



Sustainability Report 2020 of the Amadeus FiRe Group

By people, for people,
with people –
Sustainable for everyone



This sustainability report constitutes the non-financial declaration as per section 315b of the German Commercial Code (HGB) that is also referred to in the management report of the annual report.

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Dear Readers,



Robert von Wülfig,
Chief Executive Officer

Thank you for your interest in our sustainability report! As a pure-play personnel service provider with our own training area and no production facilities, people are the focus of our day-to-day work. For this reason, social sustainability issues are particularly important to us as a company. People help people: that is the core of our everyday work.

When our business activities help to maximise the overall benefit for all of our stakeholders, we know that we are in line with the criteria for the sustainability aspects relevant to us. It is therefore important to us to set a good example and show how people can be integrated and retained in the job market sustainably and with equal opportunities and prospects, without putting the achievement of the Group's financial goals at risk. With the right measures, it is possible to help everyone achieve their personal career goals, be it through our extensive offer of training and retraining opportunities or our range of personnel services. We stand for a high level of appreciation and the fair treatment of all participants, candidates and employees, and our aim is to help them grow and spark their enthusiasm in a positive, trust-based and productive learning and working atmosphere by having the persons responsible demonstrate a behaviour that is suitable for the respective role.

To further strengthen our training services, Comcave Holding GmbH was acquired as at 19 December 2019 and GFN GmbH as at 15 September 2020. Both companies specialise in subsidised adult education and aim to help people (re)integrate into the job market as quickly as possible by providing suitable training or retraining programmes. Drawing on our personnel services, we can offer people who complete the programmes training or retraining, helping them find a position that suits their personal skills and abilities.

This sustainability report aims to make it clear that our actions serve not only our business objectives, but that they also help us to think outside the box and put into practice specific measures to live up to our social responsibility. Our measures begin with education and are designed to support, encourage, develop and satisfy people throughout every stage of life right up to retirement.

Kind regards,

Yours


Robert von Wülfig
Chief Executive Officer

2. Amadeus FiRe Group

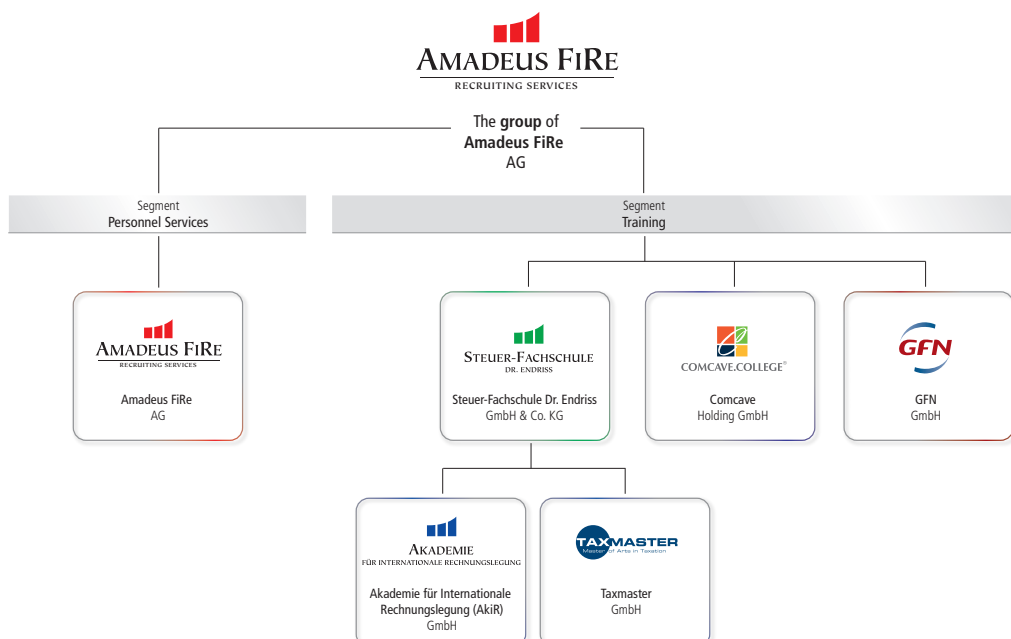
2.1. The Amadeus FiRe Group and sustainability

The Amadeus FiRe Group has been one of the leading personnel service providers in Germany for over 30 years and has provided training services across the country for over 70 years. As part of its core business, Amadeus FiRe Group works as a specialised personnel service provider for professional and management staff in the commercial and IT sectors at over 20 locations. The Amadeus FiRe Group is a reliable, accepted partner both for its own employees and for its clients and works for national and international companies of different sizes across various industries. Its Personnel Services segment covers specialised temporary staffing, permanent placement and interim and project management.

In addition, the Amadeus FiRe Group also provides training and retraining programmes from GFN GmbH, Comcave Holding GmbH, Dr Endriss Tax College, the Academy of International Accounting and TaxMaster GmbH at over 90 locations. The Amadeus FiRe AG initially acquired 100% of shares in Comcave Holding GmbH as at 19 December 2019 and then in GFN GmbH as at 15 September 2020. Both companies focus on publicly funded training and retraining for people out of work and on seminars for companies and individuals. Comcave Holding GmbH's offers learning at 50 locations across Germany and has also provided tele-learning for many years, i.e. teacher-led live lessons that offer participants flexibility. GFN GmbH works at over 30 locations across Germany and, like Comcave Holding GmbH, is currently set up to offer telelearning that can be accessed wherever participants are located.

The Dr Endriss Tax College is Germany's largest school specialising in tax, finance, accounting and controlling training and has operated nationwide for over 70 years. The Academy of International Accounting is the first and leading provider of IAS/IFRS and US-GAAP training courses on the German market. TaxMaster is a part-time master's degree designed by the Dr Endriss Tax College in cooperation with Aalen University that prepares students to sit a public tax advisor examination.

The following chart illustrates the Group structure as at 30 November 2020:



The core skills of the Amadeus FiRe Group, which operates exclusively in Germany, include supporting client companies by providing personnel in line with the Gesetz zur Regelung der gewerbsmäßigen Arbeitnehmerüberlassung (AÜG - German Personnel Leasing Act), recruiting and permanently placing professional and management staff, interim and project management and providing training on information technology (IT), commercial training and the latest technical expertise relating to taxation, finance and accounting and controlling.

The Amadeus FiRe Group is a “people’s company” and considers itself a long-term or lifelong partner for its employees and clients. Accordingly, the Amadeus FiRe Group provides its employees, participants and candidates with active support to help them achieve their personal career goals throughout their professional careers by placing them in positions that suit their personal skills and abilities and offering professional training or retraining programmes. In addition, as a partner, the Amadeus FiRe Group is happy to help its client companies with short-term staff shortages, the long-term recruitment of professional and management staff and teaching the latest technical expertise.

The Group’s vision here is to maintain personal and long-standing contact with clients in order to better understand their organisation and needs. This is the only way to ensure that vacancies are filled with the best suitable and qualified professional and management staff and that training courses are individually designed.



2.2. Management principles and ethics

Four management principles have been identified to ensure a sustainable, clear vision within the Amadeus FiRe Group. These make sure that the Amadeus FiRe Group's ideals are supported by all employees

VALUES

Appreciation and fair treatment of all employees by...

- Promoting strengths and developing skills
- Treating employees as you would like to be treated yourself
- Reliable and consistent nature

DEVELOPMENT AND INSPIRATION

Developing and inspiring all employees through...

- Knowledge of current developments and joint preparation of a personal development plan
- Conviction about the value of our services
- Taking pleasure in working with other people

CULTURE

Positive, trust-based and productive working atmosphere through...

- Open dialogue and direct feedback
- A shared team spirit and laughing together often
- Predictable actions and a transparent approach

ROLES

The managers responsible demonstrate behaviour that is suitable for the respective role by...

- Ensuring personal and professional expertise for this role is up to date and independently working on and adapting this where necessary
- Ensuring expertise is transferred
- Taking on responsibility

2.3. Social responsibility

By people, for people, with people – people are at the heart of our day-to-day work.

The Amadeus FiRe Group is a specialised personnel service provider with over 20 locations throughout Germany and is one of the market leaders in the commercial and IT sectors. The Group's own training area complements the Amadeus FiRe Group's core business at over 90 locations throughout Germany, offering a wide range of training and retraining services in the commercial and IT sectors. As a result, the Amadeus FiRe Group plays an equally important role in its social environment. For this reason, in addition to the legal provisions already in place and the management principles of the Amadeus FiRe Group, further internal policies have been defined that allow the Amadeus FiRe Group to sustainably live up to its social responsibility.

As part of personnel services, the Amadeus FiRe Group proactively recruits employees with skills that allow them to be placed in the long term and hires them on permanent contracts. This is done independently of whether or not there is a suitable request, as the Amadeus FiRe Group considers itself capable of finding suitable positions for such candidates at their client companies at any time. In the course of 2019, the Amadeus FiRe Group hired 3,382 employees (as compared to 3,113 employees in the previous year) as part of temporary employment assignment for employment at a client, thereby opening up career prospects for each and every one of them.

At the start of the COVID-19 pandemic, the first lockdown phase caused a sharp rise in contract cancellations and so many external employees at the Amadeus FiRe Group were directly affected by short-time work schemes from 1 April 2020. Accordingly, the focus for the time being is on getting employees in short-time work schemes back into secure jobs.

As a specialist in the commercial and IT sectors, we require that all external employees provide proof of corresponding training and experience. The Amadeus FiRe Group attracts its employees with the positive prospects it offers, and also by paying salaries in line with market standards. The iGZ (Association of German Temporary Employment Agencies) and DGB (Confederation of German Trade Unions) wage agreement for temporary staffing has formed the initial basis for this since 2003. This means that all external employees receive remuneration that at least corresponds to the collectively agreed regulations, the regulations in the corresponding sector bonus wage agreement since 2012, or the equal pay regulation recently introduced in the context of the AÜG. However, as market-driven salaries often exceed these minimum requirements, the majority of all external employees receive a bonus above the general pay scale and further financial services on employment.

Having personal contact with candidates and employees on the one side and interested parties and clients on the other is an important success factor for a lifelong partnership. This is why personal contact and face-to-face conversations are an important element of our everyday work at the Amadeus FiRe Group. In doing so, we always follow the principle of "treat others as you wish to be treated".

The start of the COVID-19 pandemic brought about an abrupt change in rules for face-to-face contact. For the Amadeus FiRe Group, COVID-19 thus represents a substantial barrier to maintaining personal contact. In order to continue face-to-face contact with candidates, employees, interested parties and clients, strict conditions were imposed and a temporary corporate policy introduced that includes all of the COVID-19 occupational safety standards established by the Germany Federal Ministry of Labour and Social Affairs. The chief focus here is always to reduce the risk of infection to an absolute minimum and, if in doubt, to find another way to communicate.

When it comes to training, the aspiration is to transfer as much knowledge as possible to help all participants achieve their personal professional and career goals in as short time as possible. This is done either through specialised courses, such as accountant or tax advisor courses at the Dr Endriss Tax College, a CINA certification from the Academy of International Accounting or the wide range of training and retraining opportunities in the commercial and IT sectors offered by Comcave and GFN.

All participants benefit from a high level of flexibility. The Amadeus FiRe Group's training programmes, for instance, are provided in almost all live teaching formats, from in-classroom courses with participants and instructors on site to fully online with participants and instructors working from home, as well as mixed formats where participants are in the classroom and instructors at home or vice versa. As well as live teaching, there are also many options for participants to study themselves with the support of a specialist advisor or entirely by themselves using an e-learning platform. The product portfolio is rounded out by various video training sessions.

As participants often start from very different levels of knowledge, the content of the various qualifications is structured using modules. Ensuring a high quality of training is the priority of everyone involved at all times!

All companies in the Amadeus FiRe Group's training area are certified as complying with the German Accreditation and Authorisation Regulation for Employment Promotion (AZAV). This certification accredits Amadeus FiRe Group as an institution under employment promotion law, entitling it to redeem education vouchers and activation and placement vouchers. Both Comcave and GFN specialise in publicly funded training and so an education voucher can be redeemed for most training programmes. Overall, there are strong synergies between the Personnel Services and Training segments. People who particularly benefit from this are those who have extended gaps in their professional career, for example due to illness or parental leave, and those who have been made unemployed in the short term for other reasons and wish to return to work. The Amadeus FiRe Group supports these people initially by providing suitable training or retraining programmes to make it easier for them to rejoin the working environment. After successfully completing the training or retraining programme, the second stage involves our personnel advisers who help the person in question find a position that suits their personal skills and abilities.

As part of the lifelong partnership, the Amadeus FiRe Group provides all internal employees with the opportunity of following a career path within the organisation. Being aware of its social responsibility, the Amadeus FiRe Group sets a good example by actively approaching its employees. In the context of annual appraisal interviews, it is assessed whether an employee has the potential and the will to take their career further at the company. In addition, the current status of the individual knowledge of each and every employee is determined and aligned with their individual needs. All employees thus receive appropriate further training and continuing professional development. The remuneration system within the Amadeus FiRe Group is performance-based, competitive and transparent. This allows each employee to understand their remuneration and also to identify and assess their possibilities for financial development. Internal careers are favoured and receive extensive support. They are a crucial factor when it comes to the sustainable development of the organisation as a whole.

The career of Mr Max Hesse, Area Manager for Darmstadt, and who has been with the Amadeus FiRe Group for over 8 years now, is a good example of this. Mr Hesse began his apprenticeship as a management assistant for personnel services in September 2012. During this period, he got to grips with the business model and all of the Amadeus FiRe Group's relevant business processes. He then went on to study economics, working in recruiting throughout his degree. Mr Hesse joined the trainee programme as an executive assistant in February 2018, where he was able to work closely with the Management Board and use his expertise and practical experience to develop the Amadeus FiRe Group's business. In March 2019, Mr Hesse's in-depth and practical training helped him begin a career in Frankfurt as a consultant. Mr Hesse was promoted to senior consultant at the start of 2020 and, since July 2020, has been faced with the challenge of expanding and boosting the Darmstadt location in his role as area manager in the face of the more difficult conditions resulting from COVID-19. Mr Hesse's career is one of the examples that show what the Amadeus FiRe Group means by a lifelong partnership and what it can look like.

In keeping with its social responsibility, the Amadeus FiRe Group has also been training apprentices for many years and does so independently of the current economic situation. The Amadeus FiRe Group had 66 trainees in total as at 30 September 2020.

As regards external employees, our aspiration is to provide them with active support to help them achieve their personal career goals while they are a part of the company by placing them in positions that fit them accurately or through subsidised training provided by the Amadeus FiRe Group. All external employees have the opportunity to offer their opinion and give both positive and negative feedback in the context of an annual employee survey. Over 82% of the participants regularly state that they are very satisfied with Amadeus FiRe as an employer.

The Amadeus FiRe Group's office buildings are all managed centrally, which ensures the same high-quality standards across all locations during relocations or renovations. All employees' offices are set up appropriately so as to provide them with an ergonomic and friendly working environment that is suitable to their age. The building will remain easily accessible at a central location in order to minimise and improve commuting times for Amadeus FiRe Group employees, participants and candidates as much as possible and to ensure lower emissions. These measures help guarantee that all employees, participants and candidates are satisfied, regardless of where their place of work is located.

The Amadeus FiRe Group stands for 100% compliance with all relevant regulations. Strict compliance with all relevant legal regulations is ensured through processes, controls, extensive subject knowledge and with the support of an internal revision process, whether the matter in question is related to collective bargaining law, labour law, social security law or the German General Act on Equal Treatment. This also applies to verifying compliance with all corporate guidelines. In order to meet such high requirements in the long term, we also take advantage of further consulting services provided by external specialists, and our internal employees undergo intensive training in the relevant areas.

In the highly regulated fields of temporary employment assignment and interim and project management in particular, our prompt implementation of legal adaptations and the high level of consulting expertise of our employees are advantages that our client's value greatly and also a distinguishing feature of the Amadeus FiRe Group.

2.4. Our mission to pursue sustainability arose from our social responsibility

The Amadeus FiRe Group helps people achieve their professional development opportunities!

The Amadeus FiRe Group believes its sustainability mission is about maximising overall benefit while taking into account social responsibility. We define sustainably maximising overall benefit as using our business activity to generate “gains” for everyone involved. What is important here is that these gains are not purely monetary – they must cover all social aspects of sustainability and personal satisfaction.

This includes ensuring a successful start for employees when being assigned to a client company. In the best-case scenario, our candidates, participants and employees are placed in a job that fits their personal career goals and skills and abilities. At the same time, client and participating companies can fill their vacancies with someone who is best suited to and qualified for the post.

This also contributes to the common good, as integrating people onto the job market quickly and permanently relieves pressure on the public sector – which includes the federal government, the states, municipalities and social security. Furthermore, the public sector benefits from having more money in its social security coffers, which in turn helps other people.

Giving other people security and prospects through our internal employees and personnel services or our comprehensive training and retraining programmes is a part of this mission. We improve the personal lives of our candidates, participants and employees, as well as the staffing and thus the individual business position of client companies. People help people: that is the core of our everyday work and how we have a positive impact day in, day out.



2.5. Goals & KPIs for social responsibility

In order to measure its social responsibility, the Amadeus FiRe Group sets itself sustainability goals on the basis of which it can be derived to what extent the Amadeus FiRe Group meets this responsibility in the context of its business activities.

GOAL 1

The Amadeus FiRe Group strives to obtain an above-average rating on social platforms within the group of competitors.

The goal is measured on the basis of the employer ratings within the group of competitors on the largest social platform (Kununu).

	2020	2019
Overall score	4.3 (2 nd place*)	4.3 (1 st place*)
Score among applicants	4.5 (2 nd place*)	4.5 (1 st place*)
Score among employees	4.0 (5 th place*)	4.0 (4 th place*)

* Compared with the 20 most relevant competitors in the operational sector – 2020: as at 1 October 2020; 2019 as at 1 October 2019

GOAL 2

The Amadeus FiRe Group strives to obtain an above-average retention rate in temporary staffing assignments within the group of competitors as an expression of the technical and personal quality the external employees can offer our client companies

The goal is measured on the basis of the retention rate of employees in temporary staffing at client companies.

	2019	2018
Retention rate of the Amadeus FiRe Group	47%	47%
Retention rate in the temporary staffing sector	18%*	25%*

* The retention rate for the temporary staffing sector can be found in the 2019 and 2020 Lünendonk studies

GOAL 3

The Amadeus FiRe Group strives towards a consistently high recommendation rate as an employer and personnel service provider.

The goal is measured on the basis of recommendation rates calculated as part of surveys and from the largest social platform for employer ratings (Kununu).

	2019	2018
Recommendation rate among employees	83.3%	89.2%
	2020	2019
Recommendation rate on Kununu	85.0% (3 th place*)	90.0% (3 th place*)

* Compared with the 20 most relevant competitors in the operational sector – 2020: as at 1 October 2020; 2019 as at 1 October 2019

GOAL 4

As regards training, the Amadeus FiRe Group strives to prepare its participants for IHK (Chamber of Industry and Commerce) examinations in the best possible way and to always train them on current issues in order to remain one of the most important providers of training on a lasting basis.

The goal is measured on the basis of the number of participants in training.

	2019	2018
Participants in training	20,000*	18,000*

* Number of participants in 2018 and 2019 excluding Comcave and GFN. These are included from 2020 onwards.

GOAL 5

The Amadeus FiRe Group aims to keep the ratio between greenhouse gas emissions in tons and revenue generated in millions of euros below 10.0.

This goal is measured in terms of "greenhouse gas intensity", i.e. the relation between scope 1 and 2 and relevant scope 3 (leased fleet) greenhouse gas emissions in tons and revenue in millions of euros.

	2019	2018
Greenhouse gas intensity	5.82	6.23
Revenue in millions of euros	233.1	205.8
Greenhouse emissions in tons	1,356.08	1,284.32

3. Aspects of sustainability

3.1. The ecological aspects of sustainability

As a pure-play service provider without production facilities, the Amadeus FiRe Group has rented office space or buildings for personnel services at over 20 locations throughout Germany and for training at over 90 such locations. In addition, it has leased vehicles and purchased vehicles for various internal employees and office and IT equipment for classrooms and all internal employees. Other than that, there are no further items in the company that are of great ecological relevance.

As part of its strategy to reduce greenhouse gases, the Amadeus FiRe Group focuses on office buildings and equipment, employee equipment and leased or purchased vehicles. The aim of this strategy is to ensure that all management decisions relating to these categories always take into account environmental matters and, ultimately, to compare a potential reduction in greenhouse gases with higher costs. When deciding between several otherwise identical alternatives, this means that the more sustainable option is always chosen.

When renting office space and buildings, the central Facility Management always makes sure that these were built or renovated according to uniform Amadeus FiRe Group quality standards in order to sustainably ensure high energy efficiency and reduce energy consumption. The building will remain easily accessible at a central location in order to minimise and improve commuting times for Amadeus FiRe Group employees, participants and candidates as much as possible and to ensure lower emissions. In this context, offers for more sustainable products that feature the same or higher standards are also compared.

The Amadeus FiRe Group's vehicle policy stipulates that it is possible to lease both petrol and diesel vehicles. However, there are currently no plans to offer electric vehicles for leasing, as the necessary infrastructure is not available, and the business activities of the Amadeus FiRe Group could be carried out only with extensive restrictions. There are restrictions regarding the choice of vehicle type. For example, it is not possible to lease minivans or sports cars, which generally consume more fuel. In addition, existing company cars are made available first. New cars can be ordered only if there is no company car available or the existing lease expires.

The concept of pool cars was introduced at larger locations for the first time in 2019. Multiple sales employees share one vehicle and receive a salary adjustment in return. This makes finding a parking space quicker and thus cuts down on unnecessary driving time. Alternatively, the employees in question can use public transport to commute from their homes to work. The pool vehicles are always small, low-emission vehicles such as a VW Polo.

Three electric vehicles were also added to the Amadeus FiRe Group's fleet when Comcave Holding GmbH was acquired as at 19 December 2019. However, electric vehicles can currently be used only at Comcave's headquarters, as this is where the required infrastructure is available.

The Amadeus FiRe Group has a central terminal server architecture; as it consumes less power, this modern IT architecture reduces not only the consumption of resources but also energy consumption as a whole.

The Amadeus FiRe Group calculates the greenhouse gas emissions it causes every year on the basis of the Greenhouse Gas Protocol, which divides greenhouse gas emissions into three scopes. Scope 1 comprises all direct greenhouse gas emissions that result from a company's own business activities in the narrower sense. The only point relevant to the Amadeus FiRe Group here concerns greenhouse gas emissions caused by heating and air conditioning systems in buildings. The Amadeus FiRe Group is not currently able to calculate the consumption of refrigerants in air conditioning systems, hence it has opted not to calculate scope 1.

Scope 2 comprises all indirect greenhouse gas emissions that are caused by energy that is generated by and acquired from external sources, such as electricity and district heating. In July 2019, the Amadeus FiRe Group switched to **100% green electricity** at all locations. Thanks to this change, the Amadeus FiRe Group's electricity usage has not resulted in any GHG emissions or radioactive waste since 1 August 2019, marking major progress for the Group in terms of environmental sustainability. Nonetheless, in addition to market-based greenhouse gas emissions from electricity, the Amadeus FiRe Group also calculated the market-based radioactive waste from electricity for 2019, and compared these values against the location averages for Germany. Average greenhouse gas emissions in Germany amounted to 435 g/kWh in 2019 (previous year: 435 g/kWh), with average radioactive waste coming to 0.0003 g/kWh (previous year: 0.0003 g/kWh).

For reasons of materiality, Comcave Holding GmbH – acquired in December 2019 – is not included in 2019 figures. At present, both Comcave and GFN GmbH (acquired in September 2020) are integrated into Group procedures. Under this process, there are plans for both companies to also switch to **100% green electricity**.

The scope 2 values, caused by electricity, were calculated as follows:

Scope 2 CO ₂ -Emissions through electricity	Electricity consumption (kWh)	of which from renewable energy (%)	CO ₂ -emissions (g/kWh) market-based from current electricity rates"	CO ₂ -emissions (tonnes) market-based from current electricity rates"	CO ₂ -emissions market-based vs. location-based (100%) electricity rates vs. Ø Germany-Mix
Personnel services segment	553,035	76.21%	156.39	86.49	37.15%
Training segment	224,143	62.91%	222.85	49.95	52.93%
Amadeus FiRe Group	777,179	72.38%	175.56	136.44	41.70%
values per capita	1,264			0.22	
values per sales million / GHG-Intensity	3,334			0.59	

Scope 2 radioactive waste through electricity	Electricity consumption (kWh)	of which from renewable energy (%)	radioactive waste (g/kWh) market-based from current electricity rates	radioactive waste (g) market-based from current electricity rates	radioactive waste market-based vs. location-based (100%) electricity rates vs. Ø Germany-Mix
Personnel services segment	553,035	76.21%	0.00011	61.08	36.81%
Training segment	224,143	62.91%	0.00011	24.71	36.75%
Amadeus FiRe Group	777,179	72.38%	0.00011	85.79	36.80%
values per capita	1,264			0.14	
values per sales million	3,334			0.37	

Greenhouse gas emissions caused by district heating still cannot be calculated at present. The Amadeus FiRe Group is currently integrating processes that will make this possible in the future. Once it can be guaranteed that the value can be calculated accurately, scope 2 – which comprises greenhouse gas emissions caused by electricity and district heating – can be published in full. Finally, scope 3 comprises all remaining indirect greenhouse gas emissions that are caused by the company’s activity but are beyond the company’s control. In addition to rented or leased tangible assets, this also includes commuting by employee, i.e. the commute to work in non-company vehicles, business trips and the waste generated and water consumed at work.

On the basis of the business activities of the Amadeus FiRe Group, the result for scope 3 is that the greenhouse gas emissions caused by the Group’s leased fleet represent the most important variable and are thus shown for 2019 below:

Scope 3 CO₂-emissions through leasing fleet	Mileage (km)	CO ₂ -emissions (g/km)	CO ₂ -emissions (tonnes)
SKODA	490,160	193.04	94.62
BMW	1,015,111	200.33	203.36
VOLKSWAGEN	2,386,795	187.19	446.77
AUDI	2,858,914	166.11	474.88
Amadeus FiRe Group	6,750,980	180.66	1,219.64
values per capita	10,977		1.98
values per sales million / GHG-Intensity	28,962		5.23

The Amadeus FiRe Group does not consider it necessary to gather data on further scope 3 categories at this time. The effort required to gather relevant and valid data outweighs the possible added value or benefit of the data collected.

3.2. Compliance

For the Amadeus FiRe Group as one of the leading personnel service providers in Germany, it is particularly important to set a good example. This is why the Amadeus FiRe Group stands for full compliance, be it in terms of collective bargaining law, labour law, social security law, the German General Act on Equal Treatment, or the core labour standards of the International Labour Organization Convention. This also applies to the strict observation of corporate guidelines.

The Amadeus FiRe Group firmly believes that it is often not enough to write laws, but that these laws also have to be explained to the public in a manner that can be understood. This is why all employees of the Amadeus FiRe Group are required to take part in training on the German General Act on Equal Treatment, data protection and data security and work safety. In addition, all sales employees undergo professional training on labour law, e.g. on labour and collective bargaining law and false self-employment in interim management, in order to ensure that the contracts comply with the law and to create fair conditions of employment. These central issues play a greater role in the personnel services sector in particular.

The general and European Convention on Human Rights, as well as the core labour standards of the International Labour Organization Convention and complementary laws on dignified working conditions and effective employee protection, are an important and valuable part of German law, as well as of the Amadeus FiRe Group's corporate philosophy. Setting up complaint management that also accepts anonymous tip-offs helps to solve cases of discrimination and to ensure that human rights are respected and that all employee rights guaranteed under the Amadeus FiRe Group's corporate philosophy are being observed.

There is a strict anti-corruption directive that explains possible risks of corruption to all employees and helps to prevent violations of the law. In order to penalise violations quickly, the Amadeus FiRe Group has set up a reporting office where employees can submit anonymous tip-offs regarding possible cases of corruption at any time.

The Amadeus FiRe Group is constantly working on optimising processes and structures. The aim is to increase the satisfaction of all candidates, employees, interested parties and clients in the long term. One important main criterion of optimising processes and structures is to maintain and further improve the equal opportunities that have already been established for all candidates and employees.

Since fully launching the new sales software in the Personnel Services segment across Germany in August 2019, all processes that have been improved and optimised in the last few years have been successfully introduced. Key features of the new sales software include strict compliance with data protection and data security. In specific terms, this means that data are stored only in one location and there is an automated process in place to permanently delete the data after a certain period of time. If data erasure is requested, this process can be manually initiated and executed at any time.

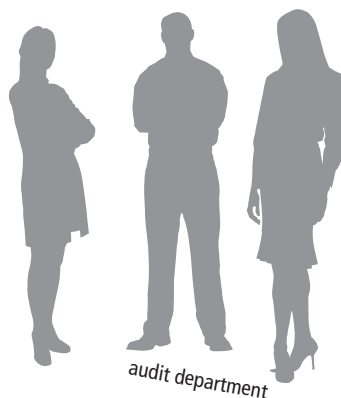
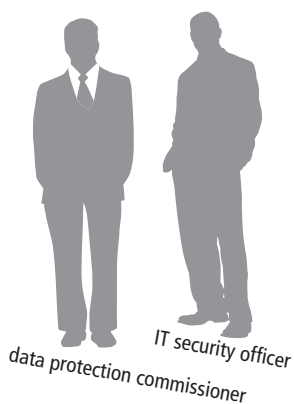
The software currently used for training purposes also covers key data protection and data security features and meets the highest standards in both areas.

The Amadeus FiRe Group has appointed a Data Protection Officer in order to meet the requirements of the General Data Protection Regulation (GDPR). The current Data Protection Officer was appointed in 2015 and has been a member of the Supervisory Board since the 2016 Annual General Meeting. The Data Protection Officer advises the Supervisory Board and the Management Board on data protection and monitors the company's internal processes for handling personal data. By implementing the Data Protection Officer's recommendations, the Management Board ensures that personal data is handled in accordance with the law.

The Amadeus FiRe Group's IT systems are designed to provide a high degree of data security. An IT security officer regularly adjusts the current systems so that they meet the latest security standards. As previously, an IT security check in accordance with BSI standards is performed as part of an annual IT audit in the annual statements. The locations are connected to the headquarters in Frankfurt using a redundant and secure connection. In addition, all security-based systems are also designed on a redundant basis and so data security and availability are ensured even in the event of system failures. All relevant systems are checked by a monitoring system on a permanent basis. In the event of a security breach, initial measures are initiated automatically and those in charge are informed of the incident. As well as protecting against external risks, virus protection is also used to monitor the systems internally. Backups are continually made and checked in the data centre, with external storage in place to store backup data in the long term.

In the highly regulated fields of temporary employment assignment and interim and project management, full compliance and the prompt implementation of legal adaptations are an advantage that our client's value greatly and also a distinguishing feature of the Amadeus FiRe Group. Interim managers are informed of legal issues, including compliance with data protection law, and obliged to observe data protection before a placement. The Amadeus FiRe Group also provides assistance to client companies on the subject of compliance. For example, the Amadeus FiRe Group organises and carries out various specialist events that client companies can attend.

Our experts



3.3. Certifications and awards

Due to the company's size, for example, the Amadeus FiRe Group functions as a role model. Acting as a role model is not just about obeying the law, but also about making a voluntary commitment towards making the world a better place. The Amadeus FiRe Group has obtained a number of important certifications and awards that show that the Group is dedicated and prepared to commit to doing more than is legally required.

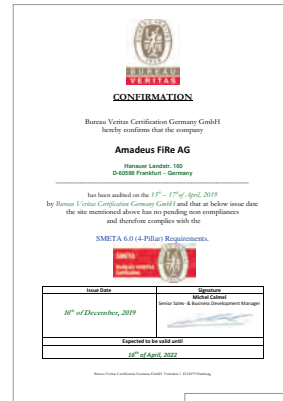
For example, regulations pertaining to collective bargaining law have been in effect for the temporary staffing sector for 17 years now, and the Amadeus FiRe Group has been committed to these regulations right from the start in November 2003. In concrete terms, this refers to the sectoral collective bargaining agreement that was concluded between the Association of German Temporary Employment Agencies (iGZ) and the Confederation of German Trade Unions (DGB). In addition to the collectively agreed regulations, it includes a code of ethics that emphasises the attributes of fairness, reliability, respect, trust, and respectability, for which the certificate stands.

The fact that our management system was certified according to the DIN EN ISO 9001:2015 standard verifies the Amadeus FiRe Group's high-quality standard in all processes and workflows. The purpose of obtaining the certification is to achieve clear structures in a control system in which a continuous improvement process ensures constant further development. This ensures that the employees in the Group are highly focused on quality, which results in an increased level of candidate and client satisfaction.

The energy audit according to DIN EN 16247 that was performed confirms that the Amadeus FiRe Group rents only office spaces and buildings that were built or renovated according to the latest standard. This ensures a high level of energy efficiency and that energy consumption is kept at a low level.



The SMETA-4-PILLAR standard certificate is awarded after an audit that examines the four pillars of labour standards, health and safety, business ethics and environment. Following a multi-day audit conducted by Bureau Veritas, the Amadeus FiRe Group received a letter of conformity confirming that the Amadeus FiRe Group meets the standards required in all four pillars and also that its employees work under fair labour conditions.



Regarding the Amadeus FiRe Group’s training activities, Comcave, GFN and the Dr Endriss Tax College were certified as complying with the German Accreditation and Authorisation Regulation for Employment Promotion (AZAV). This certification accredits all subsidiaries that provide training services under the Amadeus FiRe Group as institutions under employment promotion law, entitling them to redeem education vouchers and activation and placement vouchers.



In sustainability, the Amadeus FiRe Group was awarded a silver medal acknowledging its CSR achievements. The award was issued and the related audit conducted by EcoVadis, a sustainability ratings platform for global procurement chains. Key aspects of sustainability are assessed and rated under the categories the environment, society and ethics. The results illustrate where the optimum level has been achieved and where there is still potential for improvement.



In 2020, the Amadeus FiRe Group received an A-grade MSCI ESG Rating, which works on a scale from AAA to CCC. The MSCI ESG Rating is a very detailed rating covering environmental, social and corporate governance issues. These aspects are weighted for each company in line with its business activities and location. This places the focus on a company’s relevant sustainability issues. The MSCI ESG Rating is thus highly prized for being a reliable indicator and so investors in particular keep a close eye on this rating.



The Amadeus FiRe AG has received two awards from Kununu. The first award, “TOP COMPANY”, shows that the Amadeus FiRe Group is recommended by its employees and that Amadeus FiRe Group employees feel comfortable. The second award, “OPEN COMPANY” is proof that the Amadeus FiRe Group is committed to being open-minded: being open to its own employees, to participants, to candidates and to all other people who have or want to initiate contact with the company. Furthermore, the Amadeus FiRe Group has been named a “top” employer by well-known media companies in collaboration with academic institutions. Comcave, for example, under the academic leadership of the University of St. Gallen, also received the TOP JOB award for the first time in 2018.



In the Amadeus FiRe Group’s Training segment, Comcave was named the “TOP institute for professional training” in the “Bildung mit System” customer satisfaction survey for the second time and the “best e-learning provider” for the fifth time in a row. The results of the “Bildung mit System” study were published in the May 2020 issue of FOCUS.



3.4. Feedback through surveys – what others say

All voices count – the Amadeus FiRe Group is in constant contact with stakeholders!

The fact that the Amadeus FiRe Group is one of the leading personnel service providers in Germany today is due to the company's excellent reputation alone. Such a good reputation can be achieved only if all players or stakeholders in the company's environment speak highly of the Amadeus FiRe Group. In addition to the driving force, i.e. the internal employees who ultimately put everything that was said into practice and will continue to do so, it is the external employees, clients, participants, candidates and investors in particular that define the Amadeus FiRe Group.

Feedback is the prerequisite for improvement. The more voices that are heard and the more feedback that is gathered, the more successfully all stakeholders can be satisfied by implementing suitable measures. The Amadeus FiRe Group draws on various surveying methods to hear the opinions of various stakeholders on a regular and an ad hoc basis. These opinions are then evaluated and the results used to develop and implement suitable measures.

As well as surveys, the Amadeus FiRe Group frequently conducts qualitative, individual interviews to identify areas for improvement. Here, the Management Board discusses issues directly with various groups of employees. There are annual meetings with managers, the most successful newcomers and employees who are most successful in the long term, as well as during on-site visits. This allows optimisation potential to be discussed directly at senior level and measures to address these areas promptly put into place.

Every year, all external employees of the Amadeus FiRe Group are asked to take part in an employee survey created for them. In 2019, roughly one in six of the average number of 2,497 employees deployed with customers participated in the survey. 82% were at least satisfied with Amadeus FiRe as an employer, and 84% said they would apply to Amadeus FiRe again. 83% of external employees would recommend Amadeus FiRe, and 68% said they had done so at least once. The Amadeus FiRe Group is also concerned with shedding light on the subject of temporary staffing and opinions about it for the better. In 2019, the Amadeus FiRe Group achieved this aim among 68% of the employees who took the survey.

The Amadeus FiRe Group is also interested in finding out how clients rate our performance. This is why we survey our clients after they have had employees on a temporary employment assignment. The reports collected over the course of a financial year are evaluated annually. The 2018 surveys showed that, on average, 86% are satisfied overall with the employees they received, and 60% of the clients would request that employee again. On average, 91% of the clients were satisfied overall with their contact at the Amadeus FiRe Group.

Voices of our employees:

“**Friendly and professional cooperation, diverse training opportunities.**

“**Very good employee service.
Good accessibility of the consultant.
Very pleasant interaction with the staff.**



“**Nice and friendly welcome from the first minute of the interview.**

The first step after evaluating a survey is to recommend what action should be taken. This is then discussed with those responsible for making the decisions in order to generate and implement suitable measures. This process creates an optimisation cycle targeted at clients and employees in order to constantly improve satisfaction.

To assess the relevance and importance of certain sustainability issues by and at Amadeus FiRe, there is also an additional employee survey for external employees that includes questions on sustainability. In 2018, the same questions were added to the client survey on performance evaluation after being assigned an employee as part of temporary employment assignment. The results and feedback are displayed in the table below:

Importance of sustainability issues	Percentage of employees who consider the issue to be important	Percentage of clients who consider the issue to be important
Social and regional commitment	84%	97%
Preventing corruption and discrimination	94%	98%
Data protection and data security	93%	100%
Reduction of CO2 emissions and responsible handling of resources	80%	94%

Figures for employees from 2019; figures for clients from 2018

The results of the surveys show that the issues of preventing corruption and discrimination and data protection and data security at the Amadeus FiRe Group are highly important to both employees and clients. The second most important topic for employees and clients is the social and regional involvement of the Amadeus FiRe Group, its responsible treatment of resources and reduction of CO2 emissions.

The issues that are particularly relevant to the employees and clients are also key aspects of the Amadeus FiRe Group’s efforts to act sustainably and meet the highest requirements.

Based on the results of the surveys, energy management, climate protection and pollutant emissions are considered less important by comparison. This is presumably because the ecological aspects of sustainability do not suggest themselves as prominently in the context of the Amadeus FiRe Group’s business activities as a pure-play service provider that operates only in Germany and has no production facilities. Nevertheless, the Amadeus FiRe Group is aware of its responsibility here, too.

Voices of our customers:

“ I have never had a employee who has acquainted himself in to work so quickly and has delivered such excellent work results.

“ Very quick comprehension, accurate and precise results. Highly motivated and independent person. I am very very satisfied!

“ Employee was taken over, because we were so convinced of the performances.



3.5. Client management

The Amadeus FiRe Group optimises clients' recruitment and employee knowledge!

As part of its strategy, the Amadeus FiRe Group strives to build strategic and long-term partnerships with all clients and provides personnel services assistance in the event of short-term staff shortages, for the long-term recruitment of professional and management staff and for teaching the latest technical expertise.

Another advantage enjoyed by the Amadeus FiRe Group in the area of personnel services is the composition of client companies. In 2019, for example, the 10 largest client companies had a revenue share of under 10%. This ensures a certain degree of independence regarding clients and also guarantees that all clients are treated equally.

Client companies benefit from the training opportunities offered by the Amadeus FiRe Group's subsidiary companies, be it seminars, in-house training courses or the e-learning platform. Compiling an individual portfolio of suitable components helps client companies ensure the targeted training of their employees.

The basis of a strategic and long-term is personal contact between sales employees and the points of contact at the client company. Face-to-face meetings are the most effective way to understand what the client is looking for and then put this into practice. Ultimately, it is our client companies' trust in the Amadeus FiRe Group's business activities and processes that forms the bond for this strategic and long-term partnership. This trust is guaranteed by the Amadeus FiRe Group's aspiration to ensure "100% compliance". Especially in the Personnel Services segment, this includes checks on standardised processes, contracts and documents by an internal Auditing department in order to proactively prevent undetected violations of the law.

The Amadeus FiRe Group offers the representatives of client companies the opportunity to attend a large number of specialist events, which is likely a unique form of added value. New challenges arising from altered legal conditions and their effects on companies are addressed at nationwide labour law conferences, finance and accounting conferences and IT conferences. Experts with both theoretical and practical backgrounds deliver well-prepared and concise explanations of this current information in one day. In addition, client companies are given the opportunity to attend over 200 regional specialist lectures per year free of charge, to get information on current specialist subjects such as trends or case law from 90-minute keynote speeches.

When the COVID-19 pandemic began, the German federal government's first major move was (rightly) to ban all forms of meetings between people such as trade fairs, events and other get-togethers. For the Amadeus FiRe Group, this affected all face-to-face events for clients and therefore also over 200 free regional specialist lectures. Events have been temporarily shifted online and streamed in video format to allow at least some of these events to go ahead until they can take place as normal at no risk again.

3.6. Employee management

Being a personnel service provider and educational company, individual people are central to the Amadeus FiRe Group's business activities. This is why it is particularly important to keep employee satisfaction high and to involve employees in the development of the company.

All Amadeus FiRe Group employees, both internal and external, can take advantage of tailored corporate benefits for staff. This platform offers a wide variety of staff benefits in areas including daily life, finance, insurance and travel.

As part of the lifelong partnership, a fulfilled retirement at the end of a career is key. To support all employees, all members of staff can make use of the Amadeus FiRe Group's company pension scheme.

Amadeus FiRe Group employees are rewarded for exceptional performance each year and receive a voucher recognising this achievement. There are also subsidies for public transport, the gym and participating in company races.

A centrally managed feature on the intranet gives every employee the opportunity to contribute their ideas and make suggestions for improvement in order to actively develop and advance the company.

The employee participation committee for company decisions between the employer and the employees is the body that represents the interests of the employees, the Works Council. The employee participation committee for strategic decisions on corporate development is the regulatory body, the Supervisory Board, half of which is made up of employee representatives. Both committees offer employees the opportunity to influence the future of the company to a great extent, as they can play a significant part in the decision-making process and advise, monitor and control the Management Board.

The long-standing partnership and excellent cooperation between the Management Board of the Amadeus FiRe Group, its employees at all levels of the organisation and the employee representatives in the employee participation committees are an important element in the positive development of the entire Group and demonstrate the sustainability effect of enduring good relationships.

In order to strengthen staff retention and employee satisfaction, the Amadeus FiRe Group has a defined training programme in place for all roles for the entire duration of the employee's time at the company. Initial training for all internal employees is managed centrally to guarantee the same level of knowledge at all locations. This makes joining the company easier. There are also two intensive trainee programmes in sales and for executive assistants, which guarantee the best possible start to a career. The training sessions under these programmes are led by internal employees who are experts in their field or by instructors or external seminar leaders who have collaborated with the Amadeus FiRe Group for many years, ensuring that knowledge is always passed on directly to all new employees and secured in the long run. In 2019, 100% of internal employees had participated in at least one training session. Many training sessions are compulsory and performance is assessed. The results of these assessments are used to identify strengths and weaknesses and implement measures to provide support or to direct focus accordingly. This also provides good feedback for the employees themselves. Depending on performance and the employee's wishes, promotion to higher positions such as a team leader or manager is possible during the training programme. This does not exclude those who work part time.

The outbreak of COVID-19 resulted in significant changes to how training sessions and programmes are conducted. These were initially suspended during the lockdown phase. When restrictions first began to be eased, training was allowed to continue under strict hygiene regulations. Despite everything, COVID-19 will remain a risk factor for as long as its spread cannot be reliably contained.

Employees have many opportunities to build up a network at the company, starting with an introductory event at headquarters. There are various means of communication in place at the individual locations to contact all Group employees. This is supported by a wide range of meetings held to exchange information. For example, there are frequent meetings for all hierarchical levels where employees can discuss and give feedback on current issues and experiences. This is complemented by team and company events and allow for discussion outside the workplace.

The beginning of the COVID-19 pandemic saw a general ban imposed on larger events. Accordingly, all company events have been cancelled until further notice. Meetings can be held in large spaces where strict hygiene standards are met. Despite all efforts, COVID-19 makes it considerably harder for employees to network and freely communicate with each other. COVID-19 is therefore a serious risk factor for internal networking and communication. The Amadeus FiRe Group is currently putting in place measures to guarantee that all employees will be able to network and freely communicate between locations and companies in future, too.

Extensive changes have been introduced in line with the COVID-19 occupational safety standards established by the German Federal Ministry of Labour and Social Affairs in an attempt to ensure that day-to-day work at Amadeus FiRe Group workplaces is as normal as possible under the circumstances of COVID-19. A temporary corporate policy was also introduced that includes the COVID-19 occupational safety standards as well as further strict hygiene rules. These measures reduce the risk of infection at the Amadeus FiRe Group's workplaces to an absolute minimum.

These measures described ensure agile and smooth business at the Amadeus FiRe Group at all times. Employees are highly motivated, have an excellent work ethic and high standards of performance and are committed to the company in the long term. Our "lifelong learning" employee support programme, which we will look at in more detail in the next sector, is open to all employees – both internal and external – and gives them an opportunity to continue their training through supplementary courses of study, training and professional development and other training sessions and courses alongside the defined training programme.

3.7. „Lifelong learning“ employee support programme

In addition to the specialised personnel services offered via connections with subsidiary companies Comcave, GFN, Dr Endriss Tax College, the Academy of International Accounting and TaxMaster, the Amadeus FiRe Group also offers personnel development, training and qualification in its own Training segment. This complementary service offer is currently unique in Germany and allows the Amadeus FiRe Group to offer an extensive employee support programme that can be tailored to specific needs.

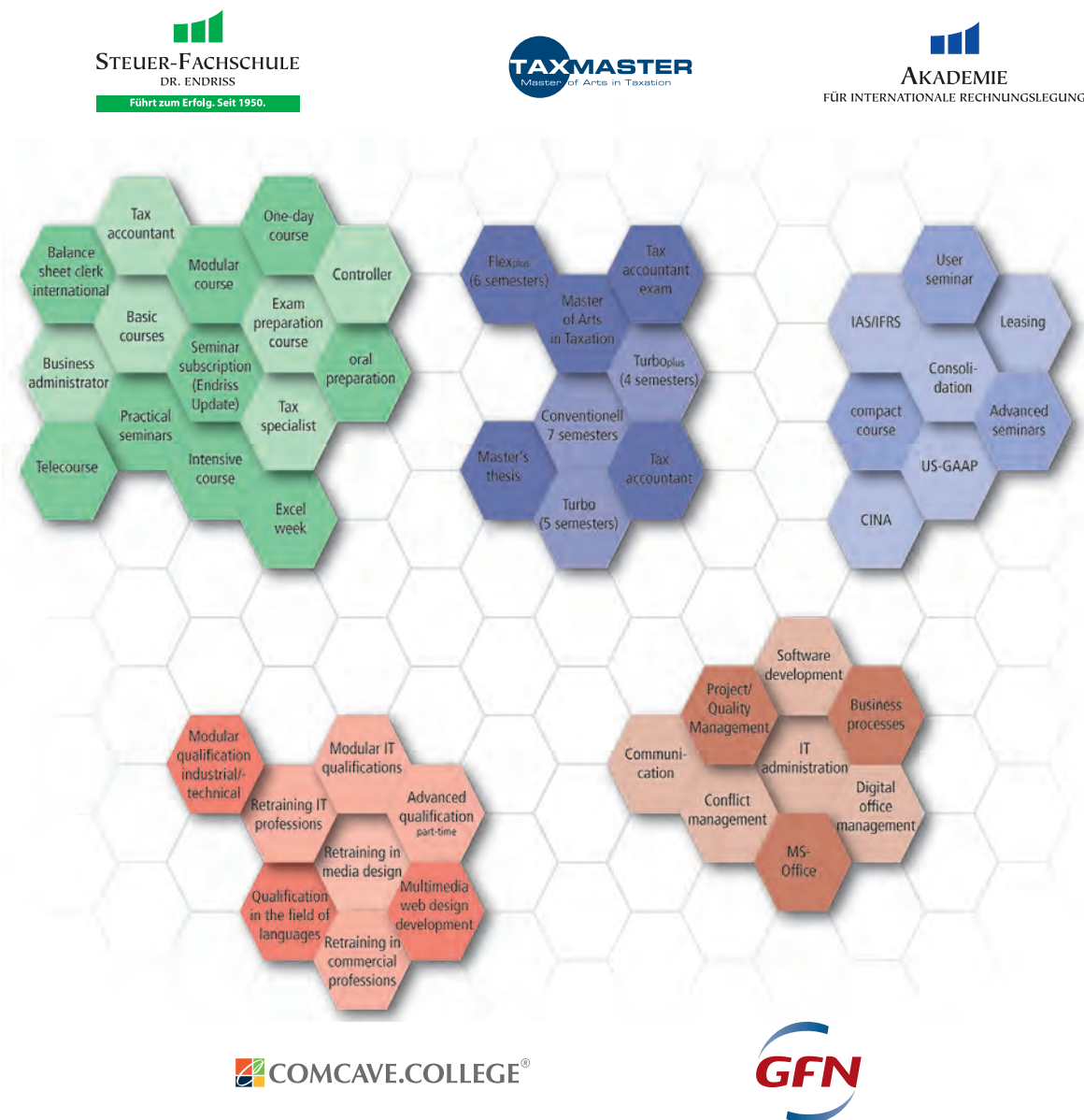
As part of its “lifelong learning” employee support programme, the Amadeus FiRe Group offers its employees discounts on training offers. Employees are reimbursed at least 50% of the regular fees for study programmes, training and other courses at Group institutions. Depending on relevance to business, the Amadeus FiRe Group will pay up to 100% of the costs. On consultation and as relevant, employees can also be reimbursed for a percentage of the regular fees for study programmes, training and other courses at external institutions.

This allows all employees at the Group’s own training institutions and at external institutions to gain recognised certifications for participating in study programmes, training and other courses. At the Group’s own training institutions, for example, it is possible to obtain various IHK (Chamber of Industry and Commerce) qualifications, a Master of Arts degree, the CINA qualification or certificates recognised by the subsidiary companies. In addition, every employee has the opportunity to expand or refresh their knowledge on the e-learning platform offered by the Dr Endriss Tax College.

The Amadeus FiRe Group has not been exempt from the short-time working measures introduced when the COVID-19 pandemic broke out. Many employees on short-time work schemes have used their new free time as an opportunity to continue their training at Group institutions. The company covered the costs of the training and the course materials required.



The training opportunities offered by the Amadeus FiRe Group's training area enable each employee to create an individual portfolio of required study programmes, training and other courses:



3.8. Health programme

During their professional life, people spend a majority of their life at work. For these and other reasons, the Amadeus FiRe Group assists its employees with various options for increasing their chances of a healthy life and staying healthy in the long run.

Starting with an introductory occupational safety training session, each employee who joins the company is provided with an extensive overview of possible risks and mistakes that may arise at and during work. All employees are required to complete this training by passing a test.

To ensure occupational safety in the long term, the Amadeus FiRe Group cooperates with occupational medicine and safety services. Regular workplace inspections also help to ensure ongoing occupational safety. This allows possible deficiencies to be rectified immediately, and employees receive regular instructions on accident and health risks in the workplace. All employees are also offered a G37 eye exam for PC workstations, and every employee is advised by the occupational medicine and safety service on occupational safety and accident prevention, and on how to set up their workplace ergonomically.

Having the right office equipment is the prerequisite for good advice on the ergonomic set-up of the workplace. The Amadeus FiRe Group's office buildings are all managed centrally, which ensures the same quality standards across all locations during relocations or renovations. All employees' offices are set up appropriately so as to provide them with an ergonomic and friendly working environment that is suitable to their age. Standards are assessed each year and adjusted and constantly developed to take account of new laws, requirements or scientific findings. These measures help guarantee that all employees are satisfied, regardless of where their place of work is located.

At the beginning of the pandemic, immediate action was taken to contain the virus by preparing a temporary works agreement allowing all Amadeus FiRe Group employees to work from home, effective immediately. Without delay, additional funds were invested in IT equipment for employees who lacked the resources needed to work from home. All employees were therefore provided with the IT equipment they needed. This was particularly needed to support families with children, who had to arrange their own child care after nurseries and schools were closed.

One preventative measure taken even before the first lockdown was to order face masks to protect all Amadeus FiRe Group employees. In addition, extensive changes were introduced in line with the COVID-19 occupational safety standards established by the German Federal Ministry of Labour and Social Affairs to ensure that day-to-day work at Amadeus FiRe Group workplaces is as normal as possible under the circumstances of COVID-19. At the same time, a temporary corporate policy was also introduced that includes the COVID-19 occupational safety standards as well as further strict hygiene rules. These measures reduce the risk of infection at the Amadeus FiRe Group's workplaces to an absolute minimum, protecting all parties involved and securing business operations.

By partnering with Fitness First, one of the leading fitness and health service providers in Germany, the Amadeus FiRe Group offers every employee the opportunity to get some physical exercise to compensate for their office work. Each employee who becomes a member receives a subsidised fixed discount on their membership fee. Members benefit from the extensive offer at one of the more than 80 Fitness First gyms throughout Germany.

At Comcave, employees without a gym contract can also engage in physical activity while at work by participating in the weekly online fitness programme “desktop stretching”. As well as promoting employee health, this also boosts team spirit.

In addition, all employees of the Amadeus FiRe Group have the opportunity to take part in various runs every year. Teams come together at all locations and race over distances of between five and seven kilometres, either as a relay team or as a group. The B2Runs in many German cities are always a highlight here. Following the outbreak of COVID-19, all such sporting events were cancelled as part of the general ban on events. To keep people active in 2020 while still observing hygiene rules, the locations could take part in a B2Mission, where participants have to run to different locations in the city within a set amount of time and collect points using an app. Runners could decide for themselves when, where and for how long to run and whether to do it alone or in groups. The team with the most points at the end was crowned the winner.

3.9. Social commitment

As a personnel service provider with over 20 locations throughout Germany and its own training services at over 90 locations across the country, the Amadeus FiRe Group bears responsibility not only in the context of its business activities, but also for the common good in general.

As in previous years, the Amadeus FiRe Group donated EUR 15,000 to the nationwide German Children and Youth Foundation (DKJS) in 2020. The aim of the non-profit organisation is to ensure that all children and adolescents can grow up under optimum circumstances in Germany and that they are identified in terms of their strengths rather than their deficits. In its programmes and projects, the foundation encourages children and adolescents to take their life into their own hands and initiates change processes – at nursery schools and schools, for the transition to working life, in family and youth policies. Nowadays, a solid education is an extremely important requirement when it comes to career prospects, which is why the Amadeus FiRe Group intends to continue supporting projects that were initiated with the help of donations in previous years.



Frank Hinte, Managing Director of the German Children and Youth Foundation (DKJS)

As a company by people, for people and with people, the Amadeus FiRe Group sets great store by interpersonal, regional and social activities in addition to financial donations. Welcome packages for participants, for example, regularly include bags from a workshop for the disabled. To promote art and culture, training classrooms were opened up as practice rooms for musicians at the start of the COVID-19 pandemic. It is through campaigns like these that the Amadeus FiRe Group demonstrates that all humans have equal worth and nobody is left out. It is important to establish a basis that gives everybody the same opportunities to participate in life and make the best of their individual situation. What counts is humanity and how we treat one another.

In 2018 and 2019, the newly acquired GFN GmbH (acquired on 15 September 2020), in cooperation with the IQ Network, explored the topic of diversity as part of workshops and training sessions at a regional location. As the location focusses on front office and integration and has and continues to work with many refugees in individual coaching programmes, the aim of the workshops was to raise awareness among all instructors and employees and to define what “diversity” means in various contexts. Key topics included intercultural skills and diversity in the company and diversity in the workplace. The results of the workshops reinforce the message of this sustainability report and highlight the core attributes that are so vital to diversity: openness and impartiality, respect and tolerance, support and fairness and transparency and flexibility.

The Amadeus FiRe Group has been very involved with sports for many years and was and is the sponsor of many regional sports clubs and teams; in this capacity, it helps children, adolescents and adults to pursue their hobby at a low cost and independently of the personal or financial situation.

Frankfurt/Main, 17 December 2020

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Chief Executive Officer



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