



Sustainability Report 2021 of the Amadeus FiRe Group

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



This sustainability report constitutes the non-financial declaration in accordance with section 315b of the Handelsgesetzbuch (HGB – German Commercial Code), which is also referenced in the management report in the annual report

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Additional information on all areas can be found in the published annual report and the compliance report of the Amadeus FiRe Group.

Dear Readers,

Thank you for your interest in our sustainability report! The work in our Personnel Services and Training segments continues to focus around people. As a result of our day-to-day work with people, social sustainability issues are particularly important to us as a company – true to our motto: By people, for people.



Robert von Wülfing,
Chairman of the
Management Board

When our business activities help to maximise the overall benefit for all our stakeholders, we know that we are in line with the criteria for the sustainability aspects relevant to us. Our goal is to set a good example and show how people can be integrated into and retained on the job market sustainably and with equal opportunities and good prospects. This will be done in accordance with our financial targets. Every person is individual and special – and this is something we want to foster. We believe that, with the right steps, everyone can be helped to achieve their individual career goals. We offer this help to all our employees, candidates and participants, with training and retraining programmes and with personnel services. We see fairness and appreciation as implicit in building a positive, trusting and productive learning and work atmosphere.

More recently, we have expanded the Training segment with the integration of COMCAVE and GFN. Both companies specialise in subsidised adult education. Using suitable training or retraining activities, we want to prepare people for reintegration into the job market as quickly as possible. The combination of training and personnel services allows us to create valuable synergies and to offer training or retraining graduates customised support in the search for work that fits their personal skills and capabilities.

We want to support people in the professional careers through all stages of life – from their first steps in the world of work to retirement. We are a reliable partner serving our training participants, candidates and employees in their ongoing professional development. To achieve this goal, our day-to-day activities are not just about performing our primary activities, but also going one step further to live up to our social responsibility.

Kind regards,

Yours

A handwritten signature in blue ink, appearing to read 'Robert von Wülfing'. The signature is fluid and cursive, with a large, stylized 'W'.

Robert von Wülfing
Chairman of the Management Board

2. The Amadeus FiRe Group

2.1. The Amadeus FiRe Group and sustainability

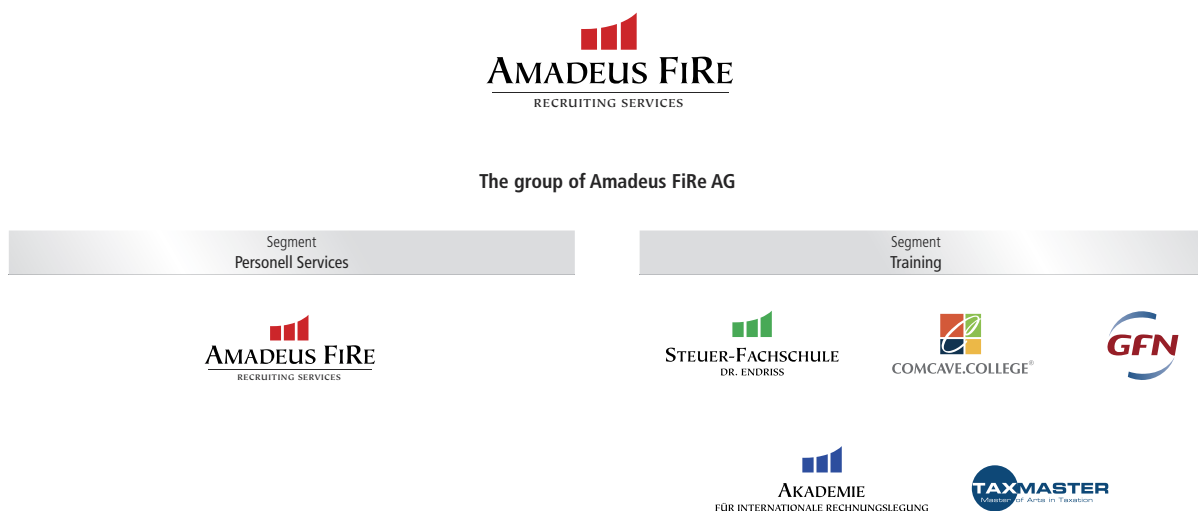
For more than 30 years, the Amadeus FiRe Group has worked as a specialist personnel services provider for professional and management staff in the commercial and IT sectors at more than 20 locations in Germany, and it has worked in training throughout the nation for more than 70 years. We see ourselves as a reliable and accepted partner for training participants, our own employees and for our client companies. Amadeus FiRe works for national and international companies of different sizes across various industries. The Personnel Services segment assists our client companies with the services of specialised temporary staffing, permanent placement and interim and project management.

The training and retraining programmes of GFN, COMCAVE, Dr Endriss Tax College, the Academy of International Accounting and TaxMaster are offered at more 90 locations throughout Germany.

In particular, GFN and COMCAVE work in publicly funded training and retraining for people out of work and on seminars for companies and individuals. Furthermore, COMCAVE specialises in live online teaching by tutors, which participants can take part in flexibly wherever they happen to be.

The Dr Endriss Tax College is Germany's largest school specialising in tax, finance, accounting and controlling training, and has operated nationwide for more than 70 years. The Academy of International Accounting is the first and leading provider of IAS/IFRS and US GAAP training 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 in 2021:



The Amadeus FiRe Group operates throughout Germany and, in its Personnel Services segment, assists client companies by providing staff under the German Temporary Employment Act, by the recruitment and permanent placement of professional and management staff and by filling temporary interim and project management vacancies. The Training segment provides training and retraining in information technology (IT) and commercial professions, and teaches the latest expertise in the areas of tax, finance, accounting and controlling.

Being a long-term or even a lifelong partner for its training participants, candidates, employees and clients is part of the Amadeus FiRe Group's mission statement.

All training participants, candidates and employees are actively assisted in achieving their personal career goals throughout their professional careers. The Amadeus FiRe Group offers its personally and individually advised client companies valuable assistance for the long-term recruitment of professional and management staff, short-term staff shortages and teaching the latest technical expertise. Personal and long-standing contact with clients is essential for achieving these goals. This close contact allows a better understanding of clients' requirements, thereby enabling the best possible assistance.

The aim is to fill vacancies with the most suitable and qualified professional and management staff to design training courses tailored to requirements.



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 & INSPIRATION

Developing and inspiring all employees through ...

- Knowledge of current developments and joint preparation of a personal development plan
- Belief in the general social benefit 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

ROLE

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

The Amadeus FiRe Group's work in the Personnel Services and Training segments for commercial and IT professions qualify it as a market leader in Germany. This makes us proud, but also makes us aware of our role in the statutory and social environment. Throughout the Group, we not only operate in line with the statutory provisions, but have also developed management principles and internal policies that allow the Amadeus FiRe Group to convincingly live up to its social responsibility.

In the Personnel Services segment, the Amadeus FiRe Group recruits and hires employees with teachable qualifications on permanent contracts – proactively and independently of whether or not there is currently a suitable client vacancy. Our knowledge and our experience enable us to find suitable temporary or permanent vacancies for our employees at client companies. In the course of 2020, the Amadeus FiRe Group hired 2,335 employees (as compared to 3,382 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. The number has fallen sharply on account of the decline in business volumes triggered by the pandemic, but should return to prior-year levels in 2021.

The Amadeus FiRe Group was able to cope with the ongoing pandemic situation in a socially responsible way in the first half of 2021 as well. Reduced working hours, which had been necessary in 2020, were gradually reduced and ended as the year went on. Thanks to qualified training and the good experience of employees on customer assignment, many client companies continued to take on our employees even at the height of the pandemic. Despite the declines due to employees being taken on, we came through the crisis with our workforce intact, which was one of the Group's primary goals.



In addition to the positive prospects that Amadeus FiRe offers its employees on customer assignment as a specialist in commercial and IT areas, it is also driven to secure fair market pay. The iGZ (Association of German Temporary Employment Agencies) and DGB (Confederation of German Trade Unions) wage agreement for temporary staffing has formed the basis for this since 2003. This means that all external employees receive remuneration that is at least in line with the collectively agreed regulations, the regulations in the corresponding sector bonus wage agreement or the equal pay regulation. Also, a majority of all employees receive a bonus above the general pay scale when hired.

In order to maintain the lifetime professional partnership enshrined in the company's philosophy, personal contact with candidates and employees, and with clients and those interested, is a fundamental success factor. Such personal contact is a key and indispensable component of day-to-day work. Respectful and polite interaction should be guaranteed at all times – true to the principle of treating others as you would wish to be treated yourself.

To reduce the risk of infection to the absolute minimum and to apply the German Federal Ministry of Labour and Social Affairs' COVID-19 work safety measures correctly, personal contact initially had to be minimised in 2021 as well for the protection of all concerned. In order to find a satisfactory solution for all parties without taking any health risks, the Amadeus FiRe Group quickly invested in state-of-the-art technology. This allowed interviews and talks with candidates, employees, clients and interested parties to be held better and more easily in digital form.

In the Training segment, the aspiration is to transfer as much knowledge as possible to optimally help all participants achieve their personal professional and career goals. 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. In order to keep this going during the pandemic, seminars previously held in person were continued in digital form. As the pandemic situation returned to normal, many events were held in person again in 2021.

Regardless of the pandemic in 2021, every training candidate benefits 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, or mixed formats where participants are in the classroom and instructors at home or vice versa. In addition to live teaching, there are also many options for participants to study themselves with the support of a specialist advisor or entirely by themselves using e-learning platforms. 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 segment are certified in accordance 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 an overwhelming majority of training programmes.

In order to give participants the best possible support, COMCAVE and GFN also use education experts to assist participants in training and retraining.



The combination of the Personnel Services and Training segments creates synergy effects that benefit a wide range of people. The shortage of skilled personnel, whether this is a forthcoming phenomenon or has already arrived, is an increasingly weighty issue facing the economy. Thanks to the requirements known from the Personnel Services segment, the skills and expertise needed on the job market can be suggested to candidates in the Training segment. People who have extended gaps in their professional career, for example due to illness or parental leave and those who have been briefly unemployed for other reasons and wish to return to work benefit from this particularly thanks to synergies between training and personnel services. This is primarily achieved through suitable training or retraining programmes to make it easier for them to re-join the workforce. After successfully completing the training or retraining programme, the second stage involves our personnel advisers who help additionally qualified people to find a position that suits their personal skills and abilities.

Naturally, the principle of lifelong partnership also applies to all internal employees of the Amadeus FiRe Group. This is intended to create opportunities that provide internal employees with the opportunity of following a career path within the organisation. The Group believes that it has the social responsibility to act as a role model that can always be aspired to.

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.

A great example of this is the career of Ms Lisa Beinhauer, and who has been with the Amadeus FiRe Group for more than 13 years now. She is the Recruitment team leader at the Frankfurt branch. Ms Beinhauer began training as a personnel services consultant in 2008. Since then, she has learned the business model and all the Amadeus FiRe Group's relevant business processes. After completing her training, Ms Beinhauer became a recruiter. To continue expanding her knowledge and take the next steps on her career path with the Amadeus FiRe Group, Ms Beinhauer trained part-time as a human resources manager, graduating in 2015. Since then, and with the help of her professional skills, Ms Beinhauer has worked as a Recruitment team leader since January 2016. Thanks to her training and the years of recruitment expertise gathered through her work, Ms Beinhauer has also been the Recruitment process officer since 2016. She was heavily involved in introducing a new applicant management system and is still involved in improving the quality of applicant management today. Ms Beinhauer's career is one of the examples that illustrates what the Amadeus FiRe Group means by a lifelong partnership and what that might look like.

The Amadeus FiRe Group has been training apprentices for many years. In keeping with its social responsibility, it does so independently of the current economic situation. The Amadeus FiRe Group had 60 trainees in total as at 30 September 2021.

Employees on assignment with customers are actively supported while with the company to help them achieve their personal career goals by placing them in positions that fit them accurately or through training provided by the Amadeus FiRe Group. Everyone has the chance to offer their opinion and give both positive and negative feedback in an annual employee survey. More than 80 percent of participants regularly say that they are satisfied or highly satisfied with Amadeus FiRe as an employer.

All of the Amadeus FiRe Group's office space is managed centrally to ensure that all locations have the same high standard of quality. All workspaces at the Amadeus FiRe Group are designed ergonomically and equipped to provide a pro-work environment appropriate to an employee's age. To optimise commuting for employees, participants and candidates, and to reduce emissions, the distances travelled to work are minimised. It is therefore important to find office buildings in central locations that can be easily reached. These measures help guarantee that all employees, participants and candidates are satisfied, regardless of where their place of work is located.

To further enhance this satisfaction and to keep reducing emissions in the long term, all internal employees can spend some of their time working remotely – regardless of the pandemic situation.

The Amadeus FiRe Group stands for full compliance with all relevant regulations. This strict compliance is guaranteed by processes, controls and the extensive subject knowledge of an internal audit department. This applies to collective bargaining law, labour law, social security law, the German General Act on Equal Treatment and to compliance with all internal guidelines as well. To guarantee our own high standards, we also take advantage of consulting services provided by external specialists and our internal employees undergo intensive training in the relevant areas.

The temporary employment and interim and project management services are strictly regulated by statutory requirements and social security guidelines. The consulting expertise possessed by its employees allows the Amadeus FiRe Group to guarantee that changes in the law are implemented quickly and correctly. This sets the Group apart and is an advantage prized by our clients.

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

The Amadeus FiRe Group's mission is to assist people in all phases of the professional self-actualisation.

Fulfilling this mission also includes striving to create value added for all parties involved. For the Amadeus FiRe Group, this is about more than just monetary value added. The benefits achieved should extend to all aspects of social sustainability and to the personal satisfaction of everyone involved.

One example that encapsulates this is a participant's subsidised retraining, through which an employee is reintegrated into the world of work through temporary placement with a client company and later taken on. In a best-case scenario, our participants, candidates and employees find themselves a suitable position tailored to their individual career goals, skills and capabilities. At the same time, client and participating companies can fill their vacancies with someone who is excellently qualified for the post.

The process described contributes to the common good by quickly and lastingly integrating people back onto the job market. This quickly relieves the pressure on the federal government, the states, municipalities and social security, and they benefit from having more revenue from taxes and social security contributions, which in turn helps other people.

The wide range of personnel services and training offered by the Amadeus FiRe Group and the work of our employees give people security and prospects, thereby helping to improve their personal lives. We help our client companies to influence their business situation for the better in the long term by improving their human resources.



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 achieve a strong rating on social platforms among its peers.

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

	2021	2020
Overall score	4.4 (1 st place*)	4.3 (2 st place*)
Score among applicants	4.6 (2 st place*)	4.5 (2 st place*)
Score among employees	4.1 (5 st place*)	4.0 (5 st place*)

* Compared to the 20 most relevant competitors in the operational sector – 2021: as at 1 October 2021; 2020: as at 1 October 2020

GOAL 2

The Amadeus FiRe Group strives to achieve a strong 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.

	2020	2019
Retention rate of the Amadeus FiRe Group	48%	47%
Retention rate in the temporary staffing sector	18%*	18%*

* The retention rate for the temporary staffing sector can be found in the 2020 and 2021 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).

	2020	2019
Recommendation rate among employees	82.7%	83.3%
	2021	2020
Recommendation rate on Kununu	89.0% (3 rd place*)	85.0% (3 rd place*)

* Compared to the 20 most relevant competitors in the operational sector – 2021: as at 1 October 2021; 2020: as at 1 October 2020

GOAL 4

In the field of training, the Amadeus FiRe Group strives to help people successfully shape their professional future by providing high-quality, specialised and market-driven training programmes throughout Germany.

The goal is measured on the basis of the number of people who successfully complete training.

	2020	2019
Participants in training	43,000*	31,000*

* Number of participants in 2019 not including COMCAVE of GFN. Including COMCAVE from 2020; GFN to follow in 2021.

GOAL 5

The Amadeus FiRe Group aims to keep the ratio between greenhouse gas emissions in tonnes and revenue generated in millions of euro 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 tonnes and revenue in millions of euro.

	2020	2019
Greenhouse gas intensity	2.68	5.82
Revenue in millions of euro	280.2	233.1
Greenhouse emissions in tonnes	750.38	1,356.08

3. Aspects of sustainability

3.1. The ecological aspects of sustainability

As a pure-play service and training provider without production facilities, the Amadeus FiRe Group has rented office space or buildings at more than 20 locations throughout Germany for the Personnel Services segment and more than 90 such locations for the Training segment. In addition, it has leased or purchased vehicles for employees and office and IT equipment for classrooms, administrative and sales premises and for its employees. Other than these, there are no other functions in the company, such as production or logistics, that are ecologically relevant.

As part of its strategy to reduce greenhouse gases, the Amadeus FiRe Group is focusing on office buildings and equipment, employee equipment and vehicles. The aim is to ensure that all management decisions within these categories always take ecological relevance into account, and to balance the reduction of greenhouse gases with the cost effects that may be entailed. When deciding between several otherwise identical alternatives, this means that the more sustainable option is always chosen.

When renting office space and buildings, centralised Facility Management always ensures that these were built or renovated according to high Amadeus FiRe Group quality standards in order to guarantee energy efficiency and reduce energy consumption in the long term. 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 must be possible to lease both petrol and diesel vehicles. As the necessary infrastructure does not yet exist, the leasing of electric vehicles is not possible at this time. The Amadeus FiRe Group would only be able to continue its business activities with considerable restrictions given the current state of the infrastructure required. Minimising the emissions impact of the leased fleet also limits the types of vehicle that can be chosen. For example, it is not possible to lease minivans or sports cars, which generally consume more fuel. Utilisation is also being optimised to improve the use of resources by primarily only providing the company cars or rental vehicles that are available. New cars are only ordered if requirements are definite and long-term.

The pool car concept has also been successfully introduced at larger locations. Multiple employees share a vehicle to drive to appointments. These employees are granted a salary adjustment in return for not having a company car. The participating employees primarily use public transport or bicycles to commute between work and home. This cuts down on unnecessary driving time. The pool vehicles are always small, low-emission vehicles. Work bicycles are another way for our employees to get around without causing emissions.

The Amadeus FiRe Group's fleet has also included four electric vehicles since COMCAVE was acquired in 2019. However, electric vehicles can currently only be used at COMCAVE's headquarters, as this is where the required infrastructure is available.

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 generated by and acquired from external sources, such as electricity and district heating. Almost all Amadeus FiRe locations used 100 percent green electricity in 2020. As a result, since 2020, the Amadeus FiRe Group has caused only minimal GHG emissions or radioactive waste due to electricity. The Amadeus FiRe Group has therefore taken a big step in the field of ecological sustainability. In addition to market-based greenhouse gas emissions from electricity, the Amadeus FiRe Group also calculated the market-based radioactive waste from electricity for 2020 and compared these values against the location averages for Germany. Average greenhouse gas emissions in Germany amounted to 352 g/kWh in 2020 (previous year: 435 g/kWh), with average radioactive waste of 0.0004 g/kWh (previous year: 0.0003 g/kWh).

For reasons of materiality, GFN GmbH, which was acquired in the fourth quarter of 2020, has not been included in the figures for 2020. GFN was incorporated into the Group's procedures during the fourth quarter. GFN is likewise due to switch to 100 percent green electricity.

Scope 2 CO ₂ emissions due to electricity	Electricity consumption (kWh)	of which renewable energies (%)	CO ₂ emissions (g/kWh) market-based at current electricity rates	CO ₂ emissions (tonnes) market-based at current electricity rates	CO ₂ emissions market-based vs. location-based (100%) Electricity rates vs. average German mix(100%)
Personnel Services segment	607,123	98.70%	8.91	5.41	2.53%
Training segment	1,099,538	94.42%	0.57	1.14	0.32%
Amadeus FiRe Group	1,706,661	98.77%	3.84	6.55	2.62%
Per capita values	1,532			0.01	
Per million euro in revenue / GHG intensity	6,091			0.02	

The Scope 2 values caused by electricity are calculated as follows:

Scope 2 Radioactive waste due to electricity	Electricity consumption (kWh)	of which renewable energies (%)	Radioactive waste (g/kWh) market-based at current electricity rates	Radioactive waste (g) market-based at current electricity rates	Radioactive waste market-based vs. location-based (100%) Electricity rates vs. average German mix(100%)
Personnel Services segment	607,123	98.70%	0.00001	7.25	2.98%
Training segment	1,099,538	89.03%	0.0	0.91	0.23%
Amadeus FiRe Group	1,706,661	98.77%	0.0	8.15	1.19%
Per capita values	1,532			0.01	
Values per million euro in revenue	6,091			0.03	

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 significant variable and are thus shown for 2020 below:

Scope 3 CO2 emissions by leased fleet	Distance travelled (km)	CO ₂ emissions (g/km)	CO ₂ emissions (tonnes)
SKODA	602,557	187.17	112.78
BMW	1,187,035	156.97	186.33
VOLKSWAGEN	1,117,190	185.87	207.66
AUDI	1,261,321	160.60	202.57
OTHER	204,446	168.70	34.49
Amadeus FiRe Group	4,372,549	170.11	743.83
Per capita values	3,925		0.67
Per million euro in revenue / GHG intensity	15,605		2.65

The Amadeus FiRe Group does not consider it necessary to gather data on other Scope 3 categories at this time. The effort required to gather relevant and valid data outweighs the possible value added 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 strict compliance with corporate guidelines.

The Amadeus FiRe Group firmly believes that statutory regulations should be comprehensibly communicated to those affected. 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. Furthermore, all sales employees in the Personnel Services segment take professional training on subjects including labour and collective bargaining law and false self-employment in interim management. This ensures that contracts comply with the law and that the statutory regulations that create fair working conditions can be explained to employees.

The general and European Convention on Human Rights, the core labour standards of the International Labour Organization Convention, and complementary laws on dignified working conditions and effective employee protection, are important and valuable components of German law, and 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 key criterion in optimising processes and structures is to maintain and further improve the equal opportunities that have already been established for all candidates and employees.

There is a uniform IT system in the Personnel Services segment, which works with sensitive candidate data. A key feature is strict compliance with data protection and data security. All applicant, candidate and employee data are stored centrally in one place. Automated processes ensure that data are stored in line with the General Data Protection Regulation. This means that data are erased after the end of the statutory holding periods, ultimately allowing the database to "forget" applicant, candidate and employee data. Naturally, this process can also be initiated and executed manually at any time.

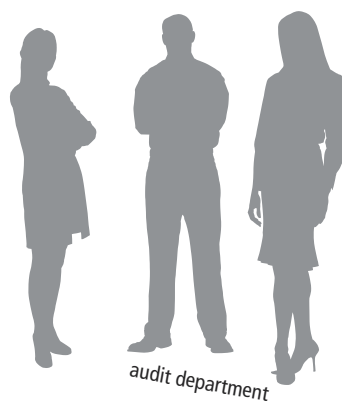
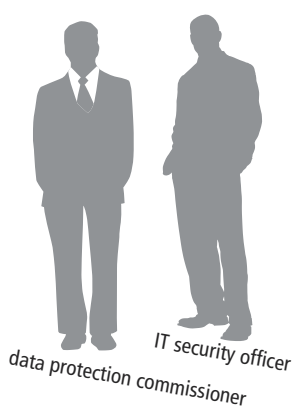
The software currently used for training purposes also covers key data protection and data security features and meets the highest standards.

The Amadeus FiRe Group has appointed a Data Protection Officer in order to meet the requirements of the General Data Protection Regulation (GDPR). 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 offices 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. Furthermore, all security-based systems are designed redundantly so that 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. In addition to 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 clients value greatly and also a distinguishing feature of the Amadeus FiRe Group. Employees on customer assignment and interim managers are informed of legal issues, including compliance with data protection law, and required 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.

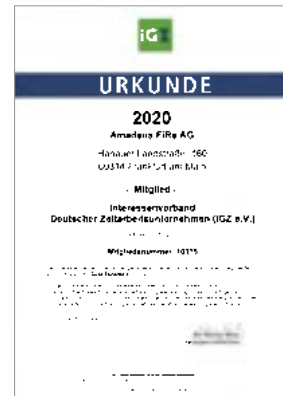
Our experts



3.3. Certifications and awards

The Amadeus FiRe Group is a role model. This 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 received key certifications and awards that show that the Group is dedicated and prepared to do more than is legally required.

For example, regulations pertaining to collective bargaining law have been in effect for the temporary staffing sector for 18 years now, and the Amadeus FiRe Group has been committed to these regulations right from the start. Specifically, this refers to the industry collective bargaining agreement that was entered into 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.



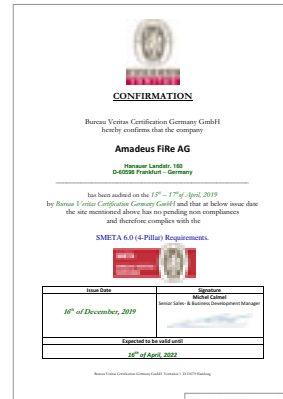
The fact that our management system was certified according to the DIN EN ISO 9001:2015 standard verifies the Amadeus FiRe Group’s high quality standard in all processes and workflows. The purpose of obtaining the certification is to achieve clear structures in a control system in which a continuous 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.



This statement is supported by the Gold DGNB certificate for sustainable office and administrative buildings supports, which has been awarded for the head office in Frankfurt/Main, for example. This certificate shows that the building used there satisfies current sustainability criteria.



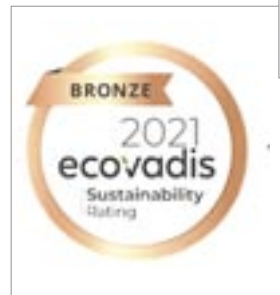
The SMETA 4-PILLAR standard certificate is awarded after an audit that examines the four pillars of labour standards, health and safety, business ethics and environment. Following a multi-day audit conducted by Bureau Veritas, the Amadeus FiRe Group received a letter of conformity confirming that the 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 Bronze 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 2021, 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 Amadeus FiRe AG is recommended by its employees and that Amadeus FiRe Group employees feel comfortable. The second award, “OPEN COMPANY” is proof that Amadeus FiRe AG is committed to being open: 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, Amadeus FiRe AG has been named a “top” employer by well-known media companies in collaboration with academic institutions.



In the Amadeus FiRe Group’s training segment, COMCAVE was again named the “TOP institute for professional training” in the “Bildung mit System” customer satisfaction survey and the “best e-learning provider” for the sixth time in a row. The results of the “Bildung mit System” study were published in the May 2021 issue of FOCUS.



COMCAVE was declared a “Top Job” employer in 2021 following an employee survey by zeag GmbH - Zentrum für Arbeitgeberattraktivität in cooperation with the University of St. Gallen.



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 only be achieved 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.

In addition to 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. For example, in the Personnel Services segment, every year there are meetings and interviews with managers, the most successful newcomers and employees who are most successful in the long term. Feedback is also gathered at 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 employees of the Amadeus FiRe Group on customer assignment are asked to take part in an employee survey created for them (anonymous survey). In the 2020 survey, 87 percent were at least satisfied with Amadeus FiRe as an employer and 85 percent said they would apply to Amadeus FiRe again. These two figures have risen steadily over the past five years. 82 percent of employees on customer assignment would recommend Amadeus FiRe and 69 percent 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 changing opinions about it for the better. In 2020, the Amadeus FiRe Group achieved this aim among 70 percent 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 surveys conducted to date in 2021 show that, on average, 81 percent are satisfied overall with the employees assigned.

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.

On average, an impressive 94 percent of the clients were satisfied overall with their point of contact at the Amadeus FiRe Group.

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 relevant and important at Amadeus FiRe	Percentage of clients who consider the issue relevant and important at Amadeus FiRe
Social and regional commitment	95%	97%
Preventing corruption and discrimination	99%	98%
Data protection and data security	100%	100%
Avoidance of CO2 emissions and responsible handling of resources	91%	94%

Figures for employees from 2020; 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 issue for employees and clients is the social and regional involvement of the Amadeus FiRe Group, its responsible handling of resources and the reduction of carbon 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 only operates 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

As part of our strategy, the Amadeus FiRe Group strives to build strategic and long-term partnerships with all our clients and assists them in the event of short-term staff shortages, the long-term recruitment of professional and management staff and in teaching the latest technical expertise.

We optimise clients' recruitment and employee knowledge. The fair and equal treatment of all client companies and certain independence are essential for the Amadeus FiRe Group. In 2020, for example, the 10 largest client companies had a revenue share of less than 10 percent.

Another benefit for our client companies is the training offered by Group subsidiaries in the form of seminars, in-house training or using e-learning platforms. Compiling an individual portfolio of corresponding components helps our client companies with the targeted training of their employees.

In addition to active employee training, 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 value added. 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 more than 200 regional or virtual 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.

In order to satisfy our own expectations even during the ongoing pandemic situation in 2021, the format for trade fairs, events and specialist lectures has since been switched to online events with video broadcast.

Corporate action		
Work IT security officer / annual IT audit	Works data protection officer	100% compliance
Objective and performance-based remuneration system in sales	Capital accumulation benefits	Preventing corruption and discrimination
Guaranteeing all work safety measures	Social commitment	Promoting equal rights and equal opportunities
Mandatory employee training on the German General Act on Equal Treatment	Mandatory employee training on data protection	Guaranteeing duty of care duty of care

Since the middle of 2021, as a result of the development of the vaccination rate and the general pandemic situation, in-person events have been permitted again under strict safety conditions. All COVID-19 regulations are applied and monitored to guarantee the safety of all involved.

Another key pillar of our customer management is again personal contact between the Amadeus FiRe Group's sales employees and their counterparts at client companies. We believe that talking in person is the most effective way to determine what customers want and to make this a reality.

This way we work on an equal footing with our clients. Mutual trust is indispensable here, and ultimately forms the basis for a long and, above all, successful working relationship.

This trust is guaranteed by the Amadeus FiRe Group's aspiration to ensure "100 percent 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.

3.6. Employee management

Our philosophy is that our employees are largely responsible for the success of the Amadeus FiRe Group. Our employees are our most valuable asset. We demonstrably work to achieve high and consistent employee satisfaction. Regular surveys are held at all companies to track our employees satisfaction.

Loyalty to the company must be fostered from the very first day. To help everyone have a good start at work, GFN offers a mentoring model where experienced co-workers assist new employees in their first steps.

The employees of the Amadeus FiRe Group should be involved in the development of the company. 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.

We are highly aware of our responsibility towards our employees. We guarantee our duty of care at all times.

The life-long partnership journey ends with well-deserved retirement. We wish to assist our employees with this as well by offering a company pension scheme.

We feel that work-life balance is becoming increasingly significant. Here, too, we want to do the best we can for our employees. One of the ways that we do this is by offering flexible work hours – built around set core hours – or by offering the option of partial remote working. Overtime is not taken for granted – the Amadeus FiRe Group organises its work so that it can be completed within the agreed working hours. If more work is necessary because of important operational requirements, this can naturally be compensated in the form of time off in lieu or remuneration.

All Amadeus FiRe Group employees 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.

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, work bikes, gyms and participation in corporate runs.

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 a key element in the positive development of the Group as a whole and demonstrate the sustainability effect of enduring good relationships.

The employees of the Amadeus FiRe Group 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 rounded off by team and company events that allow discussion outside the workplace and boost cohesion.

The health of our employees comes first, which is why we naturally complied with official instructions and cancelled all in-person events on account of the pandemic situation in the first half of the year. COVID-19 is an acute risk factor for internal networking and communication. To ensure communication among all employees across different locations and companies, even under more difficult conditions, the Amadeus FiRe Group made big progress on its internal digitalisation and used digital communication systems during this time.

Sustainability and environmental protection play a key role in employee management as well. Attention is paid to the conservation of resources, for example by avoiding unnecessary paper waste by only printing essential documents. When providing free coffee and beverages as well, we try to do so with as little environmental impact as possible. Tap water is treated to provide drinking water. The water is filled into reusable bottles, which can be washed and reused. The coffee capsules used are produced in line with sustainability criteria and attention is paid to their recycling.

Employee benefits

Flexible overtime regulations

Work bicycles

Subsidised **fitness and sports programmes**

Public transport **subsidies**

Free coffee and water

Occupational health check-ups

Capital accumulation benefits

Team events and company parties

Company pension scheme

Remote working

Mentoring model for new employees

Corporate benefits

Flexible working hours

Another key issue in employee management is equal rights. All employees should be treated equally. Equal opportunities for men and women, and work-life balance, are very important. One example of this is the remuneration model in sales, which is linked to fixed, purely performance-based factors. These are publicly accessible for all employees. The salary paid to employees is therefore objectively transparent and not determined based on subjective preferences. To facilitate the return to work after parental leave, the Amadeus FiRe Group, with its employees, attempts to find suitable working time models and to take employee's personal circumstances into account. The potential hours that can be worked are not a requirement for taking on management responsibility. For example, management positions are held on a part-time basis in internal administration and sales at the Mainz branch, for example.

In addition to equal opportunities for all employees and work-life balance, it is important to the Amadeus FiRe Group to create guidelines that prevent bullying, sexual harassment and all forms of discrimination. Any violations of statutory regulations can be reported anonymously in order for them to be investigated.

In order to do justice to the issue of diversity and to raise employee awareness even more, GFN, for example, provided intensive training for a selected group of employees by IQ Netzwerk Saarland.

As GFN focuses on front office and integration and has worked 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, transparency and flexibility

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.

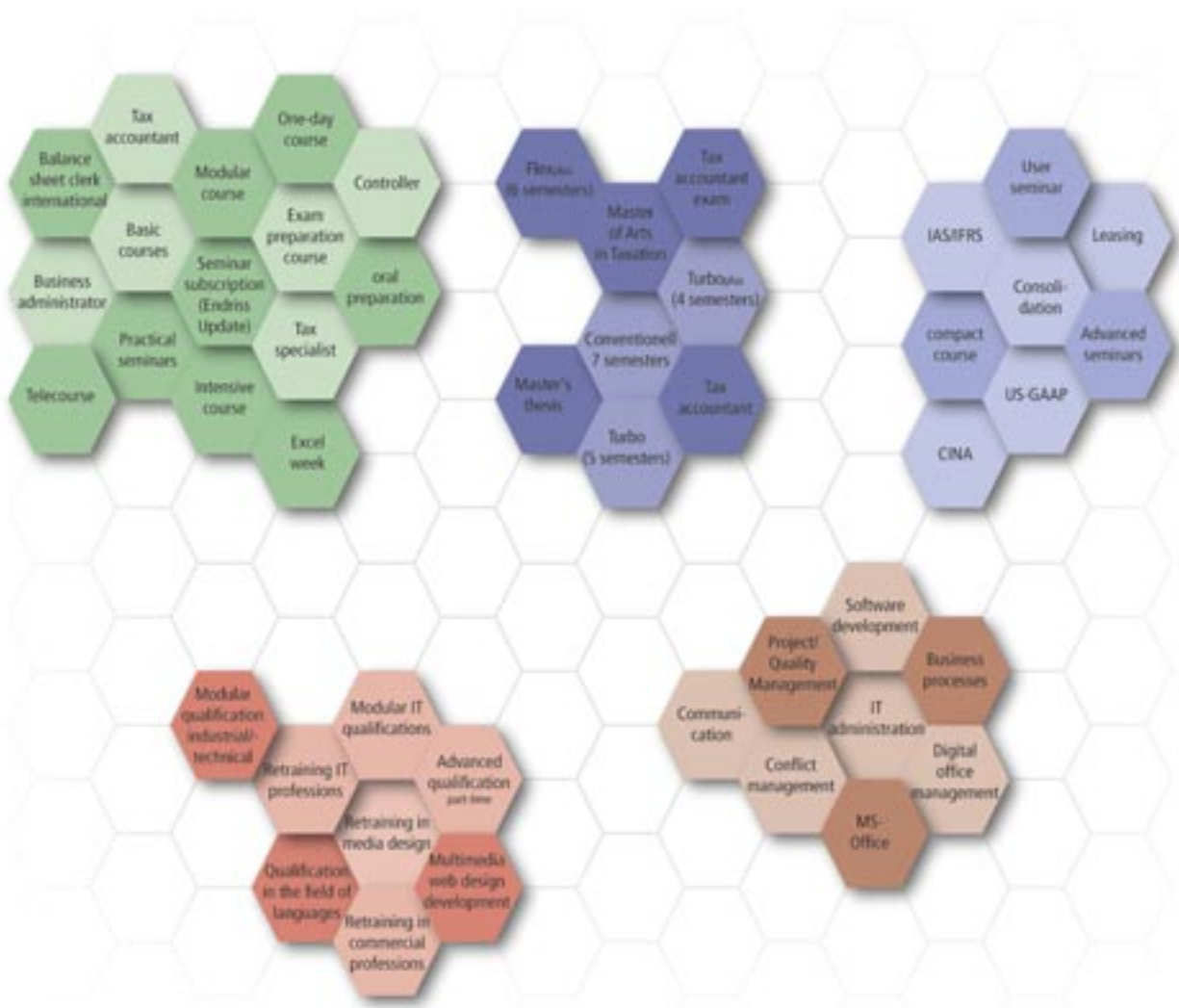
In order to strengthen staff retention and employee satisfaction, the Amadeus FiRe Group has a defined training programme in place for all roles for the entire duration of the employee's time at the company. Initial training for all internal employees is managed centrally to guarantee the same level of knowledge at all locations. 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 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. 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.

As part of its "lifelong learning" employee support programme, the Amadeus FiRe Group offers its employees discounted and subsidised training. Employees are reimbursed at least 50 percent 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 percent 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.

Employees took advantage of the ongoing pandemic situation on account of the spread of COVID-19, and the reduced hours entailed at times, to make progress within the Group's own training 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

It has been proven that people spend a majority of their life at work. As an employer, we are committed to improving our employees' chances for healthy living and staying healthy for good.

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. Completion of this training is linked to proof of performance to ensure that this key issue was successfully taught or to ensure extra help if matters are unclear.

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.

Group accident insurance for all employees is intended to provide optimal protection for unforeseen events harmful to health.

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.

Since the outbreak of the COVID-19 pandemic, all employees of the Amadeus FiRe Group have been able to permanently work from home. This was set out in a corresponding works agreement.

At the same time, a temporary corporate policy was also introduced that includes the COVID-19 occupational safety standards and other 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. All our employees, candidates and participants are offered extensive and free testing. Strict compliance with the statutory regulations on vaccinated/recovering/tested status is guaranteed at all times and controlled accordingly. Amadeus FiRe has also offered vaccinations for all its employees.

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. A Hansefit sports membership is available as well. Hansefit offers its members a wide range of sporting activities, both online and in-person for a number of providers. This also includes swimming pools, gyms and climbing facilities.

At COMCAVE, employees without a gym contract can also keep fit at work by taking part in the weekly “desktop stretching” online fitness programme. In addition to being good for employees’ health, this also boosts team spirit.

The use of a job bicycle, available from 2021, can also be good for our employees’ health. Also, 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. It was often not possible to stage sports events in the first three quarters of 2021 because of the COVID-19 situation.

We would like to support our employees in all areas of physical and mental health and foster family ties. From the fourth quarter, we are therefore making the online family service portal [voiio](#) available to our employees. [voiio](#) offers a variety of online services for all life situations and stages. This includes virtual childcare and learning programmes, exercises for working from home, advice for parents and partners and for work-life balance.

3.9. Social commitment

As a personnel service provider with more 20 locations and its own training services at more than 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.

The Amadeus FiRe Group donated EUR 15,000 to Stiftung Bildung in 2021. Stiftung Bildung works throughout Germany for diverse and participatory education, and above all for the engagement of children and teenagers in matters that concern them. It strengthens the civil commitment to education. It works closely with the Bundesverband der Kita- und Schulfördervereine and provides grassroots support to the active associations. Stiftung Bildung is an advocate for the best education throughout the country and uses its donations to benefit schools and nurseries.



The flooding disaster in Rhineland-Palatinate and North Rhine-Westphalia sent a shockwave through the Amadeus FiRe Group in 2021. To help out, the Group made a monetary donation to “Aktion Deutschland Hilft” to help with the reconstruction.

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 bought from a workshop for the disabled. All humans have equal worth and nobody will be 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.

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, 16 December 2021

Robert von Wülfig
Chairman of the Management Board



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