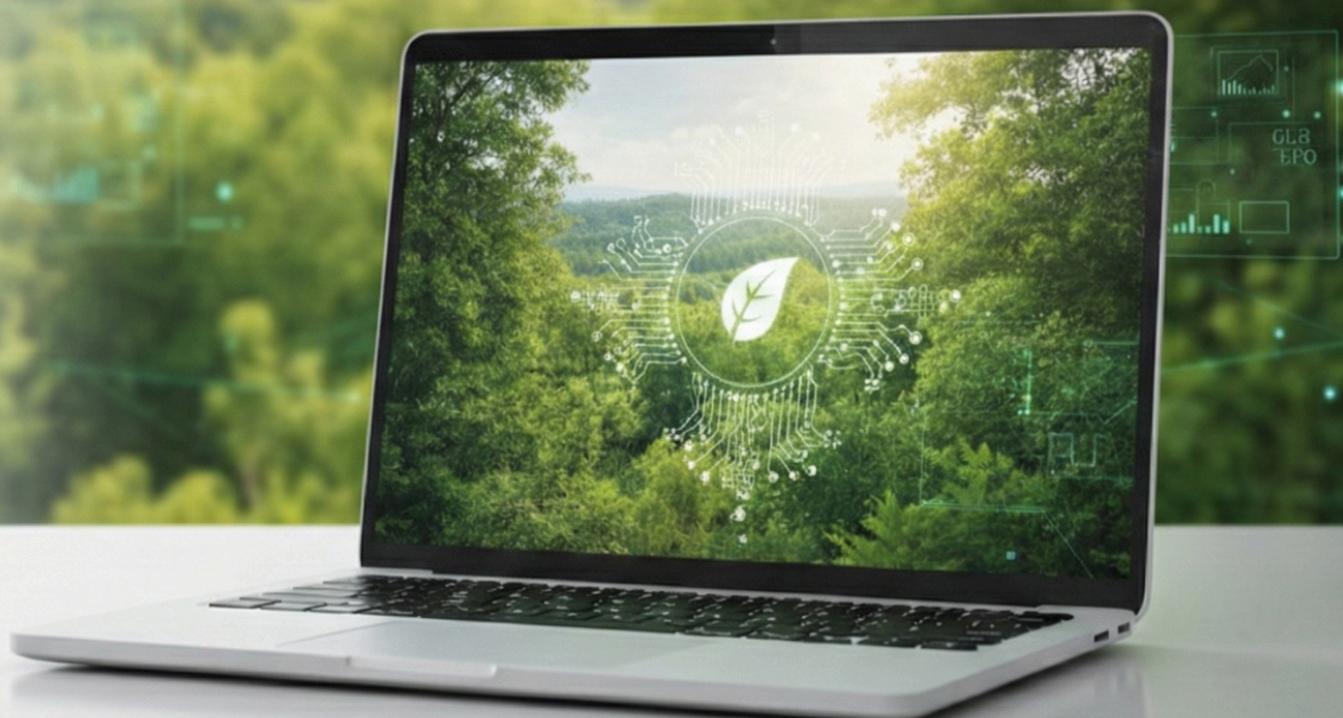


# Sustainability Report 2024



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## Turnover

~ 1 billion €

Annual reduction of work accidents <sup>18</sup> (previous year 30)

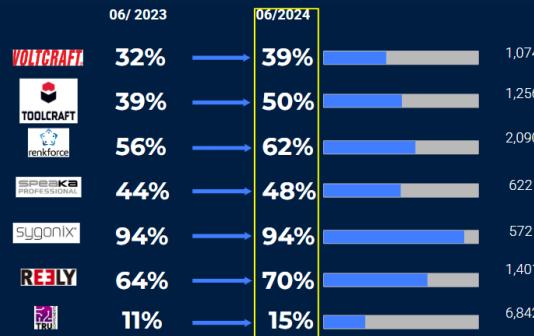
-25%

## Our plastic-free initiative

97%



of our private label innovations are packaged completely without plastic



## Combined scope 1 & 2 emissions

↓ - 30,5%

2024 compared to 2022: 1,682 tCO2e vs. 2,420 tCO2e



## Employees

2.232

Conrad Electronic employed people in around 17 countries at the end of 2024.

## Overall Emissions (Scopes 1-3)

↓ - 49%

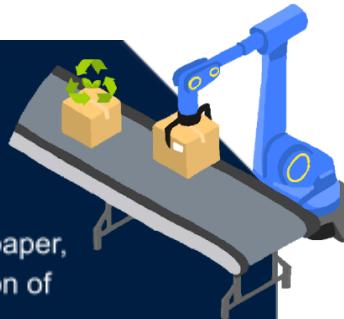
2024 compared to 2022: 521,160 tCO2e vs. 1,028,321 tCO2e

## Eco-friendly products

~28.000

Products with established environmental certifications such as Blauer Engel, Energy Star, EU Ecolabel, and others.

## Sustainable Innovation in Logistics: Responsibility That Moves



At Conrad, sustainability isn't just a claim on paper, it's an active commitment! With the introduction of state-of-the-art packaging technologies at our Wernberg-Köblitz logistics center, we are setting a clear standard for resource efficiency and environmental awareness across our supply chain.

With new "crumpled paper machines" we were able to completely eliminate the use of corn starch-based packing chips as a filler material. Instead, we rely solely on recycled paper which can be disposed of in the waste paper stream – together with the box. Thanks to camera-based volume measurement, every package is filled precisely, thus significantly reducing the consumption of unnecessary material! A solution that benefits both our customers and the environment! In parallel, Fit2Size technology ensures that packaging is custom-sized to the product dimensions. This minimizes void space, lowers the material requirement, and thus substantially reduces transport volume and related CO<sub>2</sub> emissions.

As a result of our efforts, in 2024 the consumption of plastic films was reduced by over 30% compared to the previous year and the use of corn starch chips has been discontinued. Additionally, we collaborate with our logistics providers to offer 98% CO<sub>2</sub>-compensated deliveries. This further improves the overall carbon footprint of our services and represents a clear commitment to sustainable value creation in the interest of our customers.

For us, innovation means acting today to be better tomorrow!

## Empowerment through education



At Conrad, we believe that investing in our employees equals investing in our future. For us, acting sustainably also means recognizing the potential of our people, providing targeted support, and creating a working environment based on appreciation, trust, and collaboration.

Specifically, this means that we draw on a broad portfolio of measures. On the one hand, we focus on the promotion of individual expert knowledge through workshops, seminars, and online courses. On the other hand, we also view employee development as a structural topic. To this end, we have - for example - developed a successful mentoring program. Over the course of a year, promising talents in our company are given the opportunity to grow personally through professionally supervised 1:1 exchanges with experienced managers – aka their mentors.

Another area of support that we attach great importance to is foreign language skills. As a company with employees from 35 nations and operations in 17 countries, these are vital for international cooperation on equal terms. That is why we offer our employees low-threshold, free language training. On-site language courses in German and English are supplemented by flexible app-based offerings, which strengthen diversity, ensure efficient cooperation, and therefore become a long-term competitive advantage for Conrad!

## Sustainability in our products: making responsibility visible

Conrad has one of the most extensive sustainable product ranges in the world of technical supplies. More than 28,000 products in our product range carry established environmental and quality certifications such as Blauer Engel, Cradle to Cradle, Energy Star, EU Ecolabel, and others. This range shows that sustainability is not just an add-on for us, but an essential part of our assortment strategy. With this, we give our customers access to modern solutions that consistently combine minimal ecological impact, transparent standards, and technical performance.

In addition to established product certifications, we are also focusing on expanding our range of refurbished products. All refurbished devices are second-hand – for example from mail-order returns, lease returns, or display items – and are professionally reconditioned by specialized partners. Standardized processes ensure that only products that are 100% functional are resold. Batteries have a guaranteed capacity of at least 80%, the software is reset, and the visual condition is transparently categorized. This means that a buyer faces no disadvantages, but the environment always benefits from this real-life circular economy.

In this way, sustainability at Conrad is not only reflected in strategic guidelines, but part of our assortment: diverse, tested, transparent, and impact-oriented.



## Commitment that makes a difference: regionally connected, globally responsible

Economic success and social responsibility are inextricably linked for us. We live our values through fair working conditions and actively contribute to the success of the international communities we're a part of.

Our commitment is based on the pillars of regionality, customer focus, and democratic values. We are convinced that we can achieve the greatest impact where we ourselves have a strong base, for example through our "Conrad shows heart" initiative to support regional children's homes (Germany) or elderly people (Poland) around Christmas. We are also there in acute emergencies, for example in local disaster relief, through annual donations to the East Bavarian Children's Palliative Care Team, or through blood donation campaigns. We pass on our love of technology to the next generation through Conrad Education, actively promote customer focus, and support innovative student projects like seventeen Formula Student teams across Europe.

In this way, we act locally, think across generations, and stand up for our values globally.



# Foreword by Ralf Bühler

**Dear Readers,**  
**Dear Customers and Business Partners,**

As a family-run business with a history spanning over a century, Conrad has always been guided by a strong sense of responsibility towards our community and the world around us. We are dedicated to corporate governance that embraces environmental and social responsibility, and we remain committed to continuously improving our sustainability performance.

Building on the transparency we established by publishing our upstream Scope 3 emissions for the first time in the previous year, we are now proud to report that our Scope 3 emissions inventory has finally been completed with the inclusion of all relevant downstream categories in 2024. With this comprehensive foundation in place, we officially committed to the Science Based Targets initiative (SBTi) in November 2024. This commitment to reducing our carbon emissions in line with climate science is a cornerstone of our long-term strategy and provides the definitive framework required to accelerate our decarbonization journey.

In 2024, we also continued our efforts to embed sustainability throughout our operations - from product selection to supply chain management. This includes expanding our product range to offer more energy-efficient and renewable technology solutions, thus empowering our customers to make sustainable choices. Our dedication to rigorous environmental standards was further evidenced by the successful re-validation of our comprehensive environmental management system, EMAS, in March 2024. This achievement, valid for the next three years, underscores our continuous commitment and contributes to our strong EcoVadis rating.

To uphold our high standards for governance and risk management, we have updated our compliance management system and introduced a new compliance oversight body, the Integrity Committee. This report is also the first to be prepared based on the European Sustainability Reporting Standards (ESRS, as of July 31, 2023), marking a pivotal step away from our previously voluntary GRI reporting towards mandatory sustainability reporting under the Corporate Sustainability Reporting Directive (CSRD) from 2027 onwards.

The progress we made in 2024 fills us with pride, but we recognize this is an ongoing commitment. We are looking forward to continuing this journey and driving even greater positive change in the years to come.

It goes without saying that we would not be able to achieve our sustainable growth goals without the committed support of our people. I would like to take this opportunity to thank all Conrad employees – who deliver on and advance our sustainability agenda every day – for their dedication and perseverance. I hope that you will find this report an informative read.



# General Information

## Profile of Conrad Electronic

Founded in 1923, Conrad Electronic is well-known as a reliable partner for sourcing electronics and technology. We are currently present in 17 European countries and provide customers that source technical supplies with all parts of success – regardless their size and sector.

The Conrad Sourcing Platform offers customers what they need to power the success of their projects or businesses: a wide and varied range of over nine million products, customer-centric solutions and services, and qualified advice – from expert to expert.

Our tailored e-procurement solutions reduce the complexity in procurement processes to save both time and money for our customers. As sellers on the Conrad marketplace, manufacturers and distributors can reach new target groups and markets quickly and easily. Private customers also benefit from our professional product offers and services.

## 100 years as a business pioneer

In 2023, Conrad Electronic celebrated 100 years as a successful family-run business. We are proud of our long history and our deep roots in northern Bavaria, where our Hirschau headquarters are located. What really makes us stand out, however, is our pioneering spirit. From a specialist dealer in radio kits to today's Sourcing Platform – the last hundred years have shown that we have the confidence to continuously transform and adjust to our customers' needs. For us, the strongest validation of our success is the satisfied feedback we receive from our customers. We were delighted to win a number of independent awards and prizes in 2024. These included the German B2B Award 2024 in the category "Outstanding Customer Service" and the German Customer Award 2024/2025 by the German Institute for Consumer Studies (DtGV).

## Business development

The Conrad Electronic Group achieved total revenue of roughly one billion euros in the 2024 reporting year, a figure on a par with the 2023 numbers. Detailed information on the business development of the Conrad Group can be found in the annual financial statements of the individual companies following their publication. Consolidated financial statements are currently not being published.

# About this Sustainability Report

This report constitutes a voluntary sustainability statement by the Conrad Electronic Group on the reporting year from January 1st 2024 to December 31st 2024, following the European Sustainability Reporting Standards (ESRS, as of July 31, 2023). It was produced in order to prepare for non-financial reporting duties under the Corporate Sustainability Reporting Directive (CSRD). Within the process of preparing the statement, EU Omnibus legislation postponed all mandatory reporting requirements for Conrad by two years to 2027 and announced changes to the existing ESRS standards.

As a reaction to these significant regulatory changes, this report was not integrated with the Conrad financial reporting, which uses the same reporting periods, but a differing consolidation scope. Furthermore, this report was not audited externally.

The list of Conrad Group entities consolidated in this report is as follows:

- Germany: Conrad Electronic SE, ReIn Retail International GmbH, Electronic Direct GmbH
- Austria: Conrad Electronic GmbH & Co. KG
- Switzerland: Conrad Electronic AG
- West region: Conrad Electronic Benelux BV (Benelux countries), Conrad SAS (France), Conrad Electronic Italia srl (Italy), Conrad Electronic Norden AB (Sweden and Denmark)
- East region: CE Ceska republika s.r.o. (Czech Republic), Conrad Electronic SP. z.o.o. (Poland), Conrad Electronic d.o.o.k.d. Slovenia (Slovenia), Szinker Aruküldő es Kereskedelmi Kft (Hungary), SOS Electronic
- SAR Hong Kong: Conrad Electronic International (HK) Ltd.
- UK: Rapid Electronics Ltd.

Due to high complexity in data gathering but overall limited impact on all major KPIs, this report does not include information on the Group's six retail stores in Austria, Germany and Hungary.

All disclosures are based on the results of our corporate double materiality assessment. Accordingly, the report is structured using the European Sustainability Reporting Standards material to the Conrad Electronic Group throughout its upstream value chain, its own operations and downstream value chain.

The chapters are: General Information, Information on Environmental Issues, Information on Social Issues and Information on Governance Issues.

The chapter General Information discloses our corporate social responsibility (CSR) strategy, our internal CSR governance processes and describes our double materiality assessment. The chapter Information on Environmental Issues includes all material disclosures under E1 - Climate Change as well as under E5 - Circular Economy. The chapter Information on Social Issues includes all material disclosures under S1 - Own Workforce as well as under S2 - Workers in the Value Chain and S4 - Consumers and End-Users. Lastly, the chapter Governance addresses the issues of Business Conduct and Compliance.

As this is our first time applying the ESRS in a voluntary publication, we made use of most phase-in-provisions and forewent most voluntary disclosures. Disclosures regarding the EU Taxonomy regulation are not included in this report and will be added in subsequent reporting periods. Conrad also made use of several provisions for disclosure omissions and phase-ins. The details on all changes are documented transparently in this report's Annex.

The report was published following approval by the managing directors of Conrad Electronic SE. The editorial deadline for this report was June 30th 2025.

For any questions about this sustainability report, please contact [nachhaltigkeit@conrad.de](mailto:nachhaltigkeit@conrad.de).

## Our CSR strategy

As a family-run business spanning generations, we are committed to quality, long-term partnerships with customers, suppliers and employees, and the responsible management of natural resources. We have enshrined these principles in our Code of Conduct, our Environmental Policy and are a proud member of the United Nations Global Compact. Our goal is to build a positive legacy with ethical and trustworthy behaviour. One of Conrad's four brand values: Mindfulness, also reflects this.

As a result of our commitment to Corporate Social Responsibility (CSR) strategy, Conrad's performance in independent sustainability ratings, such as EcoVadis (Bronze medal) or Carbon Disclosure Project (CDP) has been stable for years with increasing scores. Conrad has also been a nominee for the German sustainability award (category: furniture and electronics wholesalers) for three years running.

Our CSR strategy is based on four pillars, which represent the topics identified as material to the Conrad Electronic Group in our annual materiality assessment:



Our targets and measures for each specific pillar are outlined in the corresponding chapters of this report. As a general maxime, we try to minimize any negative impacts from our business operations through holistic management approaches and to selectively strengthen the positive impacts of our activities.

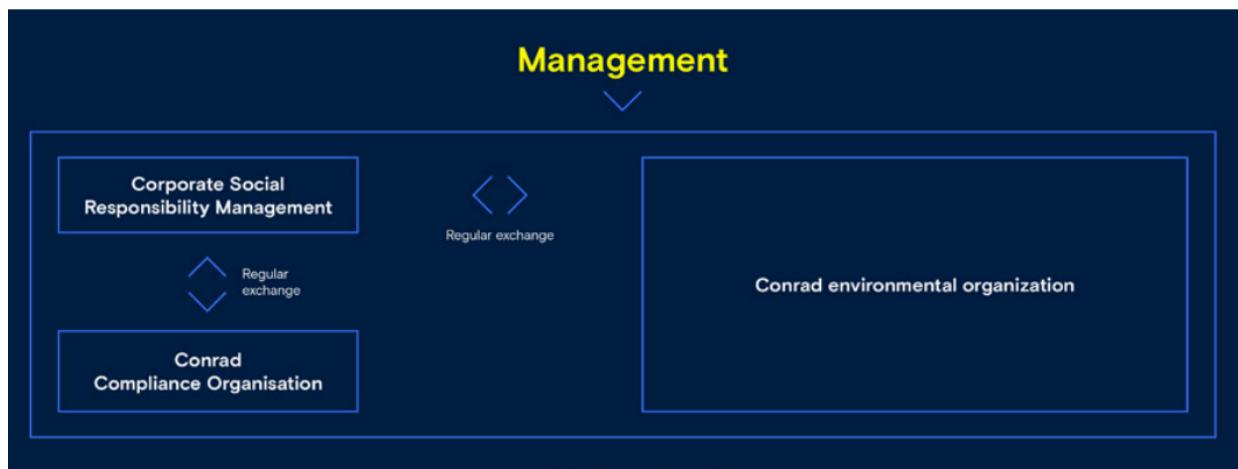
## CSR governance processes

The Managing Directors of Conrad Electronic SE hold overall responsibility for the development and implementation of the Conrad CSR strategy. As the supreme supervisory body, the advisory board receives a briefing on sustainability topics from the managing directors at least once a year.

The Corporate Social Responsibility department reports directly to the CEO and is responsible for strategy development, group-wide sustainability reporting and project management related to the implementation of adopted initiatives.

A cross-departmental compliance organisation headed by the Conrad Group's General Counsel with support from independent Compliance Consultants is tasked to oversee compliance with all relevant laws and regulations. The team follows a risk-based approach and is continuously developing a comprehensive compliance program aimed at preventing, detecting and responding to compliance-related violations so as to promote ethical conduct and good corporate governance.

Lastly, the task of hands-on environmental management is taken over by the Conrad environmental organisation. This organisation is under the control of the COO and has been responsible for the Conrad Environmental Management System and the annual EMAS certification since 2006.



# Double materiality assessment

## Methodology

To identify the material topics outlined in this report, Conrad conducted a double materiality assessment according to ESRS requirements. Our starting point was an extensive analysis of the Conrad business model, our value chain from raw materials and suppliers of primary products through manufacturing and distribution to the disposal of end-of-life products, which we already used as the basis for materiality assessments published in previous years. However, as said assessments from previous periods were based on Global Reporting Initiative (GRI) requirements, the subsequent analysis and scoring methodology was updated for this report, to match ESRS requirements.

For the inside-out perspective all potential and actual impacts (positive and negative) of Conrad's business model were assessed according to their occurrence along the value chain. The topics were then scored on a scale from zero to twenty-five points in the categories *probability* (low likelihood = 1, actual impact = 5), *impact/severity* (1 to 5 as multiplying factor on probability score) and *timeline* (short, mid-, longterm).

The outside-in perspective assessed all ESG relevant risks and opportunities for the Conrad Group regarding their financial impact in terms of *probability* and *expected damage*. The scoring was designed analogous to the inside-out perspective with scores from zero to twenty-five points. For that *probability* (less than every 15 years = 1; several times a year = 5) was multiplied by a factor derived from the *expected damage* (under 500 thousand = 1; more than 10 million = 5).

As the Conrad business model does not vary significantly between individual subsidiaries, the analysis was conducted top-down by the Conrad Electronic SE sustainability department, without direct inputs from individual countries or other entities. The scoring for all topics is based on a combination of internal findings, expert interviews and scientific sources.

The outside-in perspective was assessed specifically for the ESRS materiality assessment and thus forms a process separated from the general Conrad risk management cycle. Nevertheless, damage classification and results are harmonized to show comparable results.

As a final step in the materiality assessment, the input of our most important stakeholder groups was introduced as a weighting factor to the scoring. These groups – namely our large B2B customers, our Board of Directors and our employees – were included using different methodologies. B2B customers were not approached directly but integrated using quantitative analysis of their written customer requests and feedback from our own Key Account Managers.

Employee input was gained by analysing results from a recent employee survey. Engagement with the Board of Directors was the most direct using an internal discussion forum. We plan to harmonize these heterogeneous approaches in future periods by preparing identical surveys for all three stakeholder groups.

Every topic awarded with a final score of more than eight points is considered to be material.

### List of material impacts, risks and opportunities (IROs)

The following list of material IROs identified for the Conrad Electronic Group is the result of the corporate materiality and climate resilience assessment conducted in the autumn of 2024.

Topic	Type	Description
<b>E1 Climate Change</b>		
<b>Climate change adaptation</b>	Negative Impact	GHG emissions through emission-intensive production processes of merchandise later sold by Conrad
<b>Climate change adaptation</b>	Negative Impact	GHG emissions through product usage which mostly requires electricity (downstream scope 3 emissions)
<b>Climate change adaptation</b>	Negative Impact	GHG emissions through product shipment to our customers (logistics to the end-customer)
<b>Climate change adaptation</b>	Negative Impact	GHG emissions from long transportation routes between EU and locations of product manufacturing (often in far east countries)
<b>Climate change adaptation</b>	Positive Impact	Environmental management according to EMAS in our own operations
<b>Climate change adaptation</b>	Positive Impact	Increasing percentage of E-mobility in Conrad's vehicle fleet
<b>Climate change adaptation</b>	Negative Impact	Conrad scope 1 and 2 GHG emissions

<b>Climate change mitigation</b>	Positive Impact	Reduction of GHG emissions through minimal air transport (<1%)
<b>Climate change mitigation</b>	Negative Impact	GHG emissions through product usage which mostly requires electricity
<b>Climate change mitigation</b>	Positive Impact	Low-emission transport by using CO2-neutral offers from our service partners
<b>Climate change mitigation</b>	Positive Impact	Commitment and subsequent action towards SBTi reduction targets (scopes 1-3)
<b>Climate change mitigation</b>	Negative Impact	Continued usage of many petroleum-based plastics in product manufacturing of many suppliers
<b>Energy</b>	Negative Impact	Heat generation with fossil fuels: crude oil or natural gas in many Conrad locations
<b>Energy</b>	Positive Impact	Significant reduction of natural gas consumption in Germany through woodchip powerplant
<b>Energy</b>	Positive Impact	Energy efficiency measures documented via EMAS (e.g. LED lighting in logistics and administration)
<b>Energy</b>	Positive Impact	100% green electricity in Germany + growing shares internationally
<b>Energy</b>	Positive Impact	Own power generation from renewable energies (PV) in Hirschau/Wernberg equal to 18% of local energy consumption
<b>E5 Resource use and circular economy</b>		
<b>Resource input and use</b>	Positive Impact	Savings on packaging materials due to plastic free initiative with private label products

<b>Resource input and use</b>	Negative Impact	Consumption of primary materials & raw materials in product manufacturing
<b>Resource input and use</b>	Positive Impact	Strict environmental policy as basis for all of Conrad's supplier relationships
<b>Resource input and use</b>	Negative Impact	High fresh water consumption in raw material extraction and product manufacturing
<b>Circular products and services</b>	Positive Impact	Promoting the circular economy through the sale of refurbished products
<b>Circular products and services</b>	Positive Impact	Promoting the circular economy through the offer of product rentals
<b>Circular products and services</b>	Positive Impact	Promoting the circular economy through efficient returns management with established resale processes
<b>Waste</b>	Negative Impact	Circulation of high tonnage of packaging materials
<b>Waste</b>	Negative Impact	Widespread use of composite materials in product manufacturing complicates recycling in end of life phase
<b>Waste</b>	Positive Impact	Conrad transport packaging using 100% recycled cardboard
<b>Waste</b>	Negative Impact	High tonnage of incoming packaging waste from Conrad suppliers
<b>Waste</b>	Negative Impact	0% recyclate rate in many products sold by Conrad
<b>Waste</b>	Positive Impact	Responsible compliance with all EU legislation on batteries, lamps and electronic appliance waste treatment

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<b>Waste</b>	Positive Impact	Strict Environmental policy as basis for all supplier relationships which encourages responsible treatment of resources
<b>Waste</b>	Positive Impact	EMAS certified recycling quota of over 99% in logistics and group headquarters
<b>S1 Own Workforce</b>		
<b>Working conditions</b>	Positive Impact	Active top-to-bottom and bottom-up-communication within Conrad
<b>Working conditions</b>	Positive Impact	Flexible and family-friendly working time models (home office, flexitime, part-time)
<b>Working conditions</b>	Positive Impact	Workers' Councils in biggest subsidiaries
<b>Working conditions</b>	Positive Impact	Compliance with ILO principles for all employees
<b>Adequate wages</b>	Positive Impact	Above minimum wage compensation
<b>Adequate wages</b>	Negative Impact	Existing gender pay gap
<b>Health and safety</b>	Positive Impact	Trained first aiders in every department
<b>Health and safety</b>	Positive Impact	Robust occupational safety processes
<b>Health and safety</b>	Negative Impact	Work related injuries in logistics
<b>Health and safety</b>	Positive Impact	Regular health and safety trainings
<b>Health and safety</b>	Positive Impact	Trained fire protection assistants
<b>Health and safety</b>	Positive Impact	Risk assessments for all workplaces

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<b>Health and safety</b>	Positive Impact	Compliance with ILO principles for all employees
<b>Health and safety</b>	Positive Impact	Voluntary health services (e.g. check-up)
<b>Equal treatment and opportunities</b>	Negative Impact	Statistical underrepresentation of women in leadership positions
<b>Equal treatment and opportunities</b>	Positive Impact	Multilingual notices and trainings
<b>Equal treatment and opportunities</b>	Positive Impact	Clear commitment towards equal opportunities regardless of race, gender or religious affiliation
<b>Human rights</b>	Positive Impact	Training and sensitization of our own employees to recognize human rights violations

## **S2 Workers in the value chain**

<b>Working conditions and human rights- external</b>	Positive Impact	All supplier relationships are governed by a strict Code of Conduct which supports diversity and fairness
<b>Working conditions and human rights- external</b>	Positive Impact	All supplier relationships are governed by a strict Code of Conduct and Risk management measures
<b>Working conditions and human rights- external</b>	Negative Impact	Potential infringement of employees' human rights by tier N suppliers
<b>Working conditions and human rights- external</b>	Positive Impact	Conrad supplier Trainings on hot spot topics to sensitize our business partners
<b>Working conditions and human rights- external</b>	Negative Impact	Relatively low negotiation power of Conrad compared to large manufacturers or distributors

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<b>Working conditions and human rights- external</b>	Negative Impact	Limited transparency on conflict mineral usage in product manufacturing
<b>Working conditions and human rights- external</b>	Positive Impact	Whistleblower protection via anonymous reporting mechanism handled by independent ombudsman, plus governance process for investigation

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#### **S4 Consumers and end-users**

<b>Protection of consumers and end users</b>	Positive Impact	Extensive consumer information on product safety
<b>Protection of consumers and end users</b>	Positive Impact	Whistleblower protection via anonymous reporting mechanism handled by independent ombudsman, plus governance process for investigation
<b>Protection of consumers and end users</b>	Positive Impact	Careful assortment curation and quality controls of incoming products
<b>Protection of consumers and end users</b>	Positive Impact	Secure product packaging

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#### **G1 Business Conduct**

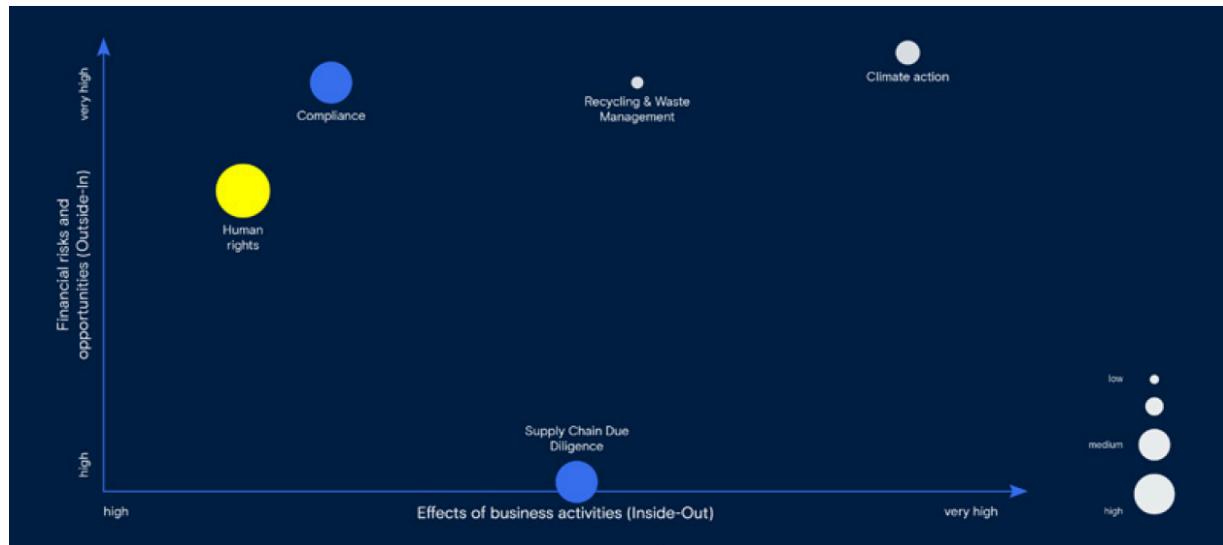
<b>Corporate culture</b>	Positive Impact	Clear commitment to socially and environmentally responsible practices
<b>Corporate culture</b>	Positive Impact	Zero tolerance policy against violations of compliance rules
<b>Protection of whistleblowers</b>	Positive Impact	Whistleblower protection via anonymous reporting mechanism handled by independent ombudsman, plus governance process for investigation

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<b>Political engagement</b>	Positive Impact	Engagement in industry bodies & indirect participation in EU public consultations (e.g. via beVh)
<b>Management of relationships with suppliers</b>	Positive Impact	All supplier relationships are governed by a strict Code of Conduct and Risk management measures
<b>Management of relationships with suppliers</b>	Positive Impact	Transparency about all existing supplier relationships (robust risk management and know your supplier processes)
<b>Management of relationships with suppliers</b>	Positive Impact	Clear product specifications for private label developments
<b>Management of relationships with suppliers</b>	Positive Impact	Strict Environmental Policy binding for all Conrad suppliers to promote the spread of responsible water management practices
<b>Management of relationships with suppliers</b>	Positive Impact	Zero tolerance policy against violations of compliance rules
<b>Corruption and bribery</b>	Positive Impact	Regular compliance trainings for all employees
<b>Corruption and bribery</b>	Positive Impact	Processes and IT systems to safeguard against sanctions and customs violations
<b>Corruption and bribery</b>	Positive Impact	Legal and General Data Protection Regulation (GDPR) conformity checks for all contracts

## Materiality Matrix

A consolidated view of all material IROs in the form of a materiality matrix yields a clear picture of our strategic CSR priorities and the ESRS standards selected for this report. As we did not identify any material IROs regarding Pollution (E2), Water and marine resources (E3), Biodiversity and Ecosystems (E4), or Affected Communities (S3), we omitted all disclosures on these topics from this report.



# Environment (E1 & E5)

The Conrad Group strives to reinforce the positive impacts of its business activities on the environment, people and society while minimising the negative impacts. Our environmental policy, which includes a commitment to continuous improvement, therefore applies to all companies of the Conrad Group. It covers the key topics of resource conservation and climate protection, circular economy and transparency. Since 2006, our largest locations – the Group headquarters in Hirschau and the logistics centre in Wernberg-Köblitz – have an environmental management system verified in accordance with the EMAS Regulation in place and have regularly been publishing an EMAS-validated environmental statement. Rapid Electronics, which is located in the UK, is independently audited under ISO 14001:2015 regulations.

## Climate Change (E1)

This section contains most material disclosures of the Conrad Electronic Group regarding ESRS E1 - Climate Change. However, an overview of IROs identified as material with respect to E1 is integrated into one conclusive list of all material Conrad IROs in the chapter on our corporate [materiality assessment](#).

### Our risk mitigation approach

The Conrad Group recognises the ongoing process of climate change as one of the biggest challenges of our time. The risks associated with climate change affect us and our supply chains. We accordingly include these risks in our continuous corporate risk management and hedge against the most likely and most damaging scenarios.

The main risks we identified are physical risks towards our logistics center in Wernberg-Köblitz (Germany) and transition risks potentially affecting our global supply chains. Although the identified risks have the potential to negatively impact Conrad financially, overall they do not pose an existential threat to our business model or our operational cashflow. This is in large part due to countermeasures like the usage of decentralized cloud infrastructure for the operation of our digital sourcing platform and a hybrid business model of combining a trade approach with a marketplace. Thus decreasing the dependence on our physical assets, like our warehouse and office buildings. Supply chain risks are handled through strategic supplier diversification.

We plan to publish financial details on climate risks and measures alongside a scenario-based climate resilience analysis and disclosures on taxonomy alignment in future reporting periods - starting with the year 2026.

## Our targets

In addition to preparation for the negative consequences of climate change, it is our managements' ambition to reduce our direct and indirect emissions and thus make a contribution towards the climate goals of the Paris Agreement 2021.

To that end, we committed ourselves to set short term reduction targets in line with the goals of the Science Based Targets initiative (SBTi) in November 2024. Accordingly, we are currently working on detailed measure plans to reach our target of reducing our combined scope 1 & 2 emissions by 42% and our scope 3 emissions by at least 25% until 2030 compared to our base year 2022. Whilst working on completing our SBTi submission by November 2026, concrete measures to reduce our carbon footprint are already underway, showing positive results as demonstrated by our [measures and performance indicators](#).

Long term transition plans towards carbon neutrality by 2050 in line with the limiting of global warming to 1.5°C will be developed in upcoming periods. Cost projections for the implementation of measures to reach our 2030 targets are not included in this sustainability statement, but subject to our regular budgetary planning process. Figures on CapEx and OpEx allocated to our transition plans will likely be published starting with the reporting period of 2026.

Due to Conrad's business model, no significant investments in coal, oil and gas-related economic activities occurred in the 2024 reporting period.

In the reporting year, the compensation packages of the Conrad management were not tied to our climate targets. To nevertheless ensure the cooperation of all employees and Conrad business partners on our journey towards a reduced carbon footprint and ultimately CO2 neutrality, we included climate protection and our support for renewable energies into our Code of Conduct, which forms the basis of all employee contracts and business relationships. Conrad's environmental policy also repeats this approach. For maximum transparency, we also report to the Carbon Disclosure Project (CDP) on an annual basis since 2022.

## Our Measures and Performance Indicators

As a sourcing platform, the main sources of Conrad's corporate GHG emissions are indirect ones. Scope 3 accounts for over 99% percent of our 2024 figures and mainly stems from the production and transport of the products we sell, as well as the emissions arising later in the usage phase of our mostly technical merchandise. Other scope 3 categories and our scope 1 and 2 emissions are comparably small. Nevertheless, our reduction efforts focus on all scopes and categories alike.

General information about Conrad emissions data (scopes 1-3)

The Conrad CO2 footprint published in this report contains a full CO2 inventory for all entities under the Conrad brand. The two subsidiaries SOS Electronic and Rapid Electronics are completing their CO2 inventories until December 2025. Thus, their results can only be included

in the Conrad Sustainability Report re 2025. Similarly, the CO2 footprint of Electronic Direct, which was acquired by the Conrad Group in 2024, will be included in the Group Report from 2025 onwards.

For all KPI disclosures regarding CO2 emissions, we use the “Greenhouse Gas Protocol Corporate Accounting and Reporting Standard” as updated in 2015 to measure our greenhouse gas emissions (GHG Protocol). Apart from CO2, no other emissions that contribute to climate change, damage the ozone layer, or are otherwise problematic, are produced.

In 2024, the Conrad Group neither conducted projects for carbon removal/storage, nor commissioned third parties to conduct such projects on our behalf. Furthermore, Conrad had no active internal carbon pricing scheme. The rollout of such systems is not yet planned for future periods.

## Scope 1 GHG emissions

Direct greenhouse gas emissions as defined by the GHG Protocol are produced in the Conrad Group through the use of wood pellets, natural gas or mineral oil for heating our locations (stationary combustion ~46.31%), cooling agents for the operation of air conditioning (fugitive emissions ~0.95%) and by company cars with combustion engines (mobile combustion ~52.74%).

All three sources combined accounted for CO2 emissions of 1,373 tCO2e in the year 2024. Compared to our base year 2022 (1,992 tCO2e) this amounts to a reduction of 31.1%.

The reduction compared to the base year was mainly achieved by reducing natural gas usage with the commission of a wood chip power plant in Wernberg-Köblitz and the gradual restructuring of our company car fleet towards more e-mobility.

The calculation of scope 1 emissions is based 100% on activity data.

## Scope 2 GHG emissions

The Conrad Group's Scope 2 emissions are a result from electricity consumption at all locations and natural gas powered heating in a small number of locations, where Conrad is only an office tenant without significant impact on energy purchasing decisions.

In 2024, our overall Scope 2 emissions amounted to 309.1 tCOe using a market-based calculation approach. Compared to our base year 2022 (428.9 tCO2e) this amounts to a reduction of 27.9%. This reduction was mainly achieved by implementing efficiency measures and by increasing our share of renewable electricity in our market mix. Comparatively, our location-based scope 2 emissions stood at 3,289 tCOe in 2024 and at 3,835 tCOe in 2022. This amounts to a reduction of 14.2%.

The calculation of scope 2 emissions is based 100% on activity data.

## Scope 3 emissions

In 2024 Conrad was able to calculate a full carbon footprint for all relevant scope 3 categories for the first time. In previous reports, two downstream categories - namely 3.11 Use of sold products and 3.12 End-of-life treatment of sold products - were not included. To keep up comparability with previous periods, a recalculation of 2022 and 2023 results was conducted as well. Therefore emissions data published in this 2024 report deviates considerably from data published in previous reporting periods.

Overall Conrad's scope 3 inventory consists of eight categories. Categories 3.5, 3.8, 3.9, 3.10, 3.13, 3.14 and 3.15 are excluded from the inventory as they are not material to our business model.

Overall Conrad's scope 3 emissions amounted to 519,478 tCO2e in 2024. Compared to the 2022 values of 1,025,901 tCO2e, this amounts to a reduction of 49.3%. This was achieved mainly by reductions in category 3.11, because the average electricity consumption of sold products decreased over time due to strategic shifts in our assortment.

The calculation of scope 3 emissions is based on 62% activity data and 37% spend based data.

### Table of performance indicators

In tons CO2e	Base Year 2022	2023	2024	Change to base year (%)	Target 2030
<b>Gross GHG emissions (market-based)</b>	<b>1,028,321</b>	<b>930,887</b>	<b>521,160</b>	<b>-49.32%</b>	-
<b>Gross GHG emissions (location-based)</b>	1,031,727	933,918	524,140	-49.20%	-
<b>Scope 1 emissions</b>	<b>1,992</b>	<b>1,277</b>	<b>1,373</b>	<b>-31.07%</b>	-
Scope 1 emissions under emissions trading scheme	0	0	0	-	-
<b>Scope 2 emissions</b>					
Scope 2 emissions (market-based)	428,9	370.8	309,1	-27.93%	-
Scope 2 emissions (location-based)	3,835	3,402	3,289	-14.24%	-
<b>Combined emission scope 1 &amp; 2 (market-based)</b>	<b>2,420,9</b>	<b>1,647,8</b>	<b>1,682.1</b>	<b>-30,51%</b>	<b>-42%</b>
<b>Scope 3 emissions</b>	<b>1,025,901</b>	<b>929,239</b>	<b>519,478</b>	<b>- 49.36%</b>	<b>-25%</b>

Scope 3.1 GHG emissions (Purchased goods and services)	249,625	216,600	191,381	-23.33%	-
Scope 3.2 GHG emissions (capital goods)	2,472	2,911	3,184	+ 28.80%	-
Scope 3.3 GHG emissions (fuel and energy-related activities)	1,264	1,079	1,202	-4.91%	-
Scope 3.4 GHG emissions (upstream transport and distribution)	3,573	1,375	851.8	-76.16%	-
Scope 3.6 GHG emissions (business travel)	68.67	112.6	97.78	+42.39%	-
Scope 3.7 GHG emissions (employee commuting)	3,080	3,126	3,059	-0.68%	-
Scope 3.11 GHG emissions (utilisation of products sold)	388,653	360,190	219,335	-43.57%	-
Scope 3.12 GHG emissions (end-of-life management of products sold)	377,164	343,846	100,368	-73.39%	-
<b>GHG intensity</b> (calculated using 1,033 m€*)	-	-	<b>0.5</b> <b>tCO2e/€</b>	-	-

\*The revenue numbers used to calculate CO2 intensity refer to a currently unpublished intra-group consolidation.

## Energy consumption and mix

Conrad aims to promote the usage of renewable energy sources and reduce its overall energy consumption as an active contribution to world-wide decarbonization efforts. In practical terms this means driving energy efficiency measures, utilizing solar power in our own facilities and switching to renewable energy contracts whenever possible.

Table of Conrad energy mix in 2024:

In MWh	2024		
Total energy consumption	18,086.67		
	Energy from fossil sources	Energy from renewable sources	Energy from nuclear sources
<b>Total energy consumption</b>	5,608.07	12,437.02	41.59
<b>Percentage of energy consumption</b>	31.01%	68.76%	0.23%
<b>Consumption of purchased electricity</b>	503.08	9072.29	-
<b>Fuel consumption</b>	5104.98	3364.72	-
From crude oil & petroleum products	2277.40		
From natural gas	2827.58		
<b>Energy production</b>	2827.58	3249.90	-

Analogous to the emissions data, the overview of Conrad's energy mix in 2024 shown above includes all entities under the Conrad brand. The two subsidiaries SOS Electronic and Rapid Electronics are calculating their energy usage until December 2025. Thus, their results can only be included in the Conrad Sustainability Report 2025. Similarly, the energy mix of Electronic Direct, which was acquired by the Conrad Group in 2024, will be included in the Group Report from 2025 onwards.

## Circular Economy (E5)

Conrad has conducted a comprehensive review of its activities to identify actual and potential impacts, risks and opportunities (IRO) related to resource use and circular economy, both in its own business activities and in the upstream and downstream value chain. This analysis was carried out in accordance with the principle of double materiality and takes into account both the significance of the impacts on people and the environment and the potential financial impacts on the company.

An overview of the IROs identified as material in relation to ESRS E5 is included in a list of all material Conrad IROs in the chapter on our corporate [materiality assessment](#). A structured materiality process was used for the analysis.

As part of its assessment of the impacts, risks and opportunities associated with resource use and the circular economy, Conrad Electronic conducted targeted consultations primarily with subject matter experts during the reporting period, including in the form of workshops. The insights gained during the consultations were incorporated into our company's materiality assessment and decision-making processes.

Information on how Conrad optimises its use of resources across the entire value chain and how the company supports the transition to a circular economy is available to all internal and external stakeholders at any time in German and English on our [website](#). The information materials include our annual sustainability reports, the German EMAS environmental statements, which are also published annually, and our Conrad environmental policy. In particular, the Conrad environmental policy is a guideline that addresses the transition from the use of primary resources to secondary recycled resources.

The Code of Conduct for suppliers, marketplace sellers and business partners of the Conrad Group expressly takes into account compliance with environmental laws, the establishment of an environmental management system, the reduction of natural resource consumption and air pollution, climate protection and greenhouse gas reduction, waste, waste water and hazardous substances, product quality, safety and transparency, and the handling of conflict minerals. This guideline is based on recognised sustainability standards and aims to minimise environmental impact and ensure the responsible use of renewable materials.

## Our circular economy strategy

Resource scarcity and climate change require a global transition from a throwaway society to a climate-neutral, ecologically sustainable and pollutant-free circular economy by 2050 at the latest.

As part of the "Circular Economy Action Plan" presented in 2020, the European Commission proposes concrete packages of measures to accelerate the transition. These are in line with the EU's climate neutrality goal for 2050 and cover all stages of the value chain, from product design and production to consumption and repair, waste management and secondary raw materials that are returned to the economic cycle.

As a procurement platform for technical supplies, Conrad can make a significant contribution to supporting the transition to a circular economy through its measures in all phases.

For example, the company's supplier management focuses on the long-term goal of achieving maximum transparency regarding the type and volume of basic materials used in products sold by Conrad directly or via sellers. Conrad contractually obliges all suppliers to comply with the EU Ecodesign Directive and enforces this with regular quality controls. The directive specifies requirements for the environmentally friendly design of "energy-related products" – i.e. it applies at the beginning of the product life cycle – and covers not only energy-powered products but also products that influence the energy consumption of other systems. In this way, we contribute to the more efficient use of resources, the avoidance of waste and the strengthening of the market for efficient and environmentally friendly products.

At the Conrad Group's operating sites, the maxim is to reduce the consumption of raw materials as far as possible, expand the use of renewable or bio-based raw materials, increase the use of secondary raw materials and design packaging materials so that they can be 100% recycled.

In downstream value creation, Conrad makes an important contribution to resource conservation through the responsible handling of customer returns and the provision of innovative services for changed product use. The Conrad Group tries to avoid returns as far as possible by providing product descriptions and images that are as informative as possible. In the case of unavoidable returns, we take responsibility for ensuring that the products are reused in a way that conserves resources as much as possible through efficient management. In addition, Conrad offers its customers services that contribute to a longer and thus more resource-efficient product usage phase through changed usage behaviour. This includes, among other things, our constantly growing range of refurbished products from more than 50 suppliers.

The scope of Conrad's strategy on resource use and circular economy is outlined in the section, ["About this report"](#). Overall responsibility for implementing the strategy lies with the managing directors of Conrad Electronic SE (further details see ["CSR governance processes"](#)).

Along the upstream and downstream value chain and in the Conrad Electronic Group's own facilities, we adhere to various external standards that support the transition to a circular economy.

Upstream	Own operating sites	Downstream
OECD Guidelines and United Nations Guiding Principles on Business and Human Rights with regard to rare minerals	Hirschau and Wernberg-Köblitz sites: environmental management system verified in accordance with the EMAS Regulation	"ECO" label in the product range. The label is based on at least one of the following certifications: Blue Angel, TCO Certified or EU Ecolabel.
Contractual obligation of all suppliers to comply with the EU Ecodesign Directive	-	-
Compliance with the EU REACH chemicals regulation and the RoHS Directive	-	-

## Targets and measures

Conrad differentiates between resource use and circular economy targets for its own operating sites and for its upstream and downstream value creation and product use processes.

While the resource use and circular economy targets for upstream and downstream value creation are qualitative in nature, the corresponding targets for its own operating sites are quantitative and time-limited. They relate to the following areas:

- Elimination of plastic in sales packaging for own brands
- Energy saving
- Reduction of CO2 emissions from transport
- Zero plastic in packaging materials

The objectives, main measures and planned time frames for promoting resource efficiency and the principles of the circular economy are listed in detail in the updated Conrad EMAS Environmental Statement 2025 (p.16). The EMAS Environmental Statement 2025 is available digitally on [conrad.de](http://conrad.de).

The targets and measures currently cover the Conrad Electronic SE headquarters in Hirschau and the logistics centre in Wernberg-Köblitz. An expansion of the resource use and circular economy targets within the Conrad Group will be reviewed.

## Our measures in detail

We employ circular business practices throughout our value chain to increase resource efficiency and minimise our environmental impact. Our suppliers are required to prevent any environmental damage caused by the operation of a business and to follow a systematic approach to identifying, managing, reducing and responsibly disposing of or recycling solid waste. The manufacture of mercury products and the use of chemicals that are banned at national or international level are prohibited.

The Code of Conduct for employees of the Conrad Group applies the principle of responsible use of resources in order to minimise the impact of business activities on people and the environment. The types and quantities of waste generated at the headquarters in Hirschau and the logistics centre in Wernberg-Köblitz are influenced by our activities as an ecommerce platform. The absolute quantities have been trending downward for several years, ranging from 1,600 to 2,200 tonnes per annum. In the 2024 reporting year, the total amount of waste generated at our sites fell significantly by over 20%.

Further measures include responsible compliance with all EU regulations on the disposal of batteries, lamps and electronic and electrical equipment, as well as the sale of refurbished products.

The implementation of our circular economy strategy is continuously monitored using key performance indicators.

As part of both our sustainability reporting and EMAS environmental statements, we report annually on our resource efficiency and circular economy measures in both quantitative and qualitative terms.

We are not aware of any individuals and/or groups who have been harmed by Conrad's impacts related to resource use and waste generation.

## How we implement our circular economy strategy

We provide both financial and human resources for the implementation of our circular economy strategy. In the current reporting period, we supported the following projects, among others: Conversion of sales packaging from plastic to paper and cardboard packaging, the introduction of crumpled paper on six additional packaging lines, the use of fully electric and hybrid vehicles in the fleet, the elimination of plastic in suppliers' transport and sales packaging, the elimination of paper delivery notes and, last but not least, the switch to "single-material shipping packaging".

The presentation in the notes to the annual financial statements or how these amounts are allocated to specific items, has not yet been made at this point in time.

## Our goals

At our Hirschau and Wernberg sites, a number of measures that we initiated some time ago have contributed to the continuous improvement of operational environmental protection at both locations. This includes the promotion of recycling management and resource conservation. Our EMAS environmental statement 2025, p.16, clearly sets out our goals and the interim goals we have achieved by the end of the reporting period.

For the coming years, the measures to be taken are based in part on new legal requirements, the environmental policy of the Conrad Group, its goals and the respective location-specific conditions.

Our overarching goal of reducing resource consumption – especially the consumption of non-renewable resources – and promoting the circular economy is supported by our requirement to keep the consumption of packaging materials per shipment as low as possible and, as far as possible, to avoid the use of plastics. We are also in continuous dialogue with our suppliers on this issue.

### Good to know

Our commercial activities generate packaging waste at our own facilities and at our customers' premises. Unless goods are shipped directly to customers via suppliers and sellers, they are packaged at the Wernberg Logistics Centre (LOC) and prepared for shipment to B2B customers and private end consumers worldwide. This means that the goods are first removed from their transport packaging, which then accumulates as packaging waste at the logistics centre. If necessary, the goods are then placed in Conrad transport packaging, which, depending on the type of customer, is classified as commercial or municipal waste and is recycled by our customers.



Our annually updated environmental statement, which complies with the requirements of EMAS III, presents the significant changes, the development of our consumption and key figures as well as the status of our environmental targets. Through this continuous monitoring, we ensure that the specific targets are in line with the overall objectives of our resource use and circular economy strategy.

By the end of the reporting period, we had achieved almost all of the targets in our environmental programme as planned. In the areas of resource use and circular economy in particular, our targets extend beyond the current reporting period. We expect some of them to be achieved on schedule in the coming reporting period, which ends on 12 December 2025. Details are included in our EMAS Environmental Statement 2025 (p.16).

## Prevention of waste generation and recovery of secondary raw materials

Conrad has set itself the goal of continuously and permanently reducing the total amount of waste generated at its main locations in Hirschau and Wernberg-Köblitz. The majority of waste (over 86%) consists of packaging waste (paper, cardboard, plastic film) generated in the goods receiving area.

We follow a comprehensive waste management strategy that focuses on waste prevention, for example through the use of reusable packaging materials, and on the recyclability of the materials used. As a result, over 90% of packaging materials can be recycled. Our EMAS environmental statement for 2025 includes a comprehensive waste report (from page 12).

"R" strategies of the circular economy[1]	Upstream supply chains[2]	Own operating sites	Product use	End of product life
<b>Refuse</b>	No manufacture of mercury products or use of prohibited chemicals  Compliance with the EU REACH chemicals regulation and the RoHS directive	-	-	-
<b>Rethink</b>	Compliance with the EU Ecodesign Directive	-	Offering leasing models	-

No delivery notes				
<b>Reduce</b>	No plastic in transport and sales packaging	Savings in packaging materials through the "Zero Plastic" initiative with own-brand products	Increase in the proportion of products with proven environmental benefits in the retail range	-
<b>Refurbish</b>			Sale of refurbished products	
<b>Recycle</b>	Production waste	Conrad transport packaging is made from 100% recycled fibre and is 100% recyclable	-	Compliance with all EU regulations on the disposal of batteries and waste electrical and electronic equipment

[1] See also MDR requirement from ESRS 2, AR 10

[2] See also Conrad's Code of Conduct for suppliers, marketplace sellers and business partners of the Conrad Group (<https://www.conrad.de/de/ueber-conrad/nachhaltigkeit/compliance-lieferkette.html>)

The promotion of a circular economy and careful use of resources begins with our diverse products right from the product design stage. It extends further to the raw materials, other input materials and production conditions used in its upstream supply chains, right through to legally compliant disposal.

Since packaging waste is generated at our own premises – but we also package there – we focus primarily on the absolute reduction of packaging materials as well as their reusability, recyclability and composition from renewable materials.

We have set goals across all levels of the circular economy principles ("R" strategies). Where we have direct influence – especially at our own operating sites – we have formulated quantitative targets that we pursue consistently and in a publicly transparent manner. Where we can only exert indirect influence – in upstream and downstream value creation – we provide guidelines or create offers for our customers that make resource conservation possible.

## Resource inflows

Total weight of technical and biological materials used in the reporting period (in tonnes)	3,257
Percentage of biological materials (and biofuels used for non-energy purposes) used in the manufacture of the company's products and services (including packaging)	99.8%
Absolute weight of reused or recycled secondary components, intermediate products and materials used in the manufacture of the company's products and in the provision of its services (in tonnes)	3,217
Percentage of secondary reused or recycled components/intermediate products/materials used in the manufacture of products and services (including packaging)	98.7%
Water (in m <sup>3</sup> )	10,808

In principle, the Conrad Group's resource inflows include all goods and materials received at all our locations, including packaging. The branded products in our range are based on decades of experience, including our own Conrad brand. Our products have been developed and thoroughly tested to meet the needs of industry, trade and IT decision-makers, as well as schools and training institutions. Our product categories range from computers and office supplies to components and electromechanics to automation. We are only just beginning to collect and process data on the total resource inflows of the Conrad Group, which is why we are not publishing this information in this reporting period. The data listed in the table therefore does not refer to goods, but mainly represents material inflows that we need for our shipping activities at our main locations in Hirschau and Wernberg-Köblitz. The very good news is that these materials are almost 100% renewable and, at the same time, secondary raw materials.

For the Conrad Group's sourcing platform, the possibilities for recording product-related sustainability data are somewhat limited. We know that many of our partners face considerable difficulties in significantly increasing the use of sustainably sourced materials in their own product ranges. This is due to technological challenges in innovation, price premiums for many of these materials and the reluctance of customers to pay more for sustainable products. Even if our partners and suppliers succeed in integrating these materials into their product ranges, we also see challenges in the exchange of information. The reasons for this are the lack of uniform data standards, highly dynamic regulations and complex data exchange processes.

Nevertheless, we expect the use of such materials to increase across the entire electrical and electronics industry in the coming years, as regulatory requirements such as the European Union's Ecodesign Regulation will continue to exist based on current knowledge.

Our long-term goal is to encourage our suppliers and business partners on our platform to use sustainably sourced, recycled materials and integrate them into their product design in order to support the circular economy.

## Resource outflows

### Product life

Electrical and electronic equipment, which is characterised by its high recyclable content, among other things, is an important and diverse product group in our trading activities. The German Electrical and Electronic Equipment Act, which was amended at the end of 2015, regulates the marketing, return and environmentally sound disposal of this equipment, for example.

A study published in 2018 by the German Federal Ministry for the Environment, Climate Protection, Nature Conservation and Nuclear Safety on the possible introduction of standardised product labelling for the product life of electrical and electronic products found that consumers do not consider product life to be as important as price when making purchasing decisions.

On the other hand, the National Circular Economy Strategy adopted at the end of 2024 by the German government aims to drive forward the transformation towards a circular economy and society: the consumption of primary raw materials is to be reduced, material cycles to be closed and independence from raw material imports to be strengthened. From this perspective, many of our products offer particularly high potential for a circular economy. We are therefore continuing our search for levers to establish product life as a market factor. However, we are not yet able to provide any reliable qualitative or quantitative information on this in this reporting period.

Through our efficient returns management, we take responsibility for ensuring that products are reused in a way that conserves resources as much as possible. Many of our returned products are resold as A-grade goods. Others are returned to the manufacturers or our suppliers in accordance with our contractual agreements. Other returns, in turn, are sold at reduced prices due to minor defects. Only a very small proportion of returns have to be disposed of properly due to their nature (e.g. opened hygiene products, old batteries, defective light bulbs).

### Repairability

We are actively monitoring upcoming regulatory changes, including the Right to Repair Directive (EU) 2024/1799. The deadline for implementation into national law is 31 July 2026. The directive is expected to influence the assessment of repairability, but this will vary depending on the damage and the product affected. We are primarily investigating what this means for our own brands.

In addition, Conrad offers its customers a constantly growing range of more than 130,000 refurbished products from more than 50 suppliers. In numerous product categories, such as automation technology, notebooks, monitors and printers, this is a high-quality alternative to purchasing new goods. A trade-in programme also offers the opportunity to give a used electrical appliance a second life by reselling it. By sending it to our partner Recommerce, our customers receive a fair market price depending on the condition of the device.

#### Take-back and recycling of old appliances

In the European Union, the WEEE Directive (Waste of Electrical and Electronic Equipment) regulates the placing on the market and take-back of electrical and electronic equipment. It is important that old electrical appliances are not disposed of with household waste, but are collected separately and recycled. This is also intended to combat the illegal export of waste electrical equipment abroad and ensure that valuable raw materials remain in the EU for reuse.

Although the WEEE Directive sets out the European legal framework for the various manufacturer obligations, it is implemented individually in each EU country through national legislation such as the Electrical and Electronic Equipment Act (ElektroG) applicable in Germany.

There is no EU-wide registration for electrical and electronic equipment, only separate solutions for each member state. The same applies to other waste directives, such as the legislation on waste batteries and packaging. All companies included in this report that are based in an EU member state or the United Kingdom and sell electrical and electronic equipment comply with the relevant national legislation. In Switzerland, the Ordinance on the Return, Taking Back and Disposal of Electrical and Electronic Appliances (VREG) is applicable. In Hong Kong, no electrical and electronic equipment is sold by the Conrad Group.

#### Recyclable content in product packaging

In 2024, the recyclable content in our product packaging was 99.8%. Detailed information for our Hirschau and Wernberg-Köblitz sites can be found in our EMAS Environmental Statement 2025. This also applies to waste, waste categorisation and the corresponding data collection.

## Extended Producer Responsibility (EPR)

As part of our commitment to responsible waste management, the Conrad Group participates in EPR programmes in the countries where it operates. We work with various producer responsibility organisations (PROs) in our markets to ensure the proper collection, recycling and disposal of products and packaging. Through this collaboration, we ensure compliance with EPR regulations and support the local recycling infrastructure. To fulfil our EPR obligations, we submit detailed reports to the authorities and PROs, providing transparent insight into our waste management processes. We also contribute financially to efficient product disposal and recycling through EPR fees.

Resource Outflows	2024
Total amount of waste generated (in tonnes)	1,444.0
Total amount of hazardous waste generated (in tonnes)	35.3
Total amount of non-hazardous waste generated (in tonnes)	1,408.7
Non-hazardous waste sent for recycling (per cent)	91.1
Proportion of non-hazardous waste sent for thermal recovery (per cent)	6.75
Proportion of non-hazardous waste destined for disposal by other means (per cent)	2.15
Non-recycled waste (in tonnes)	127.65
Non-recycled waste (in percent)	8.84

# Social (S1, S2 & S4)

As a company which steps up to its responsibilities as a corporate citizen, the Conrad Group is committed to respecting internationally recognised human rights and preventing human rights violations. That is why we actively promote fair working conditions in all areas under our control, and maintain respectful relationships with our internal and external stakeholders.

The behavioural standards we apply and support worldwide are based on the Universal Declaration of Human Rights of the United Nations, the conventions of the International Labour Organization (ILO), the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the German National Action Plan for Business and Human Rights (NAP) and the German Supply Chain Due Diligence Act (LkSG).

We summarize our stance on human rights in our publicly available [Declaration on Human Rights and Fair Working Conditions](#), which was issued by our top management. The principles outlined therein apply both towards our own employees and workers employed in our value chain. Detailed disclosures on the treatment of our [own workforce](#) (S1), workers in the value chain (S2) and consumers and end-users (S4) can be found in the respective sections of this report.

## Own Workforce

This section contains the material disclosures of the Conrad Electronic Group regarding ESRS S1 - Own Workforce. However, an overview of IROs identified as material with respect to S1 is integrated into one conclusive list of all material Conrad IROs in the chapter on our corporate [materiality assessment](#).

As Conrad considers its workforce to be a key stakeholder, the input of employees is naturally incorporated in the policies outlined in this chapter. Inputs are collected regularly from all employees alike through employee feedback surveys with voluntary participation and at quarterly infomeeting sessions between management and the workforce, where questions and comments are openly encouraged.

## Our approach to human rights and employment practices

As an employer Conrad Electronic champions fair working conditions and mutual respect. We consider our qualified employees to be the decisive success factor and therefore attach great value to attractive working conditions and equal career advancement opportunities at all our locations. This attitude is deeply embedded in our corporate culture and ensured by our group-wide Code of Conduct, which codifies all our policies with regard to human rights, fair and safe working conditions, as well as non-discrimination.

In terms of impacts, risks and opportunities we consider our employees to be a key stakeholder group and thus encourage open communication and active participation. Quarterly all-hands meetings, which inform employees about current business and strategic developments - with

the explicit mandate to ask questions - are accompanied by regular employee satisfaction surveys, and the active usage of intranet communication. These three main channels of communication ensure effective flow of information top down and vice versa.

## Our targets

The high importance we place on the wellbeing of our employees is represented by the targets we set ourselves. Quantitatively, we strive for [zero cases of discrimination](#), [zero cases of human rights violations](#), and [zero preventable work accidents](#). Qualitatively, we work towards increasing international cooperation and employee satisfaction measured through our independent certification as a [Great Place to Work](#).

We tackle these targets by giving clear guidance on expected employee behaviour within our Code of Conduct and by providing regular, i.e. every 18 months, training on its contents. All employees are encouraged to communicate openly, ask questions and raise concerns via a number of different communication channels. Furthermore all managers are expected to act as positive role models. To that end, they receive training on leadership and personnel development.

As a result, Conrad was able to achieve progress on all five targets in 2024. Details can be found in the linked sub-chapters of this report.

## Demographic structure of Conrad's workforce

The demographic structure of our workforce in the reporting year 2024 was as follows:

Gender of employees	Number of employees by gender (headcount as of December 31st, 2024)
Male	1,074
Female	1,161
Diverse	0
Overall	2,235

Broken down by country of employment, our workforce presents as such:

<b>Country of employment</b>	<b>Number of employees</b> (headcount as of December 31st, 2024)
Austria	69
Czech Republic	83
France	38
Germany	1,454
Hungary	27
Italy	29
Netherlands	61
Poland	124
SAR Hong Kong	60
Slovakia	99
Slovenia	13
Sweden	12
Switzerland	50
United Kingdom	116
<b>Overall</b>	<b>2,235</b>

Broken down by type of employment, our workforce presents as such:

<b>Type of employment</b>	<b>Number of employees by gender</b> (headcount as of December 31st, 2024)		
	<b>Male</b>	<b>Female</b>	<b>Overall</b>
<b>Permanent Employees</b>	1,105	1,009	2,114
<b>Employees without guaranteed working hours</b>	3	7	10
<b>Temporary employees</b>	58	49	108
<b>Non-employees*</b>	n.a.	n.a.	47

\*The headcount of non-employees is not included in the number of employees displayed in the two tables above – except for three employees in Switzerland. The reasoning behind this choice is that in Switzerland, commercial apprentices are officially hired via regional training centers. Despite this legal status, we nevertheless regard them as full Conrad employees. The remaining 44 non-employees are mainly contract workers in the Conrad logistics center. They serve as extra staff needed to react to seasonal fluctuations in the orders received from Conrad customers. Their numbers and gender compositions thus fluctuate throughout the year. These logistics extra staff are treated as equivalent to regular employees in accordance with the German Act on Temporary Agency Work (AÜG). Similarly, non-workers in other countries, i.e. Poland (9 persons) and Slovenia (one person) fall under local legislative protection.

In 2024, 335 employees (headcount) left the Conrad Group. Fluctuation rates differ greatly between local subsidiaries and are therefore reported on country level in the following table:

Country of employment	Fluctuation rates (in %)
Austria	28.72
Czech Republic	17.69
France	31.00
Germany	12.77
Hungary	0
Italy	6.45
Netherlands	17.57
Poland	11.29
SAR Hong Kong	2.00
Slovakia	1.96
Slovenia	13.33
Sweden	15.00
Switzerland	13.79
United Kingdom	20.45

## Fair employment practices

Conrad is firmly committed to promoting diversity and equal opportunities. Through our membership of Bundesverband E-Commerce und Versandhandel (bevh), Conrad is an indirect signatory of the "Charta der Vielfalt" (Diversity Charter) and has been a regular participant in *Day of Diversity* events since 2021. Our firm belief in the benefits of a corporate culture with a diverse workforce where everyone can realize their full potential – regardless of personal or genetic characteristics such as sex, gender, skin colour, nationality, ethnic or social origin, language, religion or ideology, political or other opinions, membership of a national minority, wealth, birth status, disability, age or sexual orientation – is reflected in the binding behavioural principles outlined in our Code of Conduct for employees. We do not tolerate discrimination, sexual harassment, sexual abuse, corporal punishment, psychological or physical coercion or verbal abuse and we encourage every employee to report suspicions of unfair employment practices via our public [whistleblower system](#). Anonymity is guaranteed and all reports are investigated thoroughly and if necessary, appropriate measures will be taken and/or competent authorities will be involved.

In 2024, the Conrad Group received three complaints from employees regarding breaches of our Code of Conduct. These were all investigated and followed up by disciplinary action in one instance. At the same time, we received zero reports regarding alleged human rights violations and were not subject to any fines, penalties, or compensation for damages as a result of incidents from this or earlier reporting periods.

Statistics on most diversity indicators, such as race, gender, religion or sexual orientation are not collected by Conrad for reasons of privacy protection. The age distribution in our workforce presents as such:

<b>Age distribution of our employees (as of December 31st 2024)</b>	<b>under 30 years</b>	<b>30-50 years</b>	<b>over 50 years</b>
<b>Number</b>	327	1,130	797
<b>Percentage</b>	14.6	50.6	34.8

Another aspect of diversity that Conrad places high value on, is the societal inclusion of handicapped people. To that end, we have been cooperating with Jura Werkstätten Amberg, a workshop for the disabled for over 25 years now. In 2024, on average four handicapped people and their supervisor supported our logistics centre in manual tasks whilst being treated as regular team members as a matter of course. Furthermore, Conrad employed 112 persons with known handicaps as regular employees in 2024. That equals 5.01% of our workforce. To ensure and supervise their equal treatment, a representative for disabled employees is part of our German workers' council.

True freedom from discrimination also means equal opportunity for career development for all employees. On the one hand, Conrad ensures this, by promoting talent based solely on performance and potential. To that end, we use a transparent model for the development of our

employees. This is based on a learning-on-the-job component comprising roughly 70 percent. A further 20 percent of an employee's personal development is to be achieved through coaching, a culture of embracing feedback, and learning from colleagues. The remaining 10 percent for the optimum development of individual skills is intended to be covered by training, workshops, literature and videos. Employees can choose from a number of options to complete the systemic or institutional learning that makes up ten percent of the overall training. All employees can for example access Conrad's own online training portal "Conrad Academy" to complete certain compulsory further training modules. With their manager's approval, they can also choose from other personal and professional development options, including access to the Udemy learning platform, Google Cloud certification, language courses, and third party seminars and courses that are individually tailored to their requirements. For promising talents of all ages and regardless of their working location, Conrad offers an internal mentoring programme which aims to promote and support the individual career paths of participants through personal exchange of experiences and peer learning.

As a result of these measures, we exhibit high rates of successful international teams collaborating both on-site and remotely. In 2024, our group-wide employees spent an average of 6.5 hours per year in professional training measures. Furthermore, all employees are entitled to annual performance reviews by their direct managers. In most countries, these performance reviews are not mandatory and require the employee's initiative. As a result, the overall quota is relatively low with 16.1% group-wide.

On the other hand, equal opportunity means that we act as a decidedly family-friendly employer. To enable an effective work-life balance, Conrad offers flexible working hours and remote work (on average two days per week) when and wherever possible. Of course, Conrad allows all employees to take parental leave in accordance with their legal entitlement and in some locations provides on-top benefits like a company kindergarten or extended parental leave two years beyond legal requirements for longstanding employees. This leads to high employee satisfaction as proven by our independent certification as a *Great Place to Work*. Reporting the percentage of employees entitled to parental leave in 2024 is not possible, as there is no legal obligation for employees to report the birth of children to their employer. The percentage of overall Conrad employees, who took parental leave in 2024 regardless of their theoretical legal entitlement was 4.4%. Split by gender, the numbers are 6.5% for female employees and 2.4% amongst male employees.

When it comes to collective bargaining agreements, the Conrad Group is not centrally organized. In Austria, France, Italy and Sweden 100% of all employees are covered by collective agreements stipulating working conditions and terms of employment. In Germany, around 59.6% of employees are covered by a collective agreement. The rest of our group-wide workforce is employed based on terms of employment in line with local legislation. Remuneration is determined using customary salaries in the market (benchmark) for comparable positions while taking the individual's background knowledge into consideration.

In terms of employee representation, 99% of our employees in Germany are represented by a worker's council, which is elected every five years. Similarly, 100% of our employees in the

United Kingdom are represented. All other locations within the European Economic Area (EEA) or outside of it, i.e. SAR Hong Kong, do not offer direct employee representation. As Germany is the most significant country of employment for the Conrad Group, this leads to an overall group-wide representation quota of 69% of our employees.

All of Conrad's employees are covered by social protection against loss of income in line with local legislation. Furthermore, 100% of all Conrad employees are paid adequate wages in line with local benchmarks. Calculations on intra-group differences regarding remuneration by gender, i.e. unadjusted gender pay gap, have not been completed by the editorial deadline for this report and will be included in reports from 2026 onwards.

## Health and Safety Management

Ensuring occupational health and safety is a material concern for the Conrad Group. In all our locations, we ensure compliance with local occupational health and safety regulations as a matter of course. Luckily, the overall risks for injuries or workplace accidents are relatively low in most of our locations as work there is highly desk-centric. The exception to this assessment are our local subsidiaries in Germany, the UK and Slovakia, where we carry out logistics operations.

The focus of our occupational safety management is therefore on these three locations. As a result, all of our employees (100%) are under corporate health management, but only in Germany, the UK and Slovakia, the percentage of employees covered by a health and safety management system based on legal requirements and (or) recognised standards or guidelines is at 100%. Overall, this means 74.6% of all Conrad employees are covered under a health management system.

The health management system in the UK is audited under ISO 45001:2018. In all other locations regular inspections are carried out on site by the trade supervisory authorities and statutory accident insurance providers to check compliance with the legal requirements.

Conrad does not differentiate between its own employees and non-employee workers when it comes to compliance with operating instructions and safety rules or the offering of occupational health care. Training sessions are provided regularly and successful completion is closely monitored. All measures are part of a continuous improvement process and the effectiveness of this process is reviewed and documented on a regular basis. In case of an accident or near miss, safety protocols are examined with a view to preventing future accidents. In Germany and the UK, Conrad additionally has formal committees enabling employee participation in health and safety processes. The ASA (DE) and QHSE Committee (UK) meet quarterly. All these measures are designed to help us reach our goal of zero preventable work accidents per year.

In 2024, Conrad recorded zero fatalities due to work-related injuries and a total of 19 reportable occupational accidents (previous year: 30). Of this number, 18 occurred in Germany, one accident happened in Switzerland. The main causes of the accidents were incidents involving warehouse activities and traffic routes within the logistics centre. In Germany, this leads to a reportable occupational injury rate of 8.95 per one million hours worked. In Switzerland, the rate

is 9.35 injuries per one million hours worked. We did not calculate the ratio for our other locations, as the number of injuries there was zero.

## Workers in the value chain

As described in our [general approach towards human rights](#) – regardless of whether they concern our own employees or persons in our value chain – Conrad places the highest importance on the fair and respectful treatment of people. We expect our suppliers to fully respect human rights and to consistently enforce labour rights within their own company as well as at affiliated subcontractors and their suppliers. Human rights, labour rights and environmental protection are non-negotiable for us. For that reason, we seek to only engage in long-term relationships with suppliers and business partners based on trust, reliability and transparency. All our supplier relationships are governed by our [Code of Conduct for suppliers](#) and based on regular dialogue to effectively incorporate our stakeholders' concerns into our policies .

An overview of IROs identified as material with respect to S2 is integrated into one conclusive list of all material Conrad IROs in the chapter on our corporate [materiality assessment](#). The identified risks regarding potential human rights violations in our extended supply chain and a lack of transparency regarding conflict materials are managed by integrating extensive due diligence processes in line with the German supply chain due diligence act (LkSG) into our business practices. This includes a regular systematic risk monitoring of all our suppliers, a professional whistleblower system and a series of live-trainings regarding the importance of labour rights with several cohorts of suppliers located in geographical areas assessed as “risky” in terms of potential violations, e.g. on the topic of “fair remuneration”. Details on our established processes can be found in our publicly available [human rights strategy](#).

Apart from the aforementioned training sessions for our suppliers, our most important means of communicating with workers in our value chain is our [whistleblowing system](#). Potential violations can be reported anonymously from anywhere in the world and in a variety of languages. Once we are made aware of potential issues, we can swiftly initiate investigations and respond appropriately.

Similar to our own employees, our goal is to eliminate all human rights violations in our supply chain within a given calendar year. Fortunately, in 2024 we detected no violations and received no substantiated complaints regarding misconduct by one of our business partners. Consequently, there was no need to alter processes or impose penalties.

## Consumers and End-Consumers

In general, Conrad considers all its customers as relevant stakeholders and thus aims to fulfill their needs and wants as fully as possible. Due to their special requirements and their high economic importance for Conrad's business model, we place the highest priority on IROs defined with regard to our large B2B customers. Their input, which is collected via client meetings and through analysis of customer requests, is used as a weighing factor throughout our entire materiality assessment and thus impacts the disclosures throughout this report and our underlying corporate policies.

The conclusive list of material Conrad IROs can be found in the chapter on our corporate [materiality assessment](#).

Of Conrad's material IROs, the only consumer-specific impact that is not addressed in other sections of this report is the high quality of Conrad products. Customers rely on products of the highest quality with state-of-the-art functionality, low deficiency rates and 100% accurate safety information. We recognise that if defective products reach the market, customers may be harmed, and we may face a loss of reputation or even liability claims if we do not meet due diligence standards. We therefore take product safety very seriously, regularly carrying out strict quality control checks on our range of products to ensure compliance with legal standards. All products sold on our curated marketplace are carefully selected and sourced from responsible sellers. To guarantee transparency for consumers, Conrad requires all suppliers and sellers to comply with statutory requirements for providing information on product conformity (CE marking), product origin, and environmentally sound disposal.

Information on compliance with the EU Chemicals Regulation REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) which we receive from our suppliers can be found on our website. The REACH Regulation applies to Conrad's entire product range and it minimises the risks that may arise across the lifecycle of a product due to the use of chemicals.

Information on compliance with the EU's RoHS Directive (Restriction of Hazardous Substances in electrical and electronic equipment) can also be found on the online store. The RoHS Directive restricts the use of certain hazardous substances in electrical and electronic equipment and applies to almost 60 percent of Conrad's product range. As a distributor, Conrad passes on the provided REACH-and RoHS related information, but it cannot give any guarantees or warranties in this role as to the accuracy of this information. For its Private Label range, Conrad directly guarantees compliance with all legal requirements for the distribution of products within the EU as part of its producer responsibility. It goes without saying that Conrad's own product responsibility does not end at the point of sale to its customers. When it comes to returns and the disposal of sold products, we try to make things as easy as possible for customers while avoiding the waste of resources.

We also know that our customers expect the shortest possible shipping distances and delivery times. That is why Conrad prefers to source its merchandise from local suppliers. Non-EU

imports are processed by our purchasing company headquartered in Hong Kong for better operational control. In the area of shipping, we try to avoid air freight as much as possible.

In terms of targets we strive for excellence in our processes. We prove our efforts by attaining an annual ISO 9001 certification and by certifying our Electrostatic Discharge (ESD)-Management System based on DIN EN 61340-5-1.

Despite our best efforts, if our customers are dissatisfied with our service or products, they can contact us directly via customer services. We will then do our utmost to resolve the issue amicably and promptly. Alternatively, if the customer has a more serious concern or wishes to remain anonymous, they can use our public [whistleblowing system](#).

Conrad has not identified any human rights risks or issues specific to our customers. For that reason, we do not have any policies in place, which go beyond our general policy commitments outlined in the linked section providing general [information on social issues](#).

# Governance (G1)

This section contains most material disclosures of the Conrad Electronic Group regarding ESRS G1 - Governance. However, an overview of IROs identified as material with respect to G1 is integrated into one conclusive list of all material Conrad IROs in the chapter on our corporate [materiality assessment](#).

## Conrad's compliance approach

The Conrad Group regards ethical and legally compliant behaviour as the bedrock of its long-term economic success. Consequently, we expect and demand ethical conduct in both external and internal dealings as part of thorough and transparent corporate governance. We create the basis for compliant behaviour by ensuring good knowledge of our compliance landscape and by actively implementing meaningful measures to prevent, detect and respond to compliance-related violations. We do this, both on the level of penalising the individual incident and by refining the Conrad Compliance Management System (CMS) to prevent future misconduct in the first place.

Consequently, our management leads the way towards a positive compliance culture by setting a clear tone from the top, which emphasizes the behavioural principles outlined in our corporate Code of Conduct. These in turn are based on renowned sources including the Universal Declaration of Human Rights of the United Nations, the conventions of the International Labour Organization (ILO) and the ten principles of the UN Global Compact.

The Conrad Code of Conduct and its complimentary documents – our Policy On Human Rights and our Environmental Policy – can be downloaded on our [website](#) and have been shared transparently with all our employees and our business partners.

## Our targets

Conrad expects all employees, suppliers and business partners to comply with our Code of Conduct and the due diligence requirements contained therein. We follow a strict zero-tolerance policy towards violations and thus our goal is zero cases of corruption, bribery, or fines for any non-compliant behaviour. At the same time, we actively encourage all employees, business partners and third-parties to come forward with suspected cases of misbehaviour via our [whistleblower system](#), so we are able to conduct thorough investigations and adjust counter-measures whenever necessary.

## Our governance structure

To ensure effective corporate governance, the Conrad group is structured into several layers of governance bodies with different levels of authority and functions.

The highest executive body of Conrad Electronic SE is a four-member advisory and supervisory body – the Conrad advisory board. It has been chaired by Dr. Werner Conrad – a member of the family which owns the company – since 2021. Except for a brief interruption between 2018 and 2020, Dr. Conrad has been a member of the advisory board since 2012. Dr. Thomas Vollmoeller is the deputy chair of the advisory board. He has outstanding expertise in the commercial sector and has been a member of the advisory board since 2012. The legal professional Prof. Rainer Kirchdörfer has also been on the advisory board since 2012. In 2022, Mrs Tanja Maaß was appointed to the advisory board based on her expertise in the area of artificial intelligence.

The operational management of Conrad Electronic SE was overseen by three managing directors and led by CEO Ralf Bühler in 2024. Ralf Bühler has been a managing director since 2019 and he assumed the role of Chief Executive Officer (CEO) in January 2021. The COO Jürgen Groth has been a managing director of Conrad Electronic SE since 2018. Dr. Sebastian Dehnen took up the role of CFO in September 2022. Additionally, local managing directors oversee the operational management of Conrad's international companies. The local subsidiaries ultimately all report to the Conrad Electronic SE's board of directors.

The advisory board of the Conrad Group steers the organisation by determining the strategic principles guiding its activities and monitoring their implementation. A close, trust-based relationship is maintained with the managing directors. Decisions that go beyond the ordinary course of business require the approval of the advisory board. The advisory board is thus proactively involved in the strategy development process as well as the management of the economic, environmental and social impacts of the Conrad Group's economic activity. The stage of progress in these areas is evaluated in quarterly meetings and a briefing on ESG topics takes place at least once a year. Critical topics and conflicts of interest must be reported without delay. In 2024, no incentive schemes were tied to Conrad's ESG performance.

With special regard to upholding the standards of ethical behaviour and compliance, Conrad instated the so-called Integrity Committee in 2024. This is a cross-departmental compliance organisation responsible for managing the Conrad Compliance Management System (CMS). It is headed by the Conrad Group's General Counsel. Members of the committee come from pivotal departments, such as People & Culture, Legal, Supplier Governance and CSR. The committee meets at least quarterly and is responsible for continuously developing a comprehensive compliance program aimed at preventing, detecting and responding to compliance-related violations so as to promote ethical conduct and good corporate governance. The managing board is actively involved in the committee's work by at least quarterly attendance of Integrity Committee meetings.

## Management metrics of administrative, management and supervisory bodies

	male	female	non-binary
<b>Persons in administrative, management and supervisory bodies</b> (i.e. advisory board and management board)	6	1	0
<b>Gender split in administrative, management and supervisory bodies</b> (i.e. advisory board and management board)	85.7%	14.2%	0%
<b>Number of executive members</b> (i.e. advisory board and management board)	3	0	0
<b>Percentage of executive members</b> (i.e. advisory board and management board)	42.8%	0%	0%
<b>Number of non-executive members</b> (i.e. advisory board and management board)	3	1	0
<b>Percentage of non-executive members</b> (i.e. advisory board and management board)	42.8%	14.2%	0%
<b>Number of independent members</b> (i.e. advisory board and management board)	5	1	0
<b>Percentage of independent members</b> (i.e. advisory board and management board)	71.4%	14.2%	0%

## Our measures and performance indicators

Our general approach to compliance can be summed up by the key concept of “**prevent, detect and respond**”. This means that all measures we take can be sorted into the categories depicted in the following table.

Prevent	Detect	Respond
<ul style="list-style-type: none"><li>• Fundamental Conrad Code of Conduct – signed by all employees and suppliers</li><li>• Complementing policies on Conrad-specific areas of heightened risk of misconduct</li><li>• Accompanying trainings and opportunities to request guidance</li><li>• Process-integrated checks and controls (in particular, four-or-more-eyes sign-off requirements)</li><li>• Third party management, especially in relation to suppliers and as part of the due diligence examination of the target company in any potential M&amp;A transaction</li></ul>	<ul style="list-style-type: none"><li>• Reporting obligation on misconduct occurred or about to occur</li><li>• Various reporting channels for whistleblowers offering anonymity if desired</li><li>• Regular audits</li></ul>	<ul style="list-style-type: none"><li>• Special investigations upon suspicious circumstances</li><li>• Consequence management (zero tolerance)</li><li>• CMS improvement management</li></ul>

## Measure design process

The responsibility to design effective measures against specific compliance risks lies with the Conrad Integrity Committee. Every quarter our internal Compliance Risk Analysis (CRA) is evaluated and updated if necessary. In 2024, the seven main risks addressed by our CMS were active bribery for the assumed benefit of Conrad; corrupt or fraudulent behaviour against Conrad; general breaches of antitrust law; additional antitrust requirements due to our dual role as trader and marketplace operator; sanctions/embargo, export control and customs violations; human rights violations and negative environmental impacts; and data protection violations.

For all these identified main risks and a number of more specific legal concerns, targeted counter-measures (prevent) have been implemented. Said measures are re-evaluated for effectiveness on a quarterly and additionally event-triggered basis.

## Whistleblower system

In addition to systematic checks and regular audits, reporting suspicious incidents to the compliance organisation is crucial for detecting breaches of compliance rules. Therefore, all employees are obliged to report such incidents, and third-party users are strongly encouraged to do so. Reports can be made via several channels.

The system ensures the professional handling of complaints in multiple languages via these channels:

- Online via our publicly available [whistleblower system](#)
- By post to the following address: Ratisbona Compliance GmbH, Trothengasse 5, 93047 Regensburg
- By contacting our hotline +49 941/20 60 38 42
- By approaching our internal Compliance Team

All complaints can be made anonymously and whistleblowers will receive notification of receipt while maintaining their confidentiality. The Conrad Group guarantees that the reported facts will be discussed and examined with the whistleblowers impartially, independently and not bound by instructions.

## Consequence management

If Conrad becomes aware of any potential violations, it guarantees that a swift, fair and independent investigation will be conducted to establish the facts of the matter. We then respond to these facts in a measured, predictable and transparent manner. Breaches of our Code of Conduct may result in disciplinary action, termination of the business relationship, or other consequences under civil or criminal law.

## Anti-corruption activities

The Conrad Group sets out its anti-corruption policy in its Code of Conduct and the policy is strictly observed at all of Conrad's entities. Violations of these rules by employees result in disciplinary measures up to and including termination. Violations by business partners may result in termination of the business relationship or other consequences under civil or criminal law. Generally speaking, the making, promising or granting of offers for the purpose of an improper financial, legal or personal advantage is prohibited.

Risks related to corruption that are individually covered by the Code of Conduct are as follows:

- Personal gifts and other benefits
- Invitations and entertainment
- Facilitation payments
- Kickbacks, rebates and commissions

- Donations and sponsorship
- Payments without a clear business purpose

All members of the supervisory bodies and operational management are familiar with the Code of Conduct, including the anti-corruption policy, and the procedures for ensuring compliance with it. The same applies to all employees, suppliers and other business partners. In 2023, all employees received training on the updated version of the Group's Code of Conduct, including its anti-corruption provisions. The next training cycle to refresh knowledge is planned for Q4 2025.

In 2024, no case of corruption came to light thus leading to zero convictions for corruption or bribery. There were also no dismissals for corruption or bribery amongst the Conrad workforce. Additionally, Conrad faced no convictions for anti-competitive behaviour, anti-trust and monopoly practices or fines associated with said charges.

## Political influence and lobbying activities

The Conrad Group stands for democracy, open-mindedness, social justice, and ethical practices. In line with these values, we act as responsible corporate citizens in the communities in which we operate, supporting select local civic causes with donations and sponsorships. Conrad is also a member of a number of associations and representative bodies. These range from industry-specific bodies, such as bevh (*Bundesverband eCommerce und Versandhandel Deutschland e.V.*), to local chambers of commerce and value-oriented memberships, such as the UN Global Compact.

Despite this civic engagement, Conrad considers itself a politically neutral entity and therefore does not make financial or in-kind political contributions. In 2024, no members who had held positions in public administration in the two preceding years were appointed to administrative, management and supervisory bodies.

# Annex

Standard	List of essential disclosure requirements	In accordance with the ESRS	Page
<b>General Information</b>			
<b>ESRS 2 - General disclosures</b>	BP-1 General basis for preparation of the sustainability statement	yes	6, 8
	BP-2 Disclosures in relation to specific circumstances		8
	GOV-1 The role of the administrative, management and supervisory bodies	yes	47
	GOV-2 Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies	yes	48
	GOV-3 Integration of sustainability-related performance in incentive schemes	yes	48
	GOV-4 Statement on sustainability due diligence	yes	9
	GOV-5 Risk management and internal controls over sustainability reporting	yes	9
	SBM-1 Strategy, business model and value chain	yes	7
	SBM-2 Interests and views of stakeholders	yes	11
	SBM-3 Material impacts, risks and opportunities and their interaction with strategy and business model	yes	12-18
<b>Environment</b>	IRO-1 Description of the process to identify and assess material impacts, risks and opportunities	yes	11
	IRO-2 Disclosure requirements in ESRS covered by the undertaking's Sustainability Statement	yes	19
<b>Environment</b>			
<b>ESRS E1 - Climate change</b>	ESRS 2, GOV-3 ESRS 2 GOV-3 Integration of sustainability-related performance in incentive schemes	yes	21
	E1-1 Transition plan for climate change mitigation	yes	20 f.

Standard	List of essential disclosure requirements	In accordance with the ESRS	Page
	ESRS 2, SBM-3 Material impacts, risks and opportunities and their interaction with strategy and business model	yes	12 f.
	ESRS 2 IRO-1 – Description of the processes to identify and assess material climate- related impacts, risks and opportunities	In part	20
	E1-2 Policies related to climate change mitigation and adaptation	yes	20
	E1-3 Actions and resources in relation to climate change policies	In part	
	E1-4 Targets related to climate change mitigation and adaptation	yes	21
	E1-5 Energy consumption and mix	yes	
	E1-6 Gross Scopes 1, 2, 3 and Total GHG emissions	yes	23 f.
	E1-7 GHG removals and GHG mitigation projects financed through carbon credits	yes	22
	E1-8 Internal carbon pricing	yes	22
	E1-9 Anticipated financial effects from material physical and transition risks and potential climate-related opportunities	no	-
ESRS E2 - Pollution	ESRS 2 IRO-1 – Description of the processes to identify and assess material pollution-related impacts, risks and opportunities	Not material	-
	E2-1 – Policies related to pollution	Not material	-
	E2-2 – Actions and resources related to pollution	Not material	-
	E2-3 – Targets related to pollution	Not material	-
	E2-4 – Pollution of air, water and soil	Not material	-
	E2-5 – Substances of concern and substances of very high concern	Not material	-
	E2-6 – Anticipated financial effects from pollution-related impacts, risks and opportunities	Not material	-

Standard	List of essential disclosure requirements	In accordance with the ESRS	Page
<b>ESRS E3 – Water and Marine Resources</b>	ESRS 2 IRO-1 – Description of the processes to identify and assess material water and marine resources-related impacts, risks and opportunities	Not material	-
	E3-1 – Policies related to water and marine resources	Not material	-
	E3-2 – Actions and resources related to water and marine resources	Not material	-
	E3-3 – Targets related to water and marine resources	Not material	-
	E3-4 – Water consumption	Not material	-
	E3-5 – Anticipated financial effects from water and marine resources-related impacts, risks and opportunities	Not material	-
<b>ESRS E4 – Biodiversity and Ecosystems</b>	E4-1 – Transition plan and consideration of biodiversity and ecosystems in strategy and business model	Not material	-
	ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model	Not material	-
	ESRS 2 IRO-1 Description of processes to identify and assess material biodiversity and ecosystem-related impacts, risks and opportunities	Not material	-
	E4-2 – Policies related to biodiversity and ecosystems	Not material	-
	E4-3 – Actions and resources related to biodiversity and ecosystems	Not material	-
	E4-4 – Targets related to biodiversity and ecosystems	Not material	-
	E4-5 – Impact metrics related to biodiversity and ecosystems change	Not material	-
	E4-6 – Anticipated financial effects from biodiversity and ecosystem-related risks	Not material	-

Standard	List of essential disclosure requirements	In accordance with the ESRS	Page
<b>ESRS E5 – Resource Use and Circular Economy</b>	ESRS 2 IRO-1 – Description of the processes to identify and assess material resource use and circular economy-related impacts, risks and opportunities	yes	26
	E5-1 – Policies related to resource use and circular economy	yes	26
	E5-2 – Actions and resources related to resource use and circular economy	yes	29
	E5-3 – Targets related to resource use and circular economy	yes	30
	E5-4 – Resource inflows	yes	33
	E5-5 – Resource outflows	yes	34
	E5-6 – Anticipated financial effects from resource use and circular economy-related impacts, risks and opportunities	yes	34
<b>Social</b>			
<b>ESRS S1 – Own Workforce</b>	ESRS 2 SBM-2 – Interests and views of stakeholders	yes	37
	ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model	yes	15 f., 37
	S1-1 – Policies related to own workforce	yes	37, 41
	S1-2 – Processes for engaging with own workers and workers' representatives about impacts	yes	37
	S1-3 – Processes to remediate negative impacts and channels for own workers to raise concerns	yes	41
	S1-4 – Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	yes	38
	S1-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	In part	38

Standard	List of essential disclosure requirements	In accordance with the ESRS	Page
	S1-6 – Characteristics of the undertaking's employees	yes	38 f.
	S1-7 – Characteristics of non-employee workers in the undertaking's own workforce	yes	40
	S1-8 – Collective bargaining coverage and social dialogue	yes	42 f.
	S1-9 – Diversity metrics	yes	41, 49
	S1-10 – Adequate wages	yes	43
	S1-11 – Social protection	yes	43
	S1-12 – Persons with disabilities	yes	41
	S1-13 – Training and skills development metrics	yes	41 f.
	S1-14 – Health and safety metrics	yes	43 f.
	S1-15 – Work-life balance metrics	yes	42
	S1-16 – Compensation metrics (pay gap and total compensation)	no	-
	S1-17 – Incidents, complaints and severe human rights impacts	yes	42 f.
ESRS S2 – Workers in the Value Chain	ESRS 2 SBM-2 Interests and views of stakeholders	yes	44
	ESRS 2 SBM-3 Material impacts, risks and opportunities and their interaction with strategy and business model	yes	16 f., 44
	S2-1 – Policies related to value chain workers	yes	37, 44
	S2-2 – Processes for engaging with value chain workers about impacts	yes	44
	S2-3 – Processes to remediate negative impacts and channels for value chain workers to raise concerns	yes	44
	S2-4 – Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those action	yes	44

Standard	List of essential disclosure requirements	In accordance with the ESRS	Page
	S2-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	yes	44
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<b>ESRS S3 – Affected Communities</b>	ESRS 2 SBM-2 – Interests and views of stakeholders	Not material	-
	ESRS 2 SBM-3 - Material impacts, risks and opportunities and their interaction with strategy and business model	Not material	-
	S3-1 – Policies related to affected communities	Not material	-
	S3-2 – Processes for engaging with affected communities about impacts	Not material	-
	S3-3 – Processes to remediate negative impacts and channels for affected communities to raise concerns	Not material	-
	S3-4 – Taking action on material impacts on affected communities, and approaches to managing material risks and pursuing material opportunities related to affected communities, and effectiveness of those actions	Not material	-
	S3-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Not material	-
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<b>ESRS S4 – Consumers and End-Users</b>	ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business mode	yes	17, 45
	S4-1 – Policies related to consumers and end-users	yes	45
	S4-2 – Processes for engaging with consumers and end-users about impacts	yes	45 f.
	S4-3 – Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	yes	45

Standard	List of essential disclosure requirements	In accordance with the ESRS	Page
	S4-4 – Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	yes	45 f.
	S4-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	yes	45
<b>Business Conduct</b>			
<b>ESRS G1 - Business Conduct</b>	ESRS 2 GOV-1 – The role of the administrative, supervisory and management bodies	yes	47
	ESRS 2 IRO-1 – Description of the processes to identify and assess material impacts, risks and opportunities	yes	48
	G1-1 – Corporate culture and business conduct policies and corporate culture	yes	50 f.
	G1-2 – Management of relationships with suppliers		50
	G1-3 – Prevention and detection of corruption and bribery	yes	51 f.
	G1-4 – Confirmed incidents of corruption or bribery	yes	51 f.
	G1-5 – Political influence and lobbying activities	yes	52
	G1-6 – Payment practices	Not material	-

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