



Sustainability report | 2024

About this report

The year 2024 was overwhelming in every respect. Although commercial success is often the primary focus of companies like ours, we cannot overlook the profound changes occurring in our society and on our planet. It is our duty to look ahead, address the urgent issues and risks, and collaborate with partners to develop solutions that will have a lasting impact.

A shocking record was set this year: **Six out of nine planetary boundaries have been exceeded** - more than ever before.* The planetary boundaries defined by scientists to ensure the stability of the Earth have been alarmingly exceeded in the areas of **biodiversity, land use, freshwater consumption, nitrogen and phosphorus cycles and chemical pollution**. This endangers not only the environment, but also the foundations of our economy and way of life.

Furthermore, 2024 was characterized by other shocking developments:

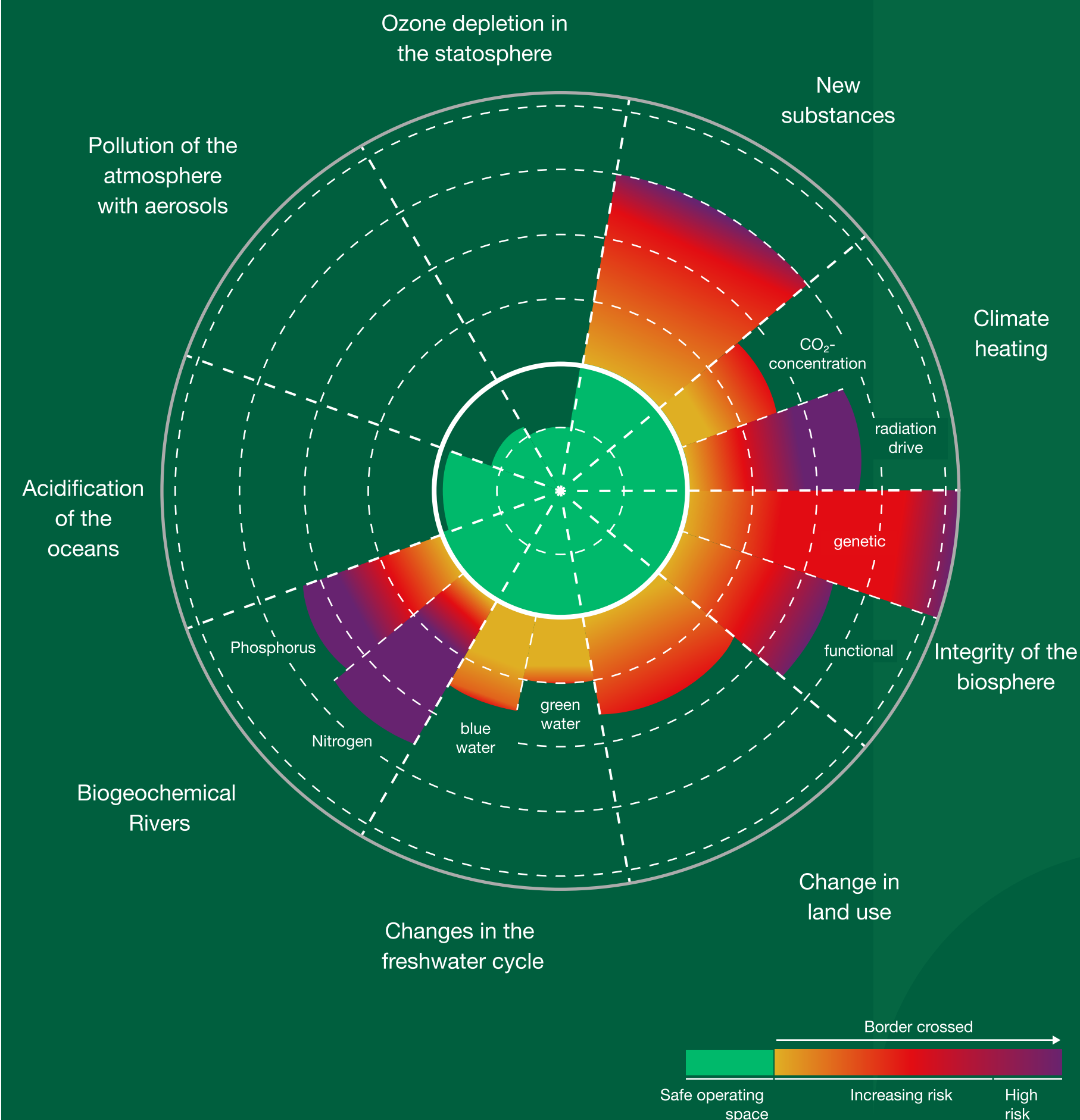
- **Increasing extreme weather events:**
Record heat, devastating storms and floods caused billions in damage and underlined the urgent need to step up climate protection measures.
- **Global water crises:**
Water scarcity and conflicts over water resources came to a head in many regions of the world, which also affected the supply chains and production sites of many companies.
- **Growing social inequalities:**
Access to education, healthcare and clean energy remains out of reach for many people, increasing the pressure on companies to integrate social responsibility into their strategies.

These events and an intrinsic motivation to be part of progress and change drive our initiatives forward. We as TKD have achieved some significant milestones in the same period. For example, we became a member of the United Nations and participated in their Accelerator workshops, which helped us to sharpen our sustainability strategy. With the introduction of a fully sustainable product line in the area of end device accessories and the continuous growth of our CO₂ handprint, we want to show that change is possible.

However, despite these personal corporate successes, we know that a purely individual approach is not enough. The challenges are complex and the path to real change remains arduous. We are therefore doing everything we can to ensure that we do not fight this battle for our planet alone. Strong partnerships and the willingness and desire to be part of the change are crucial to moving forward together.

Mobile devices are a significant factor in global resource consumption. It is time to take a critical look at this aspect, optimize it further and take responsibility. This is what TKD stands for.

Just use. We care for sustainability and our planet.



Contents

Foreword by our COO

00 Introduction 5

About TKD 6

Green Solutions 7

TKD2025 8

TKD2025 at a glance 9

Sustainability impact of TKD 10 - 14

01 Requirements and solutions 16

Industry requirements and legislation 17 - 18

Sustainable asset cycle 19

02 Management and structure 24

Digitalization 21

The rapidly growing DaaS market as an ESG 22

Recognition of the corporate responsibility 23

Management and structure 25

Managementboard 26

ESG aspects in the value chain 27

Memberships, associations and interest groups 28

Contribution to the SGD's 29 - 32

Stakeholder Management 33

Risk and opportunity management 34 - 36

03 ESG-Management 37

Objectives of the sustainability strategy 38 - 39

Extended objective 40

Transparency in the LifeCycle 42

Emissions 43

Methodology and assumptions 44

Occupational safety and human rights 46

Circular economy for raw materials 48

Energy consumption 49

Waste and resource management 50

Diversity of employees 51

Employee well-beeing 53

Health and safety in the workplace 54

Social responsibility 55

Employee development 56

Milestones of responsible business practices 57

IT succesfull initiatives 60

IT goals 2025 61

Closing words 62

04 GRI Content Index 63

GRI Content Index 64 - 70

Parameter des Berichts 71



Foreword

“ I have been part of TKD for over 10 years - and during this time I have not only accompanied the development of our organizations, but also witnessed how profoundly our understanding of responsibility has changed. Today, I am convinced that sustainability must not be an add-on, but must become an integral part of our daily activities. Only when ESG issues are naturally integrated into our processes, decisions and corporate culture can we achieve real impact.

As Managing Director, I see it as my responsibility to actively help shape this change and promote it at all levels. I have great confidence in the people at TKD - in their commitment, their ideas and their willingness to take on responsibility. Our teams work every day to develop sustainable solutions that not only have an impact internally, but above all can be experienced by our customers.

Our goal is clear: we don't just want to document ESG, we want to embed it in our day-to-day business - as a fundamental attitude that guides us and sets us apart. Because for us, sustainable action is not a trend, but a promise to the future. ”

Dennis Lahutta

Executive director, COO - TKD Group

00

Introduction

About TKD

TKD is Germany's most sustainable IT and software service provider in the field of mobile infrastructure. The focus is on medium-sized and enterprise companies as well as the public sector.

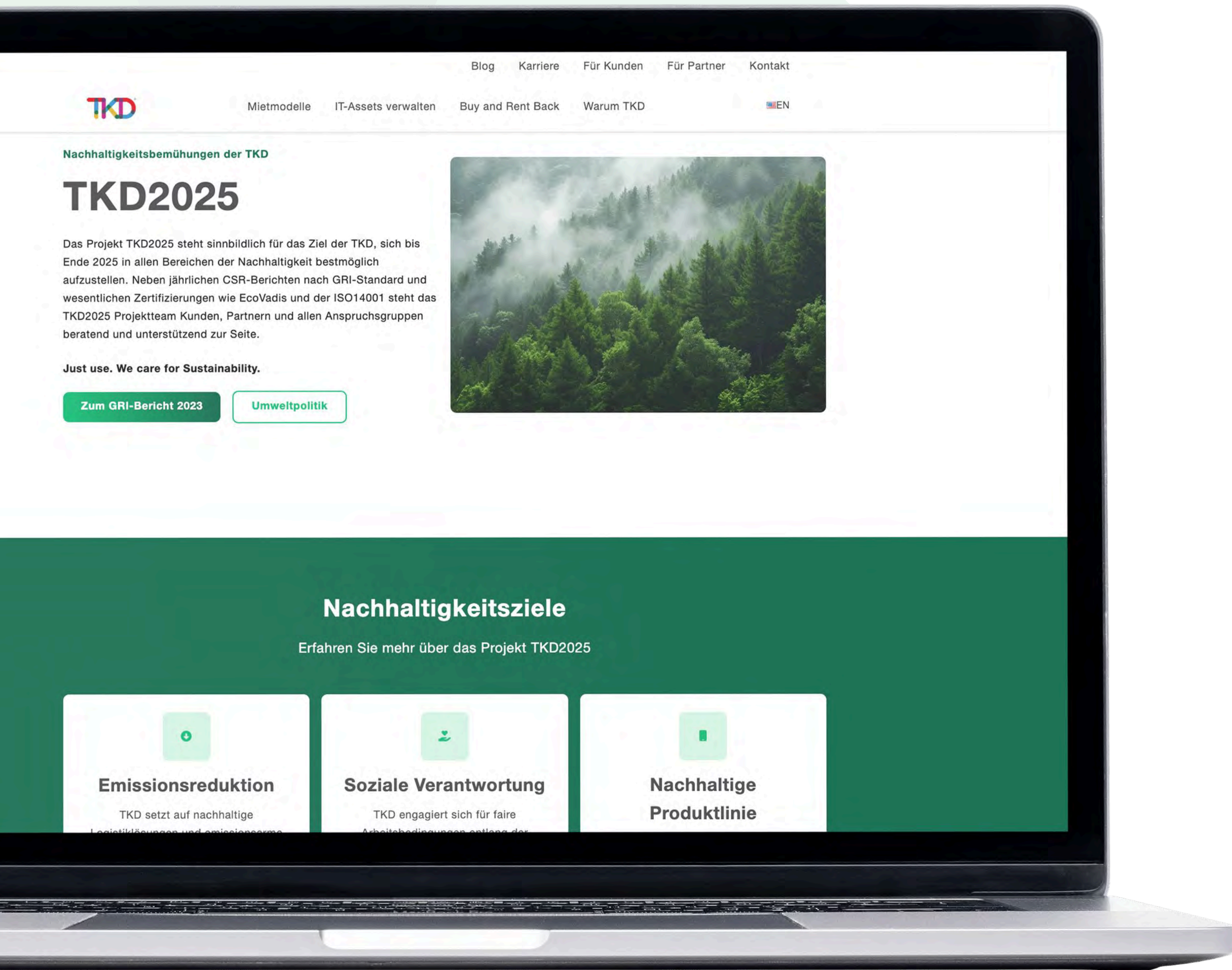
The core business consists of a sustainable device-as-a-service offering that includes financing, refurbishment, recommissioning and end-of-life solutions for tablets, smartphones, laptops and the necessary accessories for the mobile workplace.

In addition, TKD offers its customers with existing IT assets a comprehensive 360° lifecycle service covering the entire lifecycle of the end devices. The services are managed by the in-house software solution workplacenow.io. This solution manages IT assets centrally and distributes company data via interfaces to all common existing systems.

The company's headquarters are located in Langenfeld in the Rhineland. With a dedicated team of over 150 employees, the main goal is to make the circular economy in the ICT sector tangible, measurable and affordable.

Just use. We care.





Green Solutions

Sustainability is not an option, but a matter of course. Green Solutions is the promise to make all TKD Solutions' services sustainable. Customers are enabled to understand the climate impact of mobile devices and make data-driven decisions that lead to improvements. The starting point is workplacenow.io, the portal that combines end device, master and sustainability data in one system.

In addition to transparency and full compensation of all procurement emissions for DaaS end devices, the focus is on the sustainable rental model.

The longevity of mobile devices is a matter of course, but the period of use is often limited. With the sustainable rental model, users can actively extend the useful life of flawless end devices, thereby avoiding new purchases and guaranteeing a life cycle extension through refurbishing.

This self-evident approach has also been reflected in TKD's range of accessories since 2024. In the last quarter of the year, the range of accessories was switched to a 100% sustainable variant, without compromise and without additional costs for customers.

TKD2025

TKD Solutions has fully integrated its sustainability strategy into its business activities. The primary objective is for TKD to act sustainably over the entire duration of its business activities - in compliance with applicable principles and standards.

TKD uses national and international reporting standards as a basis for evaluating measures and successes.

As in the previous year, annual reporting in 2024 will follow the requirements of the GRI reporting standard. TKD occupies a special position in this regard, as it is not legally obliged to report, but instead makes its efforts, transparency and insights possible on a voluntary basis.

The TKD2025 project team was set up to summarize, evaluate and implement all efforts.

This team is responsible for environmental management in close cooperation with the management, employees and stakeholders and is involved in all strategic developments within the company.

The most important and relevant objectives are a key indicator of the success of the environmental management system and are listed here:

Milestones

100%

of all end devices are subjected to at least a 2nd life cycle

0%

NetZero strategy - until 2030

100%

Compensation of procurement emissions for Device as a Service devices

99%

Better than 99% of all EcoVadis audited companies

TKD2025 at a glance

TKD has achieved numerous milestones in recent years. One of the most important successes is the growth of our CO₂ handprint. In contrast to the CO₂ footprint, which is a calculation of the CO₂ emissions caused, the CO₂ handprint is a way of making the success of our sustainable corporate management visible and measurable.

By extending life cycles and introducing at least a second life cycle for mobile IT hardware, TKD demonstrably avoids the purchase of new IT assets.

In this way, TKD has been able to save at least **2301.6 t/CO₂**.

TKD has received additional proof of its exceptional commitment to environmental management through recognized certifications.



3.103,4 tons*

CO₂ handprint since 2018



49.254 LifeCycles

Number of extended LifeCycles since 2018



103 Employees

35% women
33% women in management positions



1.416,9 t/CO₂

2024 fully offset emissions

Certifications



Sustainability impact of the TKD

TKD's sustainability impact extends across various dimensions and makes a significant contribution to reducing environmental pollution. The positive effects of reducing resource consumption and emissions compared to the purchase of new smartphones and tablets are particularly evident in the area of refurbished devices. We look at four key aspects that make the difference:

- **Water consumption**

Water consumption when remanufacturing devices is over 95% lower than when manufacturing new devices.

- **Raw materials**

The use of existing devices reduces the demand for valuable raw materials to around 10 kg per device compared to new devices, where the demand is significantly higher.

- **CO₂ savings**

By reusing and refurbishing end devices, approx. 45 kg of CO₂ emissions are avoided that would be generated during the production of new devices.

- **Avoidance of electronic waste**

Refurbished devices actively contribute to the reduction of electronic waste. Over 200 g of electronic waste is avoided with every refurbished device.

We also optimize the first life cycle of mobile devices with our sustainable range of accessories. These products, which are made entirely from recycled materials, not only support device care, but also place a clear focus on resource conservation and the circular economy.

In the following, we will take a closer look at the detailed impact of these measures.

Important note:

The following figures are to be understood as rough estimates based on various scientific studies and market analyses. The actual impact may vary depending on the device type, model and the actual extension of service life achieved.



Key assumptions:

- The calculations primarily relate to common smartphone models (e.g. iPhone 11, Samsung Galaxy S20).
- It is assumed that the service life of the devices is extended from an average of 2 to 4 years through refurbishment.
- The values are average values and may vary depending on the technical equipment, size and condition of the device.

Water consumption

Water consumption is a key aspect of the environmental footprint in the production of electronic devices. Compared to the production of new smartphones and tablets, the processing of used devices requires significantly less water.

According to a study by Fraunhofer UMSICHT (2023)*, the production of a new smartphone requires around 3,000 liters of water to extract and process the raw materials and assemble the device. In contrast, the water consumption for remanufacturing a used device is only around 100 liters, which represents an enormous reduction.

This difference can be explained by the reduced need to extract and process natural resources, as most of the appliance is already in its existing form and only the functionality is optimized. Most of the water consumption is accounted for by the processes of disassembly, data erasure and technical overhaul, which requires significantly fewer resources compared to the complete new production of the device.

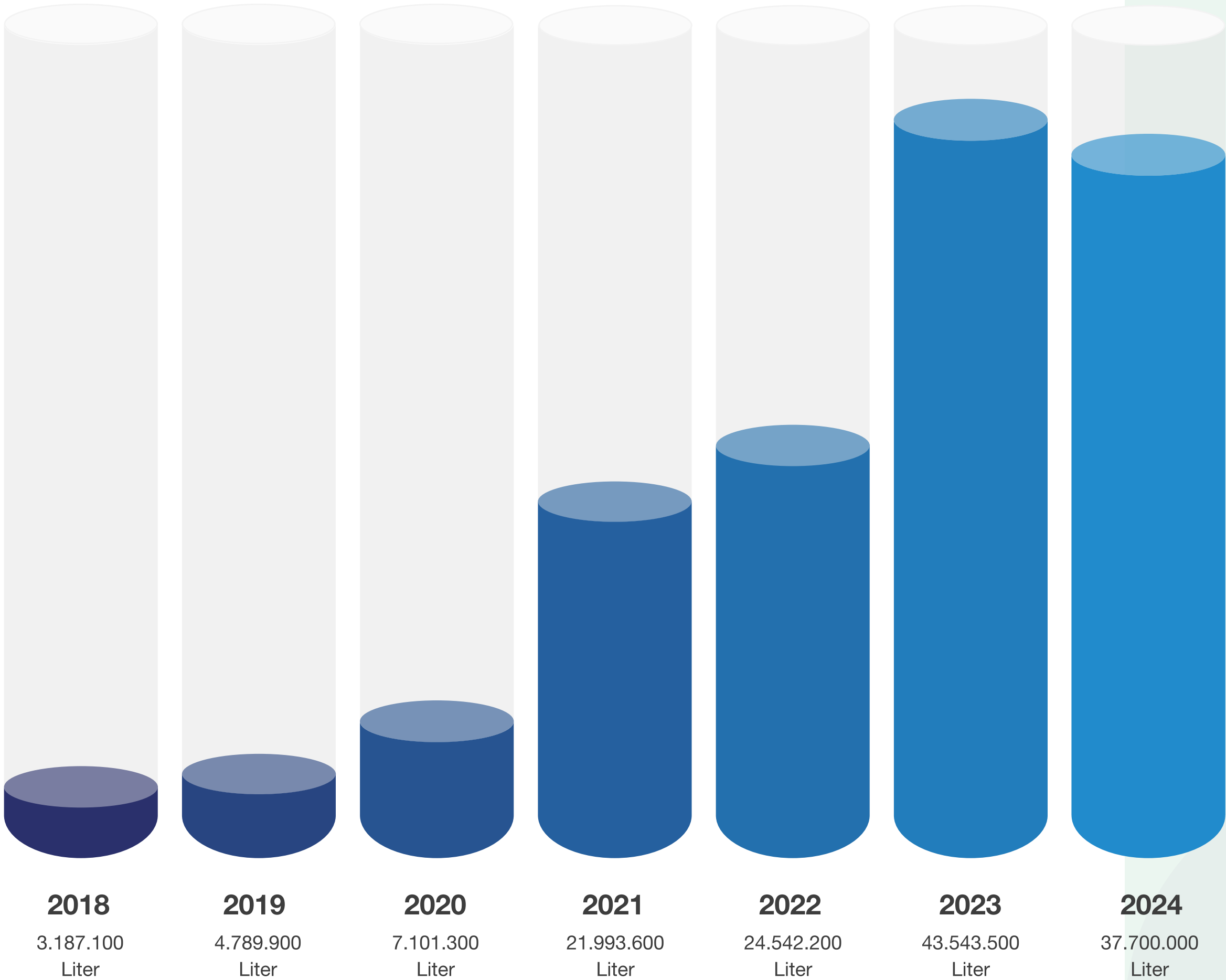
Water savings through refurbishment - a concrete figure

If we take the figure of 13,000 appliances that were processed at TKD as part of the refurbishment process in 2024 as a basis, this results in an impressive amount of water saved:

13,000 appliances × 2,900 liters = 37.7 million liters

By refurbishing 13,000 used appliances, TKD was able to save a total of 37.7 million liters of water in 2024, which is a significant relief for natural water resources.

Over the years since 2018, this adds up to an impressive **142.8 million liters**. These savings show how important sustainable appliance reprocessing is for water consumption compared to the manufacture of new products and what a positive contribution we are making to protecting the environment.



*Source: Fraunhofer UMSICHT (2023), Wasserverbrauch in der Elektronikproduktion; [fraunhofer.at](https://www.fraunhofer.at)

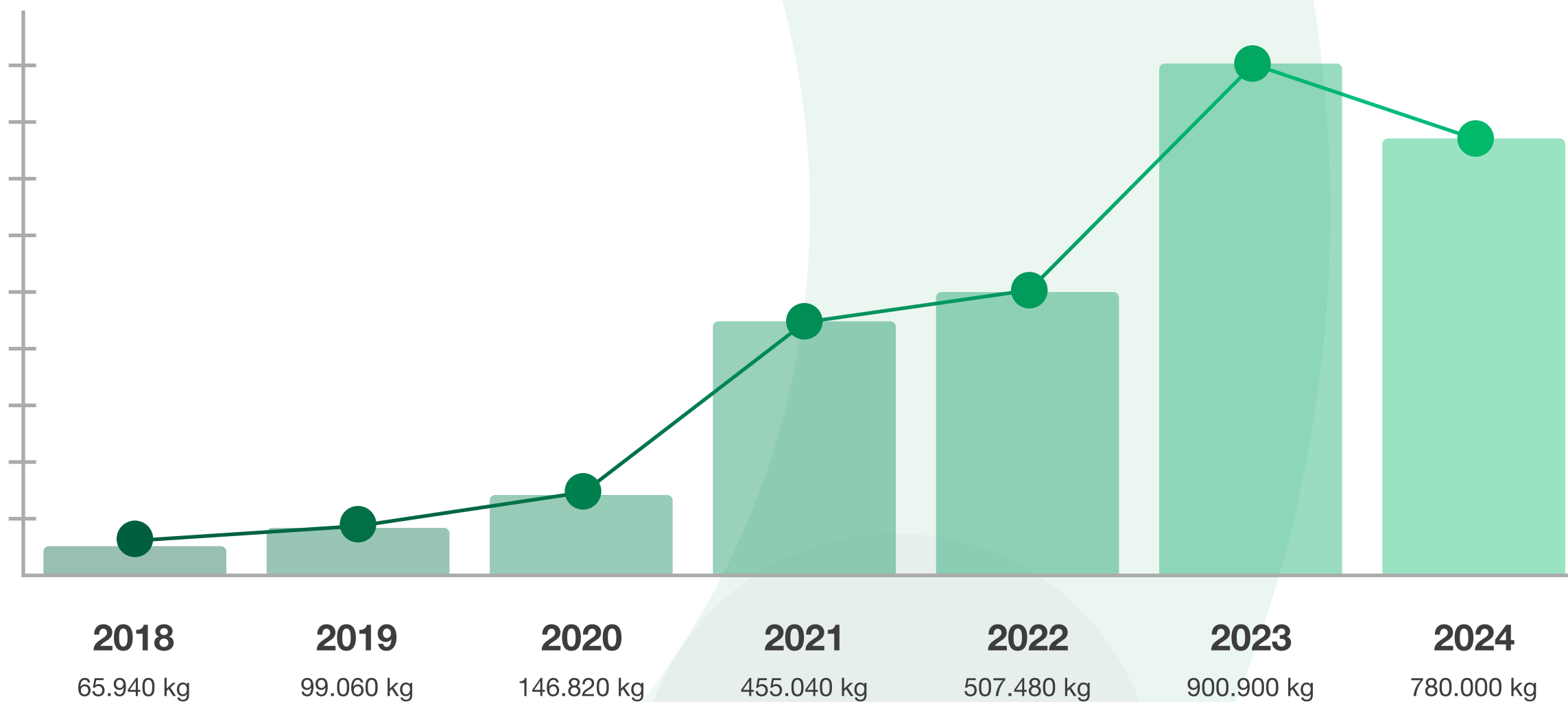
Raw material savings

The production of a new smartphone requires the use of numerous raw materials, such as metals (cobalt, lithium, copper), plastics and glass. According to a study by Fraunhofer UMSICHT (2023)*, the production of a new smartphone requires around 70 kg of raw materials.

When refurbishing a used device, however, the consumption of raw materials is significantly lower, as most of the materials are already available and only need to be processed or supplemented to a minimal extent. The consumption of raw materials for the refurbishment of a used device is estimated at around 10 kg. Most of this is wasted on repairs or the materials used during shipping.

This means that refurbishing appliances reduces the consumption of raw materials by around 60 kg per appliance.

The refurbishment of 13,000 appliances in 2024 saved around 780 tons of raw materials. In addition, the total number of raw materials saved since 2018 has risen to **2.95 tons**.



*Source: Fraunhofer UMSICHT (2023), Wasserverbrauch in der Elektronikproduktion; [fraunhofer.at](https://www.fraunhofer.at)

Metals in a smartphone



Source: Own representation based on Venditti, Bruno, Visualcapitalist, 2021

Refurbishment can save the rare earths, industrial metals and plastics listed here in particular, as most of the materials remain in the appliance and do not have to be mined or processed again.

CO₂-Emissions: New acquisition vs. refurbishment

According to studies, e.g. by Fraunhofer UMSICHT (2023)*, the production of a new smartphone or tablet generates an average of 55 kg of CO₂ equivalents (CO₂e) per device. This results primarily from:

- Raw material extraction and processing (including rare earths, aluminum, plastics)
- Production of batteries and electronic components
- Energy-intensive manufacturing processes
- Global transport and logistics

In comparison, the refurbishment process - including transportation, spare parts and refurbishment - only generates around 10 kg of CO₂e per device.

Result: A saving of ~45 kg CO₂e per refurbished device compared to a new purchase.

Ecological significance of CO₂ reduction

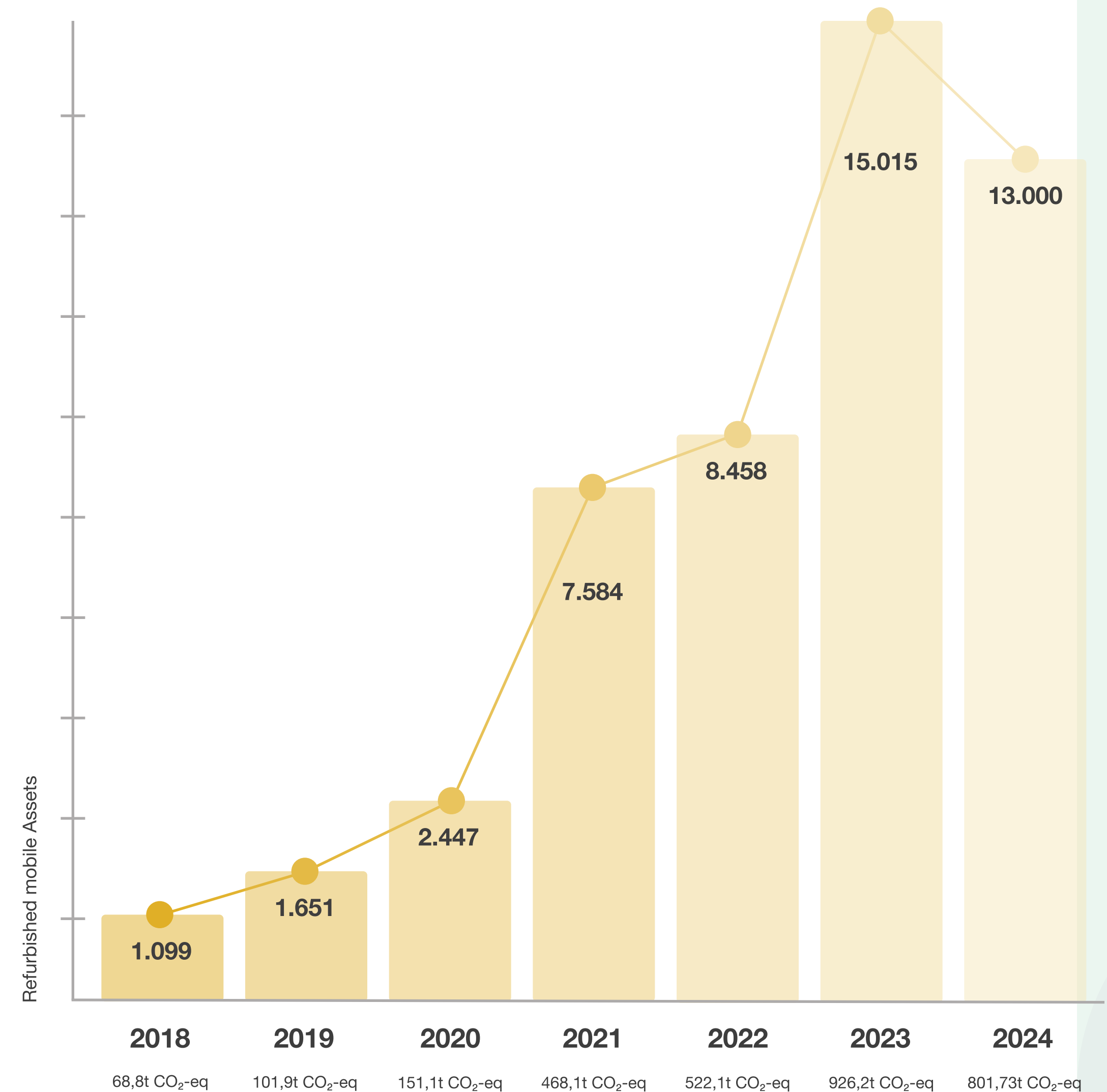
The cumulative saving of 2,216 tons of CO₂e corresponds to

- 🚗 The annual emissions of approx. 500 average passenger cars, each driving 15,000 km per year.**
- 🌲 The CO₂ uptake of over 180,000 trees per year (for an average tree with an annual CO₂ sequestration of 12 kg **).

The consistent use of refurbished devices therefore makes a measurable contribution to reducing greenhouse gas emissions.

*Source: Fraunhofer UMSICHT (2023), Wasserverbrauch in der Elektronikproduktion; [fraunhofer.at](https://www.fraunhofer.at)

**Source: OpenCO2Net (2024); [openco2.net](https://www.openco2.net)



Reuse instead of disposal: Reducing electronic waste

Electronic waste (e-waste) is one of the fastest growing waste categories worldwide. According to the Global E-Waste Monitor** (2023, United Nations University), a total of 59.4 million tons of e-waste were produced in 2022 - with an annual growth rate of around 2 million tons.

Many smartphones and tablets are disposed of even though they could be reused with minimal repairs. Refurbishing these devices extends their life cycle and thus significantly reduces e-waste. A study by Fraunhofer UMSICHT emphasizes that refurbishing IT and communication devices for a second service life makes a decisive contribution to climate and resource protection*.

Reuse instead of disposal avoids an average of ~220 g of electronic waste per refurbished device.

A long LifeCycle beats any recycling strategy

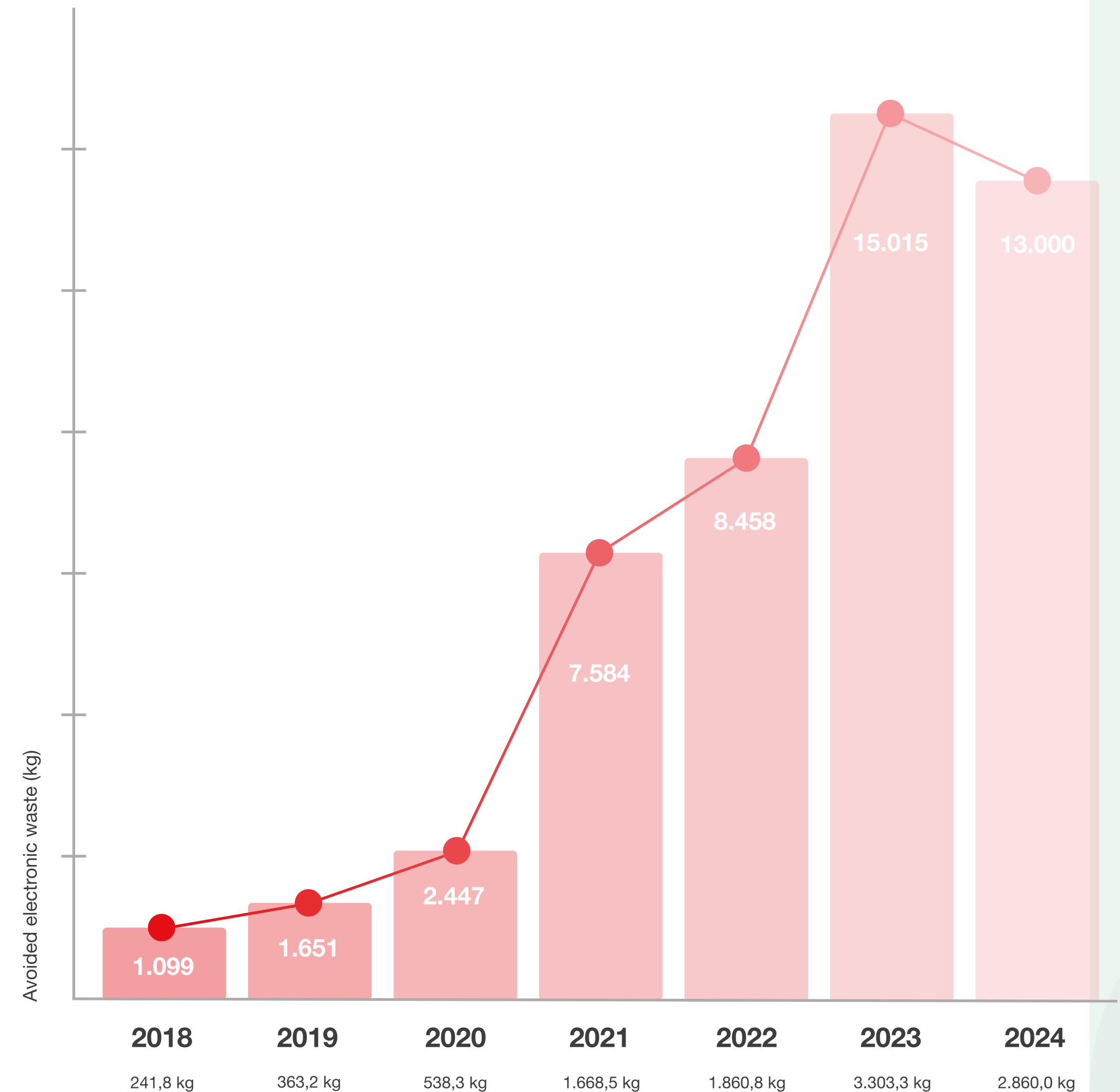
The most effective strategy for reducing e-waste is not just recycling, but above all maximizing the use of existing resources. By actively promoting refurbishment, TKD not only prevents the disposal of devices that are still usable, but also actively contributes to ensuring that mobile devices go through their entire life cycle - instead of being scrapped prematurely and unqualified.

This consistent circular economy makes a significant contribution to resource conservation, cost efficiency and sustainability - both for companies and for the environment.

These aspects underline the ecological and economic benefits of maximizing the use of IT equipment through professional remanufacturing.

*Source: Fraunhofer UMSICHT (2023), Wasserverbrauch in der Elektronikproduktion; [fraunhofer.at](https://www.fraunhofer.at)

**Source: Global E-Waste Monitor (2024); [ewastemonitor.info](https://www.ewastemonitor.info)





Let's take responsibility together

“ Global challenges highlight the need for a fundamental change in the way we work. In this dynamic and sensitive environment, a mobile workplace is crucial for the adaptability and sustainability of companies. However, this also requires a rethink of how IT resources are used to make leadership, communication and collaboration of virtual teams effective and sustainable. We are following this path and creating a sustainable and mobile workplace together with our stakeholders.

TKD is committed to promoting a sustainable world in the IT sector through its values and goals. As a company in the IT hardware sector, we recognized the risks of our business activities at an early stage. The extraction of valuable raw materials for the production of new mobile devices and consumer behavior in the mobile IT hardware sector require credible and targeted alternatives.

We offer such an alternative: Our world of products and services is crucial to the implementation of our corporate strategy, which aims to extend the life cycles of mobile IT hardware. By extending the useful life of these devices, we actively contribute to reducing resource consumption and environmental impact.

By extending the useful life of these appliances, we are actively helping to reduce resource consumption and environmental impact.

We have embarked on this journey. Our aim is to inspire numerous interest groups to join us on the path to sustainable corporate communication. ”

Patrick Schneider

Head of ESG

01

Requirements and solutions

Industry requirements and legislation

Changing market requirements and regulatory developments

The use of mobile IT assets such as smartphones and tablets is now an integral part of everyday working life. Companies are faced with the challenge of providing a powerful, resilient and modern IT infrastructure - especially against the backdrop of increasing requirements for data security, artificial intelligence and remote working models*.

With concepts such as Device as a Service (DaaS), companies can always access modern hardware through flexible rental models - without high initial investments - and at the same time ensure sustainability in the use of devices. A complete life cycle approach is pursued: from procurement to use, return, refurbishment and certified recycling.

In addition to the increased demand for high-performance hardware, regulatory and social pressure is growing: companies must demonstrably integrate circular principles, environmentally friendly waste management, reuse strategies and fair material procurement into their processes**.

There is also an increasing focus on Scope 3 emissions - i.e. those emissions that arise in the upstream and downstream supply chain. By offsetting all procurement emissions from mobile devices, TKD enables its customers to significantly reduce their Scope 3 emissions - a key lever for sustainable climate strategies.***

Transparency with regard to ethical origin, ecological production and circular return processes is of central importance - not only for ESG reports, but also as a basis for decision-making for strategic purchasing processes.****

*Source: Bitkom (2023): IT-Trends im Mittelstand; [bitkom.org](https://www.bitkom.org)

**Source: Europäische Kommission (2020): Circular Economy Action Plan; ec.europa.eu & Quelle: Lieferkettensorgfaltspflichtengesetz (LkSG); gültig seit 01.01.2023

***Source: Greenhouse Gas Protocol: Scope 3 Standard; [ghgprotocol.org](https://www.ghgprotocol.org)

****Source: Deloitte (2024): CPO Survey – Procurement and ESG; [deloitte.com](https://www.deloitte.com) |



Industry requirements and legislation

Resource conservation and product stewardship

In the EU, the statutory minimum target rate for the collection of e-waste is set at 65%. Germany once again fell well short of this target in 2023 with a collection rate of just 29.5% - a decrease on the previous year. Only 11 kg of e-waste per capita was collected, and the reuse rate was a sobering 2%.*

TKD is setting a good example here: 100% of the end devices collected are either reused or recycled in an environmentally friendly manner - in compliance with the WEEE Directive. This means that valuable raw materials are recovered and waste is avoided**.

TKD also supports the objectives of the EU action plan for the circular economy, in particular the “right to repair”. Through the targeted expansion of internal repair skills, TKD actively extends the service life of IT hardware - both economically and ecologically sensible.***

In addition, TKD relies on digital traceability systems to create transparency about take-back, recycling and repair processes - an important contribution to ESG-compliant IT procurement and responsible resource management.****

*Source: Deutsche Umwelthilfe (2024): Pressemitteilung vom 17.04.2024; [duh.de](https://www.duh.de)

**Source: Richtlinie 2012/19/EU über Elektro- und Elektronik-Altgeräte (WEEE)

***Source: Europäische Kommission (2023): Proposal for a Directive on common rules promoting the repair of goods; eur-lex.europa.eu

****Source: Bitkom (2022): Digitale Produktpässe und Kreislaufwirtschaft; [bitkom.org](https://www.bitkom.org)

Sustainable asset cycle - 360° LifeCycle Management

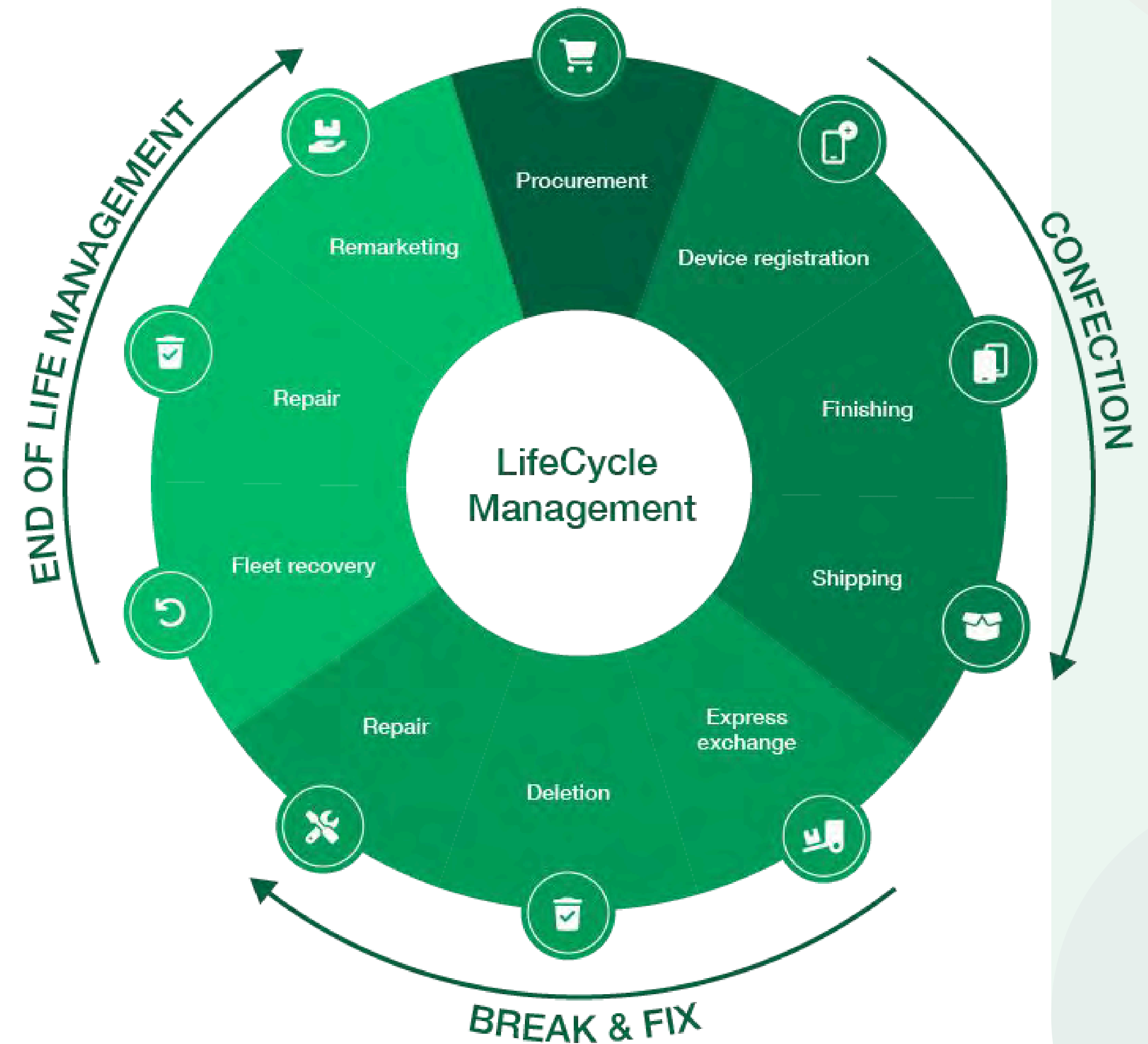
TKD offers its partners and customers the most sustainable solution for mobile assets through comprehensive LifeCycle Management.

All end devices go through the four core processes of 360° LifeCycle Management - from **procurement** to **packaging**, the **break & fix process** and **sustainable end-of-life management**.

The workplacenow.io platform is available to provide customers and partners with complete transparency over the lifecycle of their end device fleets.

The SaaS platform workplacenow.io is the key to complete digitalization and automation of end device management for customers. The asset management tool enables full transparency for all IT assets thanks to state-of-the-art interfaces. Entire end device fleets can be controlled efficiently and the most important actions can be triggered by a self-service center.

The resulting transparency across all IT assets enables resource-saving management of end devices, eliminates shadow IT and guarantees an effective and seamless transition of end device fleets into the second life cycle.



Digitization

For valid ESG reporting, TKD needs a central system that fully records, digitally inventories and centrally networks all mobile devices (laptops, tablets, smartphones, accessories, software). Without transparency about usage, life cycles and energy consumption, efficiency potential, recovery and resource optimization cannot be measured. With workplacenow.io, the foundation stone and a milestone in global end device management has been laid.

Challenge without DaaS & ITAM

- **Hidden costs & lack of transparency:**
A lack of IT asset management prevents the traceability of device assets - according to an ITAM analysis, this makes it difficult to keep track of usage, repairs and downtime costs (itamf.org).
- **Reactive management drives costs:**
Without proactive lifecycle management, operating costs are three to nine times higher.
- **Poor ESG footprint:**
Without structured collection and waste management, e-waste, energy waste and CO₂ emissions increase. *

Solution

An integrated DaaS and ITAM system enables:**

- Complete digital inventory of all mobile devices
- Automatic LifeCycle/update management
- Smart LifeCycle Insights
- ESG metrics on CO₂, recycling & energy consumption

Result

- Higher device utilization, fewer new purchases
- Better governance and IT security
- Demonstrable ESG successes - comprehensively documented in the impact analysis

*Source: ITAM Forum (2021): The 5 Key Business Benefits of ITAM – Wiederverwendung, Recycling, smartes End-of-Life-Management; itamf.org

**Source: BitRaser (2022): IT Asset Managers' Key Role in Achieving ESG Goals – ITAM verstärkt Datenschutz, Governance & Umweltverantwortung; bitraser.com



Making sustainability visible and tangible

“ Our teams are in daily contact with customers and partners who have a clear expectation: Sustainability must not just be a promise, but must be concretely reflected in our products, processes and partnerships.

With the introduction of our fully sustainable accessories range in 2024, we are taking a decisive step further. Our customers will not only receive durable, high-quality products, but will also be able to directly understand their ecological benefits. Through the consistent use of recycled materials and innovative product development, we create real added value - measurably.

But sustainability doesn't end with the product. More and more frequently, customers are asking us: What emissions are produced during the use of my appliances? This is precisely where we come in with a transparent presentation of usage emissions at user level. This enables our customers to make informed decisions and actively contribute to reducing their ecological footprint.

Our aim is not just to supply products, but to design sustainable solutions - to make sustainability not just visible, but tangible. ”

Maximilian Riepenhof

Head of Key Account Management - Sales

The rapidly growing DaaS market as an ESG driver

Market development

- The global Device-as-a-Service (DaaS) market grew to USD 83 billion in 2022 and is expected to grow at a CAGR of 29% to over USD 757 billion by 2030 ([grandviewresearch.com](https://www.grandviewresearch.com), arxiv.org).
- According to IMARC, the market will grow from USD 123 billion (2024) to USD 1 141 billion (2033) at a CAGR of approx. 28 %^{***}.
- Alternatively, Fortune Business Insights forecasts growth from USD 34.6 billion (2024) to USD 226.7 billion (2032), CAGR 26.5 % ^{****}.

ESG potential of DaaS

- **Circular principle:** Leasing models promote return, refurbishment & environmentally friendly disposal.
- **Efficiency:** Central control reduces energy consumption, optimizes hardware usage (barcoding.com).
- **Transparency:** System-integrated data collection provides reliable ESG key figures and proof of governance.

Conclusion & solution orientation

DaaS is the ESG solution for modern workstations:

- 100% ESG-oriented portfolio (hardware, virtual desktops, asset management, accessories)
- Sustainable lifecycle management with less material consumption
- Central ESG KPIs through data integration
- TKD is a pioneer in the ESG workplace market, as demonstrated by the impact analysis.

^{*}Source: Grand View Research (2023): Device As A Service Market Size, Share & Growth Report 2030 – DaaS-Markt 2022: 83,38 Mrd USD, CAGR 29,1 %; [grandviewresearch.com](https://www.grandviewresearch.com)

^{**}Source: Arxiv (2024): Integrating ESG and AI: A Comprehensive Responsible AI Assessment Framework; arxiv.org

^{***}Source: IMARC Group (2024): Device-as-a-Service Market Size, Share, Trends and Forecast 2025–2033 – von 123 Mrd (2024) auf 1 141 Mrd USD (2033), CAGR 28 %; [imarcgroup.com](https://www.imarcgroup.com)

^{****}Source: Fortune Business Insights (2024): Device as a Service Market Size, Share & Forecast to 2032 – 34,65 Mrd (2024) → 226,73 Mrd USD (2032), CAGR 26,5 %; [fortunebusinessinsights.com](https://www.fortunebusinessinsights.com)

Recognition of corporate responsibility

"**Just use. We care.**" has been more than just a slogan for many years - it is an expression of our attitude. This self-image is consistently transferred to our responsibility for a sustainable and future-oriented economy in the field of digital workplace solutions.

TKD pursues the goal of promoting the conscious use of IT assets and rethinking the circularity of mobile devices throughout the market. Our corporate policy, a clear Code of Conduct and the commitment of the entire management system stand for this attitude. Sustainability is not just a project, but an integral part of our strategic orientation.

Instead of relying on linear procurement, we are establishing circular rental models that allow our customers to use modern, high-performance end devices - without investing in traditional ownership models. The aim is to extend lifecycles, conserve resources and actively eliminate shadow IT - i.e. forgotten, unused hardware in cabinets.

Via our digital platform [workplacenow.io](#), we offer complete transparency on the return, repair, emissions and cycle status of all end devices. The platform thus forms the central interface between sustainability and digital life cycle management. Companies can see at a glance the carbon footprint of their devices and how much of it can be offset through recycling.

A central component of our Green Solutions is the Break&Fix process: every returned appliance is checked, repaired or professionally reconditioned - for a second life cycle whenever possible. Our internal repair capacities are constantly being expanded to minimize transport routes and enable repairs to be carried out regionally.

We have bundled our sustainable services under the name Green Solutions. This portfolio covers the entire life cycle: from manufacturer-independent advice, repair and refurbishment to secure return - including certified data erasure without subcontractors. All devices that cannot be reused are consistently recycled in accordance with the WEEE Directive. Last year (2024), we were able to transfer almost 13,000 end devices to another life cycle.

We also advise companies on sustainable procurement issues: Which devices are particularly durable? Which accessories are recyclable? Which old stocks can be returned to the cycle? Our tech consulting aims to make well-founded decisions that combine ecological, economic and regulatory aspects.

Our promise: We consider all phases in the life cycle - transparently, digitally and responsibly. So that our customers can do exactly what they need:

Simply use it. We take care of everything else.

02

Management and structure

Management and structure

TKD is equipped with certified management systems that include various key players. The environmental management system consists of the CEOs, the COO, the TKD2025 project team and the Head of ESG. In addition, department and team heads are entrusted with responsibilities in the area of strategy communication and control.

The ethical conduct of business and compliance with laws and regulations are the responsibility of management. Continuous training and further education of all members of management on sustainability trends and developments is ensured both internally and externally. All ethical principles and values that guide the company's business activities are anchored in TKD's Code of Conduct.

Employees have the opportunity to report violations of these principles anonymously or in person via digital and manual whistleblowing systems. The management is responsible for ensuring that these systems are reviewed by neutral bodies and, if necessary, appropriate measures are taken to punish violations and prevent future ones.

Sustainable corporate governance is the overall responsibility of the management to ensure that the company acts in accordance with laws and regulations. In addition to compliance with legal provisions, this also includes actively combating corruption, money laundering and compliance with trade regulations. Employees are encouraged to avoid conflicts of interest in accordance with the Code of Conduct and to behave in line with the corporate values. Respect for human and labor rights has top priority. The ESG strategy, the composition of the project team and the Code of Conduct are reviewed annually to determine whether they are achieving their objectives and whether any adjustments need to be made. Previous audits have confirmed an innovative and well-functioning CSR management system on which no measures have been imposed.

The implementation of these audits is the responsibility of top management and can be supported by external consulting firms if required.



Managementboard



Oliver Torlée
CEO & Founder - GF



Ulrich Winkler
CEO & Founder - GF



Jaroslaw Olszewik
Executive Director & GF
TKD Vertriebs GmbH



Dennis Lahutta
GF & COO



Björn Kunze
CTO



Matthias Morys
Head of IT Operations



Chris Wernsmann
Head of Software
Development



Nina Wertzki
Head of Purchasing



Maximilian Riepenhof
Head of Key Account
Management



Kevin Cannella
Head of Key Account
Management Direct



Melpomeni Selemidou
Head of Business
Operations



Bianca Wieden
Head of HR



André Obernbichler
Head of Customer
Service



Erol Bora
Head of Logistics



Patrick Schneider
Head of ESG &
Marketing

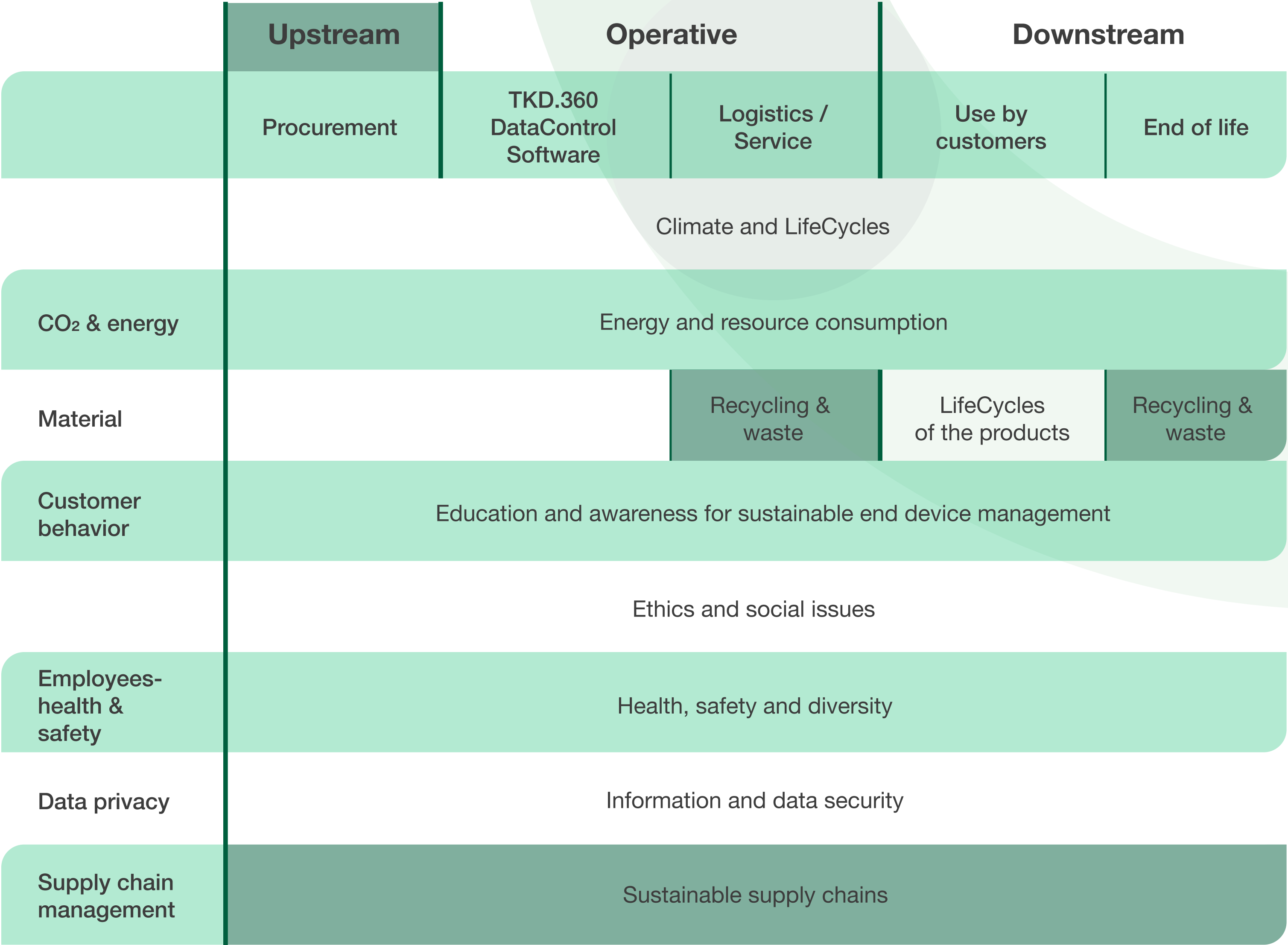
ESG aspects in the value chain

The relevant ESG aspects of the value chain were identified using the SASB Materiality Map and continuously developed in line with the company's self-image and the requirements of the market.

These requirements are continuously reviewed and updated through regular internal audits and stakeholder interviews. TKD actively influences society and interest groups by providing mobile IT assets in the device-as-a-service model. This model extends the useful life of mobile devices and is complemented by a sustainable range of accessories.

In 2024, the focus was particularly on optimizing upstream procurement processes. Targeted measures made it possible to establish more sustainable materials and supplier structures in order to further reduce the environmental and social impact along the supply chain.

In the downstream processes, life cycle extension and the proper disposal of defective devices remain central. In 2025, the focus will increasingly shift to waste disposal within TKD - an area that already starts in procurement and the supply chain. The aim is to create even more efficient and resource-saving solutions through optimized material flows and circular economy approaches.



Memberships, associations and interest groups

TKD is actively involved in compliance with the United Nations Sustainable Development Goals (SDGs) and systematically organizes and reviews its corporate processes on the basis of these global sustainability goals.

In addition, TKD is guided by international standards for human rights and working conditions, in particular the UN Guiding Principles on Business and Human Rights and the core labor standards of the International Labor Organization (ILO). TKD also takes into account the Women's Empowerment Principles (WEPs) in order to further promote gender equality and the promotion of diversity and inclusion within the company.

TKD has been a GRI reporter since 2022 and ensures a high level of transparency with its published reports - a key building block in stakeholder management and in the public perception of the company. All measures are aimed at supporting TKD's stakeholder groups in achieving their sustainability goals and tapping into new potential.

As a participant in the UN Global Compact, TKD is committed to consistently implementing the principles of human rights, labor standards, environmental protection and anti-corruption.

Our active involvement in regional networks underlines our commitment: the management represents TKD in the Langenfeld Entrepreneurs' Association, and numerous employees are involved in the Solingen Junior Chamber of Commerce.

Last but not least, TKD's environmental management system was once again confirmed by an external EcoVadis audit. In 2024, TKD Solutions was awarded the EcoVadis platinum award, which we also want to consolidate in 2025.

WE SUPPORT



Contribution to the Sustainable Development Goals

For us, the United Nations Sustainable Development Goals are more than just a global framework - they are an integral part of our daily work and strategic direction.

We have identified seven SDGs that are particularly relevant to our business activities:

- SDG 5 (Gender Equality)
- 7 (Affordable and Clean Energy)
- 8 (Decent Work and Economic Growth)
- 10 (Reduced Inequalities)
- 12 (Sustainable Consumption and Production)
- 13 (Climate Action)
- 17 (Partnerships for the Goals).

We have defined clear measures and targets for each of these goals - from internal equality and resource efficiency to sustainable supply chains and circular economy in device management.

Our team actively participated in the UN SDG Accelerator workshops. Two of our employees were certified as SDG experts as part of this initiative - a strong sign of our long-term commitment to sustainable development.

The SDGs are a key yardstick for us - strategically, operationally and culturally.



5 GENDER
EQUALITY



Achieving gender equality and equal opportunities in leadership roles

SDG Goals

By 2030: Ensure full participation in management positions and decision-making processes

SDG Indicator

Proportion of women in management positions

Milestones & goals

Conscious consideration of women for management positions.

**7 AFFORDABLE AND
CLEAN ENERGY**



**Reduction in energy consumption and use of
green electricity**

SDG Goals

Increase the share of renewable energies in the global energy mix by 2030

SDG Indicator

Increase the share of renewable energy in consumption

**Milestones &
goals**

100% conversion to green electricity has taken place - previously 50/50 electricity mix

**8 DECENT WORK AND
ECONOMIC GROWTH**



**Strict tracking of the supply chain and
constant focus on social, fair and just
working conditions in the business
environment**

SDG Goals

Promote lasting, inclusive and sustainable economic growth, full and productive employment and decent work for all

SDG Indicator

Number of fatal and non-fatal accidents at work per 100,000 employees, by gender and migration status

**Milestones &
goals**

With ISO45001 and ISO14001, TKD is committed to protecting both the international supply chain and employees from work-related hazards. We are not aware of any reports from our suppliers concerning a fatal accident.

10
REDUCED INEQUALITIES


Provision of low-cost mobile devices through the DaaS model and the remarketing of devices in the 2nd LC to make low-cost devices affordable

SDG Goals	By 2030, strengthen and promote the social, economic and political inclusion of all people, regardless of their demographic origin
SDG Indicator	Generally not applicable to companies
Milestones & goals	In 2024, more than 13,000 end devices entered their second life cycle, enabling all market participants to integrate modern technology into their everyday lives at moderate and affordable prices

17
PARTNERSHIPS FOR THE GOALS


Strict tracking of the supply chain and constant focus on social, fair and just working conditions in the business environment

SDG Goals	The Technology Bank and the Capacity Building Mechanism for Science, Technology and Innovation for Least Developed Countries...
SDG Indicator	Number of Internet users
Milestones & goals	Selected refurbishing partners are demonstrably transferring the lower-priced models to developing countries, thus enabling mobile access to the Internet and communication channels



12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Promotion and implementation of the prevention, reduction and recycling of IT hardware waste and packaging waste

SDG Goals

Sustainable reduction in waste generation by 2030 through prevention, reduction, recycling and reuse

SDG Indicator

National recycling rate, tons of recycled material

Milestones & goals

- Recycling rate of mobile devices 100%
- Recycling of packaging material

Prevention of premature recycling by extending life cycles:
3103.4 t/CO₂ saved

13 CLIMATE ACTION



Reducing the carbon footprint of your own operations and enabling the reduction of the carbon footprint in the value chain

SDG Goals

Integration of climate measures into (national) policies, strategies and planning

SDG Indicator

For companies: GHG contribution to national emissions

Milestones & goals

Integration of a NetZero strategy and publication of emission reduction targets

Stakeholder Management

Within the sustainability structures, all stakeholder groups are reviewed annually - as was also the case in 2024. In this way, the relevant stakeholders have been confirmed and a new stakeholder group has been added as a result of the entry of Deutsche Privat Equity as a partner and included in the assessment.

Through direct exchange and surveys with the stakeholder groups, we have identified key requirements and integrated them into our CSR management. The involvement and intensity of cooperation with the individual stakeholders was determined on the basis of a relevance analysis.

TKD attaches great importance to transparent and open dialog with interest groups. We promote the sustainable development of mobile corporate communication through joint influences and measures.

Stakeholder	Type of participation	Requirements for the TKD
Customers and end users	Interviews, needs and requirements analysis	The TKD should ensure that your supply chain meets all the requirements of the LKsG. In addition, a complete life cycle of all TKD products and product components should be guaranteed. The safety and credibility of our services are paramount.
Owners, investors & partners	Interviews, regular workshops and participation in audits	New partners show great interest in sustainable corporate governance, which they confirm through audits and controls. In addition, external sales partners transfer their ESG obligations to TKD, as they themselves are subject to legal requirements.
Supply chain	Interviews, needs and requirements analysis	Compliance with the LKsG and all European laws for the protection of employees.
Society and region	Exchange with the region's business association, interviews on urban development	Creating sustainable benefits and growth for the region, promoting cooperation and partnerships with regional providers.
Employees	Employee interviews, training and participation opportunities	Working for a safe and sustainable employer with the highest level of protection of labor and human rights. Information and training intervals for promotion and development.
Financial institutions or financing partners	Regular meetings and management reviews	Future-oriented and sustainably organized corporate structure.

Risk and opportunity management

At annual intervals, TKD reviews the risks and opportunities for your business activities that are typical for the industry. Risks along the entire value chain are taken into account. When assessing risks and opportunities, the probability of occurrence and the impact are taken into account in order to determine a risk and opportunity value.

The entire value chain is also considered in the risk and opportunity analysis.

The upstream aspects of the value chain give a good impression of TKD's awareness of the entire supply chain.

The operational aspects of the value chain are primarily considered and evaluated with regard to risks arising from active business activities.

The consideration of the downstream aspects of the value chain, on the other hand, is our promise to keep an eye on the entire life cycle of our end devices.

Risk	Risk weight before & after (1-16)	Measures
Support process for purchasing and supplier management - demand for sustainable accessories is increasing, availability and affordability of products for customers not guaranteed	Previous risk value: 6 Risk value after measure: 2	Expansion of the sustainable product world through the onboarding of new suppliers
Violations or non-conformities against human rights and occupational health and safety standards in the supply chain of suppliers	Previous risk value: 4 Risk value after measure: 2	Monitoring of the supply chain through procurement guidelines and annual supplier evaluation
Processing and shipping of hardware - Incorrect disposal of waste by TKD	Previous risk value: 9 Risk value after measure: 1	Waste disposal regulations for production and manufacturing waste as well as household waste
Violations or non-conformities against human rights and occupational health and safety standards in the supply chain of suppliers	Previous risk value: 4 Risk value after measure: 2	Monitoring of the supply chain through procurement guidelines and annual supplier evaluation

Risk and opportunity management

Risk	Risk weight before & after (1-16)	Measures
Competence and awareness - lack of competence in the company to implement the integrated management system	Previous risk value: 16 Risk value after measure: 2	Sufficient resources have been provided, training and awareness training, TKD2025 project team supports the management system
Recycling and reuse of products	Previous risk value: 6 Risk value after measure: 2	Recycling of cardboard packaging as packaging material - part of plastic-free logistics by 2025
Excessive emissions from business activities	Previous risk value: 12 Risk value after measure: 2	Emission reduction strategy By 2025 NetZero in Scope 1 & 2 and by 2030 in Scope 3
Improvements and non-conformities - Lack of process and control instances for continuous improvement. Non-conformities are not detected.	Previous risk value: 16 Risk value after measure: 2	Confirmation of management systems and operation - EcoVadis, ISO14001, ISO45001, ISO27001

Risk and opportunity management

In this overview, TKD presents some of the risks reviewed annually. TKD's risk and opportunity management is more far-reaching than this overview. In addition to environmental risks, risks relating to labor and human rights, data and information security as well as economic and financial risks are taken into account - but not published.

Monitoring risks is a key responsibility for TKD in order to be adequately and effectively prepared for incidents. This safeguards the company's performance.

Our opportunity management in the area of sustainability comprises a holistic concept that takes all aspects of the company's development into account. This enables us not only to meet current requirements, but also to proactively address future developments and achieve long-term competitive advantages*.

Chance

Chance weight before & after (1-16)

Measures

Support process for purchasing and supplier management - demand for sustainable accessories is increasing, availability and affordability of products for customers not guaranteed

● Previous risk value: 6

● Risk value after measure: 2

Expansion of the sustainable product world through the onboarding of new suppliers

Recycling and reuse of products

● Vorheriger Risikowert: 4

● Risk value after measure: 2

Introduction of a cardboard shredder to recycle cardboard packaging as insert material - reducing costs

Demand for our services and the TKD rental model is increasing disproportionately.

● Previous risk value: 12

● Risk value after measure: 1

Securing investment capital and proactive personnel planning

Internationalization and growth through new companies within the TKD Group

● Previous risk value: 12

● Risk value after measure: 1

Coordinated and careful transfer and control of these projects with awareness of international legislation and migration of new companies into the management systems

*Not all opportunities and risks are published in this overview; most of them are subject to confidentiality.

03

ESG- Management

Objectives of the sustainability strategy

1. climate protection strategy & emissions management (GRI 305: Emissions)

Conclusion 2024

TKD has fully integrated its initiative to reduce annual emissions in Scopes 1-3 into its operating activities and transferred it into a long-term NetZero strategy. The ambitious goal of achieving net zero emissions in all scopes by 2030 remains valid. In the 2024 reporting year, work began on developing a company-wide scoping and calculation model, which is to be fully implemented in 2025. This model enables detailed and consistent recording of all company emissions along the value chain for the first time and is already contributing to more informed climate protection decisions in the current year.

Outlook for 2025

The introduction of the new emissions calculation model will be completed in 2025. Based on this, Group-wide emissions data will be recorded, evaluated and strategically managed in a uniform manner for the first time. The new methodology is a key foundation for achieving the NetZero target 2030.

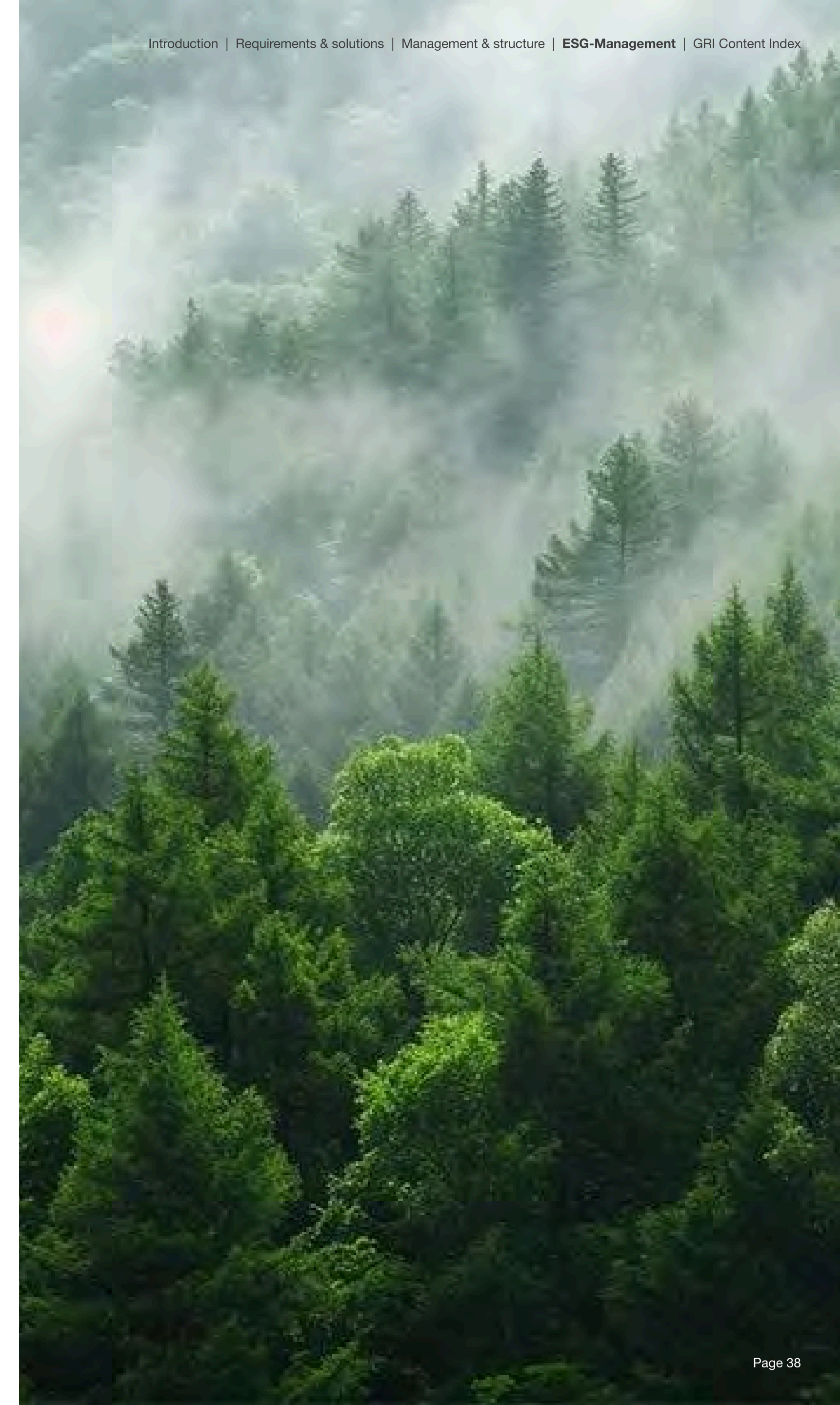
2. integrated management system & certifications (GRI 2-24, 2-25)

Conclusion 2024

The environmental management system is fully integrated into the business processes and continued to be operated in accordance with ISO 14001 in the current year. In the interests of continuous improvement, it was decided to convert the integrated management system to the ANAB format from 2025 and to certify it accordingly in 2026.

Outlook for 2025

The switch to ANAB-compliant audits is planned for 2025, followed by an expansion to include the ISO 9001 (quality management) and ISO 27701 (data protection management) standards by 2026 at the latest. TKD is thus establishing a comprehensive, resilient and future-proof management system that integrates sustainability, quality and information security.



3. sustainability in the supply chain (GRI 308 & 414: Environmental and social assessment of suppliers)

Conclusion 2024

TKD carried out 2024 digital audits as part of its supplier management. These audits confirmed compliance with sustainability and due diligence obligations within the supply chain and contributed to transparency regarding environmental and social standards. The training of an internal auditor was completed in order to be able to carry out on-site audits effectively in future. This step marks the next stage of development in responsible supply chain management.

Outlook for 2025

The first physical on-site audits of strategic suppliers are planned for 2025. This will increase the depth of the audit and systematically monitor the implementation of supply chain standards at an operational level.

4. CO₂ handprint through device cycles (GRI 302-5: Reduction of energy demand through products and services)

Conclusion 2024

A key success indicator of the sustainability strategy is the CO₂ handprint that TKD achieves by returning end devices to the economic cycle. The aim was to achieve an annual CO₂ handprint of 1,500 tons of CO₂ by 2025.

This target was already significantly exceeded in 2024:

3,103.39 tons of CO₂ were achieved, which were saved through reuse, refurbishment and recirculation.

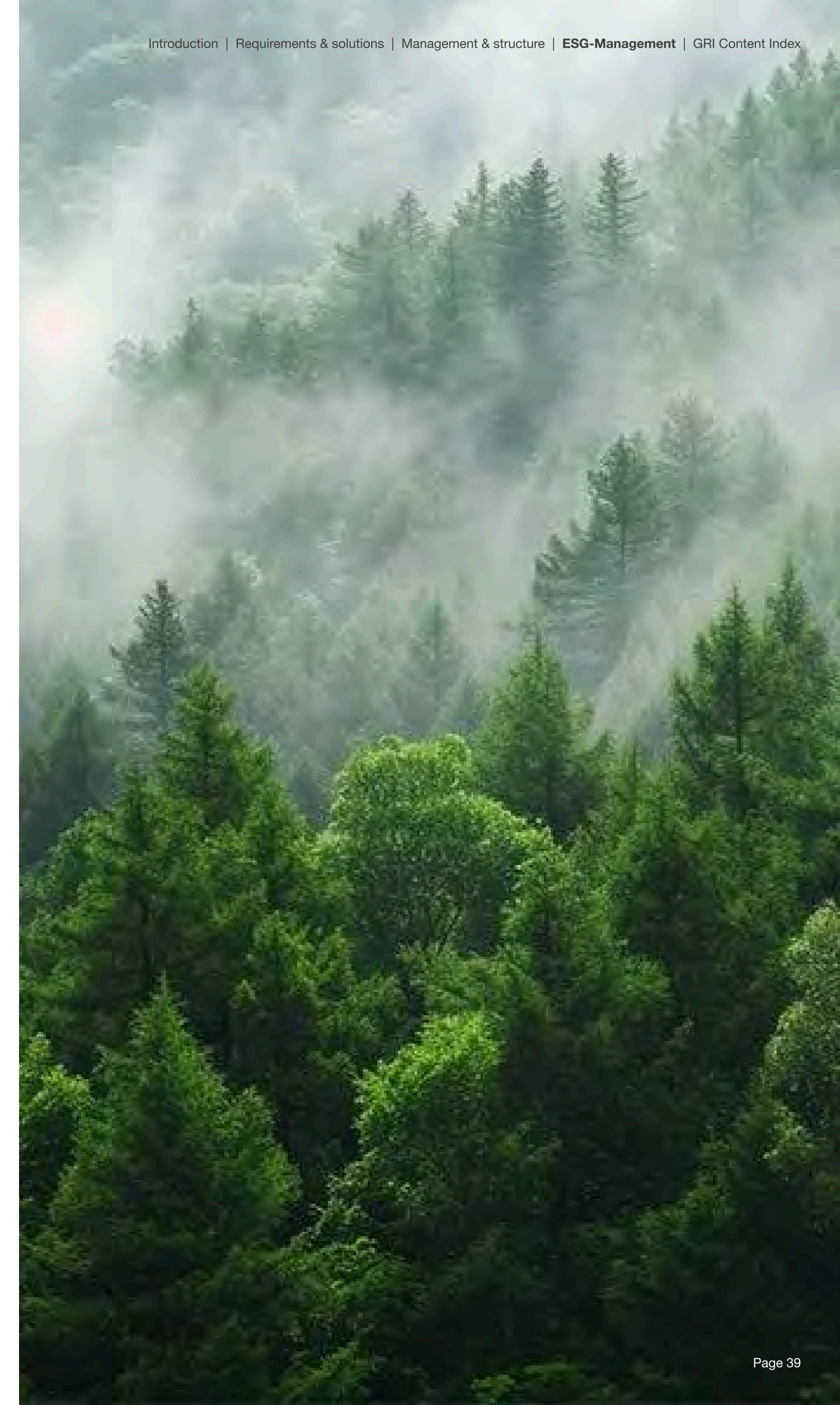
Outlook for 2025

Based on this success, the CO₂ handprint will be further developed as a key performance indicator in future. An expansion of the recording and evaluation methodology is planned for 2025 in order to also make the Group-wide impact visible.

5. strategic development at Group level (GRI 2-22: Strategy, policies and processes)

Outlook for 2025

In the coming year, the focus will be on integrating further companies into the sustainability reporting and strategy implementation process. The aim is to create a Group-wide sustainability report that covers all subsidiaries. To this end, cross-divisional measures will be defined, common target systems established and a consolidated database created. The Group-wide sustainability approach should not only increase comparability, but also enable synergies in implementation.



Extended objective

The TKD2025 project team is an integral part of TKD's corporate development. The members of this project group are part of the management board and in this way they communicate the objectives to the company's individual specialist departments.

The aim is to ensure that all of TKD's interest groups have a maximum focus on sustainability and compliance with guidelines. The current objectives are reviewed by the management at quarterly meetings and brought into line with new developments, innovations and national and international guidelines.

In addition to the existing requirements, the 2024 strategy meeting also defined the following measures and objectives for the coming financial years

- Expansion of process and quality management and orientation towards ISO9001. ISO9001 certification in 2026.
- Conversion of management systems to ANAB by 2026
- Fully implement plastic-free logistics in 2025
- Raise quality management standards through targeted surveys with customers on product and service quality - for 100% of all onboardings and 30% of existing customers.
- Introduce sustainable end devices as an alternative to leading manufacturers.
- Expansion of reporting obligations in other European countries, based on the WEEE Directive.

These and the previous objectives are intended to promote the constant progress of TKD's sustainability development. All targets have been recorded in accordance with the management system and are checked for their success. TKD's objectives are published and all employees are informed about the objectives - their daily work has a direct impact on the success of the management system.

The management manuals are available to employees as a supporting measure. These contain a detailed description of the management systems and support them in their daily work.



Business Operations - for innovation & sustainable development.

“ In 2024, the former Quality Management department was renamed Business Operations as part of a comprehensive reorganization. The new name reflects the strategic development of the department: Business Operations sees itself as a driving force and partner on the path to greater efficiency, transparency and sustainable growth.

The department is responsible for the design and optimization of central business processes as well as quality assurance in accordance with ISO guidelines. Efficient use of resources and digital solutions are the key levers for achieving our sales and sustainability targets.

As an internal consulting unit, Business Operations supports all specialist departments with data-based analyses and specific recommendations for action. Close cooperation with all departments results in holistic solutions that are tailored to interactions. Transparency and continuous dialog with relevant stakeholders are essential for us to make processes fit for the future.

An important milestone was the start of the project to introduce a new CRM and ticket system. The aim is to digitalize cross-divisional workflows and make them more efficient. The rollout of the CRM system is scheduled for Q1/2025 and that of the ticket system for Q2/2025.

We are also expanding our methodological expertise in lean management and Six Sigma in order to strengthen continuous improvement throughout the entire organization.

Standing still is still not an option for us - Business Operations will remain a key driver of innovation and sustainable corporate development in the future. ”

Melpomeni Selemidou

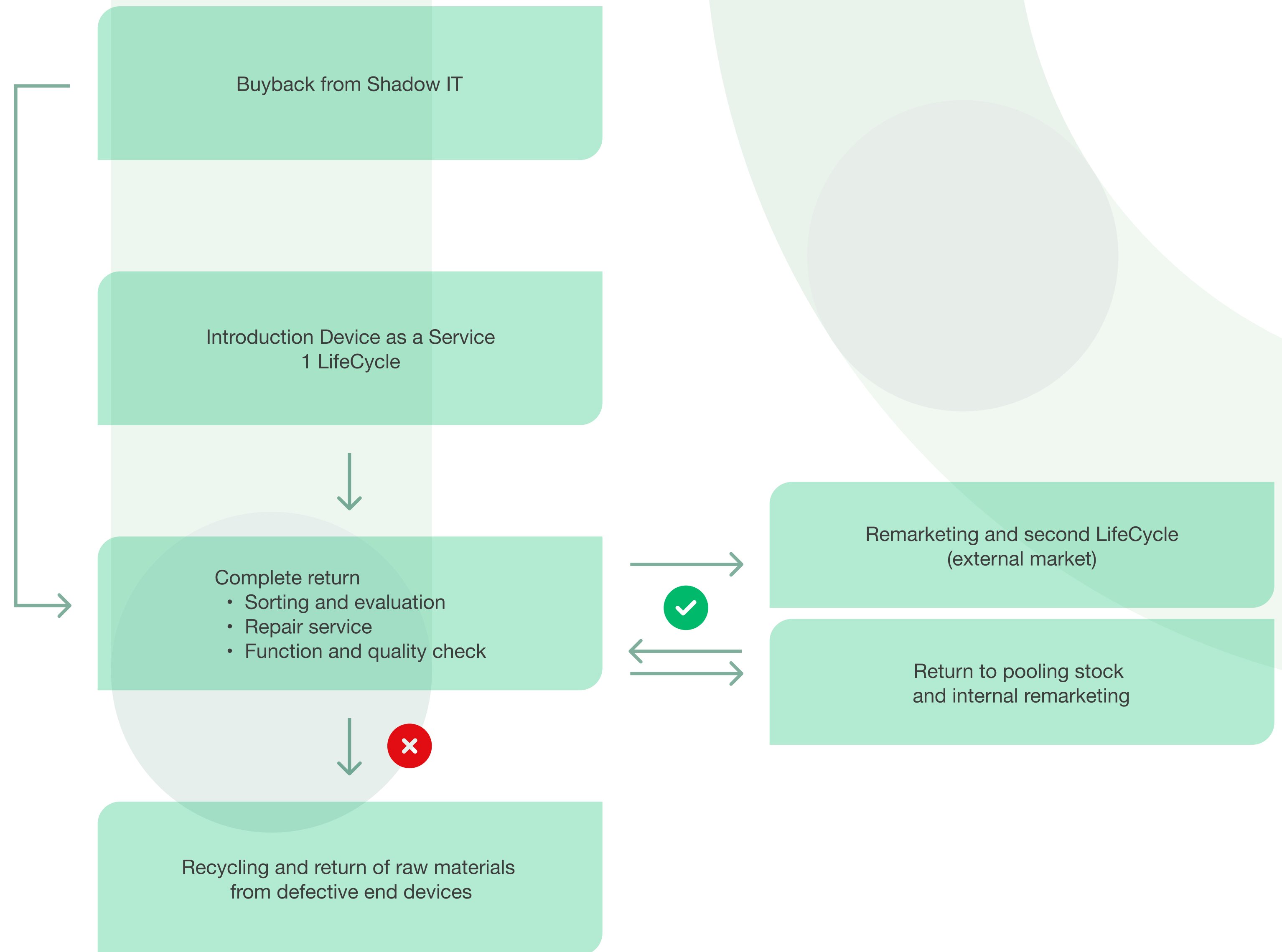
Head of Business Operations

Transparency in the LifeCycle

TKD's processes are fully geared towards extending life cycles. In addition, end devices are shipped exclusively with recyclable materials that are packaged in recyclable cardboard.

Furthermore, as part of our corporate activities, we aim to convert sales and marketing materials to sustainable materials and raw materials by 2025 in collaboration with our purchasing strategy.

The diagram opposite shows the life cycle of mobile devices, including the associated processes.



Emissions

Progress on the road to NetZero

TKD is actively committed to reducing the impact of its business activities on the environment and climate and finding emission-free alternatives along the entire value chain.

Even though our corporate emissions have risen slightly compared to the previous year, this is not a step backwards - on the contrary: the increase is primarily due to the successful growth of our DaaS solutions. Over 90% of emissions are generated in Scope 3 - i.e. when our customers use rented end devices. We fully offset these emissions and are simultaneously working on long-term reduction strategies with the aim of reducing them to zero by 2030.

At the same time, we were able to keep Scope 1 emissions stable and completely reduce Scope 2 emissions by systematically switching to 100% green electricity at our site. Another focus was on our company fleet: by purchasing new electric vehicles, we are gradually reducing our consumption of fossil fuels.

We are particularly pleased with the development of our per capita emissions, which have fallen significantly by 17.6%. This is a clear sign that our growth and our commitment to climate protection go hand in hand.

TKD's emissions were fully offset again this year.

One thing is certain for us: the path to NetZero is not a sprint, but a consistent journey. And we are on the right track.

TKD Solutions GmbH - Emissions report

16,70 t/CO₂

Per FTE 2023

13,76 t/CO₂

Per FTE 2024

Scope 1 to 3 - fully compensated

Scope 1 - 149,80 tCO₂e

Scope 2 - 0,00 tCO₂e

Scope 3 - 1267,07 tCO₂e



Methodology and assumptions

The assessment recorded in this report relates to the 2024 financial year of TKD Solutions GmbH (01.01.2024 to 31.12.2024).

TKD's corporate carbon footprint was prepared in accordance with the requirements of the Greenhouse Gas Protocol - the globally recognized standard for the accounting of greenhouse gas emissions. The results are reported in CO₂e (carbon dioxide equivalents) and take into account the impact of various greenhouse gases - including carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and fluorinated gases (HFCs, PFCs, SF₆, NF₃) - based on their global warming potential over a period of 100 years.

In 2024, a particular focus was placed on the quality and traceability of the impact assessment. To ensure a reliable database, various scientifically sound sources and models were consulted - including international research reports, validated emissions databases, scientific literature and other qualified and publicly accessible sources.

The certified emissions calculator from FirstClimate was again used to record and calculate emissions in Scope 1, 2 and 3. This meets all the requirements of the Greenhouse Gas Protocol and was populated with data from TKD's internal environmental management system. All of the company's sources of emissions - from direct energy use and purchased energy to upstream and downstream processes - were taken into account.

In 2024, the business activities of TKD Solutions GmbH will continue to focus primarily on the German market, with operations concentrated at the main site in Langenfeld (Rhineland).



Hand in hand with our customers by conviction

“ As a company, we firmly believe in a holistic approach to ESG management.

We see the supposed hurdles associated with this as an opportunity to continuously improve. Existing processes and approaches are continuously questioned and optimized in this context and supplemented with new approaches. As part of our constant corporate growth, we always strive to see ESG management as a facet that not only resonates in the background, but always occupies a prominent place as an integral part of our business operations.

In discussions with our customers, we often find that our approach is absolutely in tune with the spirit of the times. In the Enterprise segment in particular, we encounter customer situations where ESG management has also already taken on a high priority and where we can continue to develop and optimize together as part of a partnership-based exchange and where innovations are consistently well received by customers. We have also noticed that ESG is becoming increasingly important for small and medium-sized companies, and we are particularly pleased to be able to provide advice and support in this context.

What we are proud of is that our employees not only support the topic of ESG, but also participate in it out of individual conviction, from which we benefit greatly as a company. We see every idea that is contributed as valuable.

For us, ESG has never been just a trend or a marketing strategy, but a guiding principle of our business activities and we are delighted about every customer we can take with us on this journey to jointly live up to the responsibility that companies have in a social context. ”

André Obernbichler

Head of Customer Service



Occupational safety and human rights

Safeguarding and protecting employees is already anchored in TKD's core values in the Code of Conduct. In order to guarantee these principles, TKD implemented an extended occupational safety management system, which was certified in accordance with ISO45001 in 2023.

There have been no serious or fatal accidents involving employees in recent years. This success is to be maintained through comprehensive occupational safety management in order to continue to set a benchmark in terms of occupational safety. In the 2023 financial year, one accident at work with a short period of absence was recorded. In accordance with our management system, the accident was recorded, the cause identified and measures introduced to prevent further accidents.

All workflows and processes are regulated by operating and safety instructions as well as training to ensure the safety of employees. TKD ensures that the safety officers appointed and trained by the ASA team work closely with the department heads to check processes and machines in advance and only then integrate them into operations.

Compliance with labor and human rights is mandatory for all people working at TKD sites. After the annual site briefing, all contracted companies, partners and customers are provided with a safe working environment.

All regulations and principles for safeguarding human rights are set out in the Code of Conduct and form part of employees' employment contracts.

TKD strives for continuous improvement in the area of occupational safety and human rights and has anchored this in its corporate policy - published and available to all stakeholders on our website.



Logistics with responsibility

“ We made significant progress last year - both in the operational implementation of our goals and in the strategic direction of our logistics. The systematic evaluation of the database was significantly improved in 2023. A key milestone was the introduction of seamless documentation for all end devices, which we can now use to transparently track the entire life cycle - from procurement to reuse - and record it as a KPI.

As a logistics team, we see our role not only as an operational unit, but also as an active driver of sustainable change. We are particularly proud of our progress in plastic-free logistics: despite increased shipping volumes, we have already achieved a 10% reduction in the use of plastic - a clear signal that efficiency and environmental responsibility are not mutually exclusive.

Our goal is ambitious, but clear: completely plastic-free logistics by 2025. We are pursuing this goal with a competent and motivated team that critically scrutinizes and continuously optimizes processes and resource consumption. This is not about short-term solutions, but about a structural change towards sustainable, ethical and future-oriented logistics. ”

Erol Bora

Head of Logistics

Circular economy for raw materials

The basic principle of the company's activities is to extend the life cycles of mobile devices with the aim of reducing the production of new devices and thus the extraction of valuable metals and raw materials.

The circular concept is an integral part of TKD's product world - both the software solution and the services take into account the complete recycling of raw materials and materials.

End device management follows a strict objective - to extend the life and useful life of mobile end devices. To this end, TKD starts taking back old devices from companies even before the rental model is introduced, and then gives them an extended life cycle through certified partners or the rental of refurbished devices.

In addition, the expansion to the sustainable rental model enables the extension of rental contracts with the aim of suspending new procurements and extending the usage period of the first life cycle.

Mobile IT assets that cannot be repaired or refurbished are dismantled, sorted and sent for recycling by specialist companies.

This data was collected for the second year in a row and largely shows growth in line with our objective of continuous improvement.

Milestones from 2024

9.495

Number of active users of the sustainable rental model* / +40.1% on the previous year

1.159

Number of repairs / -19.8% compared to previous year

13.000

Number of extended LifeCycles / -13.4% compared to previous year

1.962

Number of end devices recycled / -46% compared to previous year

*The total number of end devices that continue to be used after the contractual rental period expires, thus avoiding the need to purchase new devices.

Energy consumption

At the end of the 2024 financial year, Facility Management and the TKD2025 project team jointly documented the building and energy emissions at the company site. Potential for optimization and risks in connection with business activities were identified.

TKD's environmental policy pursues the clear goal of completely eliminating fossil fuels and using only fossil-free energy by 2030 at the latest. Energy consumption is made up of electricity and heating consumption and takes into account all energy sources used, such as coal, gas and others. All consumption figures are given in kilowatt hours (kWh), regardless of the energy source.

In 2024, the total energy consumption was 105,416 kWh, which corresponds to a specific energy consumption of 48.27 kWh per m². Compared to the previous year, energy consumption has almost doubled. This increase can be explained primarily by the conversion of the vehicle fleet to e-mobility. Numerous employees now take advantage of the offer to charge their e-vehicles free of charge at the site - a service that has proved very popular.

Despite the increase in consumption, the complete switch to green electricity has had a positive impact on the environmental balance. Although this does not directly reduce energy consumption, the use of renewable energies leads to a significant reduction in fossil emissions in our business activities.

TKD does not currently generate its own energy. However, the topic of solar energy is firmly anchored in the agenda and is reviewed annually for feasibility.

TKD Solutions GmbH - Emissions report

105.416

Energy consumption in KWh

48,27

Energy consumption in KWh per sqm

Waste and resource management

A key component of waste and resource management is centralized data collection and the gradual reduction of resource consumption. The increased consumption of resources due to increased business activity is a challenge that has been taken up.

The shared location does not currently allow the data to be broken down into the respective companies of the TKD Group. For this reason, TKD Solutions assumes overall responsibility for resource consumption at the Langenfeld site.

TKD does not require a waste officer in accordance with Section 59 KrWG. However, an employee has been entrusted with monitoring the waste streams to improve evaluation.

The main objective is to comply with the waste separation guidelines and to negotiate with suppliers to send the supplied accessories in bundle packaging in order to reduce the waste generated - results are expected in 2024.

The data has been fully incorporated into the calculation of the 2023 annual emissions in accordance with the GHG Protocol.

Location Germany	
Water consumption in m³	296
Total waste in t	118
Residual waste produced in t	27,5
Cardboard and paper waste produced in t	1,8
Plastic waste produced in kg	88,7

Diversity of employees

TKD Solutions GmbH	Total	Gender		Age groups		
		M	F	under 30 years	31 - 50 years	from 51 years
Total number of employees	103	67	36	23	73	7
unlimited	100	65	35	20	73	7
Temporary (including 3 trainees)	3	2	1	3	0	0
Full-time (1 FTE = 40 hours)	84	63	21	20	59	5
Part-time	19	4	15	3	14	2
Employee with non-guaranteed AZ	0	0	0	0	0	0
Number of new employees (reporting period)	37	22	15	13	23	1
Number of departures (reporting period)	19	10	9	3	13	3
Number of managers (without GF)	9	6	3	0	9	0



Focus on people - heard, seen, valued.

“ In recent years, TKD has not only experienced strong growth, but has also grown in terms of people. Numerous talented individuals have found their way to us and have since enriched our team with their expertise, diversity and perspectives. In the HR department, we see people in their entirety - with all their strengths, potential and needs. We see it as our task to recognize and promote this potential and to create a working environment in which each and every individual can develop. Living and experiencing appreciation is not a slogan, but an everyday reality.

Our semi-annual employee surveys, which have been firmly anchored in the company since 2023, are a key tool in this regard. They give our colleagues the opportunity to share their thoughts, challenges and wishes anonymously. We see the fact that this opportunity is used so intensively as a strong sign of mutual trust. The measures derived from this noticeably improve our cooperation and strengthen our culture - transparent, pragmatic and always in dialog.

The issue of security and stability is also central to us. In times of change, we need reliable structures, practiced values and processes that provide orientation. Creating trust is a guiding principle of our work - be it in daily collaboration, in development meetings or in structured onboarding.

What sets us apart is not just our professional expertise, but the quality of our interactions. That is why we are consistently committed to ensuring that our HR processes are not only efficient, but also people-centered and sustainable - for us, (co-)shaping quality means combining individual development opportunities with clear standards and fair structures.

I can say with conviction: our employees feel at home with us - and if that is not the case, we are there. With an open ear, with heart and with solutions. ”

Bianca Wieden

Head of HR

Employee well-being

The well-being of our employees is at the heart of our entrepreneurial activities. A high level of participation and a culture of open communication characterize our collaboration - from the first day of work to long-term development.

Last year, this was particularly evident in the active participation in the Health Month and in the four-month series of workshops to develop our corporate values. This form of participation not only strengthens the sense of community, but also promotes trust in the company management.

With programs such as the mentoring program, we create targeted access to management tasks and enable individual growth. This is complemented by newly introduced specialist manager roles that offer development prospects - even beyond the traditional management career path.

The results of our latest employee survey reflect a very positive mood. Particularly noteworthy is the common desire to maintain our flat hierarchies and culture of dialog in the long term.

Another sign of our healthy cooperation is the fact that there were no compliance incidents or reports about our whistleblowing system in the reporting period.

The employee reception at the beginning of the year traditionally marks the start of our financial year and promotes a shared understanding of our goals.

Dialogue remains a central element of our corporate culture: our trained team and department heads and the HR department maintain a close-meshed dialog concept. Individual induction plans with up to six feedback meetings, regular performance dialogs as well as development and feedback meetings are standard and create space for orientation, exchange and personal development.



Health and safety in the workplace

In 2024, the topic of health and safety in the workplace was once again the focus at TKD. The existing occupational safety management system was consistently continued and further developed - with the clear aim of making our day-to-day work safe and health-promoting. All existing training and instructions are still valid, have been regularly reviewed and updated as required. No accidents or safety-related incidents were recorded in 2024 - a clear sign of the high level of safety in the company.

A particular focus last year was on the targeted promotion of our employees' health. With the adoption of a company-wide health policy, a binding framework was created to ensure that all work processes and environments actively contribute to health. A key milestone was the company-wide installation of standing desks, the full implementation of which was completed in 2024.

The highlight of the health initiatives was the first Health Month, which offered a wide range of attractive activities for all employees. In addition to nutritional advice, yoga and meditation courses and the use of walking pads, the company also promoted healthy meals - for the holistic promotion of body and mind. The close cooperation with our company doctor and the expansion of the ASA team have helped to ensure that health issues are not only monitored, but actively shaped. Thanks to preventative measures, regular analyses and consciously designed working conditions, TKD remains a place where employees can not only feel safe, but also feel good in the long term.



Performance measurement 2024



0 Reportable accidents



0 LTIFR



0 LTIST



100 % instruction level

Social responsibility

TKD is committed to acting responsibly, ethically and fairly towards employees, partners, customers and all other stakeholders.

The company-wide TKD Code of Conduct regulates all behavioral guidelines for day-to-day work and serves as a binding framework for integrity and fairness.

Confidential and partly anonymous reporting channels are available to all stakeholder groups, through which incidents of discrimination, disadvantage, violence, compliance, corruption or money laundering can be reported. No reports were recorded in the current reporting year. This underlines the special corporate culture and the high level of integrity in our day-to-day dealings with one another.

TKD ensures a non-discriminatory, safe and respectful environment for everyone involved. Any form of disparagement or intimidation - especially in connection with reported incidents - is prohibited. Freedom of expression and the right to assembly are actively protected and respected.

Employees are remunerated appropriately and in accordance with statutory provisions. Working conditions are based on all relevant labor law requirements at German and European level. There is no collective bargaining agreement due to the specifics of the industry.

Focus on prevention: the workforce is made aware of ethical conduct through regular training and information measures. The goal of keeping the number of critical incidents permanently at zero remains unchanged. Should an incident nevertheless be reported, an established escalation and protection concept ensures that those affected receive comprehensive support.

TKD also set a special example of social responsibility at the Christmas party with its “Christmas in a shoebox” campaign. Together, 150 gift boxes were packed for children in need - a show of solidarity to bring joy to these children even in challenging times. The initiative is an example of how social responsibility and humanity are actively practiced at TKD.



Employee development

TKD focuses on targeted further development as a central component of its corporate culture. The average number of training hours per employee has continued to rise - a clear sign of the commitment of the workforce and the strategic relevance of the topic within the company.

A central element is the internal training platform on the intranet, which is open to all employees. Here, training courses, digital learning formats and face-to-face events can be booked independently and viewed at any time.

New colleagues benefit from a structured mentoring program that provides them with an effective and appreciative induction. They are supported by specially trained mentors from various specialist areas who receive regular training and support.

Mandatory training in the areas of occupational safety, information security and environmental protection is firmly established for all employees. In addition, further training measures are offered for specific target groups, such as presentation and sales training in sales, communication and product training in service, as well as quality and safety training in logistics and technology.

The roles relating to safety and the environment were also expanded in a targeted manner: New first aiders, fire safety assistants and a certified occupational health and safety and environmental management officer strengthen the operational implementation of our sustainability and safety goals. The HR team is responsible for the strategic management of further training measures and works closely with the specialist departments and the TKD2025 project team to drive forward the continuous development of skills within the organization.

Training as a strategic success factor

TKD sees training not only as a social responsibility, but also as a strategic key to securing skilled workers. By specifically promoting young talent, we invest in talent at an early stage and secure our own long-term growth.

Our trainees are actively involved in day-to-day work right from the start, take on responsibility in projects and receive intensive support from trainers and mentors. The aim is not only to qualify them for graduation, but also to inspire them for a long-term career within TKD. The training positions are based on actual needs within the company and are regularly expanded.

In this way, we ensure that we can develop and retain our own specialists even in an increasingly competitive market.

Continuing education for all - program for lifelong learning

At TKD, further development does not end when you join the company. Every employee has access to a wide range of further training measures, which are regularly expanded and updated.

Both professional and personal skills can be strengthened via the internal learning platform - from soft skills training (e.g. time management, communication, leadership) to IT and product training and external certifications.

In addition, all employees have access to an annually defined training budget. Further training can be individually tailored, coordinated with managers and easily applied for.

TKD not only promotes professional qualifications, but also individual growth, self-organization and future skills - with the aim of providing all employees with the best possible support on their way to a modern and sustainable working environment.

Milestones of responsible business practices

For all matters relating to the Code of Conduct, employees can contact their direct line manager or the contact persons specified in the Code of Conduct.

In addition, all managers are trained to recognize anomalies and violations and to ensure compliance within their teams.

TKD is committed to compliance with applicable law. TKD has not been convicted of any violations of applicable law. To achieve internal objectives, an extended quality management system was established in the partner and customer area in the 2024 financial year and safeguards these relationships and developments following an excellent internal quality management system.

Performance measurement 2024



0 Compliance violations



0 Legal violations and judgments



100% Code of Ethics presented and signed

A portrait of Nina Wertzki, a woman with long brown hair, wearing a white t-shirt, standing against a green circular background. The background of the entire page is a dark green gradient with lighter green circular accents.

Sustainable procurement

“ For us in Procurement, the year 2024 was characterized by the consistent professionalization and digitalization of our processes along the entire supply chain. As a responsible service provider in the field of sustainable corporate communication, our aim is not only to continuously raise our own standards, but also to actively develop them further together with our partners and suppliers.

Our suppliers share the values that we live by: Sustainability, ethical behavior and social responsibility. This shared attitude forms the basis for stable partnerships and a sustainable procurement system. I am particularly proud of the fact that we did not identify any breaches of guidelines in 2024 - proof of the quality of our pre-selection process, but also of the effectiveness of our enhanced supplier management.

With the successful introduction of our digital audit system, we have created a basis that will allow us to gain even deeper insights into the performance and compliance of our supply partners in future - regardless of company size or location. This not only strengthens transparency, but also the resilience of our supply chain.

For 2025, we are focusing on even closer cooperation with our strategic partners and on integrating other companies within the Group into our sustainable procurement strategy. We are convinced that value-oriented, digitally supported procurement is not a trend - it is the prerequisite for sustainable growth. ”

Nina Wertzki

Head of Purchasing



Data and information security

“ 2024 was another year of significant progress for TKD in the area of data and information security. Building on the successes of the previous year, we not only consolidated our position, but also initiated the next development steps through targeted measures and sustainable investments.

We are proud of our internal penetration and security tests, which were carried out several times over the course of the year and impressively demonstrate that our systems are robust and highly performant. These results cannot be taken for granted - they are the result of a clear strategy, modern technologies and, above all, an excellently positioned, highly qualified team.

In an environment in which cyber risks are constantly increasing and threats are changing dynamically, it is crucial not only to react but also to act proactively. This is precisely our aim at TKD: we not only want to recognize risks when they have already occurred, but also identify and mitigate them in advance. Our ongoing training and awareness programs and the targeted use of AI-supported security systems, the development and integration of which we continued to drive forward in 2024, form the basis for this.

As our company grows, so does our responsibility - especially with regard to our customers' trust in our digital solutions. For us, information security is not a static state, but a continuous process. It therefore remains our goal not only to maintain the standards we have already established, such as our ISO/IEC 27001:2022 certification, but also to expand them further and dovetail them with other compliance standards.

We have clear plans for the coming years: we will continue to automate our systems, integrate data protection even more closely into our processes and prepare the establishment of Group-wide security management.

2024 was a strong year for information security at TKD - and the foundations have been laid for the next development steps. ”

Björn Kunze

CTO

IT organization - Successful initiatives in 2024

The TKD organization grew very quickly and dynamically in 2024. The most important goal of the IT departments was once again to promote and support the growth of the organization in the best possible way without losing sight of the central protection goals of confidentiality, availability and integrity.

1. Goal: Information security and data protection certification

Our information security management system was set up in accordance with the ISO27001:2022 standard and successfully recertified. In addition, a data protection management system was set up in accordance with the ISO27701:2022 standard, which will now also be externally audited and certified. This means that the TKD organization is very well positioned in the area of information security and data protection and ensures that we do not stand still, but continue to develop.

2. Goal: digitalization

As part of the digitalization of our processes, new digital core platforms were introduced last year and these were meaningfully connected with each other via interfaces and workflows. The main task of IT is to avoid data silos and to exchange existing information between the specialist departments within the business processes. The introduction of a flexible and modern business process management system with a strong technical partner has made this task easier and allowed us to focus on the data rather than technical obstacles.

3. Goal: Competence in artificial intelligence

The new technical department AI/ML Development was founded and staffed with experts to evaluate the rapidly growing market for artificial intelligence and cover it with meaningful offers. Last year, we used the time to explore the possibilities and prepare for the European Union's AI regulation. In addition, we are now planning customer offers that perform routine tasks faster, more easily and more automatically. There are still many possibilities in data analysis, which we will harness with an experienced team.

IT KPIs



**ISO 27001 recertification
without deviations**



**Support for more than
60 internal specialist applications**



**Management of more than 500
GB of customer data in
structured, relational databases**



**Processing of more than 1.5
million invoices from our
customers**

IT organization - goals for 2025

There is no standstill in the TKD organization and this also applies to the IT world of TKD. We have a lot planned for this year.

1. Expansion of the customer portal with new offerings

The TKD.360 DataControl customer portal, which has been widely used for over ten years, is not just getting a new coat of paint this year, but a complete makeover with a new look and specialist offerings. The software will be broadened and developed into an independent pillar of the organization. In the second half of the year, the significantly broader offering will be offered under its own name and branding, independently of other services, in order to create added value for our customers.

2. IT governance and management systems

IT governance, i.e. knowing your own risks in the organization and processes, complying with legal and industry-specific requirements and management systems that make IT measurable, visible and improvable are our top priorities. To this end, a new process design department was established and all business processes, resources, assets and dependencies were documented even better in the existing compliance system. We are proactively preparing for the upcoming legal regulations (e.g. NIS2) and the legitimate interests of our customers.

3. Artificial Intelligence and Machine Learning

The relatively new field of AI / ML has been very well filled by the establishment of a dedicated IT specialist group with this focus. It is not enough to understand the possibilities; the entire process chain from data engineering to the model must be understood in order to be able to offer customers sensible and secure solutions. Last year we laid the foundations and this year we will be able to implement them in our own service systems and applications for our customers. Secure and meaningful solutions are our goal.



Closing words

Dear readers,

Thank you for taking the time to read our GRI Report 2024. As the founders of this company, we are deeply proud of what we have achieved together with our dedicated team.

The culture created by our employees is impressive and inspires us every day to keep moving forward and stay motivated. The development of our company into a sustainable organization, which has won several awards, has exceeded all our expectations. This impressively demonstrates what is possible with commitment, self-confidence and trust.

We are on the home straight with our TKD.2025 transformation project. We have set ourselves the goal of consistently aligning our entire business activities with sustainability by the end of 2025 and scrutinizing every single process. Today, we can say with conviction that we are not only on the right track - we believe that TKD is already a pioneer in many areas and will continue to expand this role in the future.

Our heartfelt thanks go to all our employees for an outstanding financial year. Their commitment and enthusiasm are the key to our success. An equally warm greeting goes to our partners such as Deutsche Privat Equity and our clients. Together, we are making a significant contribution and actively shaping a more sustainable future.

We invite you all to be part of this exciting journey - and look forward to the challenges and successes that lie ahead.

Yours sincerely,
Oliver Torleé and Ulrich Winkler

04

GRI Content Index

GRI Content Index

Declaration of use	TKD Solutions has reported in accordance with the GRI Standards for the period from 01.01.2024 - 31.12.2024				
GRI 1 used	GRI 1: Fundamentals				
Applicable GRI Standard	Not available				
	Specification	Location		Omission	
			Requirement omitted	Reason	Explanation
				1 - Not applicable 2 - Legal prohibitions 3 - Confidentiality restrictions 4 - Information not available/ incomplete	
Topics					
GRI 2: General disclosures	2-1 Organizational details	Parameters of the report - p. 71			
	2-2 Entities included in the organization's sustainability reporting	Parameters of the report - p. 71			
	2-3 Reporting period, reporting frequency and contact point	Parameters of the report - p. 71			
	2-4 Reformulation of information	Parameters of the report - p. 71			
	2-5 Externe Prüfung	Parameters of the report - p. 71			

GRI 2: General disclosures

Activities and employees					
2-6 Activities, value chain and other business relationships	About the TKD - p.6 Green Solutions - p.7				
2-7 Employees	Diversity of employees - p. 51-52				
2-8 employees who are not salaried employees	Diversity of employees - p. 51-52				
Corporate management					
2-9 Management structure and composition	Management and structure - p. 25-26				
2-10 Nomination and selection of the highest governance body	Management and structure - p. 25-26				
2-11 Chairman of the highest supervisory body	Management and structure - p. 25-26				
2-12 Role of the highest governance body in overseeing the management of impacts	Management and structure - p. 25-26				
2-14 Role of the highest governance body in sustainability reporting	Management and structure - p. 25-26 About this report - p. 2				
2-15 Conflicts of interest	Management and structure - p. 25-26				
2-16 Transmission of critical concerns	Management and structure - p. 25-26, Employee well-being - p. 51-56				
2-17 Collected knowledge of the highest governance body	Management and structure - p. 25-26				
2-18 Evaluation of the highest governance body	Management and structure - p. 25-26				

GRI 2: General disclosures

2-19 Remuneration policy		Vergütungspolitik 2-19 a-b	3	Angaben zur Vergütungspolitik unterliegen der Vertraulichkeit - es besteht keine gesetzliche Forderung zur Offenlegung
2-20 Procedure for determining the remuneration		Verfahren zur Festlegung der Vergütungspolitik 2-20 a-b	3	Angaben zur Vergütungspolitik unterliegen der Vertraulichkeit - es besteht keine gesetzliche Forderung zur Offenlegung
2-21 Ratio of total annual remuneration		Verfahren zur Festlegung der Vergütungspolitik 2-21 a-c	3	Angaben zur Vergütungspolitik unterliegen der Vertraulichkeit - es besteht keine gesetzliche Forderung zur Offenlegung
Strategie, Richtlinien und Praktiken				
2-22 Anwendungserklärung zur Strategie für nachhaltige Entwicklung	Anerkennung unternehmerischer Verantwortung - S. 23			
2-23 Verpflichtungserklärung zu Grundsätzen und Handlungsweisen	Anerkennung unternehmerischer Verantwortung - S. 23			
2-24 Einbeziehung der Verpflichtungserklärung zu Grundsätzen und Handlungsweisen	Anerkennung unternehmerischer Verantwortung - S. 23, TKD2025 - S. 8-9			
2-25 Verfahren zur Beseitigung negativer Auswirkungen	Anerkennung unternehmerischer Verantwortung - S. 23, Management und Struktur - S. 25-26			
2-26 Verfahren für die Einbindung von Ratschlägen und die Meldung von Anliegen	Anerkennung unternehmerischer Verantwortung - S. 23, Management und Struktur - S. 25-26			
2-27 Einhaltung von Gesetzen und Verordnung	Anerkennung unternehmerischer Verantwortung - S. 23			
2-28 Mitgliedschaft in Verbänden und Interessensgruppen	Mitgliedschaften, Verbände und Interessensgruppen - S. 28			
2-29 Ansatz zur Einbindung von Stakeholdern	Stakeholder Management - S. 33			

	2-30 collective agreements	Social responsibility - p. 55			
Key topics					
GRI 3: Key topics 2021	3-1 Disclosure 3-1 Process for identifying key topics				
	3-2 List of key topics	Energy consumption - p. 49			
Anti-corruption					
	3-3 Management of significant issues	Objectives of the sustainability strategy - p. 49 / Responsible business practices - p. 57			
	205-3 Confirmed cases of corruption and measures taken	Responsible business practices - p. 57			
Energy					
GRI 3: Key topics 2021	3-3 Management of key objectives	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40 / Energy consumption - p. 49			
GRI 302: Energy 2016	302-1	Energy consumption - p. 49			
	302-2	Energy consumption - p. 49			
	302-3	Energy consumption - p. 49			
Emissions					
GRI 3: Key topics 2021	3-3 Management of significant issues	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40 / Emissions - p. 43			
GRI 302: Energy 2016	305-1 Direct GHG emissions Scope 1	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40 / Emissions - p. 43			

GRI 302: Energy 2016	305-2 Indirect energy-related GHG emissions Scope 2	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40 / Emissions - p. 43			
	305-3 Indirect TKD emissions Scope 3	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40 / Emissions - p. 43			
	305-4 - Intensity of GHG emissions	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40 / Emissions - p. 43			

Waste

GRI 3: Key topics 2021	3-3 Management of key objectives	Objectives of the sustainability strategy - p. 49 / Waste management - p. 50			
GRI 306: Key topics 2021	306-3 Waste generated	Objectives of the sustainability strategy - p. 49 / Waste management - p. 50			
	306-4 Waste diverted from disposal	Objectives of the sustainability strategy - p. 49 / Waste management - p. 50			

Environmental assessment of suppliers

GRI 3: Key topics 2021	3-3 Management of key objectives	Responsible business practices - p. 57 / ESG aspects in value creation - p. 27			
GRI 308: Environmental assessment of suppliers	308-1 New suppliers that are screened based on environmental criteria	Responsible business practices - p. 57 / ESG aspects in value creation - p. 27			

Employment

GRI 3: Key topics	3-3 Management of key objectives	Employee diversity - p. 51 / Employee well-being - p. 53			
GRI 401: Employment	401-1 New hires and employee turnover	Employee diversity - p. 51 / Employee well-being - p. 53			

Occupational safety and health protection

GRI 3: Key topics for 2021	3-3 Management of key objectives	Health and safety at work - p. 54			
GRI 403: Key topics for 2021	403 (1-9) Safety and health at work	Health and safety at work - p. 54			

Education and training

GRI 3: Key topics for 2021	3-3 Management of key objectives	Employee well-being - p. 53 / Employee development - p. 56			
GRI 404: Training and continuing education in 2016	404 (1-3) Education and training	Employee well-being - p. 53 / Employee development - p. 56			

Diversität und Chancengleichheit

GRI 3: Key topics for 2021	3-3 Management of key objectives	Employee diversity - p. 5 / Employee well-being - p. 53 / Employee development - p. 56			
GRI 405: Diversity and equal opportunities 2016	405-1 Diversity in supervisory bodies and among employees	Employee diversity - p. 5 / Employee well-being - p. 53 / Employee development - p. 56			
	405-2 Diversity in supervisory bodies and among employees	Employee diversity - p. 5 / Employee well-being - p. 53 / Employee development - p. 56			

Non-discrimination

GRI 3: Key topics for 2021	3-3 Management of key objectives	Responsible business practices - p. 57			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and remedial measures taken	Social responsibility - p. 55			

Social assessment of suppliers

GRI 3: Key topics for 2021	3-3 Management of key objectives	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40			
GRI 414: Social assessment of suppliers	414-1 New suppliers that have been screened based on social criteria	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40			
	414-2 Negative social impacts in the supply chain and measures taken	Objectives of the sustainability strategy - p. 49 / Extended objectives - p. 40			

Schutz der Kundendaten

GRI 3: Key topics for 2021	3-3 Management of key objectives	Responsible business practices - p. 57			
GRI 418: Protection of customer data	418-1 Justified complaints regarding the violation of customer data protection and the loss of customer data	IT – Successful Initiatives – p. 60 / IT Goals for 2025 – p. 61			

Report parameters

Company
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Contact information

TKD Solutions GmbH
HRB 78230
G46.5.2 - Wholesale of electronic and telecommunications equipment and parts
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Owner-managed limited liability company
01.01.2024 - 31.12.2024
01.05.2024
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This report contains aggregated information about all companies in the TKD Group, unless otherwise stated. This report was prepared by TKD Solutions GmbH and meets all requirements of the Global Reporting Standards. The report has been reviewed and approved by the management.



Just **use.** We **care.**