

SUSTAIN- ABILITY REPORT 2022/23





CONTENTS

1	FOREWORD	3
2	OVERVIEW OF THE PBS HOLDING GROUP	5
2.1	ASSETS OF THE PBS HOLDING GROUP PER 30.06.2023	5
2.2	ORGANISATION CHART OF THE PBS HOLDING GROUP PER 30.06.2023	6
2.3	BUSINESS MODEL AND STRATEGY OF THE PBS HOLDING GROUP	6
2.4	STAKEHOLDERS IN THE PBS HOLDING GROUP	8
2.2.1	Customers	8
2.2.2	Employees, employee representatives and management	8
2.2.3	Suppliers and business partners	10
2.2.4	Investors	10
2.2.5	General public	10
3	OUR CONTRIBUTION TO GREATER SUSTAINABILITY	11
3.1	SUSTAINABILITY STRATEGY	11
3.2	ECOLOGY AND THE ENVIRONMENT	11
3.2.1	Product ecology	11
3.2.2	Process ecology	14
3.2.3	Other active environmental protection measures	16
3.3	PROMOTING OUR EMPLOYEES AND SOCIAL COMMITMENT	17
3.3.1	Workforce	17
3.3.2	Social considerations	17
3.4	HEALTH & FAMILY	18
3.4.1	Occupational health and safety at work	18
3.4.2	Family-friendly employer	20
3.4.3	Performance - working together with passion	20
3.4.4	Good education is the basis for the company's future success	21
3.5	ETHICS, COMPLIANCE AND DATA PROTECTION	21
3.5.1	Ethical principles, values and principles of the PBS Holding Group	21
3.5.2	High compliance standards as the framework for our actions	22
3.5.3	Data protection has become a matter of course for our business model	22
3.6	EQUAL OPPORTUNITIES, DIVERSITY & INCLUSION	23
4	CONTACT DETAILS & IMPRINT	24



*Dr. Richard Scharmann, MBA
Chairman of the Board of Management*

FOREWORD

Ladies and gentlemen,
Dear business partners, employees and friends of the PBS Holding Group,

For PBS Holding and its national companies, the previous year was once again not a normal one. Rather, we speak of a post-Covid-supply chain-inflation year, which probably describes the scope and extent of the overall challenge well.

PBS Holding AG was once again able to develop well in this challenging business year and thus continued its positive evolution in all business areas and key figures, which has now lasted for 15 years.

Exceeding the € 400 million turnover mark for the first time emphasises to an even greater degree our international alignment (78 % of turnover is generated outside of Austria), as well as the need to invest in sustainable international structures.

For this reason, a junior management programme has been developed to ensure future management succession, while within sales, purchasing, e-business and IT, international structures are being established to develop and implement cross-country and cross-company solutions. These initiatives are intended to support PBS Holding in a sustainable way in meeting future challenges, and to ensure the continuous development of the Group in tomorrow's world.

With external support, we are currently setting up and further developing ESG reporting and will fulfil the regulatory requirements in Austria in mid-2024 and subsequently roll out the reporting structure to the other Group countries in order to be able to fulfil the formal requirements in good time.

With the Sustainability Report 2022/2023, we disclose which topics in the area of sustainability have priority for us, which challenges we are facing and where we still want to go in the future.

I hope you enjoy reading the Sustainability Report of the PBS Holding Group.

Yours,

A handwritten signature in blue ink, reading "D. Scharmann".

Dr. Richard Scharmann, MBA
Chairman of the Board of Management



” CONSTRUCTIVE “ COLLABORATION

PBS has grown strongly in recent years and is now represented in 8 countries. This makes international cooperation of the individual companies all the more important, both with the head office in Austria and with each other.

An average staff membership of 12 years within the PBS Group proves that open communication based on trust and appreciation is the right way to go.



OVERVIEW OF THE PBS HOLDING GROUP

The PBS Holding Group, with its registered office based in Wels, Austria, is one of Europe's leading office product distributors and resellers. It currently has over 20 companies based in eight countries, all of which are involved in the retail of products in the paper, office and stationery supplies segment.

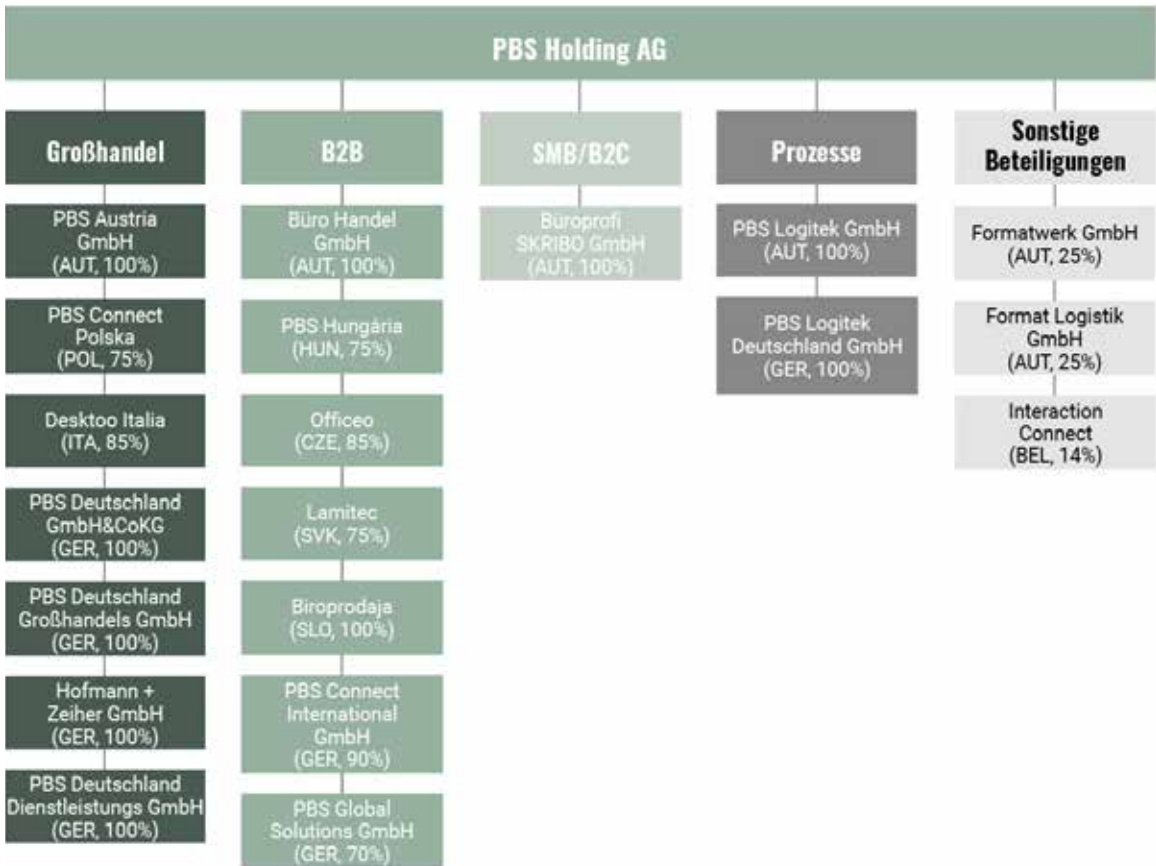
PBS Holding AG acts as the parent company of the PBS Holding Group and is responsible not only for holding and managing Group investments, but also for the provision of services to affiliated companies. These include in particular services in the fields of international purchasing, supply chain management, e-commerce, financial accounting, controlling, legal advice, project management and marketing. As the parent company, PBS Holding AG is also responsible for the strategic management of the PBS Holding Group.

2.1 Assets of the PBS Holding Group per 30.06.2023

PBS Austria GmbH, Wels	AT.....	100,0%
Büro Handel GmbH, Wels.....	AT.....	100,0%
Büroprofi Skribo GmbH, Wels	AT.....	100,0%
PBS Logitek GmbH, Wels	AT.....	100,0%
PBS Beteiligungs GmbH, Wels	AT.....	100,0%
PBS Dienstleistungs GmbH, Wels.....	DE.....	100,0%
PBS Deutschland Dienstleistungs GmbH, Lehrte	DE.....	100,0%
PBS Deutschland GmbH & Co KG, Unterhaching	DE.....	100,0%
PBS Deutschland GroßhandelsGmbH, Lehrte	DE.....	100,0%
PBS Deutschland BeteiligungsGmbH, Lehrte	DE.....	100,0%
PBS Logitek Deutschland GmbH, Lehrte	DE.....	100,0%
PBS Connect International GmbH, Lehrte.....	DE.....	90,0%
PBS Global Solutions GmbH, Lehrte	DE.....	70,1%
PBS Hungaria kft., Győr	HU.....	75,0%
Biroprodaja d.o.o., Murska Sobota	SI.....	100,0%
OfficeO s.r.o., Hostivice	CZ.....	85,0%
Lamitec s.r.o., Bratislava	SK.....	75,0%
PBS Connect Polska Sp.z o.o., Warszawa	PL.....	75,0%
Desktoo Italia s.r.l., Milano.....	IT.....	85,0%
Hofmann + Zeiher GmbH, Pfungstadt.....	DE.....	100,0%
Formatwerk GmbH, Wels	AT.....	24,3%
Formatwerk Logistik GmbH, Wels	AT.....	24,3%
Interaction Connect S.A., Gent.....	BE.....	14,3%




2.2 Organisation chart of the PBS Holding Group per 30.06.2023



2.3 Business model and strategy of the PBS Holding Group

PBS Holding AG and its subsidiaries are the leading distributor of paper, office and stationery supplies in Central and Eastern Europe. As part of its multi-channel strategy, it supplies in eight countries Central European more than 200,000 business customers and more than 4,000 resellers (retailers) with more than 100,000 articles through local logistics structures and comprehensive IT solutions, ranging from sector-specific ERP systems to fully integrated webshop solutions. More than 1,400 employees generated annual revenue of approximately EUR 420 million in 2022. This regional coverage includes Germany, Italy, Austria, Poland, Slovakia, Slovenia, Hungary

and Czechia. 

In a world where no one wants to invest a lot of time in buying paper, office supplies and stationery, PBS inspires across all channels with product diversity and, above all, first-class service. The mission of PBS is to offer the right products for our customers at all times and to make them accessible through every possible channel. Almost 80% of orders are placed electronically (webshops, interfaces etc.).

The operation of two business models creates comprehensive synergies on the one hand, whilst also enabling a unique service provision with a wide range of products. Ultra-modern logistics structures and innovative tools ensure deliveries are made on time and processes are virtually flawless.

The wholesale distribution includes the supply and servicing of store-based and digital retail customers in the office & stationery supplies market, with supplies made both to companies focused on private consumers as well as commercial end customers.

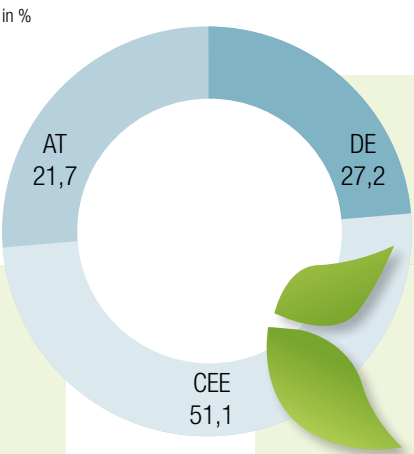
PBS Holding also operates its own retail companies, which specialise in supplying commercial end customers and private consumers, and is one of the leading suppliers in Central Europe in this market segment as well as in wholesale.

Despite the ongoing dynamic changes seen in PBS' sector, the PBS Holding Group believes it is very well positioned and will further strengthen its market position both within the framework of its regional as well as its multi-channel strategy.

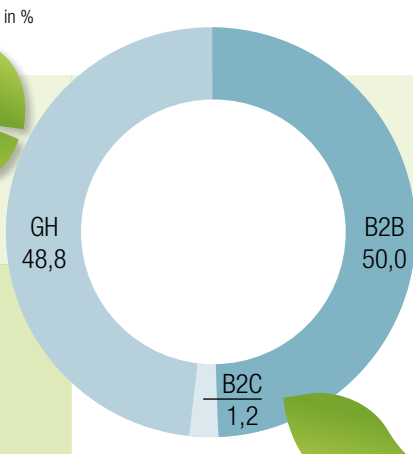
In order to take international market developments into account, all corporate structures were pooled together into a holding group with the ability to access capital markets. PBS Holding companies are currently some of the most important providers in their respective markets.

The principle of „as local as possible“ and „as much centralisation as necessary“ in the areas of IT, logistics and product data ensures sustainable competitiveness with simultaneous customer proximity. With our national logistics solutions we ensure the highest level of service and efficient resource management while minimising transport routes.

Umsatz nach Regionen 2022



Umsatz nach Divisionen 2022





2.4 Stakeholders in the PBS Holding Group

Key stakeholder groups with which the company engages include customers, employees, suppliers, investors and the general public.

2.4.1 Customers

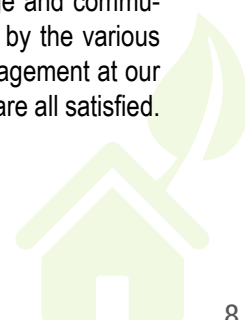
The strong revenue performance over the past year and consecutive growth in the number of customers are evidence of the PBS Holding Group's customer focus. The principle of customer focus, which is embodied in everything we do, the high level of service and personalised customer care are the cornerstones of our market strength and the positive way we are perceived. We understand that our long-term success is only possible if our customers are satisfied, which is why our business is based on working constructively with our customers.

2.4.2 Employees, employee representatives and management

The PBS Holding Group currently employs around 1,400 employees throughout Europe. We have a special responsibility in our position as a strong partner for retailers and end consumers in the field of paper, office and stationery supplies in Central and Eastern Europe.

We rely not only on the trust of our business partners and the general public, but also the trust of our employees as well. Conducting ourselves in a responsible and ethical way and treating each other with respect are therefore key elements of our corporate culture. The integrity of every single employee is indispensable and key to the success of our company.

This success enjoyed by the PBS Holding Group is also emphasised by various acquisitions made in recent years. What is even more important is the level of international collaboration by the individual subsidiaries, both with head office in Austria as well as among themselves. Regular meetings between the management from all of our sites and weekly discussions between the Board of Management and the management team, combined with ongoing coordination across all departments, help to ensure the same level of knowledge and communication across the board. Employees are kept informed, made aware of issues and inspired by the various newsletters published along with the end-of-year review by our Chairman of the Board of Management at our Christmas party. They are the link to our customers and suppliers and are key to ensuring they are all satisfied.





” SUSTAINABILITY & CONSCIOUS PRECAUTION “

Co2 neutral magazines, resource-saving production, careful handling of raw materials: PBS Holding AG confirms this path. Away from plastic – towards sustainability. We pay attention to the Austrian eco-label and put great effort on naturality and sustainability. In addition, we are reducing the re-packaging of our own brand assortment and switching to environmentally friendly alternatives.



2.4.3 Suppliers and business partners

PBS maintains open and constructive business relationships with its suppliers and business partners. Having direct exchanges in person with key suppliers and partners, where we can discuss the latest product-related issues and market developments, provide some real inspiration. The core task of the International Purchasing team is to negotiate prices and terms and conditions for products within the PBS Holding Group's business segment. Regular discussions with the individual Country Purchasing Managers ensure everyone is commercially pulling in the same direction.

2.4.4 Investors

A constructive relationship characterised by trust and transparency is maintained with Group owners, made up of numerous managers, as well as financial institutions. Regular reporting and the corporate group's path to financial success are key to this outstanding level of collaboration.

2.4.5 General public

We attach a great deal of importance to having professional and constructive relationships with all authorities and other public representatives. The entire corporate group is committed to acting lawfully and correctly at all times and does all it can to maintain its positive perception among the general public.

Our Boards of Management, Managing Directors and professional experts attend dialogue events in their capacity as speakers and panel discussion members in order to exchange their experiences and professional knowledge. In addition, our active collaboration with journalists ensures transparency for us, allowing us to continue having a presence in the public sphere.



„Shopping green?
Easy with us!“

“

We are convinced that sustainable office operations are the basis for a future worth living. With our wide range of environmentally friendly products including low-cost recycled products, we make sustainability a breeze.

OUR CONTRIBUTION TO GREATER SUSTAINABILITY

3.1 Sustainability strategy

There is an increasing awareness of sustainability issues, even in the field of office materials. This key issue has long been an integral element in our collaboration with our customers, our business processes, in choosing our partners and suppliers and, of course, in choosing our current and future product ranges. The industry supports this trend, launching an increasing number of new more environmentally friendly and innovative products onto the market.

3.2 Ecology and the environment

3.2.1 Product ecology

The conscious use of raw materials and energy is key to a future that is worth living. Thanks to our extensive portfolio of green products, cost effective and environmentally friendly recycled products sold under the “Q-Connect” brand and transparent eco-labelling, among others, we are not just acting responsibly towards the environment within our company, but also with regard to our products as well.

We have factored in the trend for customers to have greater consideration of ecological aspects in the range of products offered by expanding the specific range of products in this area as well as by focusing even more on the documentation of environmental sustainability.

This ensures sustainability criteria are integrated into our range of products, helping to enhance our environmental footprint and our brands as well as our relationship with our customers. Clear environmental labels and simple filters in the online shop help to find green articles quickly and easily and thus raise awareness of the issue among consumers. To this end, we focus on regional sourcing and short transport routes for a smaller footprint. For us, sustainability is not an extra, but standard.



The following form part of our ecological and social understanding, to name but a few:

- the Green Office Catalogue (Green-Office Katalog) from PBS Connect International, featuring selected products from best known brands and manufacturers,
- the Environmental Catalogue (Umweltkatalog) from the Austrian company Büro Handel, featuring more than 1,500 environmentally friendly products,
- the inclusion of 600 eco products in the Hungarian company PBS Hungaria's range,
- the listing of more than 1,000 eco products by the Czech company OfficeO,
- the range of products from the Slovakian company Lamitec, which includes 300 eco products and 120 recycled products,
- numerous newsletters covering sustainability for our Group members,
- the prominent placement of Fairtrade coffee and chocolate in the catalogues, and
- the distribution of products from the "Licht ins Dunkel" charitable initiative.

The most important staterecognised ecolabels, such as the Austrian Ecolabel (Österreichisches Umweltzeichen) or the Blue Angel (Blauer Engel), have long formed part of our trademarks and are displayed transparently on our products. Here is a picture of the range of product labels in use:



Österreichisches Umweltzeichen
Vom Umweltministerium initiiert, signalisiert, dass Produkte und Dienstleistungen hohen Standards betreffend Umwelt und Qualität sowie Gebrauchstauglichkeit entsprechen.



Der blaue Engel
Das erste und bekannteste Umweltzeichen der Welt setzt seit 1978 Maßstäbe für umweltfreundliche Produkte und Dienstleistungen, die von einer unabhängigen Jury nach definierten Kriterien beschlossen werden.



Klimaneutral
Die CO₂-Belastung des Produktionsprozesses auf ein Mindestmaß zu reduzieren, CO₂-Belastung vermeiden - vermeiden.



FairTrade
Faire Preise für Rohstoffe. So können Menschen in Entwicklungsländern eigenverantwortlich wirtschaften, ihre Existenz weitgehend sichern und soziale Mindeststandards in puncto Gesundheit und Bildung erreichen.



TCF
total chlorfrei gebleicht. Die Bleichung erfolgt ohne schädliche Chlorverbindungen, die die Abwasser belasten.



Free of solvents
Lösungsmittel, in denen kein Lösungsmittel verwendet wird.



Green Range
Mehris Green Range: Produktfamilie besteht ausschließlich aus FSC-zertifizierten Bume- und Druck-papieren aus nachhaltiger Forstwirtschaft, 100%-Papier (totally chlorine free) oder 100% Recycling-Papier.



BeGreen
Der Schreibwarenhersteller Pilot liefert mit BeGreen einen wesentlichen Beitrag zur Produktion von umweltfreundlichen Büroartikeln. Das Sortiment besteht aus 100% recyceltem Material bei gewohnt hoher Qualität.



Exacompta: Multiform Forever
Die Palette von Multiform Forever beinhaltet Produkte mit hoher Qualität zu fairen Preisen, die zu 100% aus recycelten Kunststoffen bestehen, die mit dem blauen Engel Zertifikat versehen sind.

Our Austrian Group member, Büro Handel, launched the "Sustainable Roadshow" back in 2014, generating a clear picture for the conscious use of energy and raw materials and adopting innovative ideas on this issue. Ever since, representatives from Büro Handel have visited their customers' premises to give a direct presentation on the very latest surrounding their range of office supplies as well as the latest trends on sustainability in the office, thus helping to foster greater interest among customers for green products.



Q-CONNECT®



We ♥ nature!



DONAU

With regard to our own DONAU branded products, we comply with the Austrian Ecolabel requirements and focus heavily on environmental and sustainability matters when selecting suppliers, purchasing products and creating product ranges. In addition, we are reducing the use of packaging for our own brand range of products in keeping with our “Move Away from Plastic” (“Weg vom Plastik”) motto and are actively switching to environmentally friendly alternatives as a conscious effort to take preventative action. A key element of our Q Connect branded range of products was designed in a more sustainable way according to the following principles:

1. **Switching plastic from harmful PVC to recyclable PP**
2. **Reducing plastic in products**
3. **Reducing plastic in packaging or replacing it with paper and cardboard**
4. **Using recycled materials in our products**
5. **Biodegradability**
6. **Products featuring environmental certification (Nordic Swan, FSC, etc.)**
7. **Compatible toners are fully reconditioned**
8. **Refill packs are offered for most pens**

All non-EU suppliers are subject to the INTERACTION Code of Conduct and the latest social audit report is also available, which was published by an independent inspection company. Not a single Q-CONNECT product from the joint range was of course tested on animals.





3.2.2 Process ecology

In order to integrate sustainability as a fixed element even further into corporate processes, the PBS Holding Group has made long-term investments in its logistics and IT systems, ensuring the highest level of performance and becoming one of PBS' core competencies.

The following in particular make a specific contribution to sustainability in logistics; the sheets used are made from up to 50% recycled materials, dispatch optimisation processes for cardboard reduce the packaging material required and active waste separation processes adopted for waste materials.

Local regional procurement and the associated short delivery routes help us to make a simple contribution to reducing the CO₂ emissions of deliveries. Our Czech Group member OfficeO can therefore proudly point to its CO₂-neutral footprint. The regional origin of products also plays a key role here as there is a conscious effort to go for "Czech Made" items.

CO₂-neutral books, resource-conserving production and careful handling of materials are all part of the process followed by Format Werk GmbH, a company in which PBS Holding AG holds a stake. Internal audits, training sessions for environmental officers etc. help to raise awareness of ecological aspects with regard to the purchase of raw materials, processing and sales.

The gradual switch towards electromobility for our company cars means the aspect of sustainability is also taken into account in our company car fleet.

The annual energy audits underline our eco aspirations.

The link between quality and customer-focused action on the one hand with efforts to enhance sustainability on the other hand are in our vital interest. Having received ISO 9001 and 14001 certification for quality and environmental management deployed in several Group members, the „Resources SAVED 2020“ certificate for conserving greenhouse gases and resources by recycling materials correctly, FSC certification and the "EKO-KOM" recycling certificate, to name but a few, we are setting standards for ourselves that we want to exceed. Constantly optimising and reviewing our processes helps to safeguard our level of quality and, in doing so, increase customer satisfaction too.

We are also responsible for disposing of waste correctly; not all products in our range are suitable for normal household waste. We are committed to active waste separation processes, which is why used ink cartridges and toners as well as used batteries are disposed and dispensed of via certified waste disposal companies.



„ Save the Bees “

This is a matter of concern to us. Our beekeeper – Florian Peterstorfer - cares lovingly for several company's own organic hives on the roof terrace of our headoffice in Wels, Austria.

As a sweet reward, our employees and business partners enjoy more than 100 kilo annually PBS own honey.





3.2.3 Other active environmental protection measures

Hand in hand for a green future: We not only want to protect the environment, but also take our social responsibility seriously. That's why we support sustainable initiatives, donate to aid organisations and schools, help business partners in emergency situations and are active in charitable projects.

Here are some examples of this:

»Trees for Life«

Our Czech company OfficeO has enjoyed its own little success story over the past 18 years. OfficeO plants a single tree for every 50 items of paper packaging sold. More than half a million trees have been planted since 2003. This measure also makes a significant contribution to the CO2 neutrality of our Czech Group member.

Reduction in CO2 emissions

All of the existing environmental rules and regulations applicable in our company premises are observed and complied with to the fullest extent. After updating the heating technology and lighting systems at our head office in Wels, Austria, in order to reduce our energy consumption and CO2 footprint the previous year, our planned investment in a photovoltaic system inevitably had to be postponed owing to the coronavirus crisis. However we will continue to push this forward. In addition, the corporate group is gradually moving towards green electricity, such as in the area of electromobility.

»Save the Bees«

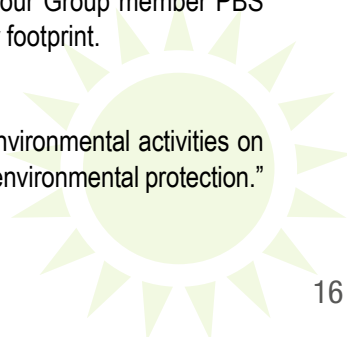
The issue of insect deaths is also one of our focal points in terms of sustainability. Back in 2018, we set up the "Save the Bees" ("Rettet die Bienen") initiative here in Austria, helping to contribute to a healthy ecosystem. Since then, we have been able to enjoy the presence of organic beehives on our company roof terrace at our head office in Wels, Austria, along with more than 300 kg of PBS's own honey for our employees and business partners.

»Clever Buying For The Office«

With this initiative, the Austrian Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology, working in partnership with the Austrian paper industry and numerous other partners, including our companies Büro Handel and Büroprofi Skribo, wants to raise awareness of high-quality, environmentally friendly and value-for-money office supplies. It is for this reason that the UmweltTipp! was developed as an independent purchasing recommendation. Its logo can be found on all certified products, whether they are on the shelves, in the catalogue or on the online shop. Office supplies that also feature the Austrian Ecolabel are therefore of particular importance. As a cooperation partner of these organisations, our Group member PBS Connect International makes one of its many environment-related contributions to our footprint.

Austrian Environment Day

On Austrian Environment Day, Büro Handel uses its ecolabel to implement various environmental activities on this particular day. The motto for 2023 is "Actively working together for biodiversity and environmental protection."



**Ursus® HILFT!**

Format Werk beteiligt sich auch in vergangenen Jahren an sozialen Projekten. Ein besonderes Anliegen waren uns dabei immer Kinder und Jugendliche, die bekanntermaßen unter sozialer Ungleichheit am meisten zu leiden haben.

Gemeinsam mit unseren Kooperationspartnern unterstützen wir den Kampf um Chancengleichheit, Bildung für alle und eine bessere Kindheit in Österreich und der Welt.

formatwerk
volue added paper products

URSUS® UND CARITAS ÖSTERREICH

URSUS® UND JUGENDROTKREUZ



3.3 Promoting our employees and social commitment

3.3.1 Workforce

Following 2020 and 2021, when the focus was dominated by the Coronavirus pandemic and the importance of preserving jobs, in 2022, extensive activities were undertaken to increase the attractiveness of PBS as an employer. For example, an employee survey was initiated in Austria to identify possible problem areas/deficits and to be able to develop precise solutions (e.g. new home office regulations). In addition, measures were taken to cushion the inflationary wave for the workforce in many Group units (e.g. the distribution of a tax-privileged, cost-of-living bonus in Austria and increased bonuses in the Czech Republic due to a strong local earnings situation). In support thereof, the HR department in Austria was expanded in order to better meet the increased demands that have come to characterise a very tight labour market.

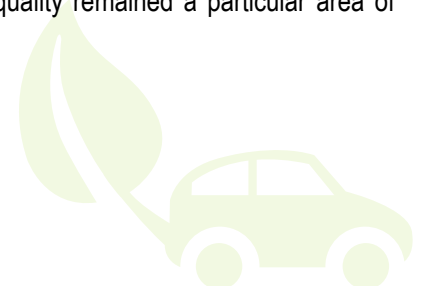
Following the break triggered by the Coronavirus pandemic, the education and training programmes were resumed and English and Excel courses were offered. In addition, an international development programme was launched for a group of managers in cooperation with the LIMAK training institute, which, in addition to imparting specialist knowledge and management skills, is intended, in particular, to strengthen cross-company communication and cooperation.

Our teams consist of a good mix of long-standing employees who have a lot of experience and PBS know-how, as well as new employees who bring a breath of fresh air to the company with their experience from other jobs. Both complement each other in joint project work to make a fundamental contribution to the company's success. This makes us an attractive employer and at the same time innovative and ready for new challenges.

3.3.2 Social considerations

Charitable commitments

PBS Holding AG, along with most Group members, were also involved in social projects in recent years. Children and young people who are known to suffer most from social inequality remained a particular area of concern for them.





An Austrian not-for-profit association, operated by volunteer members, that takes care of disadvantaged children and young people in Uganda and has built 15 schools there to date, was assisted by our Group member Büro Handel, with the company covering the financing of a school and providing active support to the association.

The Polish company PBS Connect Polska focuses its charitable efforts on social care and childcare facilities. The Czech unit OfficeO also supports social care facilities for disadvantaged individuals, among others, such as "Good Angels" and the "Cangaroo" association. The Slovakian company Lamitec pledges support for educational facilities. The Slovenian company Biroprodaja places clear emphasis on social considerations by supporting municipal facilities. Donations in kind to a variety of aid organisations, schools, nurseries and children's facilities are just as much a matter of course for us as providing assistance to business partners in need without the usual bureaucracy. In the case of one of our suppliers whose production hall and warehouse burned down in 2020, the Austrian company Logitek came to their assistance at very short notice by temporarily taking over the logistics for most of their brands.

Apprenticeship training and temporary holiday jobs

We also give young people an opportunity. Apprenticeship training is offered in large parts of the Group, including in our units in Austria, Germany, Czechia and Slovakia. We have certified apprenticeship trainers on hand to be able to assist our apprentices.

In addition, most of our Group members offer temporary holiday jobs during the summer for schoolchildren and students.

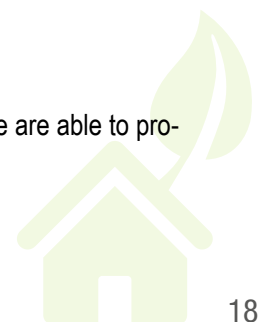
Sheltered workshops

Given that we as a company are very much aware of our social responsibility, we have collaborated with sheltered workshops in Austria, Germany and Czechia for many years. Here in Austria, we also give opportunities to disabled people to enter the world of work. Regular meetings between the Board of Management and representatives of these sheltered workshops allow for discussions over the potential, educational opportunities and development of those colleagues affected..

3.4 Health & family

3.4.1 Occupational health and safety at work

We are committed to ensuring the health and well-being of our employees. It is crucial that we are able to provide safe working conditions at all of the sites and in all of the countries in which we operate.





Regular training sessions provided by a safety expert, along with the distribution of and compliance with all health and safety documents and our Operating Instructions, regardless of whether this take place in logistics in the packing station, conveyor technology, goods receipt, order picking or waste pressing container, in IT or at the computer workstation in our offices, all ensure and guarantee health and safety aspects in the workplace. In doing so, they also safeguard the health and well-being of our employees.

We also combine this with discounted hot and cold meals provided at our in-house employee canteens or the distribution of meal vouchers for employees and a modern workplace environment fitted out with ergonomic furniture; our comprehensive occupational health management processes focus on preventative measures.

This provision is also supplemented by way of various local considerations, such as free drinks available at all sites, subsidies for pension schemes, special leave for special occasions, paid health check-ups and survivor benefits and yoga classes at our head office. Our Czech company OfficeO grants its employees an extra week of annual leave.

Across the Group, comprehensive preventative measures were put in place back in February 2020, i.e. at an early stage, to protect employees from getting infected at work. These measures have been continuously updated as well. In addition to keeping employees informed with the latest news, among others, the network for homeworking roles was also set up at very short notice, personal protective equipment and disinfectant were distributed and ongoing in-house coronavirus testing was also offered. Furthermore, employee meals were also provided daily in the form of lunch packs, generous arrangements on homeworking were established and a comprehensive hygiene concept was created.

Thanks to the high level of discipline and adherence to preventative measures, the number of confirmed coronavirus infections among the workforce was kept within limits, and the PBS Holding Group did not suffer from any restrictions in terms of availability and reliability at any stage of the pandemic.

As an international corporate group, we also have a dual responsibility in terms of being responsible for the well-being of our employees, but also continuing to guarantee our high level of performance for our business partners with the reliability they have come to expect.

All employees should be able to have confidence that they are working in a safe environment. As a result, we offered the majority of our employees the opportunity to get a coronavirus vaccine via a company scheme, which was greeted with a great deal of interest and saw high vaccine uptake. This allows us to protect even more of our colleagues and create a safe environment where we can continue to work again without restrictions.



3.4.2 *Family-friendly employer*

The PBS Holding Group offers all kinds of customised and flexible working models, which enable employees to strike a balance between their work and private lives and promote an attractive family-friendly working environment. This is achieved, for example, through a broad and flexible range of part-time models, flexitime models, homeworking models or flexible reduction of overtime hours or grants for when a child is born. Many of these measures have also been embedded in works agreements.

Furthermore, the PBS Holding Group also offers its employees in Austria the opportunity to choose partial retirement models in order to bridge the gap to retirement.

The Czech company OfficeO also arranges summer camps for the children of its employees.

3.4.3 *Performance - working together with passion*

Performance-related bonuses are not just a feature of the remuneration model for field sales employees. All Group members reward exceptional performance by way of individual bonus agreements. In addition, companies such as PBS Connect Polska pay out service anniversary bonuses to long-serving employees.

Furthermore, companies such as PBS Austria or the Czech company OfficeO also organise performance competitions in order to foster greater team spirit and entrepreneurship.

The following section is an excerpt of the Foreword from the Chairman of the Supervisory Board of PBS Holding AG, Mr. KR Ing. Anton Stahrlinger, from one of the previous Annual Reports, which emphasises the PBS Holding Group's philosophy: "... the management of the Group by the Board of Management and management teams needs to be described as exemplary in this context. As the Chairman of the Supervisory Board, I would like to give my huge thanks here. However, this gratitude from the entire Supervisory Board is directed to all of our employees. Without them, and without every single person present at work, we would never have managed a performance like this in such challenging times ...".

This sense of community is not just emphasised at the end-of-year works parties held each year. The many different company events held in addition to these parties emphasise the importance of team spirit.





3.4.4 Good education is the basis for the company's future success

Specific technical and customised training segments are arranged in all Group units. Product and sales expertise are key pillars of our professionalism in the same way that software, foreign language and management skills are too. Training and further education are both a meaningful investment for our employees as well as for the future success of our company. This specific technical education is also supplemented by way of training sessions on data protection and compliance.

Investment in our workforce ultimately results in increased employee retention and making us more attractive as an employer. The profile of the PBS Holding Group as an employer and its international focus is constantly being promoted by way of numerous measures.

3.5 Ethics, compliance and data protection

3.5.1 Ethical principles, values and principles of the PBS Holding Group

Responsible entrepreneurial action is one of the core values of the corporate culture of the PBS Holding Group. This is stated in the Code of Conduct of the PBS Holding Group as follows:

- Ethical behaviour with integrity is a matter of course for us.
- We promote respectful and trusting dealings with one another and ensure a non-discriminatory environment.
- We take our responsibility with regard to health and safety at work seriously.
- We live from the trust of our business partners.
- The integrity of each and every employee is indispensable.
- Fair play even in competition.
- Always an open door - right up to the board levels.
- We strictly separate the interests of the company from our private interests.
- We have no understanding for bribery and corruption.

Our guiding principles are not only written down, they are also experienced in the appreciative and respectful interaction we have with each other. Here is an excerpt from our guiding principles:





YES ✓	NO ✗
We act in an ethical and respectful manner and with integrity	We do not tolerate breaches of law
We conduct ourselves free from conflicts of interest	We do not accept bribery or corruption
We respect third party property in the same way as our own company property	We do not accept any conflicts of interest or cronyism
We observe and respect business secrets	We do not accept any sensitive business data from our competitors
We are in favour of fair and transparent competition	We do not accept any detailed competitor offers
We do not tolerate any compliance infringements	We do not accept any price fixing, market sharing or strategic arrangements
We work in accordance with our internal guidelines	We do not accept any gifts or invitations that are in breach of these guidelines

3.5.2 High compliance standards as the framework for our actions

The

- continuous training of our Compliance Register together with mandatory registration of invitations and sponsoring arrangements by all departments,
- the embedding of our compliance guidelines and
- the compact compliance training sessions for new starters

all help to ensure the avoidance of breaches of the relevant Codes of Conduct and the resulting legal risks within the PBS Holding Group are taken into account in the best possible way at all levels.

3.5.3 Data protection has become a matter of course for our business model

Data became an asset of strategic importance a long time ago in the globalised and digitised world we live in. Protecting your privacy is unquestionably a matter of course as well. As a result, the protection of personal data is of key importance within the PBS Holding Group.

Data protection measures have not just been practised within the PBS Holding Group since the GDPR came into force. Our Privacy Policy was revised and expanded significantly in advance of this. Numerous internal projects and training sessions tackled the issue of data protection in order to ensure a high standard of data protection and also raise awareness of the issue.

The creation of several compact guidelines and the appointment of data protection officers and their ongoing training are all evidence of our strong commitment to data protection.





3.6 Equal opportunities, diversity & inclusion

The PBS Holding Group is highly committed to ensuring a diverse and heterogeneous employee structure comprising all kinds of qualifications, education levels and professional experience. Our Austrian company Logitek has people from more than ten nations working together. This active diversity helps the company to improve its ability to adapt to changing market conditions and increases its opportunities to attract qualified workers ahead of the competition, with internationalism forming part of everyday business activities and becoming a matter of course.

At the same time, the company pays attention to ensure all employees benefit from equal opportunities. There is clear visibility in terms of women holding managerial roles in all PBS Group companies, which is something that we are very proud of.

All employees have opportunities to get promoted, and the job rotation policies adopted in certain departments, particularly in logistics, help to ensure diversity and a less monotonous work pattern by preventing individuals from suffering physical or mental strain. In addition, the individual technical knowledge and experiences of employees in different areas can be deepened and developed further.

Finally, the majority of Group members actively employ individuals with disabilities, not merely out of principle or conviction, but also to send a clear signal in terms of equal opportunities.



CONTACT DETAILS & IMPRINT

Editor and media owner:

PBS Holding AG

Vogelweiderstrasse 37

4600 Wels, Austria

Austria

Tel.: +43 5 9614-0

Email: office@pbs-holding.com

Company no. 197578g, registered at the Regional Court of Wels

We have prepared this report with the utmost care and attention and reviewed the details. Information on data protection can be found at

www.pbs-holding.at/datenschutzerklaerung.

This Sustainability Report is also available in German, its source language.

With external support, we are currently setting up and further developing ESG reporting and will fulfil the regulatory requirements in Austria in mid-2024 and subsequently roll out the reporting structure to the other Group countries in order to be able to fulfil the formal requirements in good time.

Closing date for articles: 17 Aug 2023



SUSTAIN- ABILITY REPORT 2022/23

