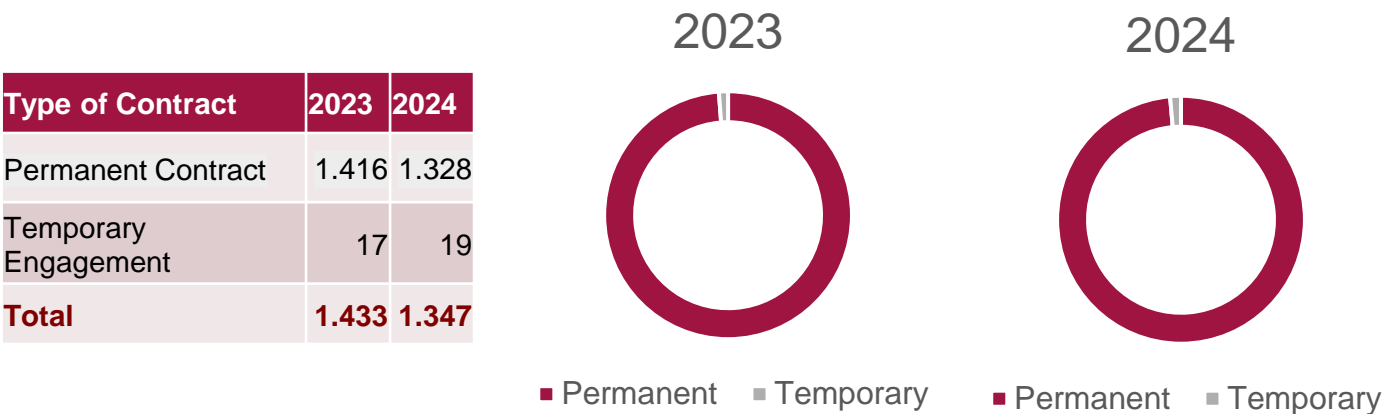
We established a global policy to outline the standard expected practices for the recruitment and hiring process while allowing legally required local deviations where applicable. The policy describes the process of planning the recruiting needs from a business perspective and attracting sourcing selecting, and hiring external job candidates.

In accordance with the requirement of our security standards and clients security requirements, we are obliged to conduct an employee background check when the business demands it.



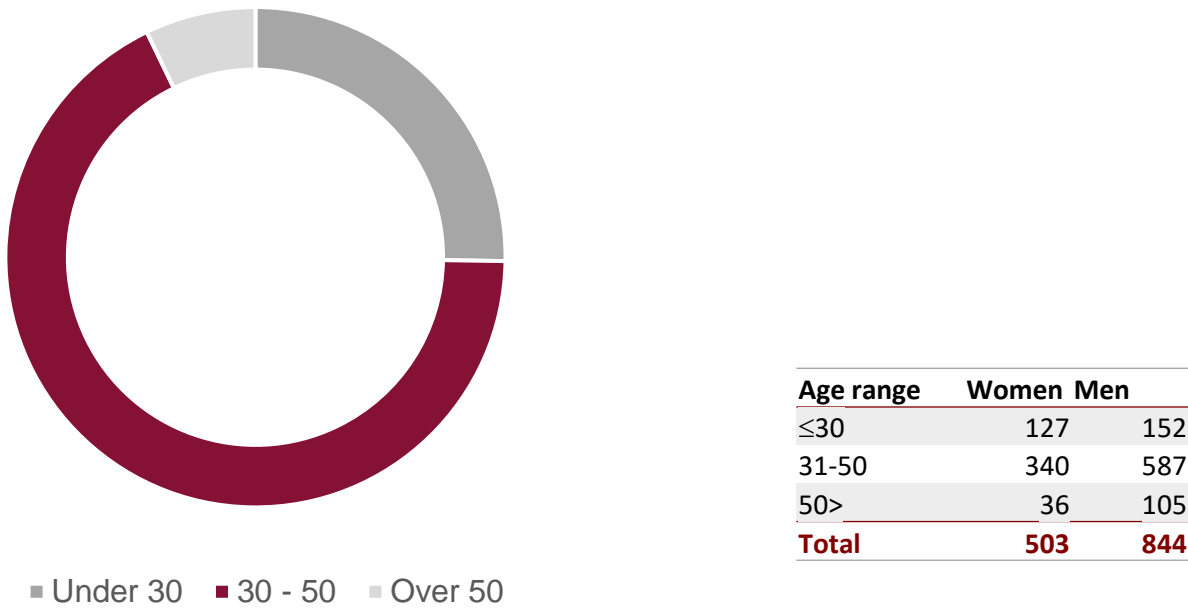
## Type of contract

Within our workforce, we have a total of 1.346 individuals employed under permanent contracts, while 20 individuals contribute to our team through temporary engagements. In addition to our core staff, we occasionally engage third-party suppliers and advisors to provide additional support as needed.



## Employees by gender and age

In terms of gender distribution, **msg global** has 63% male colleagues and 37% female colleagues. Additionally, our workforce was categorized by age range as follows:





# Our People

## Employee Career Level



The success of our company is driven by the dedication and expertise of our employees. Our commitment to promoting sustainability and creating a positive work environment applies to all roles within our organization, and to all job levels, from entry-level positions to executive leadership.

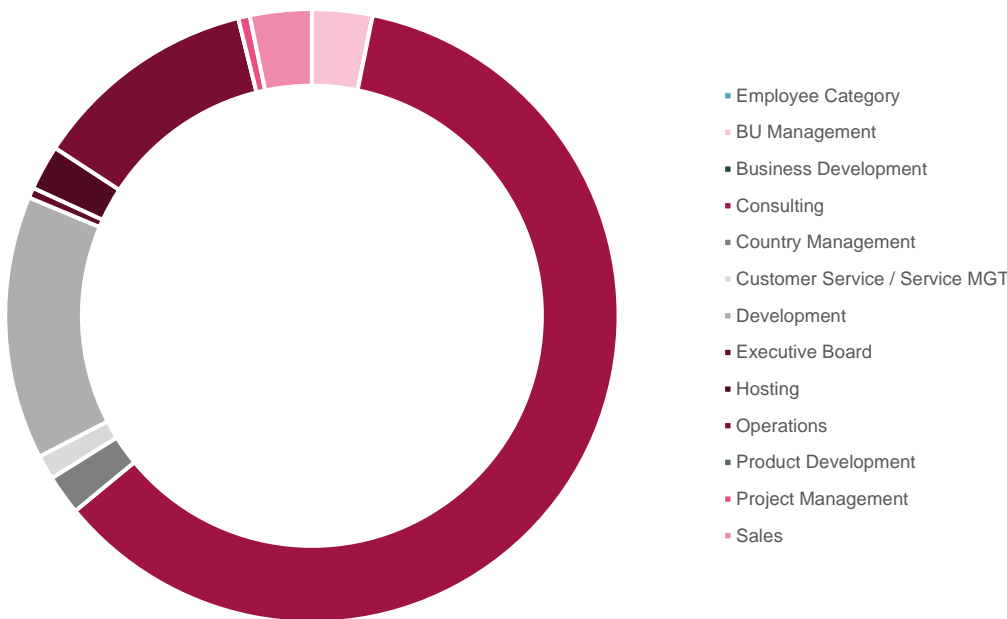
We have eight career levels, starting from L0 and progressing to Executive. At msg global, we emphasize the career development of our employees and have implemented a structured Performance Management Process to manage both the performance and development of individual employees on the one hand and to set the direction for setting organizational goals on the other hand.

Each level represents an opportunity for career growth and advancement, and we are committed to providing employees with the necessary resources, training, and development opportunities to succeed in their roles and advance their careers.

As they progress through the various career levels, employees receive increasingly complex and challenging assignments, with opportunities to lead projects and teams, gain exposure to different areas of the business, and take on new responsibilities.

Consultants make up most of our workforce, but we recognize the significance of providing all our employees with the necessary resources and support to excel in their roles. We invest in their professional development by offering extensive training, mentorship programs, and regular feedback sessions to ensure they possess the knowledge and skills to provide exceptional services to our clients.

In general, our Career Model is based on Career Levels and Job Families, which combined allow a role-specific framework.



Our gender distribution by professional and level category are shown in the table below:

Measures	Women	Men
Consulting	283	518
Operations	109	58
Development	68	122
BU Management	9	38
Customer Service / Service MGT	9	10
Country Management	8	20
Hosting	8	27
Sales	8	36
Executive Board	1	7
Project Management	0	8
Grand Total	503	844

## The Performance Management Process Phases

**Performance Assessment:** Pertains to the process where the employee first completes a mandatory self-assessment and second, the manager assesses the employee.

**Performance Calibration:** Ensures fairness and objectivity in the decision-making process by applying the same standards for performance rating and promotion across all employees.

**Performance Appraisal:** This is a structured, annual discussion between the employee and their manager where the employee's performance from the previous year is assessed, and targets of the previous year are evaluated. New targets are set in relation to specific pre-established organizational targets. The appraisal also includes an individual career development review, including training and development opportunities as well as a compensation review.

Remuneration planning is based on several factors, such as individual employee performance, local market benchmarking, salary ranges per career level, and the overall budget and company strategy.

The remuneration is split into fixed and variable pay. The recommended ratio of fixed vs. variable salary is the following. Deviations are possible based on local practices:

- Levels 1-2: 90 / 10 %
- Levels 3-4: 80 / 20 %
- Levels 5-6: 70 / 30 %





# Our People

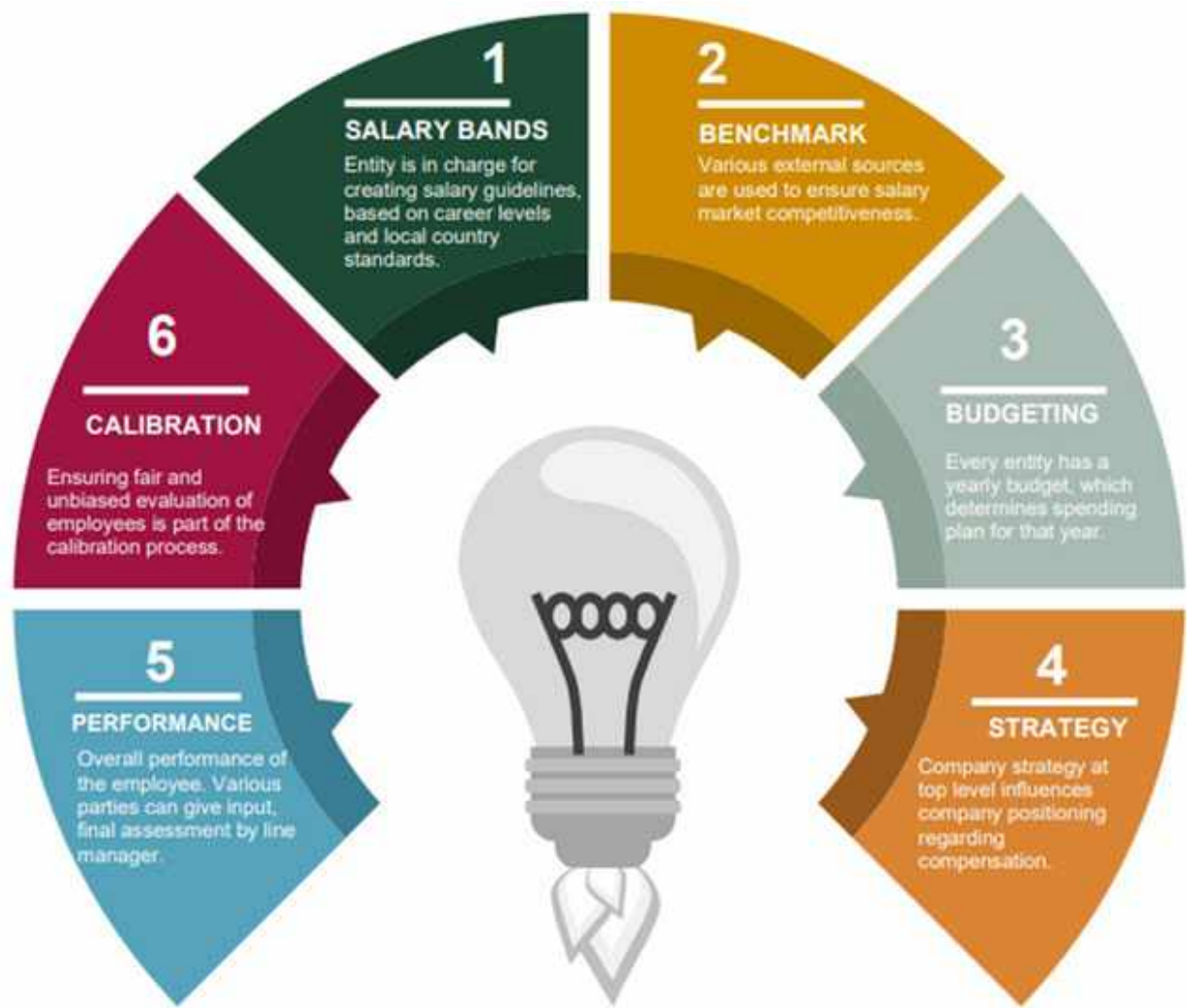
The variable salary is based on the individual target achievement, and the targets are set with each employee on an annual basis in the mandatory appraisal meeting between the employee and their respective Line Manager.

The EBIT is one part of the standard targets of each employee. The msg global EBIT (Earnings Before Interests & Tax) is defined by the msg global Executive Board based on the financial forecast for the year. This target promotes collaboration and shared goals of msg global as a whole and is shared by all job families. EBIT for the year 2023 was set to 22.3m EUR.

Tailor-made targets give additional flexibility when setting up targets for employees. As a general rule, those are quality targets that can be set in various ways. They can be made of only one or several sub-targets. Still, each target needs to have a precisely set percentage, and all must follow the so-called SMART criteria. This means that the targets need to be Specific, Measurable, Achievable, Relevant, and Time-Bound.

Targets specific to a particular role or job family can be one or more of the following: a Team (or Department) target, Project Margin (for project managers), Revenue (for Country Management, BU Heads), and/or Utilization (for BU Heads).

SuccessFactors supports the usage of our incentive model through performance management.



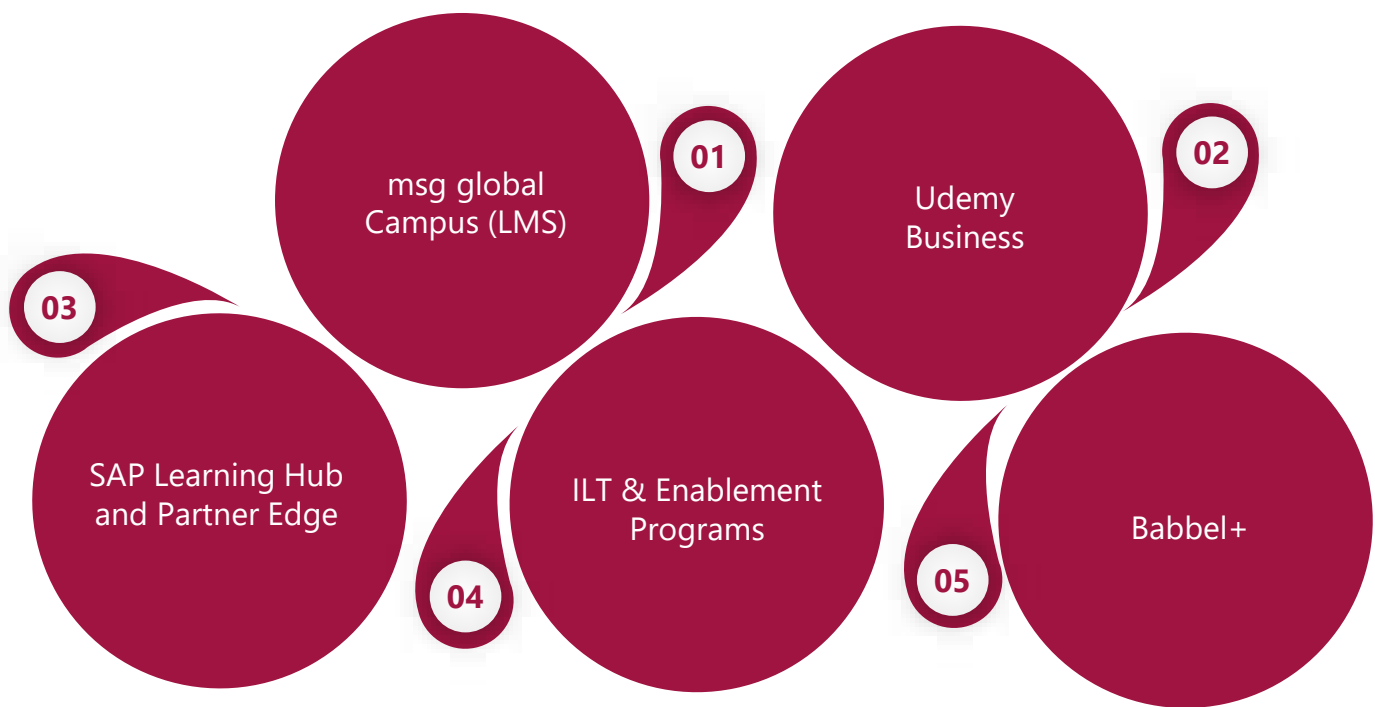
# Training

We understand that investing in our employees' professional growth not only enhances productivity but also contributes to their happiness and long-term retention. By providing comprehensive training programs, mentorship opportunities, and regular feedback sessions, we ensure that our workforce at msg possesses the necessary knowledge and skills to deliver exceptional services to our clients. We believe that continuous learning and upskilling are essential to staying competitive in today's corporate landscape, enabling us to meet the evolving demands of consumers and markets.

**Vision:** Educate our (SAP) expert network of the future!

**Mission:** Drive sustainable growth through knowledge management and educational services.

Regarding training and development, msg global has a broad portfolio of offerings:



196.628  
Total training hours in 2024

142,4  
Average training hours per employee



# Our People



## Culture Survey

In November 2023, we conducted a Culture Survey to understand employee experiences and identify priority areas for improvement. Throughout 2024, we focused on key topics raised in the survey. In response to survey findings, we took steps to turn insights into actions. Each entity within msg global has been tasked with crafting action plans to address specific areas for development. Dedicated teams, including unit and team leads, local HR, and country management, were assigned to work on these plans. Their efforts were focused on creating positive changes that will enhance our work environment and support our growth as a cohesive global team. As we prepare for our next Culture Survey in 2025, we remain committed to building on this progress. By continuing to listen, learn, and act on feedback, we aim to further improve our workplace experience and achieve even stronger results in our next survey.

## Benefits

In 2024, we continued to prioritize the well-being and satisfaction of our employees by expanding and enhancing our benefits programs. We remain committed to offering competitive benefits tailored to local conditions and industry benchmarks while staying current with emerging trends. Building on our existing initiatives, we introduced new policies to enhance flexibility and work-life balance. We updated our Hybrid Working Policy to provide employees with greater flexibility in balancing remote and on-site work. To ensure fair and competitive compensation, we conducted Global Pay and Benefits Surveys, helping us benchmark salaries and benefits effectively. We also made significant improvements to work environments based on employee feedback with newly designed office spaces or office renovations introducing enhanced workstations, recreation areas, and improved facilities to create a more comfortable and inspiring workspace. By continuously evolving our benefits and workplace initiatives, we strive to create an environment where employees feel valued, supported, and empowered to thrive, ensuring that our organization remains a great place to work.



# Global Mobility

During 2024, the Global Mobility team continued with coordination and support of all international mobility topics within the group of msg global entities. Global Mobility managed to successfully relocate employees across the globe, among others to Spain, Portugal, Italy, the US, Switzerland, China, Germany, Australia and India.

Over the course of the year, Global mobility's major task was to strengthen the knowledge of Global mobility basic concepts and to provide more clarity in the international mobility processes, to define and to set responsibilities for the stakeholders in both relocation and assignment cases. Aiming to do so in 2024, Global Mobility team introduced a Global Mobility Overview training which was launched in February 2024. The training is designed to introduce and prepare all msg global's Line Managers, Country Managers, Project Managers, and HR specialists for potential cases and queries from their reportees concerning international transfers.

**Permanent International Relocation Policy:** Regulates the permanent relocation of our colleagues from one msg global entity to another. The Policy outlines two different types of relocations - "Business Need" and "Triggered by the Employee". It clearly defines the responsibilities, the approval process and the mandatory steps and actions of all stakeholders.

**Assignment Policy (Procedure):** Regulates the set-up and organization of processes related to temporary transfers of colleagues who are assigned abroad to work in another msg global entity or on client's premises. The procedure gives an overview of the two types of assignments: "Short-term" and "Long-term". It clearly sets the responsibilities during the assignment process and lists potential benefits and support provided by the company.







# Women’s Empowerment Network



As part of our commitment to fostering an inclusive and diverse workplace, msg global solutions and Nexontis established the Women's Empowerment Network (WE Network) in August 2024 to support the Empowerment Pillar of our sustainability strategy.

The WE Network serves as a platform to connect employees across all msg group companies who are interested in topics related to women and diversity. By leveraging synergies across existing women's networks within the organization, it aims to foster exchange, knowledge-sharing, and collaboration. To achieve its mission, the WE Network hosts quarterly online, hybrid, and onsite sessions, workshops, and meetings, addressing key topics related to gender equality and professional development. Additionally, entity-specific onsite meetings provide tailored opportunities for discussion and engagement.

One of the core objectives of the WE Network is to actively contribute to our Environmental, Social, and Governance (ESG) goals, particularly by supporting our Gender Equality Commitment to increase the number of female employees in leadership positions.

By strengthening this network, we reaffirm our dedication to creating a workplace where diversity is valued, and career opportunities are accessible to all.

## Promotion statistics by gender for 2024

	# Promoted Employees	# Female	# Male	% Female	% Male
Executive	2		2		100.00%
Level 2	75	36	39	48%	52%
Level 3	42	21	21	50%	50%
Level 4	27	8	19	30%	70%
Level 5	14	5	9	36%	64%
Level 6	1		1		100%
Grand Total	161	70	91	43%	57%



# Diversity, Equity & Inclusion



## Our Commitment

From each corner of the world – our employees are as unique as the continents where they live. Diversity is what makes msg global great. We value diversity and strive to maintain an inclusive environment. We are better able to serve our clients because of, not in spite of, our differences; culture, religion, gender, gender identity, age, race, sexual orientation, abilities, disabilities, and any other dimension of diversity. We endeavor to be equitable in our treatment of each member of our team. We take this seriously and work each day to provide our employees and our clients a diverse, equitable, and inclusive company.

## DE&I Policy

msg global also introduced a [DE&I policy](#). The purpose of this policy is to support and facilitate an inclusive environment that embraces all that makes us different and recognizes the benefits that these differences make. Details on responsibilities, definitions, DE&I in recruitment, training and career development, as well as the procedure for resolving complaints can be found there.

## Gender Equality Commitment

In 2024, we remained committed to achieve the following target by 2030:

46%

of women by 2030

36%

of women at L3-L6 positions by 2030



## DE&I Training

As part of our commitment to diversity, equity, and inclusion, we introduced mandatory DE&I training in 2022, covering unconscious bias, cultural competence, and respectful communication. In 2023, we committed to further enhancing our employees' skills and understanding across our five Global DE&I Pillars. We are excited to share that, since October 2023, we have launched three training courses related to our Global DE&I Pillars (see below). Wellbeing, Culture, and Pride. We plan to roll out training for Empowerment and Access in 2025.

## Global DE&I Pillars

This year we have continued our unwavering commitment to diversity, equity, and inclusion, as we've taken significant strides forward with the implementation of our five foundational Global Pillars: Access, Culture, Empowerment, Pride, and Wellbeing. These pillars stand at the core of our organizational values, guiding every facet of our DE&I initiatives.

The following pillar descriptions reflect the objectives and focus areas established in 2023 and were relevant for 2024:



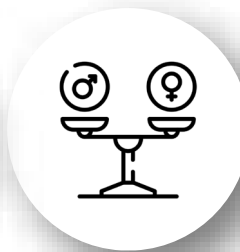
### ACCESS

Aims to integrate our employees with disabilities, both visible and invisible, and raise awareness of the prejudices globally and seek to eliminate them.



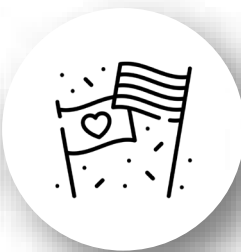
### CULTURE

Aims to create a space where all cultures are embraced and where we can learn from each other's differences while understanding the economic inequality and structural racism that exists globally.



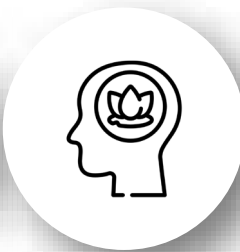
### EMPOWERMENT

Focus on helping women progress within the organization and achieve the highest levels of success while understanding that, globally, there is gender inequality.



### PRIDE

Focus on the inclusion of our LGBTQIA+ employees and raise awareness of the challenges they face globally, while ensuring a safe space where all msg global employees can be comfortable being their authentic selves.



### WELLBEING

Focus on the mental wellbeing of our employees, addressing important mental health topics related to our work environment and how to positively impact the mental health of our msg global community.

As we move forward, we will continue to build on this strong foundation, adapting our approach to keep pace with the evolving needs of our business and the broader world.



# Health & Safety



We are committed to creating a workplace where employees feel safe, supported, and valued. Prioritizing both mental and physical well-being, we actively promote work-life balance and stress management. By fostering a healthy and positive environment, we empower our team to stay productive, engaged, and motivated for long-term success.

## Travel Health Insurance

We also have group-wide travel health insurance in place. This insurance policy provides protection to employees who are injured while on a business trip abroad. All accidents and acute illnesses that occur during the international stay are covered.

## International SOS

International SOS is our partner in providing 24/7 assistance service and access to medical information and treatment in case of emergency to our colleagues before, during, and after a business trip. Emergencies are defined as acute medical conditions, man-made or natural disasters. It complements the Travel Health Insurance and provides support in making sure a person gets rescued and/or receives the required medical treatment in time.

## Work-related injuries

We prioritize the well-being of our employees by fostering a safe and secure workplace. While our IT and consulting industry presents minimal risks, we remain committed to maintaining the highest safety standards. In 2024, we recorded just one work-related injury - which reflects our ongoing dedication to workplace safety. By continually enhancing our safety measures and promoting a culture of well-being, we create an environment where employees can thrive, stay productive, and contribute to long-term success.







## GOVERNANCE

The governance aspect of ESG refers to the systems, structures and processes that guarantee that our company operates in an ethical and transparent way and with accountability to all of our stakeholders. By implementing strong governance practices and processes, which are periodically reviewed and updated, we mitigate risk, make informed decisions, and build a sustainable future together.

Good governance is a crucial aspect of sustainability and responsible business practices. It encompasses the structures, processes, and policies that guide the decision-making and operations of a company. In this sustainability report for msg global solutions (hereinafter msg global), we will delve into the governance practices and principles that shape the company's approach to sustainable business. We will explore how our company establishes and keeps updated transparent and accountable governance mechanisms, aligns its practices with industry standards and regulations, and fosters a culture of ethical conduct and integrity. By examining msg global's governance framework, we aim to provide stakeholders with insights into the company's commitment to sound governance practices and its role in driving long-term value creation while maintaining social and environmental responsibility.



100%

Anticorruption training



0

Incident of corruption





Code of Conduct

msg global's Code of Conduct displays our guiding set of principles that outlines the ethical standards as well as rules and regulations for behavior in all of our business areas. msg global companies are committed to the values of partnership, integrity and commitment in all they do. High standards of conduct are important in maintaining the trust and confidence of our clients, shareholders, business partners, and the communities in which we live and work.

msg global's Code of Conduct defines conflict of interest, and sets limitations and provides clear instructions for employees and other stakeholders on issues such as compliance with laws and regulations, fair business behavior, respect for human rights, and fair labor practices, secondary work; management/supervisory position with other companies; personal gain, bribery, corruption; confidentiality; relationship with customers, vendors, competitors; books and records; insider information; discrimination and harassment; unacceptable behavior; alcohol and drugs usage.

By adhering to this Code of Conduct, we expect our employees to conduct themselves with both personal and professional integrity and uphold our commitment to doing business in an ethical and sustainable manner. There is a mandatory Code of Conduct training for all employees.

Supplier Code of Conduct

We understand that our suppliers play an essential role in helping us achieve our sustainability goals. To ensure that our suppliers share our commitment to ethical and sustainable practices, we have established a Supplier Code of Conduct. msg global requires all its suppliers, service providers, and persons who act or are used on behalf of msg global to comply with all of the requirements therein, which are attached to every contract.

The Supplier Code of Conduct specifies our expectations for responsible sourcing, environmental sustainability, labor and human rights, and business integrity and is signed by all our entities, including, in particular, compliance with the relevant national and international laws, ordinances, and other regulations, as well as recognized fundamental standards for occupational safety, health and environmental protection, labor rights, and human rights, as well as responsible Corporate Governance. We can build a more ethical and sustainable supply chain, reduce risk, and have a beneficial influence on society and the environment by collaborating with suppliers that share our values.

Anti-Corruption

msg global is subject to a number of anti-corruption provisions, standards and regulations and laws in the course of its business activities and in the various jurisdictions in which msg global does business. To ensure compliance with all such provisions, standards and regulations and laws, msg global has established internal rules and processes that govern internal controls to ensure compliance with all applicable anti-bribery and anti-corruption regulations.

Preventing corruption is one of the major topics in our Code of Conduct training. We act along the related implementation procedures and processes that promote and ensure compliance with all corruption requirements relevant and applicable to msg global. We educate our employees about ethical principles and anti-corruption regulations, and we expect all msg global employees to be aware of and comply with this policy. It is important to show transparency and create accountability within our organization in order to promote integrity and responsible behavior from everyone.

Here are some statistics related to corruption:



msg global is committed to conducting business ethically and with integrity. To such effects, msg global implemented a whistleblowing system with a accompanying policy, designed to ensure that any employee can raise concerns about wrongdoing or malpractice within the msg global without fear of victimization, subsequent discrimination, disadvantage, or dismissal.

Such policy describes the process for those who become aware of wrongdoing in the msg global affecting the company and other persons, to report their concerns at the earliest opportunity via the whistleblower tool established to such ends, so that they can be properly investigated.



# Human Rights

As a responsible and sustainable organization, we recognize the importance of respecting and upholding human rights in all our operations and business activities. Our commitment to human rights is grounded in the fundamental principle that all human beings are entitled to dignity, respect, and fair treatment. Furthermore, we seek to ensure that our suppliers and business partners uphold these same values and principles.

## ILO

As part of our commitment to DE&I and promoting fair labor practices, our msg global entities have signed commitments to comply with the International Labor Organization's (ILO) Core Labor Standards. Those standards are internationally recognized and include, among others, the freedom of association, non-discrimination, and the prevention of forced or compulsory labor, child labor, or any violations involving the rights of indigenous peoples.

We believe that fair labor practices are crucial for the well-being of our employees and the long-term sustainability and success of our company, which is why msg global commits to supporting and ensuring a diverse, equitable and inclusive workplace.

## Data Security & Privacy

We take reasonable physical, administrative, procedural, and technical measures to protect personal data under our control from loss, misuse, and unauthorized access, disclosure, alteration, and destruction.

We continually take appropriate security measures to protect personal data in accordance with the GDPR and other relevant data protection laws.

msg global applies the best industry standards regarding data protection and has established an Information Security Management System (ISMS) in accordance with ISO 27001:2022 standard, with a full scope of controls implemented.

As required by law, msg global informs its employees and job candidates, through the Employee Data Protection Policy and Job Applicant Privacy Policy respectively, on how we process their personal data, including the technical and organizational measures in place to ensure its protection.

We have documented the technical and organizational measures (TOMs) applicable to each one of our entities worldwide tailored to their specific requirements and needs. These TOMs are updated at least annually. Early updates may be made due to changes in legislation or when deemed necessary, for example when the systems used are modified.

msg global solutions has also established relevant guidelines for the use, storage, and handling of electronic data within the Corporate Documents and Storage Policy which includes different documents and types of storage.

Our company is deeply committed to information security awareness, especially when sensitive personal data is involved. All employees must annually complete trainings regarding security data protection and are obliged to maintain confidentiality when having access to any type of personal data of other employees, customers and third parties.

The Data Protection Officer (DPO) appointed by the company advises business units on possible data protection risks and information security issues by identifying potential threats of non-compliance and recommending measures to alleviate them.

In the event of a security breach leading to accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or unauthorized access to personal data, msg global will immediately assess the risk to the rights and freedoms of the data subjects and, if applicable, notify this breach to the competent supervisory authority and/or the affected data subjects.





# Corporate Social Responsibility Initiatives

At **msg global solutions**, we are committed to integrating CSR initiatives into our operations and fostering sustainable and continuous development. With the introduction of our CSR policy, we have formalized our dedication to making a positive impact on society and the environment.

## Promoting Sustainable Practices

We firmly believe that taking responsibility for the environment and society begins from within. To cultivate a culture driven by consciousness, we proactively motivate our employees to embrace sustainable practices. Through awareness campaigns, training programs, and engagement initiatives, we empower our team members to adopt sustainable behaviors both at work and in their personal lives. By fostering a collective commitment to environmental stewardship, we amplify our impact and contribute to a more sustainable future.

## Collaboration with Stakeholders


As an IT and consulting company, we recognize the importance of collaborating with our clients, suppliers, and partners to drive sustainable change. We actively support and assist them in their sustainability journeys by offering guidance, sharing best practices, and providing resources for monitoring and managing sustainability performance. Through our advisory services and tools, we help our clients develop effective strategies, implement measurable actions, and continuously improve their environmental and social impact.

## Philanthropic Donations and Non-Commercial Sponsorship

As part of our CSR policy, we have established options for philanthropic donations and non-commercial sponsorship. These initiatives enable us to contribute to social causes and support organizations that align with our values and mission. By investing in philanthropic efforts, we aim to make a meaningful difference in communities and address societal challenges.




# Our Vision & Mission Statements



**Mission**

We focus on balancing social, environmental, and economic values in our core strategy and operations. By involving our employees, our customers, and the surrounding community, we want to improve our business while enhancing long-term social and environmental sustainability.



**Vision**

We strive to achieve excellence, innovation, and performance in a social and sustainable manner.

## Sustainability Tip

We kept the series going in 2024! Last year, we launched a Teams series to share sustainability tips and updates. Each month, we provide our colleagues with practical insights and highlight ESG initiatives from our offices around the world.

## Green Fleet Policy

**msg global** implemented a Green Fleet Policy in 2023. This new policy marks an important step towards reducing our carbon footprint and contributing to a more sustainable future.

Our Green Fleet Policy is designed to promote eco-friendly practices in our company’s transportation activities. By adopting more and more fully electric vehicles, optimizing routes, and encouraging alternative transportation options, we aim to minimize our environmental impact. As a responsible company, we recognize the urgency of addressing climate change. The Green Fleet Policy aligns with our commitment to sustainability and helps us play an important role in preserving our planet. It focuses on giving insights regarding travel planning, business trips, car leasing, and driver awareness. Every employee is a key player in this initiative and is encouraged to be mindful of their respective transportation choices and should always consider carpooling or using public transportation.





## Our CSR Initiatives



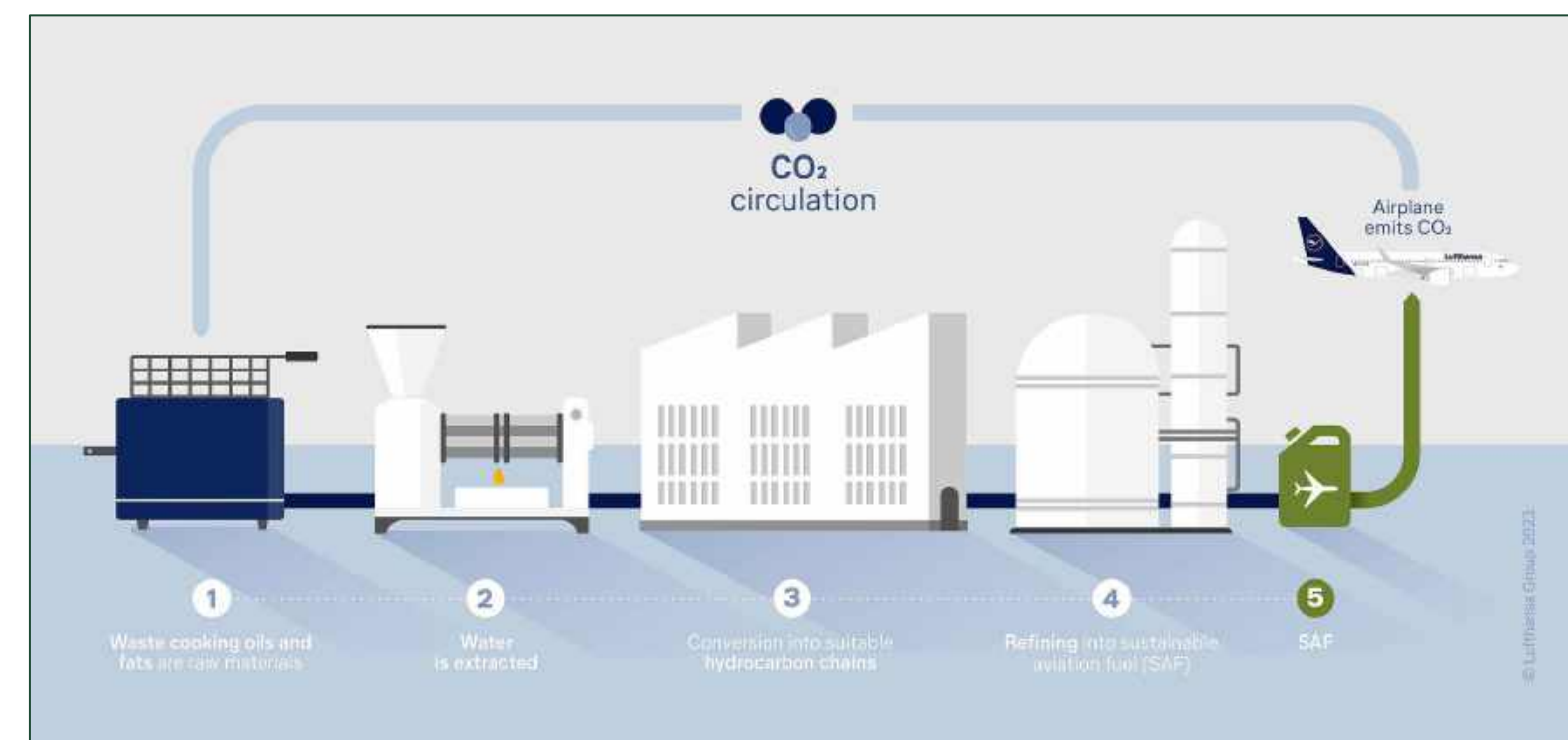
### Sustainable Aviation Fuel | Emission Mitigation Certificate

#### From Benefit Points to Sustainable Aviation Fuel

We are excited to introduce a new way to contribute to sustainable aviation and reduce our company's carbon footprint. Through the **#MakeChangeFly** initiative, we converted Benefit Points into Sustainable Aviation Fuel (SAF), helping us meet the challenge of minimizing our GHG emissions.

#### What is SAF?

SAF refers to **Sustainable Aviation Fuel**, which is a cleaner alternative to conventional jet fuel. SAF is produced without the use of fossil raw materials and is an important technological key for more sustainable flying as well as the reduction of greenhouse gas (GHG). The current generation of SAF used by the Lufthansa Group is produced mainly from biogenic residues, such as used cooking oils and waste fats.



#### Emission Mitigation Certificate

**compensaid**  
by Lufthansa Innovation Hub

Issue Date: 01.11.2024  
Certificate Number: OOP/3082A

#### msg global solutions Deutschland GmbH

Lufthansa Group and Compensaid hereby guarantee the purchase of 1,014 kg of Sustainable Aviation Fuel on behalf of msg global solutions Deutschland GmbH resulting in an emission mitigation of at least 3,031 kg CO<sub>2</sub>e\* in comparison to conventional (fossil) jet fuel based on a Well-to-Wheel assessment. This fuel has not been derived from Palm Oil or Palm Fatty Acid Distillates and the resulting mitigation is exclusively allocated to the aforementioned company. The fuel manufacturer is certified according to ISCC EU and complies with the requirements of the RED and the certification system ISCC EU which is approved by the European Commission.

Total Mass: 1,014 kg  
Total Energy Equivalent: 43,200 MJ  
WTW emission factor max. 1145 g CO<sub>2</sub>e\*/MJ  
Mitigation in percent (WTW basis): min. 80 %  
Mitigation (absolute) min. 3,031 kg CO<sub>2</sub>e\*  
Fossil fuel emission factor: min. 3,766 kg CO<sub>2</sub>e\*/MJ  
Lufthansa Fuel Unit (FFU)

CO<sub>2</sub>e\* mitigation  
**3,031 kg**

Amount of SAF purchased  
**1,014 kg**

*Jan Pechstein*

Jan Pechstein  
Head of Corporate External Management & Sustainable Aviation  
Fuels, Lufthansa Group

*Katja Kieffner*

Katja Kieffner  
Head of Fuel Management Supply, Lufthansa Group

*Müller-BBM Cert Umweltgutachter GmbH*

Müller-BBM Cert Umweltgutachter GmbH  
Independent auditor for verification of this  
certificate and the associated calculation principles

\* Includes CO<sub>2</sub>e\* equivalent from production, transport and distribution of the fuel, excludes CO<sub>2</sub>e\* equivalent from combustion.

#### Calculation based on:

emission factor SAF (ITWG) 0 g CO<sub>2</sub>e\*/MJ, emission factor fossil fuel (ITWG, acc. Regulation (EU) 2018/2001) 3,766 g CO<sub>2</sub>e\*/MJ, Jet-A1 energy factor (acc. DIN EN 16718) 42,1 MJ/kg, Jet-A1 emission factor SAF (WTW) as given in NABEU Certificate or Refiner's Bi-fuel Sustainability Statement; emission factor fossil fuel (WTW, acc. DIN EN 16718) 107 g CO<sub>2</sub>e\*/MJ, lower heating value (acc. ASTM D1601) min. 42,8 MJ/kg





## Our CSR Initiatives

### HRIO Sustainability Index | msg global solutions Croatia

We are proud to announce that our entity in Croatia has successfully participated in the **HRIO Sustainability Index**, a distinguished benchmark for environmental, social, and governance (ESG) performance.

This accomplishment underscores our commitment to integrating sustainability into our operations and adhering to globally recognized standards for responsible business practices. By taking part in this initiative, we reaffirm our dedication to contributing to a more sustainable and equitable future.

**We extend our gratitude to everyone involved in making this achievement possible.** Your efforts continue to drive meaningful progress in our sustainability journey.

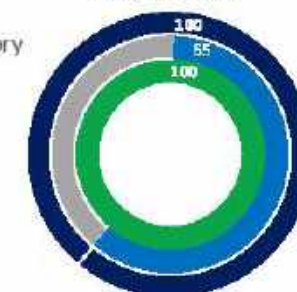


#### Report on the results for 2024 - MSG GLOBAL SOLUTIONS d.o.o.

Category: **Small company**  
Total score achieved: 393 / 500

■ Highest achieved chapter scores for the category  
■ Category average score  
■ Your scores

##### 1. Sustainable Corporate Governance



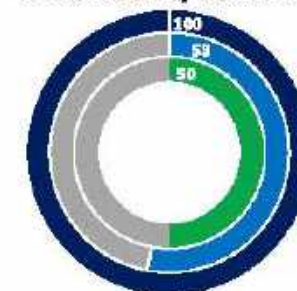
##### 2. Working Environment



##### 3. Environmental Management



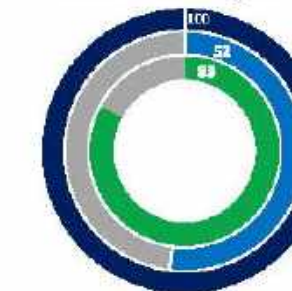
##### 4. Community Relations



##### 5. Human Rights



##### 6. Children Rights





## Our CSR Initiatives

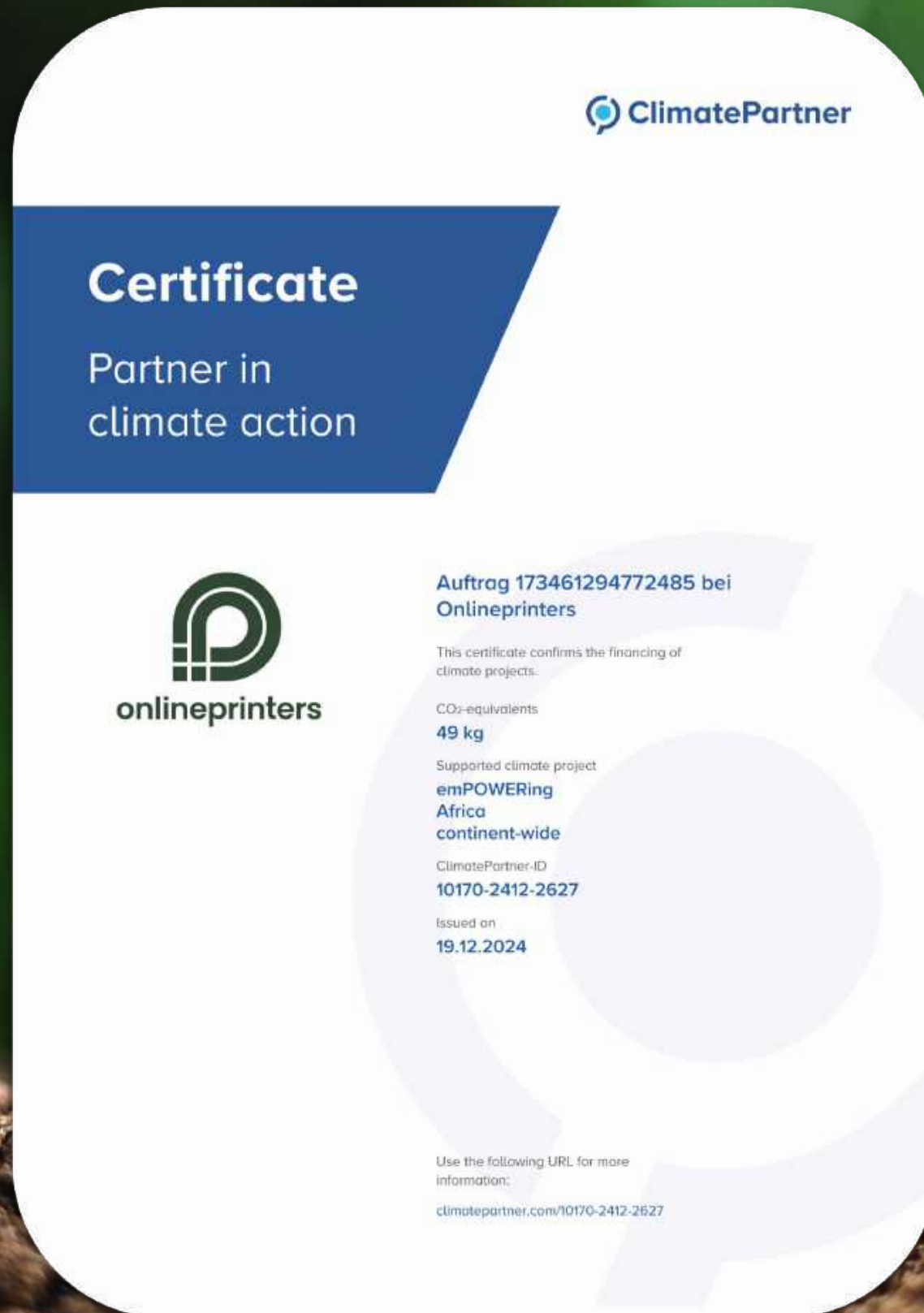


### Eco-friendly Photo Calendars | msg global solutions Germany

#### Sustainable Design in Germany

In line with our commitment to sustainability and climate responsibility, we are proud to announce the production of our **photo calendars with a ClimatePartner ID: 2030**.

This certification ensures that the carbon emissions generated during the production process were calculated, reduced where possible, and fully offset through verified climate protection projects. By collaborating with ClimatePartner, we are contributing to impactful initiatives that support global climate action. These photo calendars not only reflect our dedication to sustainable practices but also serve as a tangible example of our efforts to align our products with our broader environmental and social goals.





# Our CSR Initiatives

## Local Initiatives | msg global solutions

Local commitment is an important pillar of our CSR efforts. We would like to showcase some of the initiatives that were organized throughout 2023.

In **Spain**, sustainability and social responsibility are actively embraced. Highlights include joining **DIRSE**, a Spanish sustainability directive, and participating in the **AUSAPE Forum** to share insights on sustainability projects, such as our Navantia case. Social initiatives included partnering with **Fundación Juan XXIII** for inclusive New Year's baskets and **working together with Ilunion Hotels**, known for accessible and responsible tourism. Environmental efforts at the Madrid office featured **energy-efficient practices, recycling programs, and promoting public transport**. Additionally, our colleagues in Spain fostered community engagement through a **book exchange initiative**, reinforcing our commitment to positive societal impact and environmental stewardship.

This April, we proudly highlight the sustainability achievements of msg global **Canada**. Since launching the "**Environmental Change for Future Earth**" initiative in January 2023, our Toronto office has eliminated plastic and single-use items. Key steps include switching to reusable kitchenware, adopting smaller printers to minimize waste, and aligning with **Canada's zero-plastic goals**.

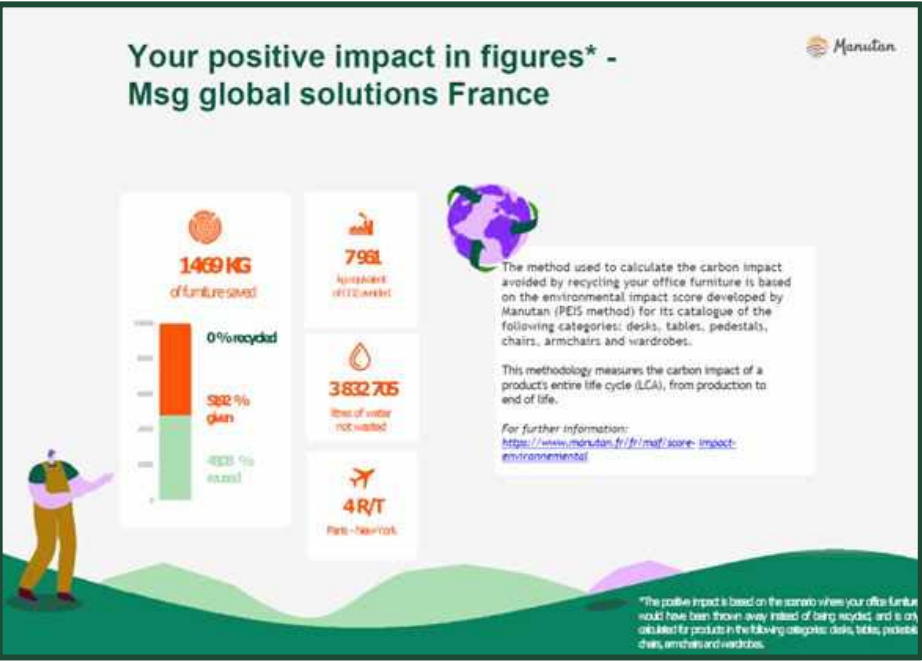
In **Serbia**, the Belgrade office reinforced its dedication to sustainability and community support through several impactful ESG initiatives. Key actions included launching a **battery recycling program**, introducing **eco-friendly stationery** made from recycled materials, and switching to **paper and wooden utensils** to reduce single-use plastics. The team also organized a CSR event, crafting and donating **26 birdhouses** to the University of Belgrade's agricultural campus and collecting **100kg of animal food** for a local shelter. Ongoing efforts, such as **waste sorting**, the "Caps for Handicaps" program, and preparing for the **safe disposal of e-waste** with Beo Metal, highlight our commitment to both environmental stewardship and social responsibility.



In **Brazil**, the CSR activities focus on sustainability, inclusion, and community impact. In São Paulo, the team collected bottle caps and tin seals for recycling, funding social initiatives through local NGOs. They've also launched waste reduction programs to cut single-use plastics and promote recycling. Key highlights include *Women in Technology Volume III*, co-authored by our Sales Director in Brazil Eliana Gomes, the **Pink October breast cancer awareness campaign**, and projects for responsible electronic waste disposal. msg global Brazil also supports **LGBTQIA+ inclusion through partnerships** with SWISS RE, AON Benfield, Marsh & McLennan, and the Brazil-Germany Chamber of Commerce, fostering positive change across sectors.

In **Benelux**, the team is committed to reducing our environmental impact. To improve energy efficiency in their monumental office building, they recently added an **extra glass layer** to reduce heat loss and energy consumption. msg Benelux also promotes **sustainable transportation**. One employee recently switched from a petrol car to a hybrid one, while several others have adopted e-bikes, cutting car usage for both business and personal travel. Looking ahead, we plan to encourage train travel over flights for European trips starting in 2025, further supporting our sustainability goals.

In **France**, our commitment to sustainability was reinforced by upholding a **zero-plastic and waste sorting policy**, supported by a **water fountain and reusable containers** at the office. During the office relocation in March, msg France partnered with a specialized company to **re-use furniture**, ensuring minimal waste and extending its lifecycle.





# Disclaimer

This Sustainability Report is prepared and published by msg global solutions ag (“msg global”) and is written in accordance with the GRI reporting standards. This Sustainability Report is for information purposes only and is not intended to be complete, it is not a commercial report or an offer, nor is it intended as such. This Sustainability Report is based on the current knowledge, the currently available data, and the most suitable methodologies and methodological choices for disclosed elements.

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# Indices for the GRI Standard

**msg global solutions** is a leading provider of innovative technology solutions and services to clients across various industries worldwide. The company is committed to promoting sustainable business practices and has taken significant steps to align itself with the Global Reporting Initiative (GRI) Standards. The GRI Standards are a set of guidelines that provide a comprehensive framework for sustainability reporting. By aligning itself with the GRI Standards, our company demonstrates its commitment to transparency, accountability, and sustainability. This alignment also enables the company to provide stakeholders with accurate, reliable, and comparable sustainability information. In this report, we explored how **msg global solutions** has aligned with the GRI Standards and the steps it has taken to promote sustainability in its operations and services.

As an IT solutions and development company, msg global solutions has prioritized its efforts in those GRI that are most relevant to its performance.

Nonetheless, **msg global solutions** commitment to sustainability reporting and transparency is a positive step towards promoting sustainable business practices and enhancing stakeholder trust and confidence.

ESG reporting must be transparent and comprehensible. These requirements are taken into account in our report.





# Indices for the GRI Standard

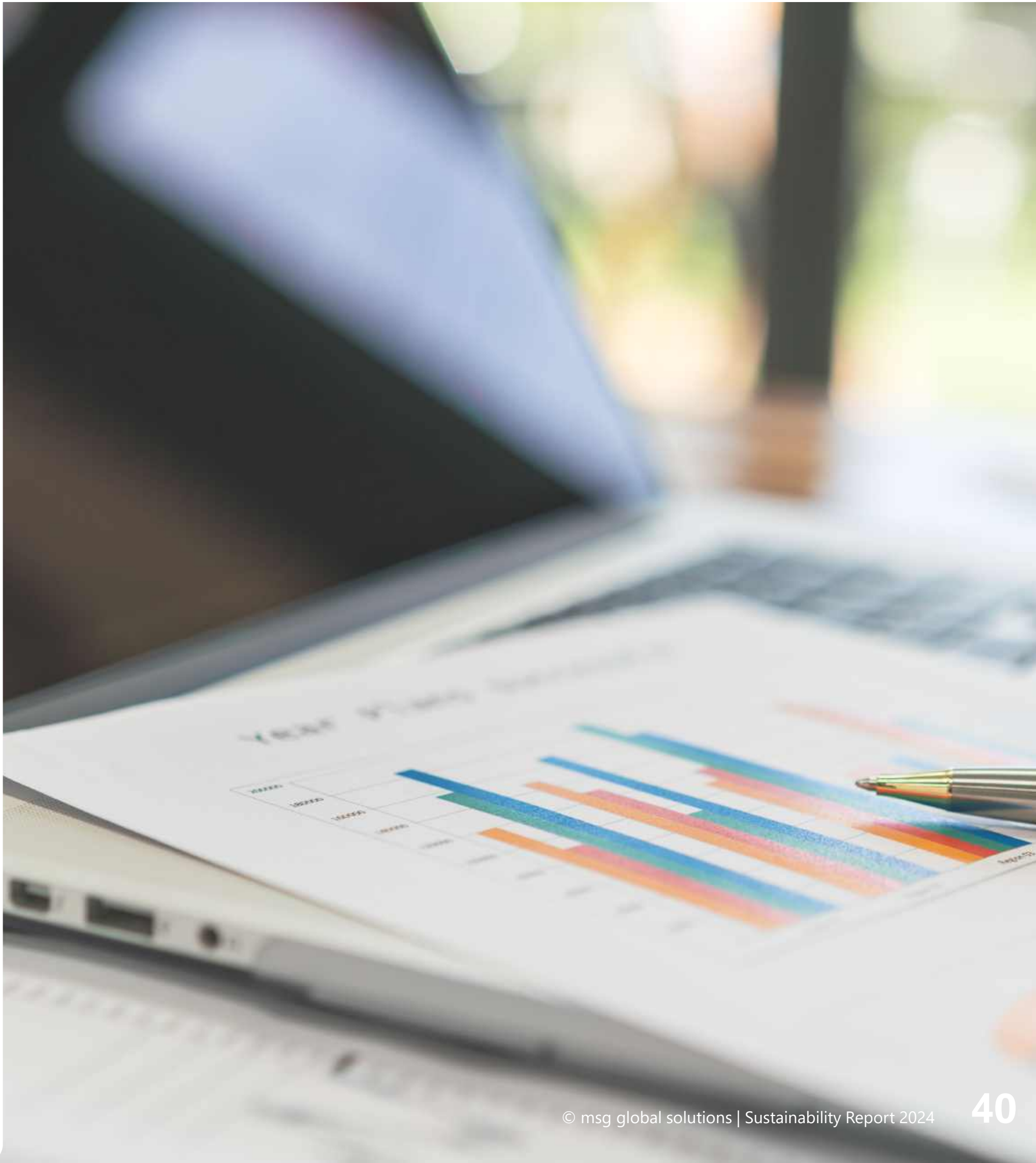
General Disclosures Standard	Disclosure	Location of Information
GRI 2: General Disclosures 2021 GRI 2: General Disclosures 2021	2-1 Organizational Details	About Us
	2-2 Entities included in the organization's sustainability reporting	About This Report
	2-3 Reporting period, frequency and contact point	About This Report
	2-4 Restatements of information	About This Report
	2-5 External assurance	About This Report
	2-6 Activities, value chain and other business relationships	About Us
	2-7 Employees	Our People
	2-8 Workers who are not employees	Our People
	2-9 Governance structure and composition	Our ESG Oversight
	2-10 Nomination and selection of the highest governance body	Our ESG Oversight
	2-11 Chair of the highest governance body	Our ESG Oversight
	2-12 Role of the highest governance body in overseeing the management of impacts	Our ESG Oversight
	2-13 Delegation of responsibility for managing impacts	Our ESG Oversight
	2-14 Role of the highest governance body in sustainability reporting	Our ESG Oversight
	2-16 Communication of critical concerns	Our ESG Oversight
	2-17 Collective knowledge of the highest governance body	Our ESG Oversight
	2-18 Evaluation of the performance of the highest governance body	Our People
	2-19 Remuneration policies	Our People
	2-20 Process to determine remuneration	Our People

General Disclosures Standard	Disclosure	Location of Information
GRI 3: Material Topics 2021	3-1 Process to determine material topics	About This Report
	3-2 List of material topics	About This Report
	3-3 Management of material topics	About This Report
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Governance
	205-3 Confirmed incidents of corruption and actions taken	Governance
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During 2024 there were no cases of anti-competitive behavior, anti-trust, and monopoly practices.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Consumption
	302-2 Energy consumption outside of the organization	Energy Consumption
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	GHG Emissions
	305-2 Energy indirect (Scope 2) GHG emissions	GHG Emissions
	305-3 Other indirect (Scope 3) GHG emissions	GHG Emissions
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Ethics & Compliance
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our People
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health & Safety
403-1 Occupational health and safety management system	403-6 Promotion of worker health	Health & Safety
	403-9 Work-related injuries	Health & Safety



# Indices for the GRI Standard

General Disclosures Standard	Disclosure	Location of Information
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Our People
	404-3 Percentage of employees receiving regular performance and career development reviews	Our People
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	During 2024 there were no cases of child labor.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	During 2024 there were no cases of forced or compulsory labor.
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	During 2024 there were no cases of violations involving rights of indigenous people.







# Join Us in Our Sustainability Journey!

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