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Sustainability Report 2021

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Foreword by the Managing Director

Dear readers,

We are living through turbulent times politically, in terms of health and the economy. In addition to the Corona pandemic and the war in Ukraine, we are increasingly feeling the effects of climate change around the world.

For me personally, sustainability means thinking about the impact that our actions have personally, as a society, as a company on our fellow human beings as well as our environment today and in the future. The challenges become greater with every day that we do not act. Through our resource intensive way of life in industrialised countries such as Germany, we are endangering our future, that of our children and our children's children. We only have this one planet. If we destroy it, everything we do, everything we own and everything we dream of will no longer be worth anything.

It's up to all of us to change direction together today and leave a livable place for generations to come.



Together as the Ratepay team, we set out on a journey to become more sustainable several years ago. It all started with initiatives for employees, green solutions in the office and support for voluntary organisations. Today, we have sustainability firmly embedded in our DNA and are proud of the impact our initiatives generate.

I am therefore very pleased to be able to share our first sustainability report with you and would like to thank my colleagues for their commitment.

Enjoy the read,

N. G. Pütz

Nina Pütz

Foreword by the Sustainability Manager



Leon Fischer
Sustainability Manager

The major climate-related and social challenges in the world today require a transformation of tomorrow’s economy and our future way of life. Sustainability in the corporate context means taking responsibility for the environment, society and employees. This is the only way to achieve long-term economic success.

From my personal perspective, companies have a key role to play in the transformation to a sustainable economy. It is their fundamental task to create added value for society. In addition, they have the organisational competence to initiate and exemplify this change. When it comes to managing money flows, financial institutions in particular have a special obligation to promote future-proof and sustainable technologies and products.

As sustainability manager at Ratepay, I am very pleased that the management and employees are actively shaping this change.

As a company, we are aware of our social responsibility and want to make a positive contribution to the environment and our community. This contribution does not only consist of entrepreneurial and economic success in the form of stability and growth. Rather, we must take a holistic approach to social and environmental challenges.

Introduction

We have already launched our first sustainability efforts at Ratepay in 2019. We started with a carbon footprinting and an adaptation of our travel policy. Today, we are leading and living a holistic sustain-ability strategy. We are convinced that a long-term corporate success is the result of an equally weighted consideration of people, society, the environment and positive economic development.

According to the German Federal Law Gazette 2017 Part I No. 2, Section 289b, Ratepay is not explicitly subject to reporting requirements. Nevertheless, we want to be actively transparent on this topic in order to deepen the relationship of trust with our employees, customers, suppliers, society and also our shareholders.

That is why we have decided to report on our activities relating to the topic of sustainability. The basis for this is the reporting standard of the Sustainability Report of the German Sustainability Code (DNK). It comprises 20 criteria and has 29 indicators of the reporting standard of the Global Reporting Initiative (GRI). We are convinced that reporting using the Sustainability Code is crucial for the comparability and development of our sustainability efforts.

In the following report, we present our strategic approach, our target tracking and the implemented measures in detail.

General information about Ratepay

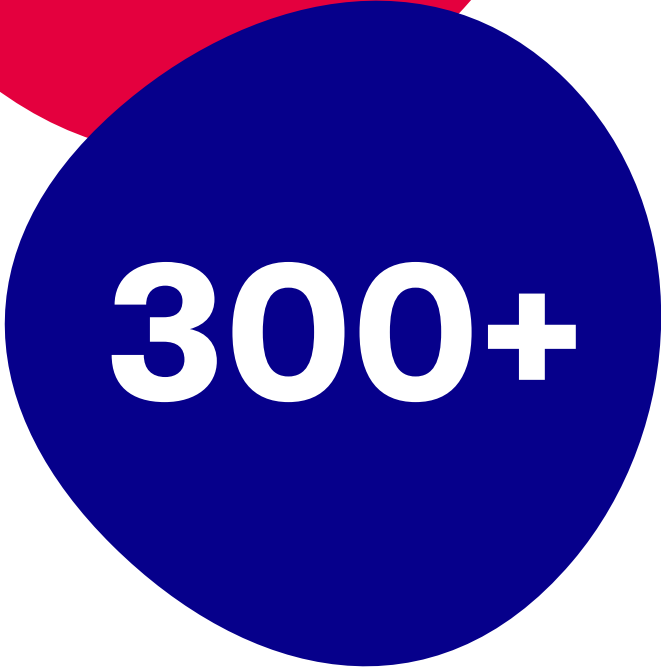
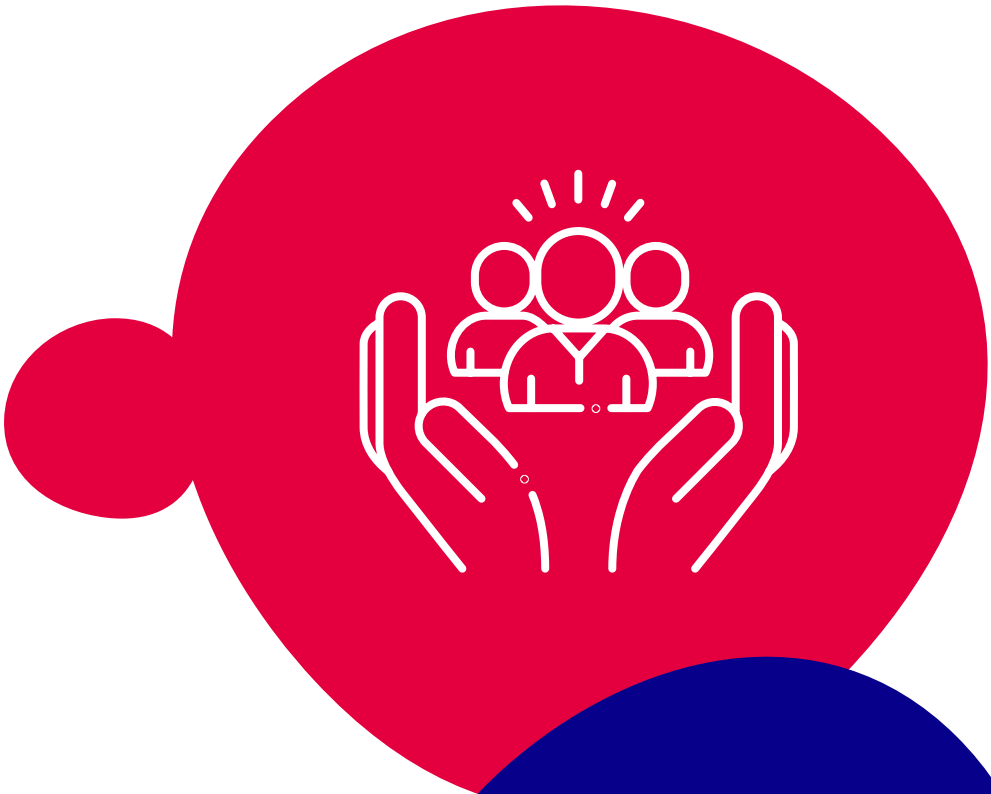
Ratepay is a Berlin based financial services company and was founded in 2009 as an independent fintech from the very beginning. Later, the Otto Group acquired a stake and Ratepay was integrated into the group. Since 2017, Ratepay, now part of the NEXI Group, is once again an independent payment brand.

We position ourselves in particular as a provider of white label payment services for online merchants and online marketplaces, with a focus on invoice and hire purchase, prepayment and direct debit. In addition to Germany, we are also active in Switzerland, Austria and the Netherlands.

With our products, we offer our customers a wide selection of payment options for their shop systems that are tailored specifically to their needs: From modular product modules, which cover individual functions in the payment process, to an all-round service package, in which Ratepay takes care of the entire payment process for merchants. Our products cover the most popular online payment methods in the DACH region.

This is made possible by our fast-growing and international team, which currently consists of more than 300 employees from different backgrounds, a special understanding of values and sound know-how of all employees.

As an integral part of our corporate values, sustainability in its three dimensions - environmental, social, business & governance (ESG¹) - plays an important role in our corporate management and direction. Our goal is to leave a positive impact in the area of environment and society. We want to position ourselves as an attractive employer and at the same time strive to act in an inclusive, environmentally conscious and resource saving manner. We promote and support a livable and pluralistic society and lose sight of the following in the process not lose sight of our business objectives.



¹ ESG stands for Environment, Social and Governance.

Sustainability Strategy

1. Strategy

2. Materiality

3. Goals

4. Depth of the Value Chain



1. Strategy

From a matter of the heart to a corporate strategy. This sentence describes the development around the topic of sustainability at Ratepay. Sustainability began with isolated environmental protection measures in 2019 and developed into a comprehensive and holistic strategy. Today, we can proudly report that sustainability has become part of the corporate strategy and an important component of our philosophy.

With our strategy, we pursue a holistic approach that is oriented towards the three dimensions of sustainability with the aim of developing a positive impact on employees, society, the environment and the business result. Ratepay is convinced that long-term business success can only be achieved by giving equal weight to people, ecosystem and economic growth.

With this mindset, we have developed a sustainability vision that is aligned with our corporate vision and forms the north star of our actions in all three dimensions of sustainability.

“Dedication is what we contribute. For the people. For the planet.”

This vision describes on the one hand our dedication to the financial sector and our clients, and on the other hand it incorporates our focus on the environment and social factors. In order to get a little closer to our vision with each step, we have established a sustainability mission that describes the four focus areas in more detail.



Empower the people

Here, the focus is on very good care and development of the employees:

- Maintaining the mental and physical health of all employees
- Lifelong learning through further education and training courses
- Expansion of training opportunities for young talents, specialists and managers



Strengthen the society

The focus here is on active participation in society as a whole:

- Promoting social cohesion for a better life for all
- Sustained support for charitable projects and initiatives
- Support through donations in kind and financial donations



Sustained success

Here, the focus is on the establishment and expansion of long-term business relationships and compliance with laws, ordinances and regulations:

- Sustainable growth as the basis for a company that is economically successful in the long term
- Ethical and moral leadership quality
- Consistent compliance with the requirements imposed by the legislator and the Federal Financial Supervisory Authority (BaFin) and other guidelines has top priority.



Heal the environment

Here the focus is on taking responsibility for the environmental impact caused by Ratepay:

- A steady reduction in environmental impact and resource use
- Internalisation of environmental costs
- Support for the conservation and regeneration of natural habitats

Move to Goals

2. Materiality

Ratepay is in the service sector within the financial industry. Therefore, we do not have to deal with large material flows, hazardous materials and dangerous waste within the organisation. Through the payment products we offer, we are part of the chain of the goods and services economy and are aware of this responsibility.

Our main resources are the labour of our employees, our premises, energy and the service partners who supply us. To develop and deliver our products, we use resources such as floor space for our offices, gas to heat the office, electricity for appliances and cooling, and water for toilets and showers.

Due to our industry environment and the products we offer, we feel a significant responsibility towards employees and society. Due to the low environmental impact, this aspect is considered important but still secondary.



2 Ex: server services, delivery of fruit and vegetables for the office or cleaning service, call centre, debt collection, hosting, IT services, etc.

In 2020, an initial materiality analysis was conducted. This analysis included the following aspects:

- Core business of Ratepay and the integration of sustainability issues
- Market and competitive analysis
- Key stakeholders
- Determination of a positive impact on employees and society
- Environmental protection and climate neutrality as a key theme of sustainability efforts



In the next step of the analysis we have Ratepay's Stakeholders identified and prioritized. The stakeholders for us key stakeholders are as follows:

- Employees
- Customers (merchants, resellers, end customers)
- Shareholder / Goup Nexi & Nets
- Society

For us, the goal of managing a sustainability system is to be a long-term successful company for our most important stakeholders and to build trust through transparency. We are aware that a discrepancy between business aspirations and sustainability efforts can result in a loss of trust in society. Consequently, we are determined to continue our sustainability strategy and achieve our goals.

3. Objectives

The objectives within the sustainability strategy are based on the set mission and the four focus areas. In addition, the following categories were defined "General sustainability goals" and "Mission related goals". The goals are to be achieved in the medium term, i.e. within one year. A particularly high priority was set for one goal from each mission strand.

With the objectives as a basis, measures were then defined to strive for these goals in concrete terms. All measures were listed in the target and measure plan "Action Sheet", checked and followed up every two weeks and adjusted if necessary. The sustainability manager is responsible for monitoring and ensuring compliance with the targets set.

General sustainability goals

- Sustainability risks: Establishment of a risk register and subsequent integration and continuous monitoring
- Sustainability in the supply chain: development of a Supplier Code of Conduct to provide guidance on sustainable business practices.
- Annual reporting: The first Ratepay Sustainability Report will be prepared with the 2021 reporting year.

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Mission-related goals

Move to Mission



Empower the people

This mission strand targets employees, their well-being and development. In addition, support for the younger generation is promoted with training opportunities. The quantitative goals are:

- Strengthening the mental & physical health of the employees*
- Expansion of training opportunities and promotion of internal knowledge exchange through appropriate programmes
- Ratepay as IHK training centre and expansion of the training offer
- Offer of a supportive pension plan and expansion of family-friendliness for employees
- Sensitisation to anti-discrimination, equal opportunities and safety at work



Strengthen the society

The goals of this focus area strengthen social cohesion. We feel responsible for supporting charitable activities with part of our time and for facing up to the social challenges and tasks in society.

- Introduction of social commitments through participation in charitable projects by all employees*
- Building lasting commitments to social projects, supported by a diverse selection of projects



Sustained success

We are certain that economic success and the balance between environmental and social issues are not mutually exclusive. On the contrary, only by considering all three dimensions synergistically will we be successful in the long term. Furthermore, Ratepay is subject to supervision by BaFin.

Governance

- Adherence to an ethical and qualitative management style
- Obligatory compliance with applicable rules for payment institutions
- Continuous updating of the training offered to employees, including on money laundering and corruption prevention
- Increased product safety through additional informative material for merchants and end customers

Business

- Expansion of the acquisition of large business customers*
- Generation of transparency through the internal dissemination of the company's most relevant financial figures
- Targeted pooling of ideas to increase innovation with the focus on achieving added value for our customers (buyers and retailers).
- Strengthening our business partnerships with existing retailers and consumers



Heal the environment

The protection of the environment and the internalisation of the costs incurred for air pollution, land use or the use of resources such as water is an essential part of our mission. The objectives are therefore deliberately ambitious.

- Reduction of the following factors in 2021:
 - Reduction of energy demand by 15%
 - Reduction of heat production by 10%
 - Reduction of water consumption by 10%
 - Reduction of CO2 emissions by 20 %*
- Support for solidarity-based agriculture
- Reduction of waste volumes
- Annual paper savings of 30 %
- Compensation of soil consumption through compensation payments for the preservation of biodiversity
- Balance sheet climate neutrality through compensation payments for unavoidable emissions*

* Focus areas set by the management

We have decided to explicitly integrate seven of the 17 SDG targets* into our sustainability strategy and target tracking. Our efforts from the mission focus "Empower the people" and "Strengthen the society" pay off on the following SDGs:

- 3. Health and well-being
- 4. Quality education
- 5. Gender equality
- 10. Less inequality

The mission area "Heal the environment" is linked to the following SDGs:

- 7. Affordable and clean energy
- 13. Climate protection measures

Finally, our focus area "Sustained success" aims at the following SDG:

- 8. Decent work and economic growth

The SDGs focus in particular on the development of the global South. With this in mind, it is particularly important to us that our sustainability strategy is closely linked to the goals we have set ourselves at Ratepay. For this reason, we have decided to assume this responsibility and therefore pursue our goals with company-wide determination.



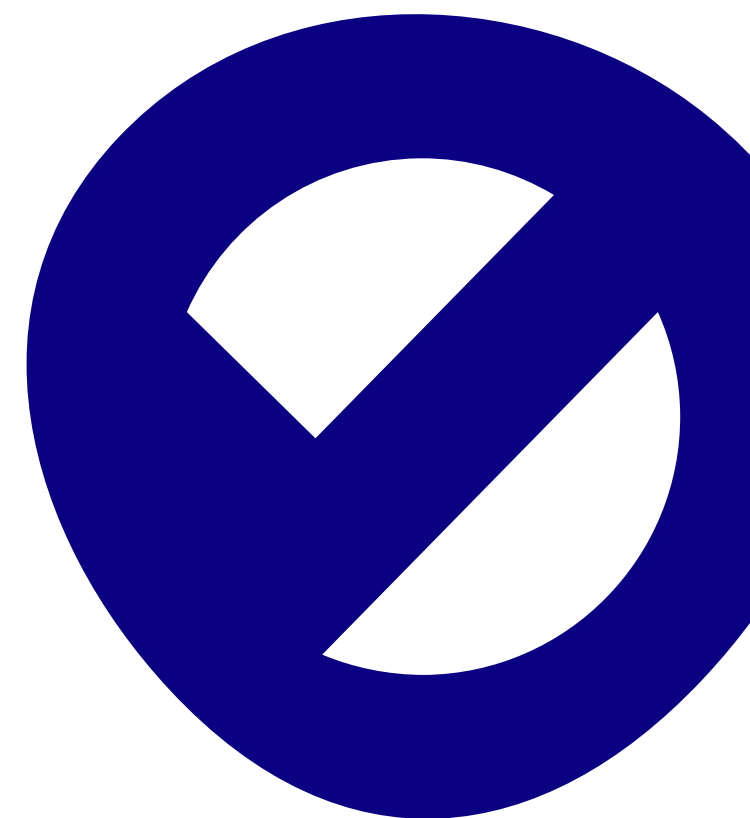
4. Depth of the value chain

Ratepay is a payment service provider in the so-called FinTech sector (finance and technology).

The core business is to serve online merchants with payment methods such as payment upon invoice, installments, and direct debit, whilst enabling the end customers to pay for products and services.

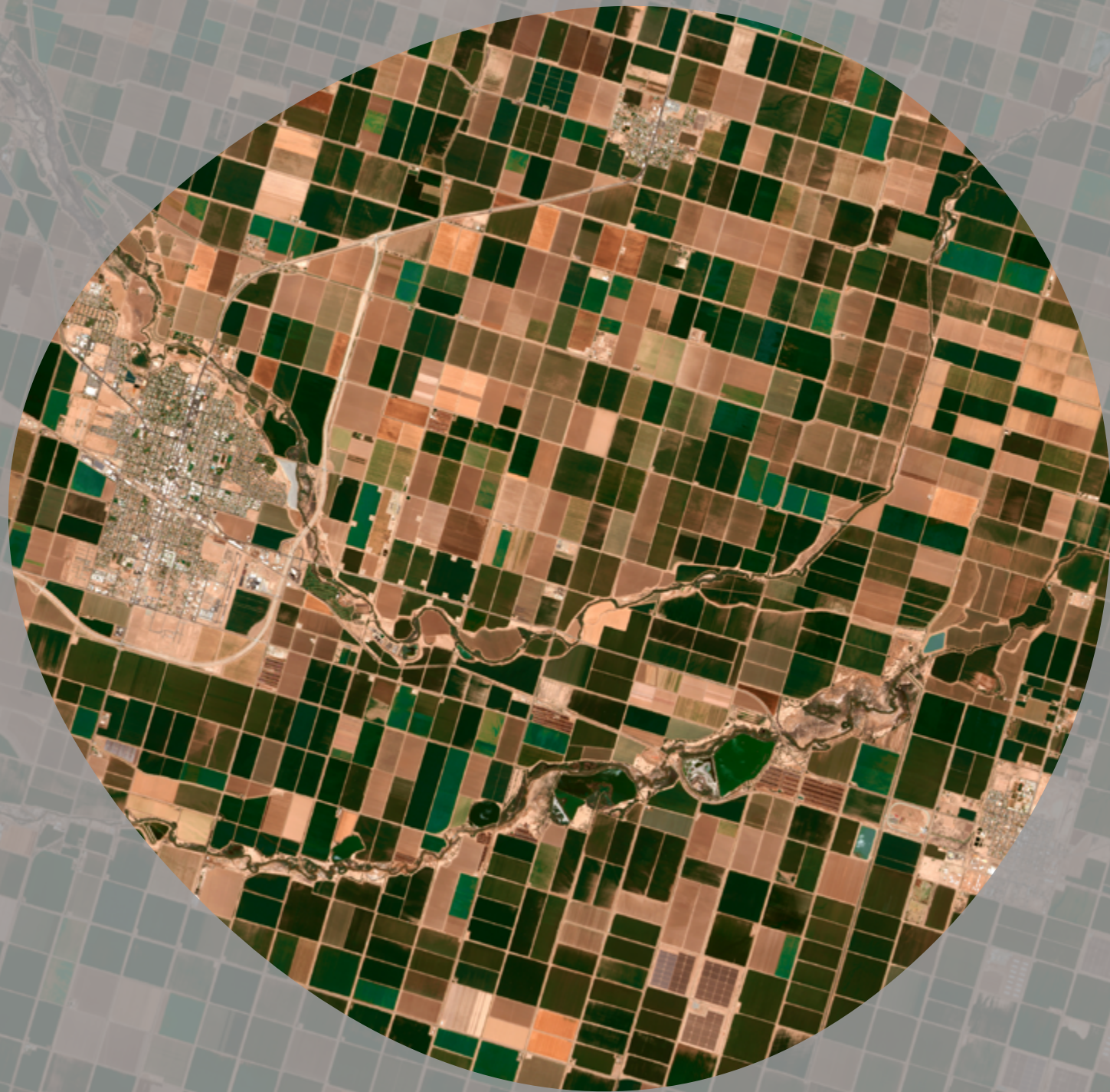
The added value lies in the fact that the credit-worthiness of each individual customer of the merchant is assessed in a matter of seconds, thus minimising the risk of a possible payment default or attempted fraud. If this assessment is positive, the customer is approved for Ratepay payment methods and can complete the purchase via the chosen payment method. At this point, Ratepay takes over the claim and processes the payment with the customer.

This service is charged by a discount on the amount of the shopping cart and/or with a transaction fee to the merchant. The merchant can thus minimise his risk of payment default and receives a payout minus the fees payable to Ratepay. Ratepay is considered Europe's largest provider of white label payment solutions. This means that Ratepay is not visible to end customers as an external payment provider in the payment process.



*SDG - Sustainable development goals

Process Management



5. Responsibility

6. Rules and processes

7. Control

8. Incentive systems

9. Stakeholder participation

10. Innovation and product management

5. Responsibility

At Ratepay, the topic of sustainability is demanded and promoted by the management level. In this respect, the management is a key entity of progress for the entire sustainability area. At Ratepay, sustainability is part of the strategy department, which is a staff unit of the management level, and thus holds an advisory mandate.

For a regular exchange between top management (consisting of management, human resources and operations) and the sustainability team, a 5-member committee was formed, which meets once a month to discuss current topics, measures, adjustments or budget issues. The operational management of the agreed goals and the implementation of the measures is the responsibility of the sustainability manager.

In order to expand the circle for the topic of sustainability Ratepay-wide and to inspire as many employees as possible for it, a sustainability core team was implemented, which consists of about 10 employees from different departments and actively participates in the implementation of the sustainability strategy. At the monthly meetings, new impulses are discussed, measures for implementation are distributed or ideas for improvement are discussed. The members of this core team also act as sustainability ambassadors within their teams.



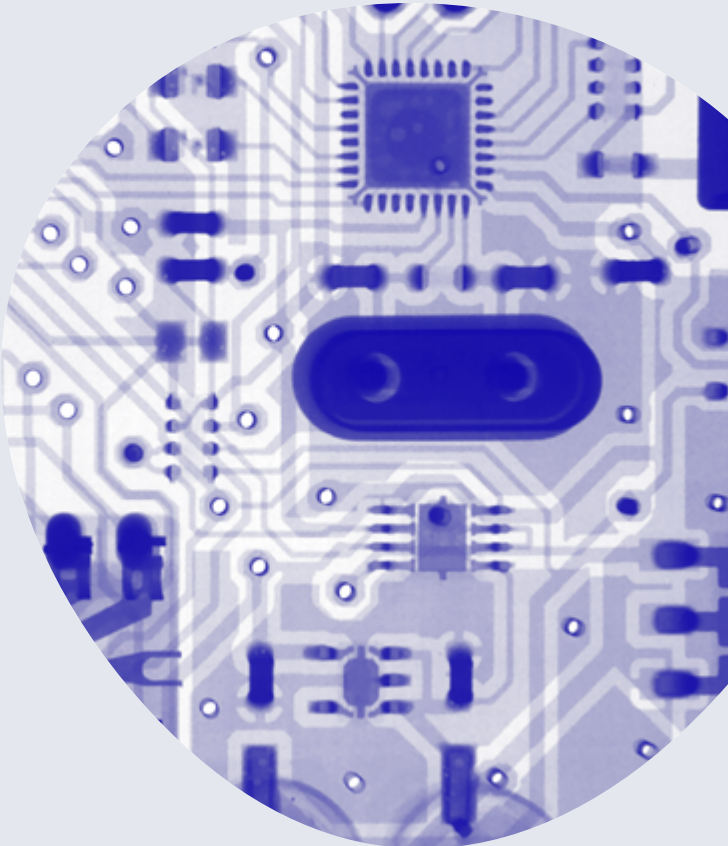
6. Rules and Processes

Sustainability has so far been partially implemented in the corporate strategy. The background to this is that the topic began with individual measures and only subsequently designed into a sustainability strategy. A company-wide strategic sharpening is planned for 2022. In this course, sustainability will become an integrated part of the corporate strategy.

In the first step of the development of the sustainability strategy, three guidelines were drawn up that are based on the sustainability dimensions. These form the basis of the principles and values that guide our sustainable orientation.

With the implementation of the three sustainability guidelines (environmental, social and governance & business), Ratepay has set itself its own framework for action, which enables it to make decisions in line with the guidelines it has imposed on itself.

We are convinced that sustainability does not end at the company's borders. Therefore, a Supplier Code of Conduct is planned for the coming year, which will also anchor the topic in the supply chain in the future.



7. Control

The company-wide Code of Conduct was implemented as the basis for our understanding of values, our interactions with each other and our business activities at Ratepay. This has been in place for many years and is constantly updated and developed.

It contains the values and forms the basis for a trusting working environment. It is important that everyone feels valued and appreciated. The Code of Conduct is the binding orientation and represents how we would like to be perceived internally and externally. As we are a BaFin-regulated company, we are subject to various regulations that can result in severe penalties if violated. The Code of Conduct therefore also serves as a guide for all employees in this respect, enabling them to align themselves with our values.

Sustainability is firmly anchored in the Ratepay Code of Conduct, which applies to all employees. With the amendment of the Code of Conduct in 2021, further values were added and specified. **Accordingly, core labour standards according to the ILO3 standard, UN human rights and the right to freedom of association and collective bargaining were explicitly added.** The code is published on the Ratepay website and can thus be viewed transparently by everyone.

³ The International Labour Organization is a United Nations agency mandated to promote social justice and human and labour rights.

102-16

Values, principles, standards and norms of conduct

"This report follows the reporting standard of the German Sustainability Code (DNK). This standard does not include its own key performance indicators (KPIs) and therefore makes use of some KPIs from the international reporting standard of the Global Reporting Initiative (GRI). The key performance indicators given here refer to the reported KPIs of the GRI."

Targeting method

At Ratepay, annual and overall corporate objectives are set. Sub-targets are then derived from the annual targets on a quarterly basis (Objective and Key Result process). The targets set are accompanied by key performance indicators (KPI) from various areas of Ratepay. These KPIs are divided into three statuses (green, yellow, red) and updated every two weeks. The status provides information on whether basic target tracking is working within the organization or whether improvement measures need to be taken. The KPIs are communicated to all employees at the monthly All Hands Meeting.

Two KPIs were quantified in the area of sustainability. One indicator provides information on the current status of the planned measures and target pursuit within the ecological dimension. An achievement level of 80 % is rated as "green". This target was achieved by the end of the year. The second indicator reports on the total number of hours worked by employees on social projects. It was determined that a green status would be achieved if 50% of employees participated. At 36%, this status was not achieved by the end of 2021.



Our values

We have developed a strong set of values for our interactions with colleagues, our behavior with customers and our daily business.

For us, ratepay means always going one step further than necessary. This applies to both our internal and external actions. No matter if we give feedback to a colleague, talk to a customer or develop a product. We call this **dedication**. It makes up our brand core and is complemented by the values of warmth, decisiveness, will to win, willingness and courage. Brand core and values form our brand mission statement, i.e. our corporate compass, with which we distinguish ourselves and our products from the competition.



Warmth:
We listen. We stand up for each other and for our customers.



Decisiveness:
We are determined. We demand performance. We celebrate success.



Willingness:
We believe in every person. We care with each other. We like to work together.



Courage:
We dare. We dare new things. We believe in ourselves.



Will to win:
We do. We are fast. We believe our head and trust our gut.



8. Incentive systems

Ratepay has an incentive system for some departments consisting of fixed salaries and variable components. Variable remuneration is paid out depending on the achievement of individually agreed targets. There is currently no uniform incentive system for all employees. Ratepay bases its salary structure on standard market salaries. At two fixed points in the year, all employees have the opportunity to discuss salary in general during the development review.

Due to the competitive situation and with regard to the current talent search, Ratepay does not provide any information on its internal remuneration policy.

102-35

Remuneration policy

102-38

Ratio of total annual remuneration



9. Participation of stakeholders

We used several methods of determination to identify key stakeholders and issues.

102-44

Key issues and concerns

Ratepay's target paths were developed in a workshop with the management and the sustainability manager. A competitive comparison, an analysis of the market environment and the management's view of ESG issues played a role. The results of the workshop were then formulated in Ratepay's sustainability strategy, which includes the sustainability vision and mission with four different focus areas.

An employee survey on the topic of sustainability was already launched in 2019 in order to gather further information from the environmental and social sectors. For the environmental sector, travel to the office, climate-friendly travel, means of transport, resources and dietary preferences were surveyed. In the social sector, information was gathered on family-friendliness or a social engagement by employees was recorded. All data was collected anonymously. The results showed an awareness of environmental and social aspects and the individual behaviour of the employees. Individual measures such as waste separation or the introduction of a public transport ticket were defined as essential topics and could subsequently be implemented and initiated.

Identification of key stakeholders

Employees

As a company in the service industry, the employees represent a significant stakeholder.

Customers (merchants and end customers)

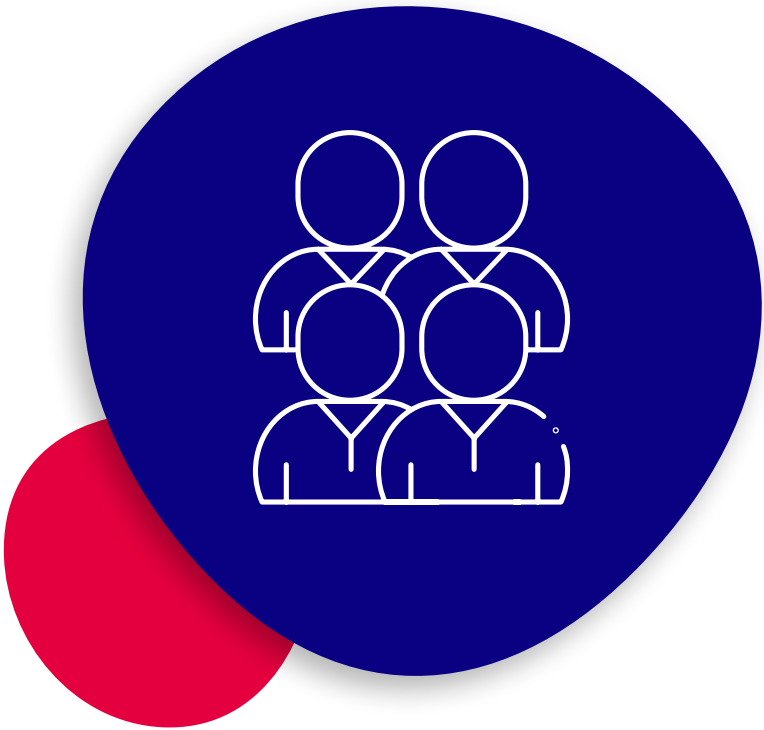
Our customers form the core of our business activity and the opportunity for cooperation.

Shareholder / Group Nexi & Nets

As part of the Nexi/Nets Group, we are embedded in one of the most influential companies in the financial sector within Europe. We are committed to the requirements of a public company.

Society

We feel that Ratepay is an important part of society and we want to be perceived as such.



In 2021, Ratepay has not yet exhausted all possibilities to define the material topics as a whole and to conduct a holistic stakeholder survey. The development of a materiality analysis and a corresponding matrix is planned for 2022.

Communication with our internal stakeholders takes place via various channels. For this purpose These include the monthly meetings for all Ratepay employees (All Hands), the central monthly internal newsletter and the monthly sustainability core team meetings. In addition, we send out an employee survey on the topic of sustainability once a year in order to use the results for the development of further measures and actions.

We communicate with our external stakeholders via direct contact with our merchants and customers, via the Ratepay website or in direct contact with the Nexi/Nets Group.



10. Innovations and product management

At Ratepay, we live an open feedback culture that explicitly welcomes ideas and innovations and encourages employees to share them openly. Various options are available for this purpose. An idea can be communicated at any time to the relevant team leader, who will then implement it directly and/or actively involve the proposer in the implementation.

In addition, we have created a process that enables all employees to actively contribute improvement ideas on a regular basis. The process is collaboratively led and prepared by several departments. Within this appointment, the proposed idea is then discussed, majorities are sought for implementation and capacities and participations are organized. The goal behind this is a continuous improvement process to make Ratepay as a company and the products more attractive for merchants and customers.

For 2022, we have set ourselves the goal of actively innovating sustainability ideas for our product range.

Ratepay does not maintain any financial investments whose returns contribute to our operating results.

G4-FS11

Percentage of financial assets subject to positive or negative screening on environmental or social factors

Environment



11. Use of natural resources

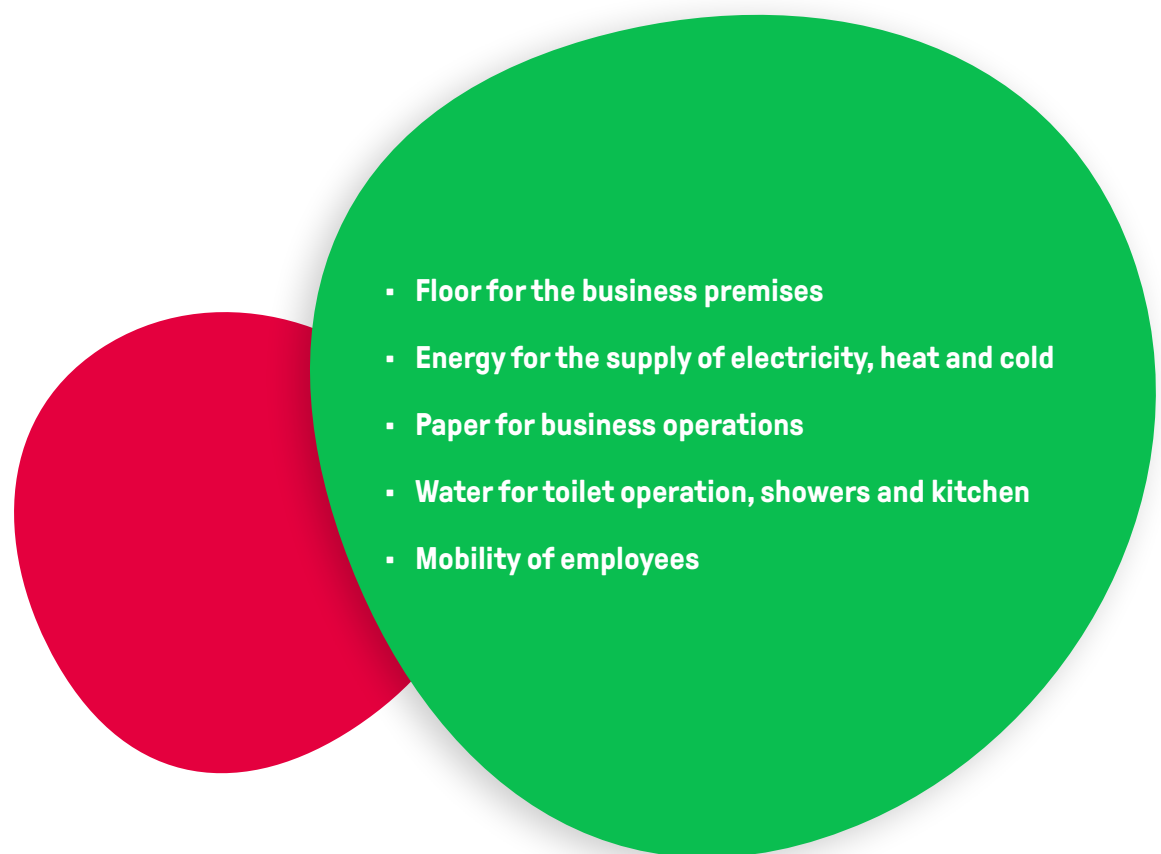
12. Resource Management

13. Climate-relevant emissions

11. Use of natural resources

As a payment service provider, we only use a small amount of resources, especially compared to other material-related companies in trade and industry. Nevertheless, responsible handling of the resources we use is important to us.

We identified the following key resources:



As part of the annual CO2 balance, all resources are recorded. We strive to reduce the use to a minimum and have set ourselves goals and measures to actively implement this effort.

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12. Resource management

At Ratepay, we value the resources that we use. That is why we have set ourselves the goal of implementing the most detailed resource recording possible. Only if we know exactly what we consume can we set ourselves specific goals to constantly reduce it. As a digital company, we strive to use as few resources as possible and to reduce our impact on the environment. We have been actively tracking our consumption since 2019.

Year	2019	2020	2021	Unit
Total consumption (paper, cardboard, envelopes, toilet and kitchen paper)	11 .213	9 .342	12.667	kg
Of which renewable materials (recycled/recyclable)	n .a.*	n .a.*	12.664	kg
Of which non-renewable materials (not recycled/recyclable)	n .a.*	n .a.*	3	kg

301-1
Materials used by weight or volume

*In 2019 & 2020, the observations did not yet take place at the required granularity. We then supplemented these in 2021.

Reduction targets

- Saving of paper by 30 % per year compared to the previous year’s consumption

Reduction of material consumption

- We have not sent out printed payslips since 2021, saving 31 kg of paper a year
- Paper no longer needs to be used for internal signatures. Since 2021, all signatures at Ratepay are made digitally
- We have switched the purchase of plastic office supplies and merchandise to renewable materials (where possible), reducing plastic waste and products

Despite these measures, we were unable to achieve our reduction target. The background to this is an increase in the number of reminders sent out.



Year	2019	2020	2021	Unit
Power	130.431	150.748	150.748*	kwh
Heat	83.436	116.495	116.495*	kwh
Cooling	72.518	86.643*	86.643*	kwh
Total energy consumption within the organization	286.385	353.886	353.886	kwh
Employees (averaged over the year)	241	255	297	
Energy intensity per employee	1.188	1.388	1.191	kwh

302-1

Energy consumption within the organization

*Data is from 2020 and will be added at the end of 2022. The reason for this is a delayed annual settlement of the property management.

Ratepay did not generate or sell any energy itself in 2021. The information provided comes from the annual statement of accounts of the property management company.

To reduce energy consumption, we have set ourselves the following quantitative reduction targets:

- 15% reduction in energy demand
- Reduction of heat generation by 10%

The targets were set at the beginning of the year by means of a measure-related feasibility calculation. The achievement or failure to achieve the targets set can be evaluated at the end of 2022. The background to this is the delayed annual accounting of the property management.

302-4

Reduction of energy consumption

Reduction of energy consumption

- Reduction of the running times of the general screens in common areas from 5 to 2 days a week
- Installation of signs for proper ventilation methods inside the office

Further reduction measures, such as the general reduction and locking of the thermostat setting to 20 degrees Celsius, a changeover to LED lighting in the business premises and lean coding (data and thus energy-reduced writing programs) could not yet be implemented due to capacity reasons.



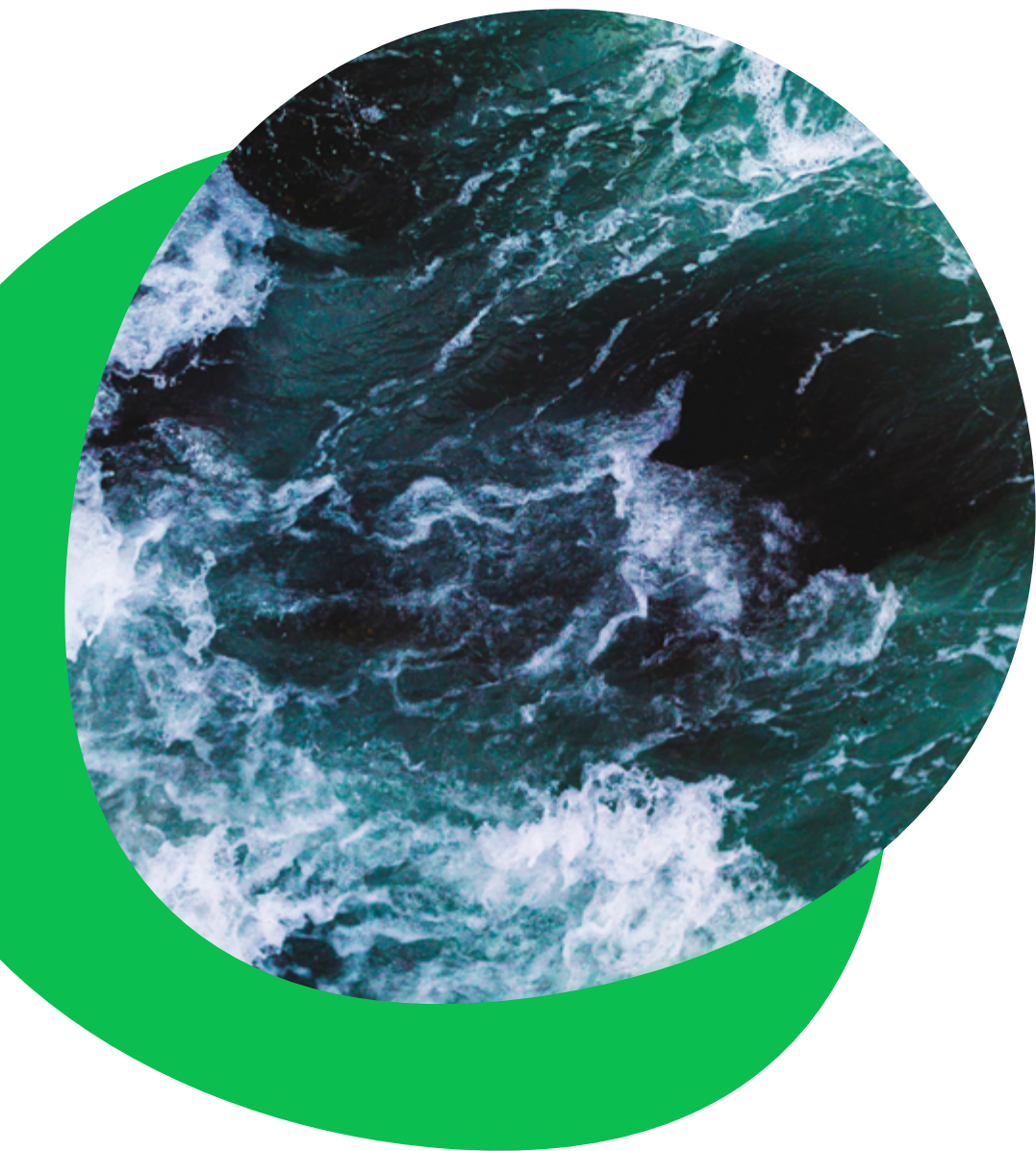
Year	2019	2020	2021	Unit
Total water consumption (groundwater)	861	788	788*	m³

303-3

Water withdrawal

* Data is from 2020 and will be added at the end of 2022.

The information provided is taken from the annual statement of accounts of the property management company.



Reduction targets

- Reduce water consumption by 10%

Reduction of water consumption

- Signs were placed on the toilets in the office areas to reduce water consumption for employees
- To keep the waste water clean, the purchase of cleaning agents was changed from conventional to purely ecological production

To achieve the set target, it was also planned to install water-saving attachments for the taps in the bath-rooms. These measures were not implemented due to the low presence time of the employees and the assumption of lower water consumption in the office. The targets were set at the beginning of the year by means of a measure-related feasibility calculation. The achievement or failure to achieve the targets set can be evaluated at the end of 2022. The background to this is the delayed annual billing of the property management.



306-2

Waste by type and disposal
method

The waste generated in our business premises, such as organic, plastic, glass or residual waste, is not measured by Ratepay. The waste bins in the office area are emptied several times a day. Measuring the waste represents a high expense, which we do not consider justified due to the small amount of municipal waste in this context.

The following listing refers to the material waste from paper and cardboard. **(Reference: 301-1 Materials used by weight or volume)**

Year	2019	2020	2021	Unit
Total weight of non-hazardous waste (paper, cardboard, other paper products)	11.213	9.342	12.667	kg

We believe it is desirable to reduce the amount of waste as much as possible. Due to the data available for recording waste quantities, no reduction target has been set at this point. In order to separate waste, we have set up separation containers in the offices and posted notices to separate waste in an orderly manner. Electronic waste such as cables, monitors or keyboards are collected until collection becomes necessary. In 2021, no e-waste was disposed of.

Soil and biodiversity

We are aware of the resource soil. Soil is an essential habitat for many animals. In addition, sealing of ground surfaces with roads, parking lots or buildings contributes to the fact that rainwater cannot seep away sufficiently. This can lead to local flooding during heavy rainfall.

In order to conduct our business, we rely on floor space for office use. This office floor space amounts to 2,713 m2 in 2021. In order to support the preservation of habitats elsewhere, we have decided to make a compensation payment of one euro per square metre for the area.

With an employee survey, we were able to motivate the workforce to help decide in which sector the money should be donated. The decision was made to support marine habitats.

Accordingly, €1,000 was donated to each of three organizations. 1 € for 2713 sqm rounded up to 3000 €:

Cleaning up the oceans of plastic – The supported organization uses large fishing vessels to keep the oceans clean and fishes tons of plastic waste out of the oceans every year.


Nature Conservation in Germany – The supported organization cares for the conservation of habitats in the Baltic Sea. In particular, seals and their habitats are protected.

Protection of sharks – The supported organization is especially concerned with the preservation of habitats for sharks and fights against the cutting off of fins of the animals.

As a part of the German economic area, we feel responsible for keeping our consumption of resources as low as possible. In our view, there is no discernible significant risk to ecosystems from our business activities and our products.

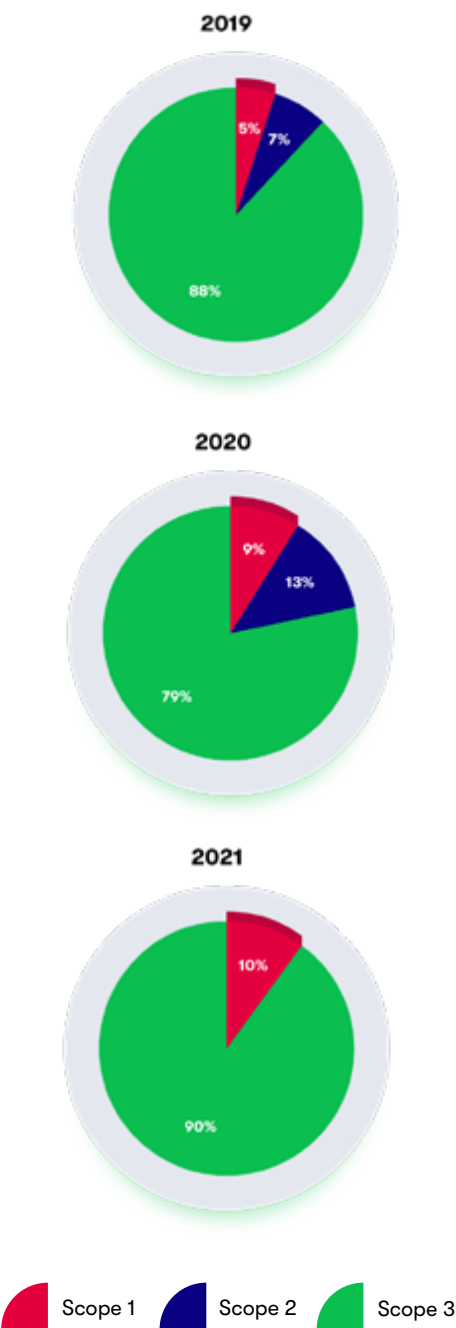
At the end of the year 2021, the reduction of the office space was implemented. This reduction in space amounts to approx. 331 m2.

13. Climate-relevant emissions



“Heal the environment” is part of our sustainability mission. We are aware that our business activities cause CO2 emissions. Therefore, we have decided to record the emissions on an annual basis and to reduce them. We work with our partner  ClimatePartner to record the emissions. The calculation is based on the Green House Gas Protocol and shows the emissions of various gases affecting the atmosphere as CO2 equivalents (CO2-e). The emissions are stated in tonnes of CO2-e.

In the overview of emissions, we have maintained the presentation of the three scopes.

- Scope 1** describes the directly attributable emissions within Ratepay.
- Scope 2** represents the indirect sources of emissions from the generation of energy.
- Scope 3** includes indirect downstream emissions related to the supply chain.



Notes: The following gases were included in the calculation: Methane (CH4), Nitrous Oxide (N2O), Sulphur Hexafluoride (SF6), Hydrofluorocarbons (HFC), Perfluorocarbons (PFC) and Nitrogen Trifluoride (NF3). The Green House Gas Protocol provides information on the global warming potentials of the individual gases. An overview of the GWP is available on the GHGP website.

	Year	2019		2020		2021	
	Emission category	t CO2-e	%	t CO2-e	%	t CO2-e	%
Scope 1	Heat	17	5%	24	9%	24*	10%
	Refrigerant	2	1%	0	0%	0	0%
	Total Scope 1	19	5%	24	9%	24	10%
Scope 2	Power	25	7%	36	13%	0	0%
	Total Scope 2	25	7%	36	13%	0	0%
Scope 3	Home Office			85	30%	101	42%
	Commute of employees	166	47%	62	22%	71	30%
	Flights	79	23%	24	8%	4	2%
	Rail travel	7	2%	3	1%	4	2%
	Rental vehicles and taxi rides	0	0%	1	0%	1	0%
	Gastronomy	22	6%	8	3%	13	5%
	Heat/cold upstream chain	4	1%	13	5%	5	2%
	Electricity upstream chain	12	3%	18	6%	11*	4%
	Office paper	11	3%	4	2%	3	1%
	External computer center	4	1%	2	1%	2	1%
	External service providers	1	0%	1	1%	1	1%
	Water	1	0%	1	0%	0	0%
	Total Scope 3	307	88%	222	79%	215	90%
	Total excl. security surcharge	351		281		239	
	Plus 10 % security surcharge	35		28		24	
	Total incl. security surcharge	386		309		263	
	Employees	241		255		297	
	CO2 intensity per employee* in t	1,60		1,21		0,89	

*The values are from the year 2020. Differences in the CO2 calculation cannot be excluded. A final evaluation will be prepared at the end of 2022.

- 305-1
Direct GHG emissions (Scope 1)
- 305-2
Indirect energy-related GHG (Scope 2)
- 305-3
Other indirect GHG emissions (Scope 3)

The biggest positive change within the balance can be seen in electrical energy. This is due to the conversion to 100 % renewable energies at the beginning of 2021. The development in travel is also pleasing. Emissions have not only decreased due to Corona. We also assume that our environmentally friendly travel policy has contributed to this.

The greatest negative changes are in the areas of employee travel and home office. The emissions have increased significantly due to an increased home office presence. In addition, more employees have joined the company since 2020, which has increased the total number of trips.



Reduction targets

- CO2 emissions by 20 % compared to 2020

Reduction of CO2 emissions

- Since the beginning of the year, the purchase of electrical energy has been switched to 100% renewable energy sources (Supports our SDG 13. climate protection measures)
- The possibility for our employees to work in a home office has social backgrounds and advantages on the one hand, and on the other hand it has the effect of reducing the number of employee journeys
- We want to empower our employees to make their individual mobility more environmentally friendly. We support a sustainable mobility concept with the **RYDES** app and motivate the workforce to use sustainable transport solutions with a mobility budget. This also makes it possible to lease a bicycle, among other things
- We offset all unavoidable CO2 emissions by making compensation payments to environmental protection projects. This means that we have been carbon neutral since 2018

With the payment for the emissions in 2021, we supported a project to build a solar energy park in the African country of Namibia (**Supports our SDG 7. affordable and clean energy**).

In response to the flood disaster in the Ahrthal, we additionally invested a donation equivalent to 50% of the 2020 emissions in a reforestation project in Germany. All compensation payments are organized through **ClimatePartner**. Further information at: <https://fpm.climatepartner.com/tracking/details/15589-2012-1001/en>

At the time of writing, the reduction target of 15% compared to 2020 has not been achieved. Due to preliminary assumptions of some data within the CO2 balance from the previous year, the result can only be finally evaluated in 2022.



Society



14. Employee rights

15. Equal opportunities

16. Qualification

17. Human Rights

18. Community

19. Political influence

20. Conduct in compliance with laws and directives

14. Employee rights

A key theme of our sustainability mission is the mental and physical health protection of our employees. For this reason, we have taken various measures to provide the workforce with the best possible care. A trusting and appreciative cooperation forms the basis of our collegiality. Ratepay only employs staff within Germany. We comply with German legislation on the protection of employees.

Families and flexibility

▪ At Ratepay, home office means mobile office. We offer all employees the opportunity to work flexible hours at a location of their choice. This makes it even easier to combine family and career. We were able to achieve a mobile office rate of 62 % in 2021

▪ **In order for the Mobile Office to be ergonomically set up, each employee was offered support in the amount of €600**

▪ To support employees in the Mobile Office with the costs of their individual Internet connection, a subsidy of €500, divided over 12 months, was granted on the gross salary for the entire year

▪ **We support employees in working from other EU countries. This is possible for three months of the year. The aim is to enable employees to work from any location**

Health

▪ In addition, interested employees were able to participate in online health courses in cooperation with the **BARMER** insurance company

▪ To ensure long-term physical health, Ratepay offers a free annual flu vaccination and an eye test. In addition, employees could register for an early corona vaccination, which was carried out in the offices in a medically professional manner

Precautionary

▪ **Ratepay offers a company pension plan and doubles this up to a monthly paid-in amount of €100**

▪ In order to provide for the family of a deceased employee, survivors' insurance was introduced for the entire workforce

With the measures implemented, we are paying towards SDG 3. health and well-being.

Participation

▪ We demand and promote an intensive feedback culture at Ratepay. Every employee is encouraged to play an active role in shaping this culture. To this end, he/she can approach his/her manager or initiate innovations via specific processes

▪ In the area of sustainability, there is the monthly CORE meeting, in which everyone is invited to participate and actively shape the sustainability mission

▪ The Performance & Development Tool was also introduced. Here, every employee has the opportunity to give feedback to his/her manager every six months. This also provides the opportunity for proactive planning and discussion of personal and professional development

The Health and Safety Committee meets at least quarterly. The dates of the meetings are fixed in advance. In addition, further meetings may be held by arrangement if necessary, provided that at least four members are present. The committee takes its decisions by simple majority. Communication takes place via direct measures derived from the committee meetings.

403-4

Employee participation, consultation and communication on occupational safety and health protection



15. Equal opportunities

Ratepay is firmly opposed to any kind of discrimination against employees based on their gender, ethnic origin, ideology, disabilities, age and sexual identity.

We refer to the General Equal Treatment Act (AGG).

We take a pluralistic approach and respect different opinions, lifestyles, interests and goals. Diversity is one of the keys to success in the selection of our employees and in our daily decisions.

We promote the professional and personal development of Ratepay employees and support them with various measures.

- To develop personal strengths, we use our Performance & Development interview. This is conducted at the beginning of the year and individual development and qualification goals are set. This is followed by brief discussions once a quarter to evaluate progress and make adjustments
- With regard to remuneration, each position at Ratepay is regularly validated in terms of market salary structures. All employees have the opportunity to discuss salary in general at two fixed points in the year as part of the development discussion
- Our Code of Conduct explicitly provides for the possibility of collective bargaining and freedom of association. We would like to explicitly point out these employee rights

We have set ourselves the goal of appointing an Equal Opportunities Officer. This was not achieved this year. The background to this is a restructuring of the HR department. The topic of equality will be put back on the agenda in 2022.

Ratepay did not record any work-related injuries, as well as any work-related fatalities, among its employees and workers in 2021.

403-9

Work-related injuries



16. Qualification

Part of our sustainability mission addresses “Empower the people” and includes the focus of employees in terms of education and development. Therefore, we attach great importance to qualification within the organization.

- The further training of our employees is crucial for us as a successful company. To this end, we have set aside five days per year for education and training, which are granted above and beyond the statutory standard
- This year, we integrated the Academy platform Ude-my, where every employee can further their education
- In cooperation with the GLS Sprachschule Berlin, we also offer language courses in English and German, which take place on a weekly basis
- Since the beginning of 2021, Ratepay has been an official training company of the Chamber of Industry and Commerce. We are proud to count the first trainee in the field of IT among our staff and want to further expand the training offer

Ratepay did not record any work-related illnesses among its employees and staff in 2021. The risk as-sessment is carried out in cooperation with TÜV Rhein-land. This was adapted in committee meetings to the changed requirements due to the permanent operation in the Mobile Office.



403-10
Work-related diseases

The realistic further training times by Ratepay employ-ees cannot be reliably represented at the moment. This is due to challenges in recording using a simplified technical option. For this reason, we have decided not to report the training figures.

We strive for a lifelong learning approach at Ratepay and motivate our employees to continuously develop them-selves. For this reason, we offer more training days than required by law. For the coming year, we have planned an increased focus on the expansion of measurability and the proportion of further training.

In addition, we plan to actively promote university dis-ertations (bachelor’s or master’s theses) for interested students. Our focus is on supporting the next generation through sound and practice-oriented education.

404-1
Average number of hours of education and training per year and employee



Ratepay is organised as a limited liability company (GmbH). The following table quantifies the percentage of employees per employee category and diversity in terms of gender and age category:

Gender/employee category	%	Men	Women	Neutral
Senior management		43%	57%	0%
under 30 years old	0 %,			
30-50 years old	85,7 %			
over 50 years old	14,3 %			
Middle Management		69%	31%	0%
under 30 years old	5,6%,			
30-50 years old	88,9%;			
over 50 years old	5,6%			
All other employees		62%	38%	0%
under 30 years old	18,9%			
30-50 years old	74,8 %			
over 50 years old	6,3%			

The data given refer to the reporting date 31.12.2021.

The highest parity rate can be seen in the employee category of top management. In the middle management category, the proportion with a clear surplus is evident on the male side. This is also reflected in the category “all other employees”.

405-1

Diversity in control bodies and among employees

Ratepay did not record any discrimination cases in 2021.

We enable those affected to report any incidents confidentially and, if desired, anonymously in person and via our whistleblowing platform, which can also be accessed outside the company network. **Ratepay already voluntarily complies with the requirements of the EU Whistleblower Directive, which should have been transposed into national law in December 2021.** Reports are accepted internally by independent and appointed whistleblower officers and processed according to a four-eye principle. The whistleblower is notified of a final outcome if known or has made use of the anonymous two-way communication system. The management receives ad hoc and annual reports on any incidents.

406-1

Incidents of discrimination and remedial action taken



17. Human rights

For Ratepay, it goes without saying that we pay attention to people’s rights and protect and defend them within the organisation. In order to safeguard rights, we comply with applicable German law and have resolved to implement further goals and measures in the coming year.

Ratepay conducts its business exclusively from its headquarters in Germany. We take responsibility for our actions and see every task as our own project. **In doing so, we always uphold UN human rights; since 2019, we have explicitly enshrined this in our Code of Conduct.** Safe working conditions are an obligatory matter of course for us, which is why these are regularly assessed independently within the framework of the Occupational Health and Safety Committee together with TÜV Rheinland.

We did not oblige our partners and suppliers to follow our example in 2021. We worked exclusively with partners and suppliers who did not operate from risk regions. **We are currently working on a Supplier Code of Conduct, which will also make our supply chain responsible and obligated with regard to ESG requirements in the future.** Completion is planned for the current year 2022.

412-3
Significant investment agreements and contracts that contain human rights clauses or have been screened for human rights aspects

Ratepay consists of only one operating facility located in Berlin. We have not identified any corruption risks specific to us or our business model in the past. A risk assessment is carried out within the corporate risk department. For the general risk, mandatory training for employees is carried out accordingly.

In 2021, a total of 108 new suppliers were checked for social criteria by an external credit agency. All new suppliers were subjected to such an audit (100%).

The examination by an external credit agency for negative social effects of a total of 217 suppliers did not reveal any anomalies.

For the coming year, it is planned to establish our own supplier code of conduct and to independently check suppliers for social and environmental impacts in the future.

412-1
Sites where a human rights audit or human rights impact assessment has been conducted

414-1
New suppliers evaluated on the basis of social criteria

414-2
Negative social impacts in the supply chain and measures taken



18. Community

Through our business activities, we contribute to the common good in many ways. We create jobs for people in Berlin and the local area and support the development and maintenance of infrastructure or social institutions by paying business-related taxes. At the same time, we form part of the supply chain within online sales and are a customer and supplier for other companies.

Key figure/year/unit	2021	Unit
Proceeds	95,601.337	EUR
Operating costs, salaries and employee benefits, payments to Investors	80,056.503	EUR
Tax payments and expenses to providers of capital	2,122.654	EUR
Retained economic value	13,422.180	EUR

201-1

Direct economic value generated and distributed

The table listed here has been prepared in accordance with the standard of the IFRS.

- We are interested in long-term partnerships. For this reason, we maintain and constantly expand our business relationships through our key account management. To this end, we have implemented regular half-yearly meetings with our key customers, thus creating the opportunity for an intensive exchange
- Our customer service management is a key component of our service portfolio and customer retention. To find out how satisfied our customers are with our product and the processing, we use the Net Promoter Score (NPS) to measure satisfaction post payment process. The score reflects the recommendation rate on the part of the customer(s) and gives us the opportunity to initiate improvements

To measure the NPS, we involved a total of seven retailers. In 2021, our NPS was 72, and we were unable to achieve our target of 80. Nevertheless, our result is well above the industry benchmark of 56.

Social Engagement

With "Strengthen the society", our commitment to social cohesion is an essential part of our sustainability mission. We are convinced that companies add value to people and communities. For this reason, we have set ourselves goals and implemented measures.

Objectives

- Implement 8 hours of social engagement per year for all employees during working hours with full pay
- Participation of 50% of the workforce in at least one Social Friday
- Financial support for social organizations

Commitment and shareholdings

- Each employee has received the planned 8 hours per year to participate in planned social and environmental projects. In coordination, employees can participate several times in different actions if desired
- In 2021, we contributed and donated over 600 hours to social and environmental projects with a total of 79 colleagues on 12 projects in Berlin and Brandenburg



Excerpt from the Social Fridays projects



Berlin Homeless Aid (Berlin Wedding)

The Berliner Obdachlosenhilfe cares for people in need with food, meals and a caring conversation. The participants in this project were able to help with the preparation and distribution of meals and thus make a valuable contribution to people living on the street.



Pestalozzi Fröbel House (Berlin Schöneberg)

The PFH carries out social work for young people and pupils from socially weaker family structures or people with a history of flight. In this project, the participants told their personal stories during an afternoon of getting to know each other and were able to report on how their path to Ratepay led them.



Hof Grüneberg (Löwenberger Land, Brandenburg)

Here we were able to support the charitable farm in preparing and fixing signage on sponsorship trees. The farm has a meadow with old fruit trees. The donations from the sponsorship trees go to a children's hospice run by Caritas.



Old pheasantry Lübars (Berlin Reinickendorf)

In this project, the participants cleaned up the yard, sawed wood and paved a new path. The Alte Fasanerie is a farm for families and young people from difficult family backgrounds. It creates a place to learn about plants and food, to get in touch with others and at the same time to discover many new things.



Ökowerk (Berlin Grunewald)

The Ökowerk is a place to learn about nature. Located in Berlin's Grunewald forest, it offers an old restored waterworks and a learning garden for children. There, the participants could use the day to separate native from non-native plant species. With hoe and spade, a part of the garden was freed from unwanted species.



Non-profit activities

- In a fundraising campaign for an elementary school in Berlin Grunewald, we were able to donate 30 mini PCs. These are decommissioned devices, but fully functional. Further donations to other Berlin educational institutions are planned for next year, provided that decommissioned devices are available



- At the end of the year, we did without Christmas presents for our key account customers. **Instead, we were able to donate 12 x 212 € to Nuru e.V..** The association enables microcredits for women in Ethiopia and thus creates the basis for a livelihood



We have achieved a great deal this year with the measures implemented. Even though we fell short of the desired quantitative target of 36% participation in social projects, we know from our exchanges with the organizations that we have achieved significant added value for society. We will not let up on our goals in 2022 and will implement further measures to achieve these goals.

With the measures implemented, we are paying towards our SDG 8. decent work and economic growth, SDG 10. less inequality, SDG 4. high quality education.



19. Political influence

Ratepay is located in a market regulated by EU directives and federal laws. BaFin creates additional regulatory safeguards for merchants and consumers.

We are always aware of the responsibility we assume for society through the financial products we offer. For this reason, we act preventively against corruption, money laundering and antitrust violations. Compliance with laws and guidelines is a matter of course for us. We are aware that violations can and must be punished with severe penalties.

For sales purposes, our employees attend specialist trade fairs and lectures or participate in the creation of podcasts and newspaper articles.

Our corruption policy does not allow party donations. Ratepay did not make any party donations in 2021. Furthermore, Ratepay does not belong to any political organization or politically oriented association.

415-1

Party donations

20. Conduct in compliance with the law and directives

Compliance with the law is a self-evident maxim of our daily actions and decisions. We are aware that Ratepay, as a licensed payment institution under ZAG, is subject to supervision by BaFin. We take a firm stand against fraud and any other form of criminal behaviour.

We continuously develop procedures and processes to prevent and report corruption, bribery or extortion. These include, among other things, a comprehensive set of rules, regular instruction on money laundering prevention and our established internal control system. These include the following measures, among others:

- A comprehensive set of rules, including guidelines on anti-corruption, bribery, and money laundering prevention
- Based on the rules and regulations, supplementary and more specific work instructions and regular, at least annual, (follow-up) training on the defined topics
- Multilevel decision-making and control processes based on the 4-eyes principle
- Regular compliance and audit controls
- An easy-to-reach whistleblower office

Ratepay is not aware of any possible or confirmed cases of corruption.

205-1

Sites audited for corruption risks

205-3

Confirmed incidents of corruption and measures taken



For training purposes, employee training sessions are held on a mandatory basis via the Ratepay Academy.

The training courses cover the content of the following topics:

- o General Equal Treatment Act
- o Occupational safety
- o Money Laundering Prevention
- o Anticorruption
- o Antitrust
- o Data protection and data security
- o Insider trading and market abuse regulation

As of the date of this publication, no regulatory or statutory violations have been identified and there are no known criminal proceedings, judgments or the like by regulatory or other authorities in 2021.

419-1

Non-compliance with laws and regulations in the social and economic field



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