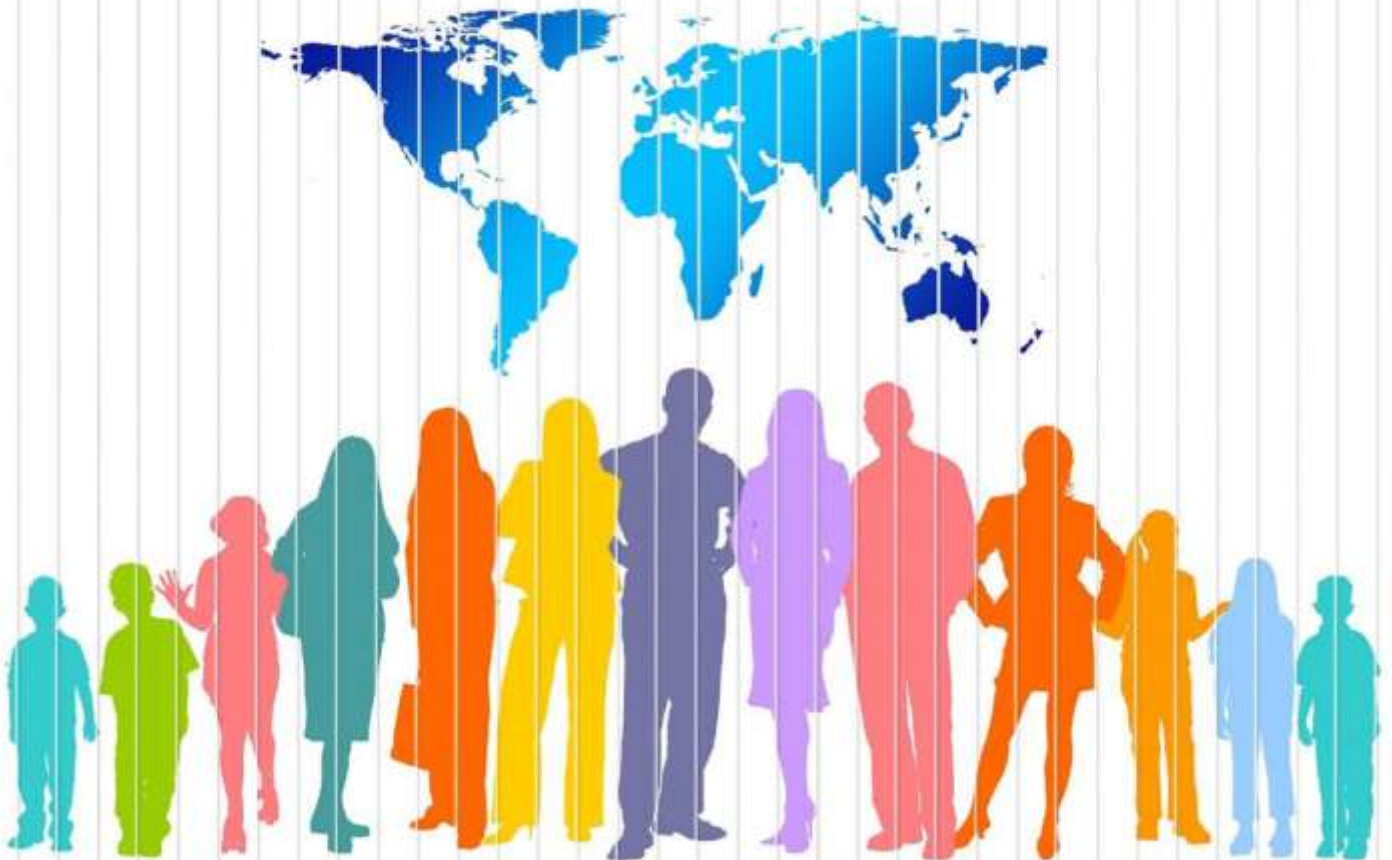




CSR Statement

Our corporate responsibility



Version (V1.10) of 16/03/2022



Preface

We see corporate social responsibility (CSR) as a commitment to sustainable practices across all relevant core areas.

As a result, one of our goals is to consider the short- and long-term effects of our activities on society and to continuously improve them within the framework of our management systems. In addition to our legal obligations, our decisions and processes also take economic, ecological, ethical, and social aspects into account.

Due to our long-established market position, we acknowledge our particular responsibility towards wider society, especially to our customers, suppliers, employees, and their families.

With this CSR Statement, we are committing ourselves to a set of principles that govern how we fulfill this responsibility. We consider these principles to be essential for interacting with society in general and engaging with our customers, employees, and contractors in particular.

To maintain and further develop our principles, POOLgroup GmbH has appointed an internal CSR representative who reports to the management team.

We respect the rule of law and international contractual standards, as well as the interests of the individuals and organizations associated with us.

Transparency is important to us, which is why we meet our accountability obligations in full.

Both fundamental and human rights are non-negotiable for us. And ethical conduct that builds on these rights forms the basis for treating one another with respect and equality.

Safe, reliable working conditions and fair business practices are of great importance. This includes open competition and handling complaints constructively.

Our long-standing, certified environmental management system is designed to help conserve resources and mitigate climate change.

For us, the content of this CSR Statement forms the guiding principles for how we think and act. We expect our employees and contractors to fully comply with these guidelines.

Management

Car Cordier

Jürgen Schürmann



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Please note:

When creating this report, attention was paid to the use of gender-neutral wording. As a result, any explanatory notes that are otherwise customary are not required.



1 Fundamental and human rights



We hold that all people are entitled to the same inalienable rights.

We are therefore fully committed to the fundamental rights enshrined in the Basic Law of the Federal Republic of Germany and to the United Nations' human rights declaration of December 1948.

Gender, social or ethnic background, protected religious or political beliefs, as well as sexual orientation have no bearing on us.

We do not tolerate discrimination for these reasons, nor any unequal treatment of people with physical or mental impairments or disabilities.

This applies to day-to-day interactions as well as staffing decisions including applications, promotions, and redundancies.

We give older people the chance to join our workforce, and we welcome people with disabilities into our team if appropriate support or adjustments can be provided.

All employees enjoy the same career opportunities. Professional and personal skills, a willingness to learn, and team spirit are the only factors that matter at POOLgroup GmbH.

We actively oppose discrimination and foster equal, respectful cooperation while upholding freedom of thought, conscience, and assembly.

Bullying, exclusion, and arbitrary interference in an individual's private life are not tolerated here.



2 Working practices



We are committed to socially responsible working practices and to the basic principles of the ILO's core labor standards.

Our fundamental values include freedom of association, the right to collective bargaining, the eradication of forced and child labor, and a firm commitment to non-discrimination at work.

We adhere to applicable employment legislation and expect our managers and all employees to comply with these rights and obligations.

Creating permanent jobs and fostering long-term employment relationships with full social security coverage benefits our organization and our employees equally. In doing so, we feel it is important to ensure an appropriate standard of living through fair, satisfactory remuneration.

On top of a fair cap on working hours and regular paid vacation, we provide all employees with the rest and leisure time they require.

Our employees are our most valuable resource, so workplace health and safety is of prime importance to us. Drawing on risk assessments, we create safe, healthy working environments and provide suitable equipment.

In addition to regular training and instruction, we also support appropriate further education and offer the opportunity for lifelong learning. In addition to formal qualifications, we place a strong emphasis on structured development pathways and on-the-job learning.

We offer top-tier apprenticeships and are committed to the event industry's "100pro" quality initiative.

Every employee has confidential access to the internal CSR representative for questions, suggestions or problems: csr@pool.de



3 Environment



Environmental protection is fundamental to POOLgroup GmbH and it has been a major priority for us for quite some time.

That is why we decided early on to introduce and integrate an environmental management system that we actively apply in practice, continuously improve, and fully embed in our operational workflows.

We work to established standards and the Emsdetten site is EMAS and ISO 14001 certified.

We always consider the impact of our operations on the environment and strive to reduce our energy and water use, greenhouse gas emissions, and waste generation.

Our environmental team ensures our approach to environmental protection is consistent and applied across all our offices and in every event and production we deliver.

We want to foster and develop our shared commitment to the environment at every one of our company's locations. At our sites and when delivering events, we actively engage our customers and business partners in every aspect of sustainability. We achieve this by primarily leveraging innovative, advanced, and reliable technology and working practices.

POOLgroup GmbH is committed to proactive environmental protection and sustainability.



4 Operational and business practices



We adhere to fair operational and business practices.

In doing so, we recognize the principles of free and fair competition and respect the rules of competition and antitrust law thereby preventing anti-competitive behavior and supporting the development of a fully functional free market.

Transparency is important to us. This includes publishing our business data in accordance with applicable legislation and accurately reporting our business activities.

When communicating, we focus on honesty and clarity.

We are committed to combating corruption and our employees must not offer, demand, or accept any benefits in this regard. We comply with anti-money-laundering legislation and only maintain business relationships with partners whose integrity we believe in.

We do not tolerate any unlawful conduct by our employees or suppliers that hinders fair competition or improperly influences business operations. This includes in particular unlawful collusion or agreements on prices or contractual terms, as well as arrangements to carve up markets, customers, suppliers, products or services.

External stakeholders can also contact our CSR representative at any time: csr@pool.de



5 External concerns and requirements



We take the concerns of our customers and partners seriously.

Our customers' key expectations include fair competitive conduct as well as transparent, respectful interactions.

We respect the assets of our customers and contractors, such as brand image, information or data and safeguard their know-how, patents, and business and trade secrets.

Copyright protection and preserving individual rights is just as essential as data protection and securing the information entrusted to us.

Our information security is underpinned by the ISO 27001 standard.

We have appointed an in-house Data Protection Officer to ensure personal data is handled securely. They guarantee compliance with the data security requirements of the General Data Protection Regulation (Datenschutz-Grundverordnung – DS-GVO), the Federal Data Protection Act (Bundesdatenschutzgesetz – BDSG) and other data protection provisions.

When delivering events and productions, we transform our customers' requirements into compelling media experiences. And we never lose sight of the intention and purpose of the event.

We conduct internal training on all aspects of CSR to achieve long-lasting outcomes for our customers.

We take customer complaints seriously and a strong no-blame culture is important to us as it allows us to learn and improve. So when projects are complete, we review any complaints and associated workflows and incorporate any findings into our continuous improvement program.



6 Society



As an owner-managed company, community integration and development is of central importance to us, our employees, and society in general.

This is why we voluntarily support projects by local clubs, community initiatives, as well as other cultural and welfare organizations. To support as many local activities as possible, we constantly assess the impact of our contributions and make informed decisions about which ongoing and new projects will generate the greatest value for the community.

We believe in a pluralist society, support the European idea, and place our trust in the global community, because the challenges facing the world can only be solved when everyone works together.

Education is a fundamental element to ensure the viability and growth of our society. For many years, POOLgroup GmbH has been an approved provider of apprenticeships across a wide range of disciplines. Since day one, we have been successfully training apprentices to become certified event technology specialists and actively champion this vocational profession.

We take a long-term approach to training and professional development and are committed to upholding relevant quality standards through our membership of the 100pro initiative. In light of our limited training capacity, we ensure that there is always a healthy balance between the number of apprentices and qualified staff.

Our strategic corporate growth and employee development is built on secure employment together with the long-term, positive engagement of our workforce.