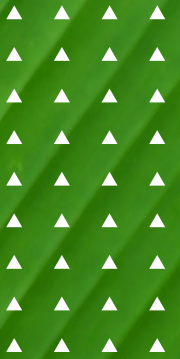




Syntax Sustainability: Shaping the Future - Acting Sustainably

Environmental | Social | Governance



Agenda*

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*Clickable Agenda

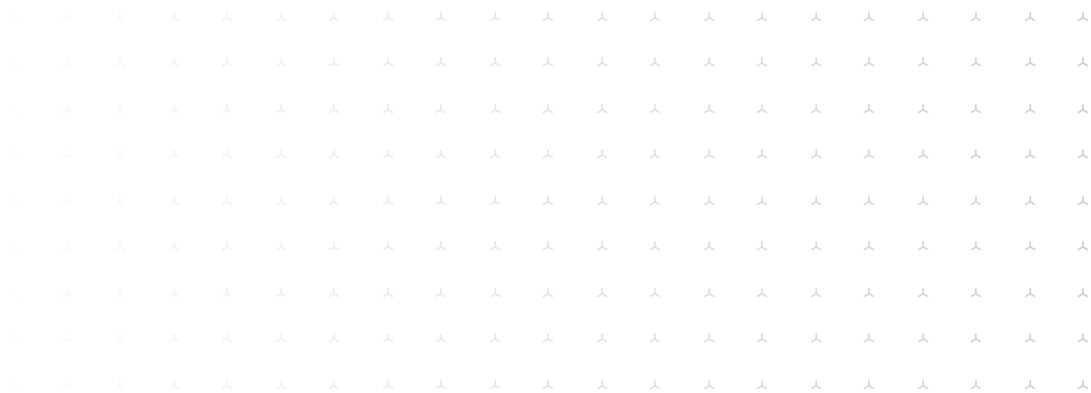


Introduction

Management Statements

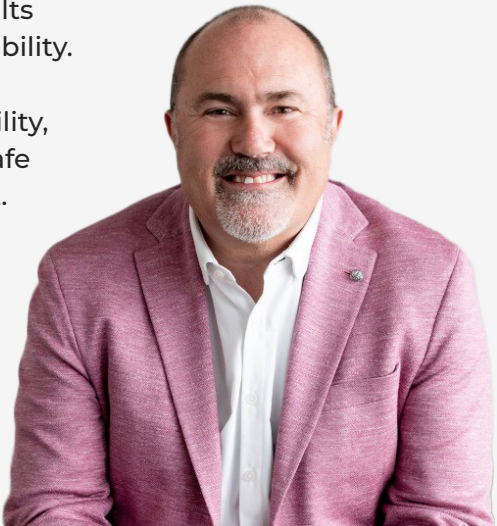
Sustainability and Governance

Today, it's not only the quality and price of products and services that matter, but also the conditions under which they are produced. Companies must demonstrate accountability towards society and the environment.



Today, a company's success is not measured by positive business results alone, but also by its social responsibility. At Syntax, we see it as our duty to champion issues such as sustainability, diversity, inclusion, and a fair and safe working and business environment.

Christian Primeau,
Global CEO of Syntax



Syntax continued its commitment to sustainability, aligned its practices with global initiatives, and received recognition for its efforts. This report provides a detailed overview of the measures taken in the areas of environmental protection, social responsibility, and economic stability.

Dirk Schawag,
CFO Europe of Syntax



Introduction

What is important to us

Areas of Action at Syntax

As a company, we want to make our contribution to people and the environment. As an IT service provider, energy efficiency, CO₂ offsetting, and the promotion of social projects are just as important to us as providing the best possible working conditions for our employees.

This is implemented by means of internal and external regulations (Code of Conduct), numerous Corporate Social Responsibility (CSR) Projects, participation in the United Nations Global Compact initiative, and certifications. Our commitment is based on the following four pillars:



Sustainability & Environment

- Energy-efficient IT: green data centers (PUE value), CO₂ offset projects
- Environmental standards: Certifications: EcoVadis Rating & Integrity Next
- Mobility ("Green Fleet"): Job Bike, Job Ticket, Hybrid Car
- Sustainability among suppliers, customers, and partners: Discussions with suppliers and customers, as well as integration into strategic alliances



Employee Experience

- Occupational Health & Safety: Corporate Health Management
- Personal Development: Training/Continuing Education, Sponsorship & Mentoring Programs; Opportunities for Young Talent: Internships, Vocational Training, etc.
- Diversity & Equal Opportunities/ Inclusion: Women in Tech, Inclusive Hiring Policies & Promotion Processes
- Work-Life Balance: Flexible Working Hours, Remote Work



Society & Social Affairs

- CSR
- Employee Resource Groups
- Employee Training & Development
- CSR Projects: e.g., Syntax Service Week, "Kinderhelden", Knowledge Factory



Corporate Governance

- Compliance & Certifications
- (ISO certifications, EcoVadis Rating, and Integrity Next)
- Prevention of corruption/bribery
- Data protection/security
- Responsible AI
- Whistleblowing



Global Initiatives and Recognitions

UN Global Compact

The Foundation of our Business

Syntax is a member of the [UN Global Compact](#) and aligns its business strategy and objectives with the ten principles of this initiative. We are committed to reporting on concrete measures so that CSR does not remain an unfulfilled promise.

By actively promoting the Global Compact and assuming social responsibility, we aim to support the achievement of its two main objectives: **Integrating the ten principles into our corporate strategy worldwide and promoting activities and partnerships that contribute to achieving the UN Sustainable Development Goal.**

- **Measures:** Continued active participation in the UN Global Compact initiative. Regular reporting on progress in line with the initiative's ten principles, which cover human rights, labor, the environment, and anti-corruption
- **Key Indicator:** Annual submission of the Communication on Progress (COP) to the UN Global Compact
- **Progress:** Consistent submission of COP reports with transparent disclosure
- **Outlook:** Sustained commitment to the principles of the UN Global Compact and continuous improvement in reporting



Global Initiatives and Recognitions

UN Global Compact

The United Nations **Sustainable Development Goals** are a global call to action to end poverty, protect the planet, and promote prosperity for all. Syntax is committed to contributing to these goals to strengthen its role as a responsible company in the global community. Not only are we focusing on sustainable business practices but also supporting the development of a sustainable economy and society. This commitment emphasizes Syntax's focus on creating long-term value, minimizing risks, and achieving positive social and environmental impact.



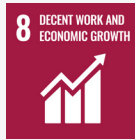
Health



Environmental Protection



Promotion & Development



Social Commitment



Diversity & Inclusion



Further information: <https://sdgs.un.org/goals>

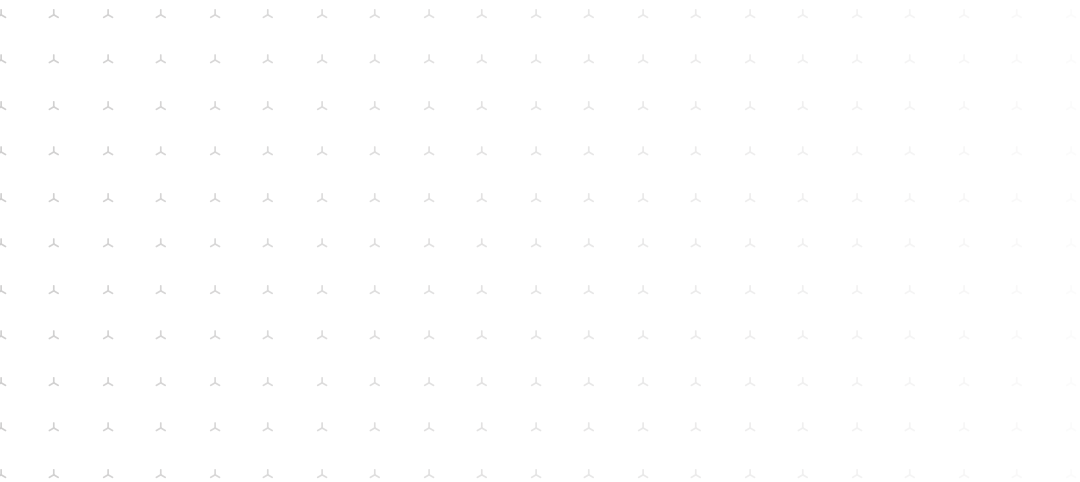
Global Initiatives and Recognitions

EcoVadis Rating

EcoVadis Ratings 2023

Syntax achieved an excellent sustainability rating from EcoVadis, a leading sustainability rating agency. EcoVadis scorecards enable the evaluation and comparison of companies' environmental, social, and ethical performance and help organizations continuously optimize their efforts. Syntax continues to strive for improvement and a continuing, steady increase in its EcoVadis rating.

- **Measures:** Achieve an excellent sustainability rating for Syntax's environmental, social, and ethical performance from EcoVadis, a leading sustainability rating agency
- **Key Indicator:** EcoVadis Silver and Bronze Rating Score
- **Progress:** Achieved 60 out of 100 points in the last assessment
- **Outlook:** Pursue recertification in 2026, expand our rating to additional Syntax entities, and continuously optimize our sustainability performance



Global Initiatives and Recognitions

Integrity Next

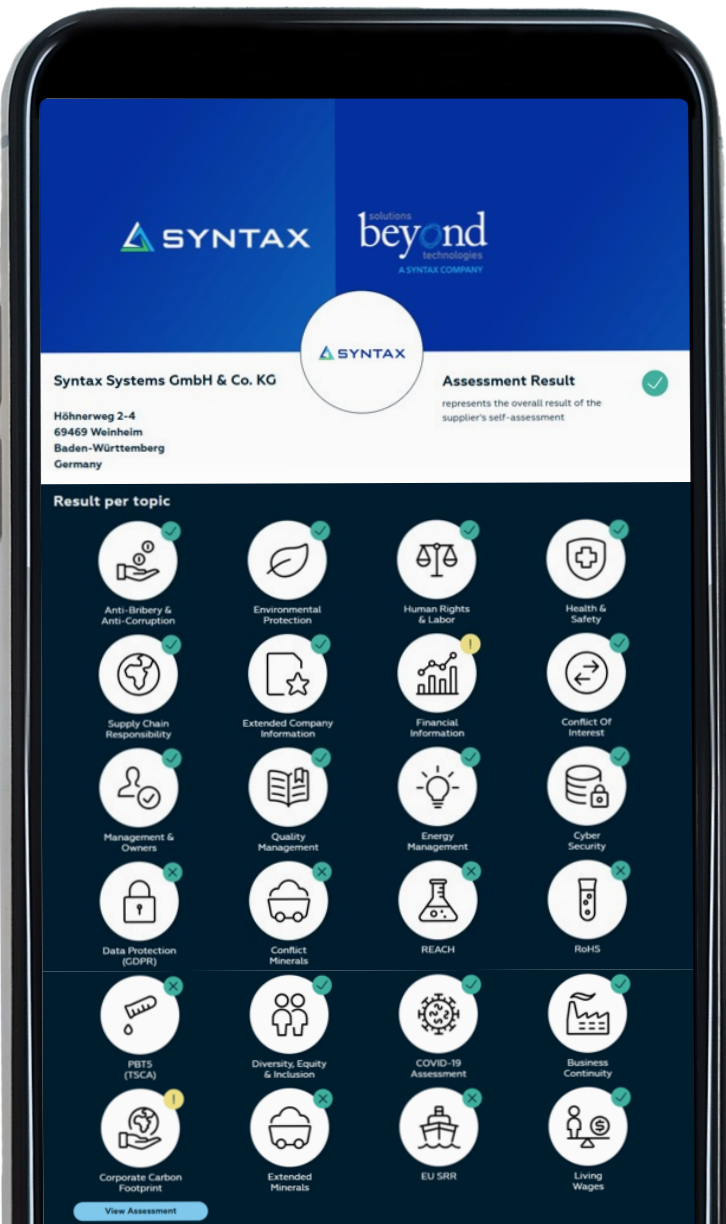
Integrity Next (Europe, Canada and USA)

Syntax is part of the Integrity Next platform, which enables a comprehensive assessment of suppliers in the areas of sustainability and compliance:

- We monitor our supply chains for social, environmental, and governance-related criteria
- We ensure that our practices comply with international standards and legal requirements
- Transparency, sustainable practices, and ethical standards are consistently integrated and promoted into our business processes



Syntax Sustainability:
Shaping the Future - Acting Sustainably

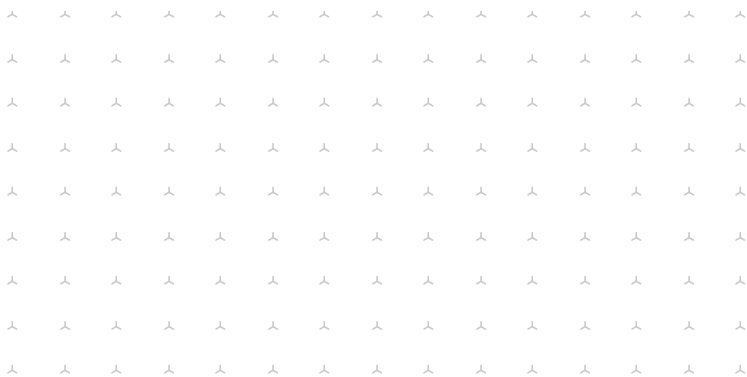


ESG Management

Environmental | Social | Governance

ESG Management

Environmental Social Governance (ESG) describes the extent to which a company incorporates environmental, social, and governance related aspects into all areas of its operations.



Environmental

- Energy efficient IT
- Sustainable mobility
- Efforts towards a sustainable ecosystem with suppliers, partners and customers



Social

- CSR
- Community commitment
- Education and development
- Employee satisfaction
- Diversity and equal opportunities



Governance

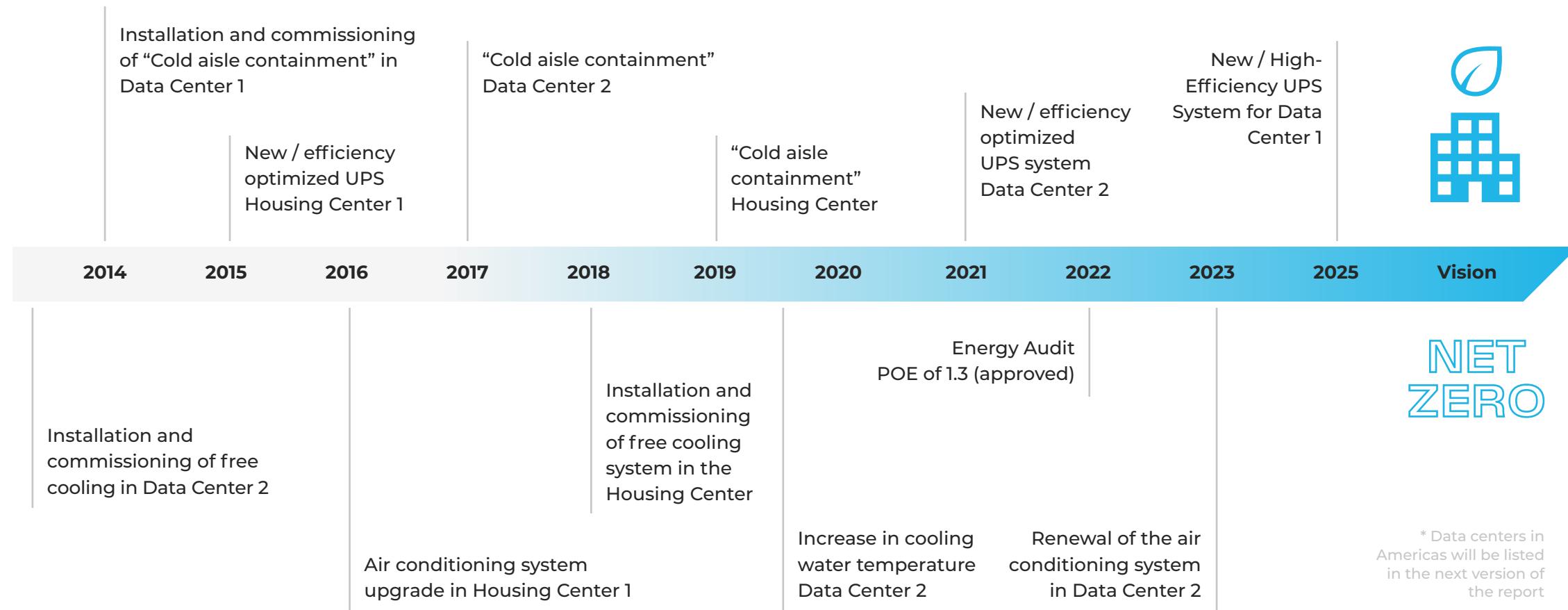
- Compliance with regulations and certifications based on an audit framework that provides for regular and comprehensive audits
- Prevention of corruption and bribery
- Data protection



Environmental



Continuous optimization of our data centers with the vision: Net Zero



ESG Management

Environmental



Syntax-owned data centers in Europe*

Continuous investment in energy efficient technologies in our data centers

The biggest lever for improving energy efficiency lies in optimized air conditioning in server rooms. Several approaches are available.

One simple measure is the strict separation of cold and warm air, thus optimizing air flow in the data center. This minimizes the fan speed of the recirculating air-cooling units and saves energy. The recirculating air-cooling unit draws in warm air, cools it, and blows it into the cold aisle at the appropriate temperature. A further step is to increase the room temperature or air intake temperature in the data center's cold aisle. This approach shortens the time for forced cooling and increases the time for free cooling via the ambient air. Therefore, many cloud providers are now building their data centers in northern, cooler regions such as the Scandinavian countries. Forced cooling is not necessary in arctic regions.

However, those who would like to have their servers located in their own country don't have to compromise on sustainable IT. Even in Germany, the climate allows for operation without air conditioning for large parts of the year.



Energy Audit

Digitalization requires more computing power and constant availability of IT resources. With these demands, electricity consumption and CO₂ emissions increase in equal measure. As part of our responsibility to use our resources sparingly, we have placed great importance on an efficient and sustainable IT infrastructure for many years. To achieve this, we are continuously updating our data centers to the latest energy standards. Regular independent energy audits confirm the high efficiency of the measures implemented.



* Data centers in Americas will be listed in the next version of the report

ESG Management

Environmental



Syntax-owned data centers in Europe*

Power Usage Effectiveness

We and our partners use the PUE value as a measure for evaluating energy efficiency. The PUE value is an industry-specific indicator of energy efficiency in data centers. This value compares the total energy consumption in the data center (servers, cooling, technical controls, lighting, video surveillance) to the energy consumption required by the computers operating there. A PUE value close to 1 would mean that the data center consumes no additional energy other than the power for the servers. Therefore, the closer the PUE value is to 1, the more efficient the data center is.

The PUE values for Syntax's data centers are determined at regular intervals as part of an energy audit:

- Data Center Germany: PUE value ~ 1.32
- Data Centers 1 & 2: 61% renewable energy
- Data Center 3: 100% renewable energy

These values are therefore comparable to those of other modern data center operators.

Use of Green Energy Sources

Syntax places great emphasis on the use of renewable energy to make a significant contribution to reducing CO₂ emissions and promoting environmental sustainability. By using green energy sources, the company demonstrates its



commitment to environmental protection and responsibility towards future generations. This strategy not only supports Syntax Systems' sustainable business goals but also strengthens the trust of customers and partners in its environmental responsibility.

Measures: Increase the share of renewable energy sources so that more than 61% of energy consumption is covered by renewable energy

Key Indicator: Percentage of renewable energy in the overall energy mix

Outlook: Further increase the share of renewable energy

Goal: Achieve Net Zero

* Data centers in Americas will be listed in the next version of the report

ESG Management

Environmental



Digital Sustainability Projects for our Customers



Syntax IoT Foundation

- Our Syntax IoT Foundation platform delivers real-time data collection, monitoring, and analytics tailored to industrial applications.
- The integrated Industrial Energy Management module provides transparency into energy consumption and connects data from production, machines, and the environment in a central dashboard
- The solution provides actionable insights for optimizing processes, reducing costs, and improving operational efficiency across connected assets and systems
- It contributes to system sustainability by enabling predictive maintenance, energy management, and operational performance improvements



Statistic Process Control

- Our innovative SPC solution, based on AWS and fully integrated with SAP DM, transforms manufacturing data into actionable insights, promoting improved quality control and process optimization
- Our solution is tailored to the modern manufacturing landscape and brings statistical process control to the forefront of operations
- It contributes to the sustainability of manufacturing systems by analyzing real-time data to provide immediate notifications of process errors and production failures, thus supporting quality management and resource conservation



InteGreatDrones

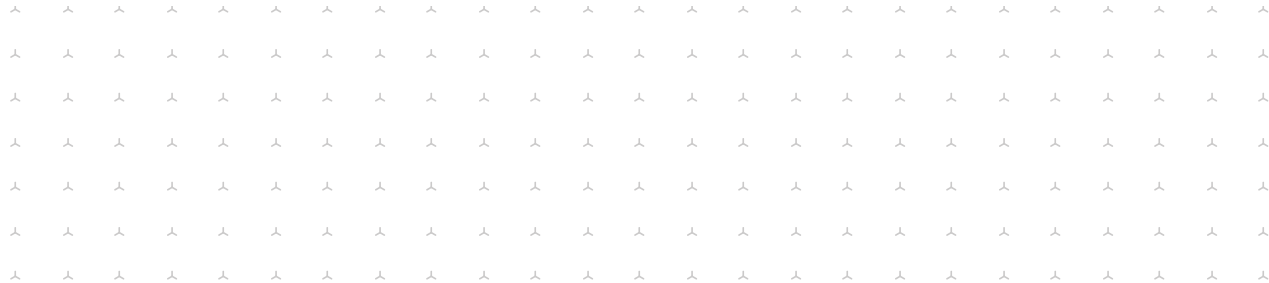
- In collaboration with two universities and the Federal Ministry for Digital and Transport, [InteGreatDrones](#) focuses on the use of drones to collect data in inland ports, and their AI-supported analysis
- This solution eliminates the need for costly fixed sensor infrastructure and simultaneously increases the efficiency of terminal equipment and personnel
- Through optimized workflows and digitalization, it contributes to sustainability at inland ports by reducing operating costs by 15%, reducing personnel requirements by 25%, and reducing emissions by 20–30% through fewer empty runs, re-parking, and search operations



ESG Management

Environmental

Digital Sustainability Projects for our Customers



Visual Inspection for Sustainability

- With Visual Inspection, Syntax offers an AI-powered quality inspection solution for manufacturing that uses real-time image capture to immediately detect quality deviations
- The solution can be integrated into existing production lines quickly and with minimal effort, enabling fast and efficient deployment
- It supports sustainability objectives by reducing scrap and rework, which lowers material and energy consumption and significantly decreases the manufacturing carbon footprint
- At the same time, the system enables optimized workforce allocation and more efficient use of resources



Data Center Footprint – CxHub

- Through the CxHub platform, organizations can analyze and monitor the environmental footprint of their cloud environments in real time
- The integrated module consolidates data on energy consumption, CO₂ emissions, and resource utilization, presenting it in a clear and intuitive dashboard
- In addition, CxHub enables KPI-based reporting that can be used both for internal sustainability assessments and to meet external ESG reporting requirements



AWS Well-Architected Services

- Syntax's AWS Well-Architected Service is a consulting and optimization offering for AWS cloud architectures
- The Sustainability Pillar is a core component of the AWS Well-Architected Framework
- From a sustainability perspective, cloud workloads are designed to operate more energy efficiently, conserve resources, increase transparency, and reduce long-term operating costs



ESG Management

Environmental



Sustainable Mobility

Car Policy

Syntax provides employees with a Car Policy to inform them about the procurement of company cars and all other related services.

The Car Policy contains important information on sustainability, including the regulations for the procurement of electric cars and hybrid vehicles, as well as a description of charging options on the Freudenberg Campus and the use of a Bahncard 100.

- Car policy with a sustainable selection of electric and hybrid vehicles
- Renewal of travel guidelines for more sustainable business travel and responsible use of natural resources
- Carpooling
- Bahncard 100 first class as an alternative to a company car
- Offer of job bikes for all employees



ESG Management

Social



Global Corporate Social Responsibility



CSR is an essential part of Syntax's strategic vision. This means that we are committed to promoting responsible business practices, placing environmental sustainability, social justice, and ethical corporate governance at the center of our efforts in order to make a positive contribution to society and the environment.

We are committed to contributing to the United Nations Sustainable Development Goals by fostering a more sustainable, resilient, and inclusive society.

Our CSR initiatives are based on four pillars:

- *Diversity, Equity, Inclusion & Belonging*
- *Mental Health & Wellness*
- *Community Engagement*
- *Environmental Awareness*

Syntax's global CSR programs and initiatives are led by a dedicated team that works closely with the individual countries in which we operate. This ensures that our efforts reflect local circumstances and create meaningful impact worldwide. Together, we coordinate initiatives that promote inclusion, well-being, education, and environmental responsibility across all Syntax regions.

Global CSR Team Syntax

ESG Management

Social



Global Corporate Social Responsibility

Diversity, Equity, Inclusion & Belonging: Employee Resource Groups

Black Community Initiatives

This group focuses on **supporting the Black community** through networking, mentoring, and professional development.

It promotes awareness and **equal opportunity** within the company. It organizes **events and discussions** to celebrate its culture and history and works to ensure that employees' voices are heard and valued.



LGBTQIA+

This group is committed to creating a **safe and inclusive environment** for LGBTQIA+ employees.

It organizes **events and activities that promote understanding and acceptance** of LGBTQIA+ issues and offers training, coaching, and mentoring to support employees regardless of their sexual orientation or gender identity.



GenConnect

The generations network connects employees of all age groups to exchange knowledge, skills, and experiences.

Through mentoring programs, peer-to-peer learning, and discussion forums, the group helps colleagues manage their professional development, adapt to change, and leverage the strengths of different generational perspectives.

It also organizes workshops and networking events.



Accessibility & Neurodiversity Network

This group **focuses on supporting employees with physical disabilities and neurodiversity** and is committed to creating an inclusive workplace.

It works to **improve accessibility**, provides disability awareness training, and organizes events to promote **understanding** and inclusion.



“Women in Tech”

This group aims to **promote and support women** working in technology at Syntax by **offering networking opportunities** such as events, workshops, and discussions, as well as mentoring and resources for professional development in the technology industry.

It also **promotes gender equality** and seeks to address the challenges women face in the IT industry.



ESG Management

Social



Global Corporate Social Responsibility

Mental Health and Wellness

01

Wellness Program

Providing resources for nutrition, exercise, and stress management, including yoga classes, mindfulness workshops, and physical health promotion.

02

Local sport teams & groups

Regular physical activity in local sports teams such as soccer teams, hiking, cycling, and running groups.

03

Safe physical environment

Ensuring ergonomically designed workplaces and providing rest rooms or relaxation areas.



04

Mental health awareness

Conducting events and activities that raise awareness of mental health issues and reduce stigma. Supporting organizations that address mental health and provide related services.

05

Safe emotional environment

Maintaining an open-door policy to ensure a supportive and non-judgmental workplace.

ESG Management

Social



Global Corporate Social Responsibility

Community Engagement

The Syntax Community Engagement Program connects our employees with local communities to achieve concrete results in the areas of education, equality, and environmental protection. We organize volunteer activities across all our regions and encourage our employees to get involved by contributing their time, skills, and energy to make a difference. Each country designs its activities according to local needs while contributing to our global CSR goals.

01

Syntax Service Week



Every year, Syntax teams around the world take part in Service Week and work together to renovate schools, redesign community spaces, and lead initiatives focused on learning, environmental protection, and well-being. The week highlights collective action and the lasting difference Syntax employees can make together.

02

Empowerment & Inclusion



We promote gender equality, economic opportunity, and social inclusion by sharing knowledge and experience through local initiatives and workshops. Our efforts focus on building skills, confidence, and equal opportunities for individuals and communities.

03

Physical & Mental Health



Through community partnerships and hands-on initiatives, Syntax teams help promote the physical and mental well-being of children. Activities include fundraising for children's hospitals, supporting access to medical care, and organizing programs that promote a healthy lifestyle, emotional resilience, and social connection.

04

Community & Environment



Our employees volunteer to protect natural spaces, plant trees, support sustainability projects, and raise funds. Global programs such as step challenges combine teamwork with wellness and raise awareness for topics such as reforestation, clean water, and community development.

05

Education & Youth Support



We help children and young people access education through scholarships, mentoring programs, and partnerships with schools and universities that promote mathematics, computer science, natural sciences, and technology. Teams help improve learning environments and support students' personal and academic development.

ESG Management

Social



Global Corporate Social Responsibility

Community Engagement

The following initiatives are carried out regionally by Syntax to promote social engagement. These projects reflect how Syntax employees put our values into

practice within society by strengthening local communities while contributing to positive global impact.

Global

Earth Month Treely Challenge:

- Syntax teams worldwide turned everyday movement into environmental action
- 777 employees and family members recorded 88 million steps, enabling the planting of 5,334 trees with the Eden Reforestation Project in Madagascar
- The trees help restore deforested areas, create jobs and improve local education and nutrition



Canada

- Volunteering and fundraising to support women's independence, children's healthcare and families in need
- Renovation of community spaces and organization of a charity meal
- Continued support for pediatric cancer research, with \$230,000 raised over the past 11 years



USA

- Support for underserved children, youth and families through care packages and food bank volunteering
- More than 290 hygiene kits distributed to children in need
- Support for programs serving veteran families
- Participation in local community cleanups and environmental activities



Mexico

- Children's Day celebrations for children in care
- Robotics program to introduce young people to STEM skills
- Environmental initiatives to restore green spaces, care for trees and support school gardens
- Relief drives to support families affected by flooding



ESG Management

Social



Global Corporate Social Responsibility

Community Engagement

Germany

Syntax Service Week

- Building a barbecue and pizza hut for Friedrich-Realschule
- Creation of outdoor nature learning areas
- Maintenance of a nature conservation center
- Renovation work at Pilgerhaus
- Repairs to the Sonnenkinder school grounds
- Restoration work at a youth riding center
- Seating for Martinsschule

Further Activities

Kinderhelden mentoring program, Plant-for-the-Planet, STEM activities for schools and club sponsorships, Christmas gift collection for children in Romania



Slovakia

- Workshops on AI education
- Revitalization of green spaces
- “Kids Movement & Sports” initiative with 33 schools and 11,000 students
- Blood donation drives, community activities and improvements to local outdoor areas



South Africa

- Donations for school uniforms
- Support for children’s IT learning
- Renovation of childcare facilities
- Fundraising activities for Mandela Day
- Participation in science fairs to encourage innovation and learning



Spain

Beach Cleanup Day

- 20 employees contributed to coastal protection
- 115 kg of waste, including plastic, glass and cigarette butts, were removed



India

- Funding one year of education for five orphaned girls, including transportation to their training center
- Health and safety workshops
- Games and discussion sessions with residents of a care home



ESG Management

Social

Employee Satisfaction

Employee Experience

Syntax is a leading global employer with a lot to offer its employees:

- Through a differentiated employee value proposition, we attract and retain a global workforce of highly qualified experts by living our core values.
- With a dynamic and professional work environment, we encourage personal development and skills development through tailored programs and training.
- This creates a culture of flexibility, trust, and empowerment, as our recent employee engagement survey demonstrates.
- Rooted in a history of change, enabled by an entrepreneurial mindset.



At Syntax, our employees have the opportunity to work in an environment characterized by flexibility, autonomy, and trust. We believe this enables commitment without compromising work-life balance. Our Global Flex program encourages working from wherever our Syntax employees do their best work.

Dessalen Wood
Syntax, Chief People Officer

ESG Management

Social



Employee Satisfaction

Great Place to Work Certification

The Great Place to Work certification is a globally recognized award that companies receive for high employee satisfaction and a positive work environment. The certification is based on anonymous surveys on aspects such as corporate culture, working conditions, and leadership. For Syntax, this certification strengthens the employer brand and increases its attractiveness to existing and potential new employees. The certification process supports continuous improvements in the work environment, thus contributing to the long-term development of the company.



90%

Great Place to Work Statement

of employees say, taking all factors into account, that Syntax is a great place to work



92%

Fairness

Of employees believe that management promotes inclusive behaviors and avoids discrimination



87%

Care

of employees believe that managers show an interest in the well-being of their employees by promoting a balance between work and private life



86%

Pride

of employees view their workplace, their team, and their company positively



87%

Collegiality

of employees feel welcome at their workplace, and like a member of a community



86%

Credibility

of employees consider management to be credible and trustworthy



ESG Management

Social



Global Talent Development Programs

At Syntax, employee development is a driver of business success. The Talent Development Team plays a strategic role in building a future-ready, inclusive, and high-performing workforce by providing employees with the skills, tools, and opportunities they need to succeed in a technology-driven environment

and take on leadership responsibilities. We align each initiative with Syntax's business priorities to ensure that learning and skill development directly contribute to customer success and innovation.

Empowering Growth

Syntax invests in scalable and personalized development programs that enable employees to continuously expand their skills and career potential. These programs are based on our company values:

- Structured learning and coaching: tailored digital learning paths, leader-led coaching, and self-directed development
- AI-powered learning: use of AI platforms for personalized learning recommendations, progress tracking, and identification of new skills
- Global talent processes: ensuring fairness and consistency in performance management, succession planning, and career development worldwide
- Leadership partnerships: collaboration with leaders to build agile, high-performing teams



Syntax Talent Development Cycle

This cycle connects hiring, learning, performance, and growth in a continuous loop that strengthens both individual capabilities and business success:

1. Talent Mapping: identifying key skills, potential, and career aspirations
2. Succession Planning: preparing for critical positions by developing future leaders and ensuring business continuity through strategic talent planning
3. Performance and Compensation Review: promoting fairness through transparent assessments that recognize contribution, foster engagement, and align compensation with performance
4. Goal Setting: aligning individual and team goals with Syntax's strategic priorities to create clarity, focus, and measurable results
5. Continuous Targeted Learning: promoting continuous growth through personalized learning paths and skill development opportunities



ESG Management

Social



Global Talent Development Programs

Leadership Development

- The Leadership Development Program equips current and emerging leaders with the skills, mindset, and tools needed to lead effectively in a dynamic and constantly evolving business environment.
 - Syntax utilizes the SLII® Leadership Model, which helps leaders adapt their leadership style to the development level of their team members. It teaches when to direct, coach, support, or delegate, fostering accountability and ownership.
1. Guided transition from individual contributor to leader
 2. Effective time and priority management
 3. Strengthening leadership empathy and communication skills
 4. Developing the ability to give and receive effective feedback
 5. Applying situational leadership principles (SLII®)
 6. Delegation techniques based on the principles of the SLII® model
 7. Strategies for leading remote and hybrid teams
 8. NeuroAwareness: enhancing self-awareness and decision-making
 9. Advanced leadership capabilities to build trust and increase influence



Cultural Agility Program

As a globally operating organization, Syntax places great importance on cultural agility as a core leadership and teamwork competency. In collaboration with Common Purpose and the Massachusetts Institute of Technology (MIT), the Cultural Agility Program was developed to support employees and leaders in working effectively across cultures.

- Building awareness of cultural dynamics and communication styles
- Enhancing collaboration across global and virtual teams
- Promoting inclusive leadership that fosters diversity, equity, and belonging

Learning Management System (LMS) & LinkedIn Learning

- Syntax's commitment to talent development is supported by its Learning Management System (LMS), which provides regular live training sessions, workshops, and a comprehensive library of learning resources
- Experienced employees, subject matter experts, and capability leaders design and deliver a variety of courses that help employees expand their knowledge and apply it in customer projects
- Through LinkedIn Learning, employees have access to a wide range of training and certification opportunities. Managers can also assign learning content and goals to their teams and track progress



ESG Management

Social



Global Benefits for Employees

At Syntax, employee well-being and fairness are at the heart of our corporate philosophy. Our global benefits framework ensures that every Syntax employee has access to essential protections and opportunities that promote health,

family, and social engagement. At the same time, our Global Flex Program provides competitive salaries, financial benefits, and flexibility in both work and everyday life.

Global Benefits*

- Paid vacation and public holidays
- Paid sick leave
- Paid bereavement leave
- Paid volunteer days
- Mental health program
- Health promotion and education
- Competitive compensation
- Parental leave
- Connectivity support
- Work-life balance and flexibility
- Global team events
- Training and development

* Regional benefits may vary.



Health*

- Work-life balance
- Flexible working hours and 30 days of vacation
- Remote, hybrid, and on-site working models
- Occupational health service
- Vaccinations and preventive medical examinations
- Corporate health management
- Screenings, courses and keynote sessions
- Health studio at the Weinheim campus
- Psychosocial services at the Weinheim campus
- Canteen subsidy and fruit basket
- Global health sessions
- Health days
- Mental Health First Aid at the Weinheim campus



Insurance & Pension Plans*

- Company pension plan
- Protection advisory services
- Company health insurance fund
- Accident insurance
- Capital-forming benefits

Office & Mobility*

- Modern office equipment
- Height-adjustable desks
- Modern IT equipment
- Home office subsidy
- Global Tourist
- Job bikes, company car and Bahncard
- Free parking
- AirPlus credit card



Corporate Benefits*

- Various discounts for well-known products, brands, and numerous events

Team Spirit*

- Company and team events
- Syntax Service Week
- Self-organized sports groups
- Employee referral program

Training & Development*

- Guided onboarding program
- Buddies and mentors
- Training, certification and continuing education opportunities
- Individual development plans



ESG Management

Governance



Code of Conduct (CoC)

Code of Conduct: The foundation of responsible governance

Syntax has implemented a [Code of Conduct](#), that serves as a central guideline for ethical behavior and corporate integrity. This Code is an integral part of our governance strategy and reflects our commitment to transparency, fairness, and compliance with the law. It defines clear standards for the behavior of our employees, managers, and business partners, thus setting the framework for value-based corporate governance.

In an increasingly interconnected and regulated world, it is critical for a global company like Syntax to establish consistent standards that strengthen the trust of our stakeholders. The Code of Conduct was created to ensure that all employees worldwide adhere to these standards:

- Act ethically and responsibly, regardless of culture, region, or function
- Comply with complex regulatory requirements relevant to our industry and our business activities
- Avoid corruption, bribery, and conflicts of interest to protect the integrity of our business relationships
- Maintain respect and fairness toward colleagues, customers, and partners and actively counteract discrimination or harassment

The Code of Conduct serves as the foundation for integrating ESG criteria into our business practices. Issues such as equal opportunities/inclusion, work-life balance, compliance, and data protection are always at the top of our agenda.



Code of Conduct

Business Success and Values in Balance

This code underlines the cornerstones of our corporate culture and defines standards of conduct for all employees.

Ethical standards are the foundation of Syntax' business practices all over the world - for us they are just as important as economic success.



ESG Management

Governance



Code of Conduct

The importance of the Code of Conduct



Safeguards

- The CoC establishes mechanisms such as anonymous reporting channels that enable employees to report grievances or violations of company policies safely and without fear of reprisal
- This strengthens internal control and riskmanagement



ESG Guidelines

- The CoC forms the basis for integrating ESG criteria into our business practices
- It contributes to the successful implementation of governance objectives such as equal opportunity, responsible conduct, and diversity



Compliance

- The CoC ensures that we comply with legal and regulatory requirements in all countries in which we operate
- This minimizes legal and financial risks and protects our reputation



Transparency & Trust

- Through clear codes of conduct, we demonstrate to our customers, partners, and investors that we conduct our business according to the highest standards
- This builds trust in our brand and our services



Corporate Culture

- Our CoC promotes a culture of responsibility in which ethical behavior and integrity are core values



ESG Management

Governance



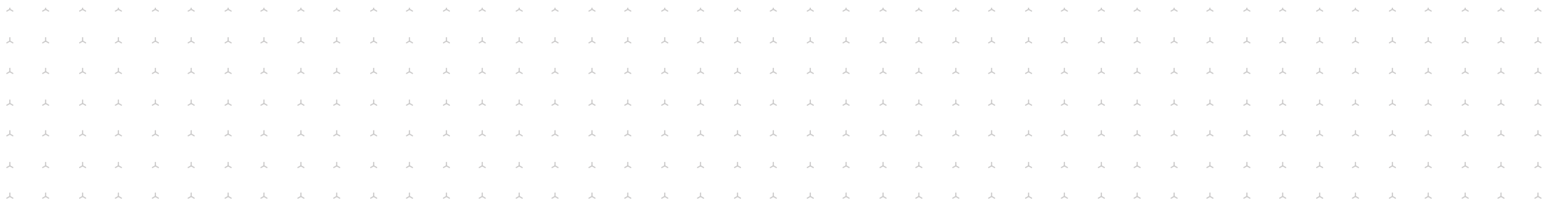
Supplier Code of Conduct

Sustainable Procurement

Ethical standards guide Syntax's business practices worldwide – and for us, they are just as important as economic success. To ensure this standard throughout our supply chain, Syntax expects all its suppliers to fully comply with applicable laws and adhere to internationally recognized environmental, social, and corporate governance standards. In particular, their activities should be consistent with the principles of the United Nations Global Compact.

It is essential that all Syntax Europa suppliers sign the [Supplier Code of Conduct](#) for the following reasons:

- Ensuring shared values and standards
- Compliance with legal and regulatory requirements
- Promoting sustainability in the supply chain
- Protecting human rights and promoting fair working conditions
- Commitment to integrity and combating corruption
- Strengthening collaboration and long-term partnerships



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ISO Certifications

As a trusted partner for companies worldwide, Syntax relies on internationally recognized standards to meet customer requirements and legal requirements:

1. ISO 20000 – IT Service Management

This certification guarantees that Syntax provides efficient, high-quality IT services.

2. ISO 27001 – Information Security Management

This internationally recognized standard provides Syntax with a comprehensive foundation for securing sensitive data and minimizing security risks. In addition to ISO 27001, Syntax is also certified according to the TISAX standard, thus ensuring security requirements regarding information protection and process security in the automotive industry.

3. ISO 9001 – Quality Management

With ISO 9001, Syntax is committed to a continuous improvement process and the pursuit of the highest quality standards and customer satisfaction.

4. Outlook: ISO 14001 – Environmental Management

Syntax is pursuing ISO 14001 certification to strengthen its commitment to sustainability and environmental protection, to efficiently achieve environmental goals, and to minimize ecological impacts.



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Service Organization Control (SOC)

SOC is a framework for audit reports developed by the American Institute of Certified Public Accountants (AICPA). It is used to evaluate an organization's internal control mechanisms, particularly with regard to data protection, security, and compliance. SOC reports are often required by companies that provide services to other organizations and serve to build trust in the service provider's processes and security measures.

1. SOC 1 / ISAE 3402

With independent audits according to SOC 1 (AICPA) / ISAE 3402 (IFAC), Syntax satisfies its clients' interest in information about its internal control system (ICS). The implementation and effectiveness of the ICS ensure the reliability of IT management, accounting processes, data security, and other operational processes.

2. SOC 2

With independent audits according to SOC 2, Syntax demonstrates its commitment to security, availability, processing integrity, confidentiality, and data protection. The overall security and reliability of the systems, beyond purely financial controls, are the focus of the control system. The protection of sensitive client data is Syntax's highest priority.



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Global Whistleblowing

Whistleblowing refers to the process by which an individual draws attention to malpractice, illegal practices, or unethical behavior within an organization.

Whistleblowing can concern a wide variety of issues, including:

Corruption, legal violations, public endangerment, discrimination or harassment, mismanagement or fraud, and data protection violations.

The goals of whistleblowing:

Exposing malpractice, promoting transparency, protecting the public, and improving the corporate culture.

Syntax aims to provide employees with a safe point of contact for whistleblowing. For this reason, an internal platform has been developed where employees can safely and anonymously draw attention to malpractice, illegal practices, and unethical behavior.



Summary and Future Commitments

ESG Management at Syntax

Sustainable Focus Topics 2026/2027

In 2025, Syntax not only maintained its commitment to global sustainability initiatives but also received notable recognition. Going forward, we will continue to focus on continuous improvement, transparent reporting, and a resolute commitment to environmental, social, and economic sustainability.

Syntax has the following sustainability goals for fiscal year 2026.



01

Customer Experience

- Ensuring a positive customer experience and needs-based support
- Partnership-based implementation of sustainability projects



02

Regulatory

- Compliance with legal requirements in the EU
- Implementation of relevant ISO certifications, Integrity Next, and EcoVadis ratings
- Recording of measurable energy indicators



03

Communication

- Focus on sustainability indicators
- Annual creation and publication of a global ESG report
- Implementation of VSME reporting



04

Employee Experience

- Improved health benefits for employees
- Flexibility in working life
- Professional development and internal growth
- Global resource groups for integrity and community engagement



05

Sustainability Projects

- Investments in sustainable technologies and services
- Reduction of energy and electricity consumption
- Provision of relevant CO₂ consumption figures to customers
- Optimization of sustainable collaboration with strategic partners and customers



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2026

- Maintain Tier 1 suppliers in Integrity Next scorecards
- Maintain EcoVadis status for two business units
- Build a company hierarchy in EcoVadis
- Review ISO certifications
- Launch the global Green Engagement Program
- Develop a Syntax sustainability policy

- Renew the EU energy audit for data centers
- Increase the share of renewable energy to 80%
- Expand leasing options for electric vehicles
- Renew the EcoVadis rating for Germany

- Assess data center efficiency
- Benchmark against market standards
- Establish a framework for sustainability reporting for US customers



- Reduce business flight emissions through AI-powered travel optimization
- Introduce ESG scoring for A suppliers
- Obtain EcoVadis membership and commitment status for all Syntax entities
- Decide on and implement ISO 14001
- Introduce annual Green Champions Challenges

- Identify and evaluate opportunities for optimization regarding renewable energy
- Achieve EcoVadis Gold status for Germany

- Identify optimization potential for data centers
- Define action plans to achieve the data center efficiency benchmark
- Integrate energy consumption of US customers into CxHub



- Implement a consumption dashboard for all customers worldwide
- Conduct an ESG assessment for A suppliers
- Finalize and complete ISO 14001 certification
- Increase the share of electric vehicles in the fleet to 80%
- Achieve an 85% share of renewable energy



Contact Details

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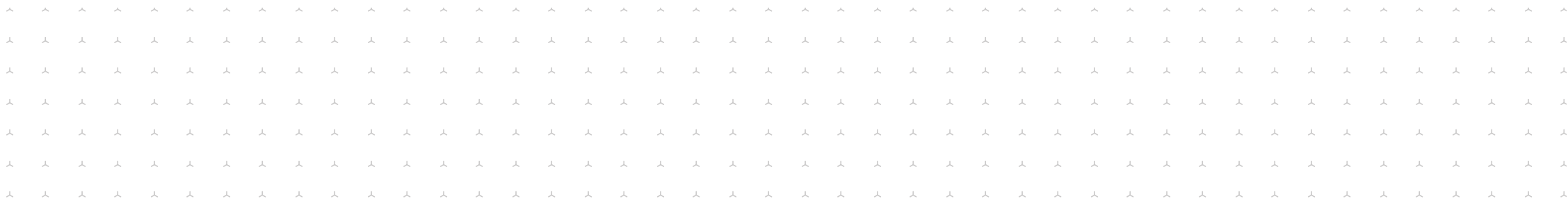
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