



SUSTAINABILITY AT BIZERBA

Sharing values

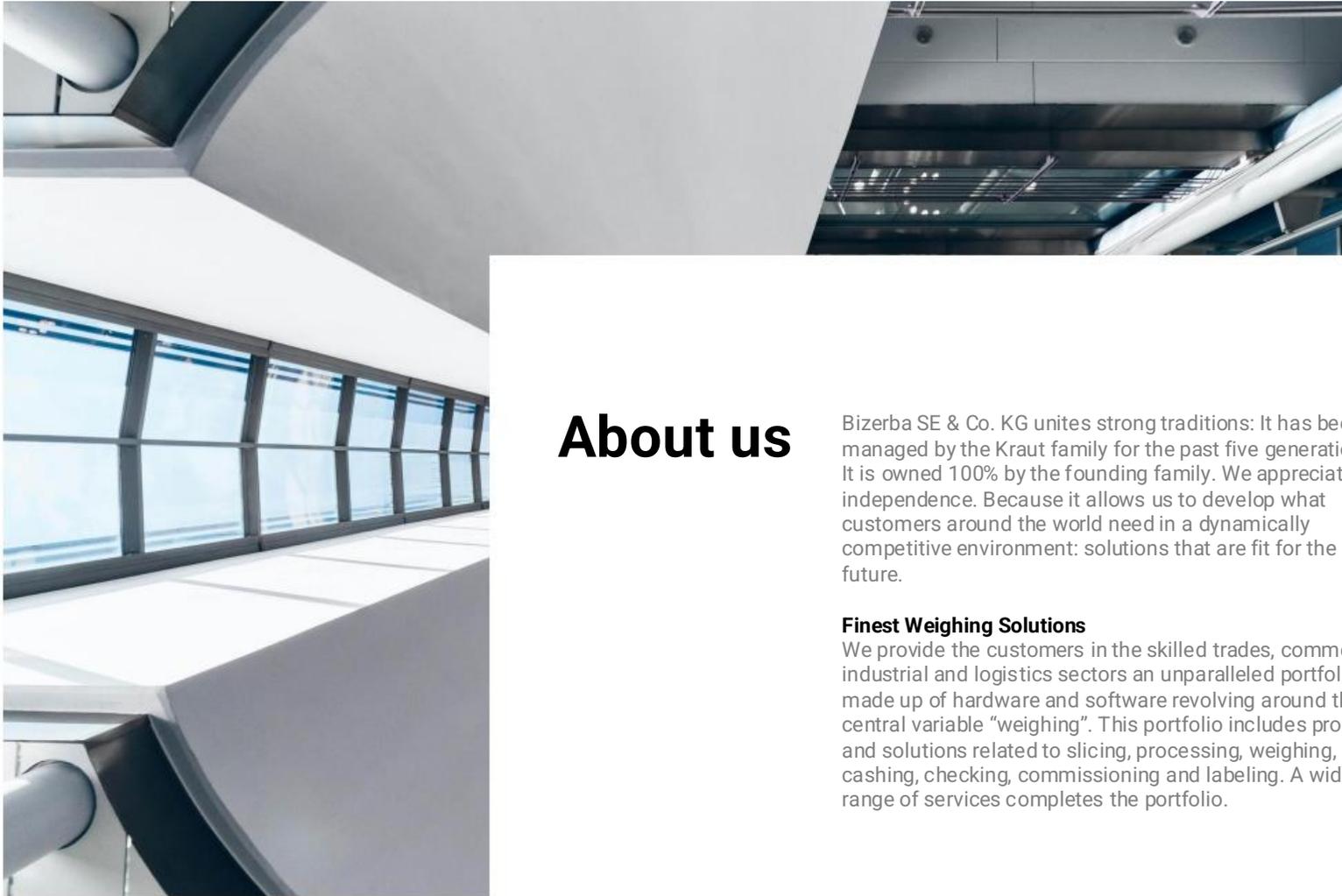


“Our goal is to pass on values to the next generation. A clear sustainability strategy is essential to ensure that our efforts toward a sustainable future are implemented in a concrete and effective way.”

Angela Kraut
CFO & Shareholder

Angela Kraut, CFO & Shareholder at Bizerba, is fully responsible for sustainability in our company. She is supported by a CSR team (Corporate Social Responsibility Team), which consists of members from various Bizerba departments and an external sustainability expert. The team reports directly to the CFO and the executive level.

Contact: sustainability@bizerba.com



About us

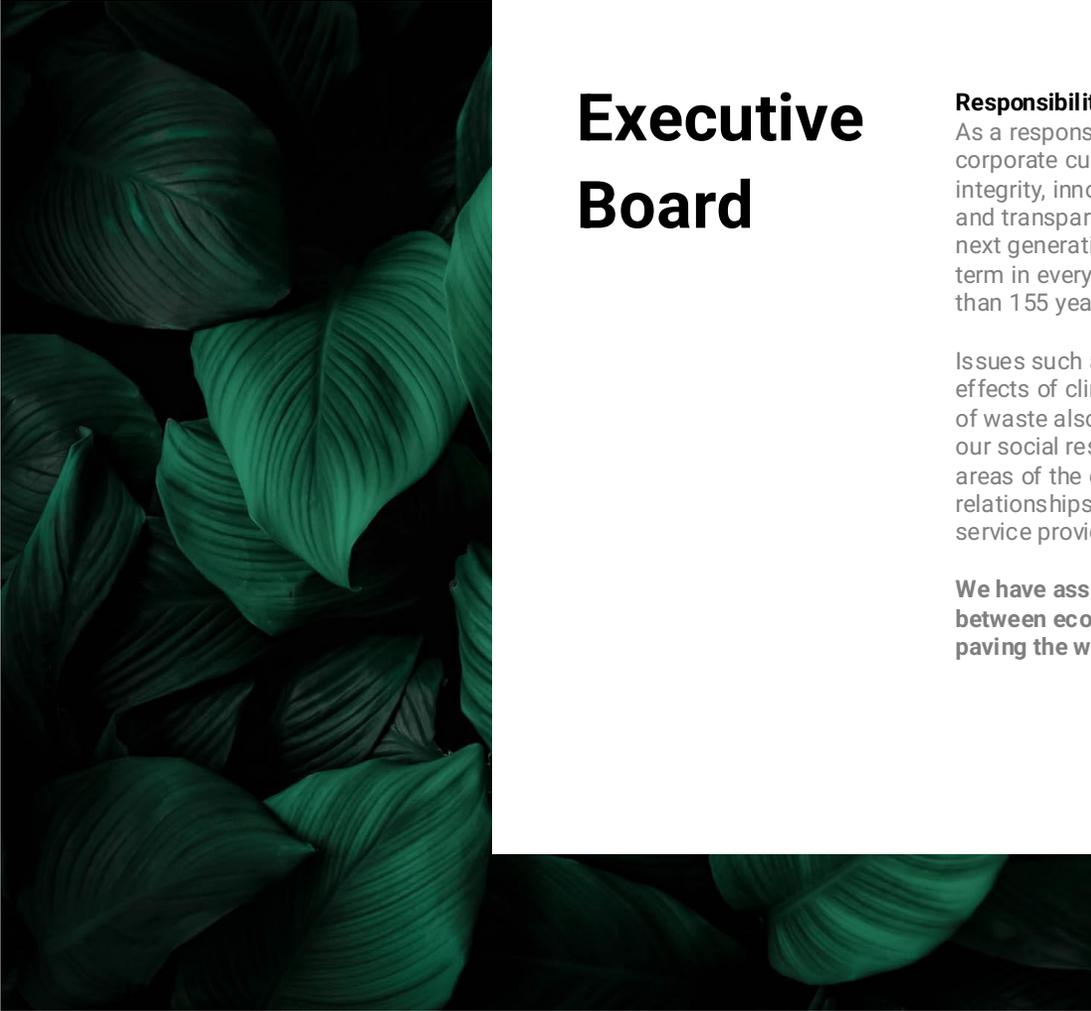
Bizerba SE & Co. KG unites strong traditions: It has been managed by the Kraut family for the past five generations. It is owned 100% by the founding family. We appreciate this independence. Because it allows us to develop what customers around the world need in a dynamically competitive environment: solutions that are fit for the future.

Finest Weighing Solutions

We provide the customers in the skilled trades, commerce, industrial and logistics sectors an unparalleled portfolio made up of hardware and software revolving around the central variable "weighing". This portfolio includes products and solutions related to slicing, processing, weighing, cashing, checking, commissioning and labeling. A wide range of services completes the portfolio.

A global presence

The Bizerba headquarters is located where it was founded: Balingen in Baden-Württemberg/Germany. State-of-the-art development, logistics and production sites are also at home next door. Additional production and development facilities are located across Germany and Europe. Bizerba also operates added value in China and the USA.



Executive Board

Responsibility for the future

As a responsible family-owned business, we care for our corporate culture, based around the values of reliability, integrity, innovation and customer orientation, openness and transparency. Our goal is to share values with the next generation. This is why we think and act for the long term in every respect – and have been doing so for more than 155 years.

Issues such as the increasing global need for energy, the effects of climate change, food waste or needless piles of waste also affect us. We see sustainability as part of our social responsibility and at Bizerba it also affects all areas of the company, our employees in addition to our relationships with customers, partners, suppliers, and service providers.

We have assumed the task of creating a healthy balance between economy, ecology, and society at Bizerba, paving the way to a sustainable future.

For many years now, sustainability has been firmly anchored in our company's mission statement, our goals and our strategy. In Germany we have already implemented an environmental & energy management system, for example, enabling value creation to be made more sustainable. In addition, many sustainability aspects are already taken into account and pursued globally along the entire product life cycle.

Nonetheless, our goal is to make these aspects consistently measurable and traceable so as to be able to clearly identify optimization potential and continuously improve ourselves! We have now created the basis for this journey with our first published sustainability report. As Bizerba, we are proud of the achievements we have already made with regard to sustainability and look forward to building on these points together with the newly established CSR team and the entire workforce. With it, we will be able to pass on these corporate values to the next generations in the future.

After all, acting sustainably “carries weight” for all of us.



Andreas W. Kraut
CEO & Shareholder



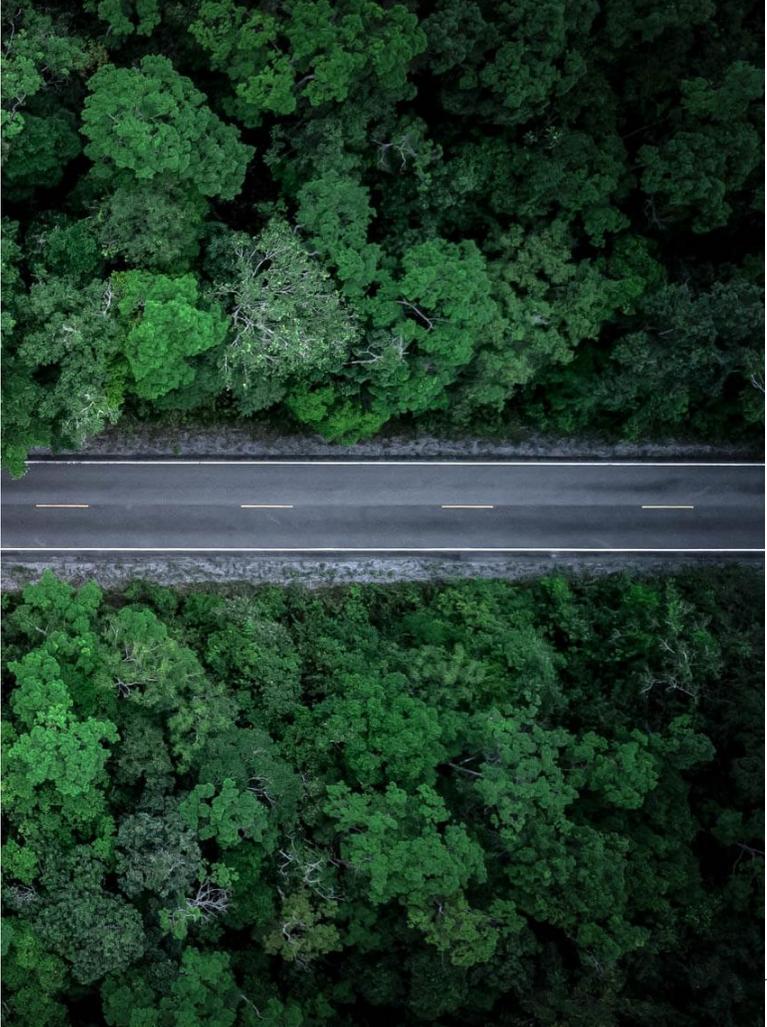
Angela Kraut
CFO & Shareholder



Peter Riedel
COO

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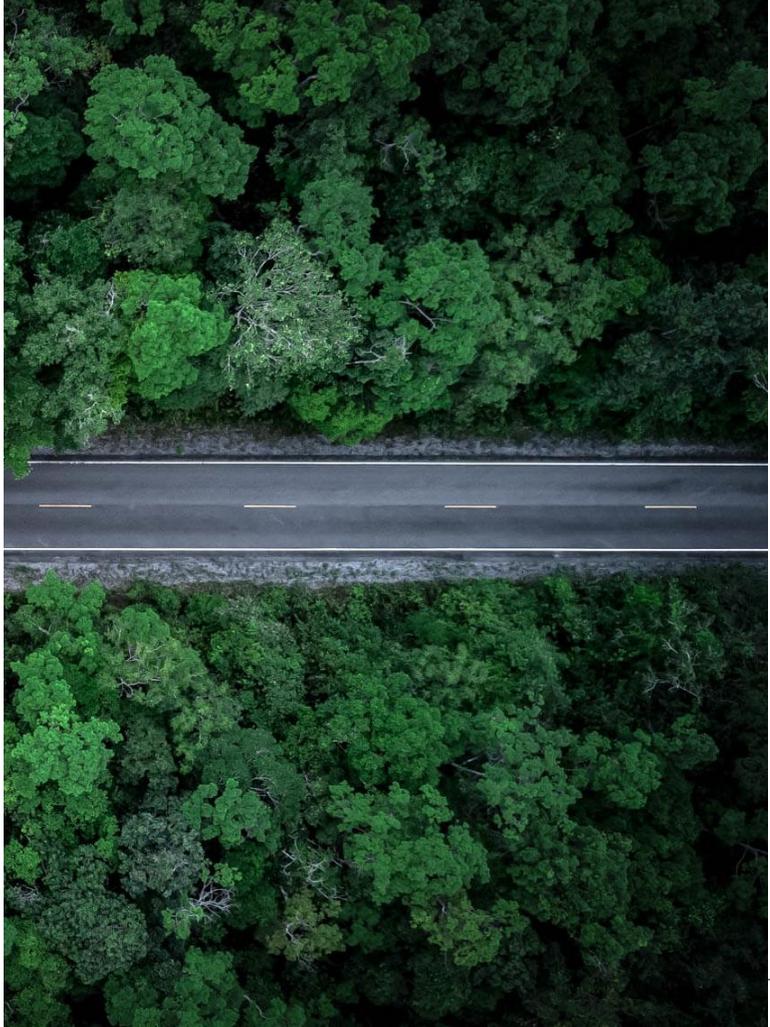
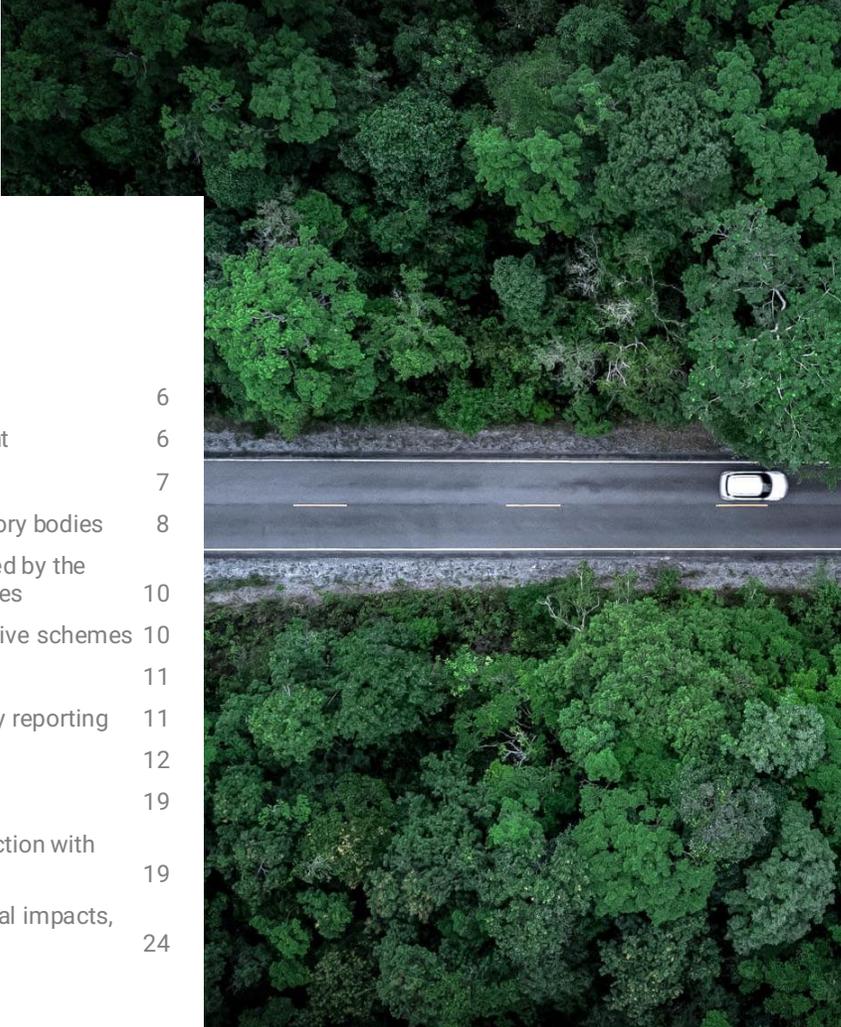
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ESRS 2 General disclosures

BP-1 General basis for preparation of the sustainability statement

Bizerba's sustainability statement has been prepared in accordance with the Corporate Sustainability Reporting Directive (CSRD), following the European Sustainability Reporting Standards (ESRS) framework, ensuring compliance with the latest regulatory requirements and the best practices in sustainability reporting. Compliance with this regulation for Bizerba is mandatory for fiscal year 2027/28. By preparing a report two years in advance, we ensure that we are well-prepared for mandatory reporting requirements.

The sustainability statement was prepared on a consolidated basis. The scope of this report is aligned with the financial statement and includes the whole Bizerba group.

In accordance with the ESRS guidelines, Bizerba conducts a Double Materiality Assessment to identify impacts, risks, and opportunities that are the most relevant to our business model, strategy, and stakeholders, with respect to environmental, social, and governance (ESG) topics.

Data for this report has been collected from various internal and external sources, including operational data, financial records, and stakeholder feedback. In accordance with ESRS 1 section 7.7, we have omitted specific information related to intellectual property and proprietary innovations to protect competitive advantage and sensitive business information.

Responsibility for implementing our sustainability initiatives at Bizerba lies with the sustainability department which is part of Global Quality. They are supported by a Corporate Social Responsibility team established at the end of 2021. Bizerba's executive board and senior management were involved in the creation of our sustainability strategy and are actively involved in overseeing its implementation and performance.

ESRS 2 General disclosures

BP-2 Disclosures in relation to specific circumstances

Bizerba's fiscal year differs from the calendar year. It begins on April 1 and ends on March 31 of the following year. Accordingly, this sustainability statement covers the reporting period from April 1, 2024, to March 31, 2025.

The metrics presented in this report reflect performance over the fiscal year unless otherwise stated. Where direct measurement was not available, reasonable estimations were applied based on industry benchmarks, supplier data, or extrapolations from known values. Details regarding the methodologies used for data collection, calculation bases, and whether metrics are measured directly or estimated, including related assumptions and limitations, are provided within the respective disclosure requirements.

Internal validation processes have been implemented to ensure data reliability. Third-party validation is not applied to the metrics in this report but is under consideration for future reporting cycles.

Significant changes from the previous reporting cycle are described in the respective disclosure requirements.

ESRS 2

General disclosures

GOV-1 The role of the administrative, management and supervisory bodies

The management and supervisory bodies of Bizerba consist of the Executive (Management) Board and Supervisory Board. The Management Board consists of the CEO, CFO, COO, Vice President, and three Business Unit Directors. The Management Board is directly responsible for managing the company, sets objectives and the company's strategic direction, and manages the implementation of the company's strategy.

At Bizerba, the governance of sustainability is embedded across multiple levels of the organization to ensure effective strategic oversight, operational implementation, and cross-functional accountability. The governance structure is designed to enable transparent communication, regular reporting, and integration of sustainability into the core business processes.

Top Management holds overall responsibility for the implementation of the sustainability strategy. It is actively involved in the development, execution, and monitoring of sustainability targets and related initiatives. Progress on sustainability targets, successes, and challenges are reported monthly to the Management Board, which ensures that defined objectives are tracked and adjusted as needed.

The Supervisory Board receives quarterly updates on sustainability performance. These updates include comprehensive reporting on strategic measures, achievements, and challenges across environmental, social, and governance (ESG) areas. The Supervisory Board evaluates the alignment of Bizerba's strategic

direction with the Sustainable Development Goals (SDGs) and ensures compliance with legal and stakeholder expectations.

Responsibility for sustainability issues is distributed at different levels of the company. Responsibility for the five strategic pillars of the Sustainability Strategy is assigned to designated sponsors, who oversee the integration of sustainability objectives into their respective business areas.

The Sustainability Manager, within the Global Quality department, acts as the central coordinator and advisor on ESG matters. This role ensures internal compliance with ESG requirements, supports reporting obligations, and facilitates cross-functional engagement.

Sustainability performance is monitored through ongoing reviews, evaluations of implemented measures, and an annual sustainability reporting cycle. This approach enables continuous improvement and long-term orientation of Bizerba's sustainability efforts.

This governance structure ensures clear allocation of responsibilities, accountability, and transparency at all levels of the organization. It supports the consistent integration of sustainability into the overall corporate strategy.

The composition and diversity of the members of the Management and Supervisory Board are given in the following table. All members of the Supervisory Board are independent.

ESRS 2 General disclosures

Composition and diversity of the members of the administrative, management and supervisory bodies

	2023/24	2024/25
Number of executive members	6	7
Number of non-executive members	4	4
Executive management's gender diversity ratio	17%	14%
Board's gender diversity ratio	0%	0%
Percentage of independent board members	100%	100%

Gender diversity ratio on the boards is calculated as the number of female members divided by the total number of board members.

To ensure robust sustainability expertise, the Sustainability Department and CSR team were staffed based on defined qualification criteria. The Head of Department and Director of Global Quality were actively involved in the selection process to ensure the necessary ESG knowledge and experience were present. The CSR team supports the Sustainability department with expertise from subject matter experts of other departments.

ESRS 2

General disclosures

GOV-2 Information provided, and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies

At Bizerba, the Chief Financial Officer (CFO), who is also a shareholder, holds primary responsibility for the implementation of sustainability across the organization. The CFO is regularly updated by the Sustainability Department and the Corporate Social Responsibility (CSR) team, which includes members and experts from various departments. The CSR team reports directly to the CFO and the executive level on strategic sustainability matters, risks, and opportunities.

Bizerba's sustainability strategy is structured around five strategic pillars. Each pillar is led by an internal sponsor who is responsible for translating strategic objectives into operational actions. Two of the five pillars are sponsored by members of the Executive Board, while the remaining three are overseen by members of top management. These sponsors ensure that the company's sustainability-related initiatives and impact-risk-opportunity (IRO) topics are integrated into business decisions and monitored regularly.

Progress on key sustainability issues, including the implementation of programs and initiatives under each strategic pillar, is tracked and evaluated through regular internal reviews by a top management Sustainability Steering Committee. Key findings, risks, and opportunities are reported upward to the Executive Management, which discusses them in scheduled management meetings.

The Supervisory Board is informed on a quarterly basis, receiving reports that include performance updates, major developments, and recommendations for strategic alignment with environmental, social, and governance (ESG) objectives.

This governance approach ensures that relevant sustainability matters are addressed at the highest decision-making levels, and that information is communicated clearly and consistently across departments and reporting lines.

GOV-3 Integration of Sustainability-related performance in incentive schemes

Our current target system is primarily economic and is determined and managed by the Controlling Department. At present, sustainability goals are not included in our incentive schemes. However, we recognize the importance of integrating sustainability targets and are committed to incorporating them into our incentive structures in the future.

Several committees are responsible for monitoring target achievement. The Supervisory Board oversees the work of the Executive Board, ensuring accountability and strategic alignment. Additionally, co-determination bodies, such as the Economic Committee, play a crucial role in this oversight function.

ESRS 2

General disclosures

GOV-4 Statement on due diligence

At Bizerba, we are committed to implementing a structured and risk-based due diligence process to uphold high standards of human rights, environmental protection, and ethical business conduct across our operations and value chain. Our due diligence practices are designed to identify, prevent, mitigate, and remediate both actual and potential adverse impacts associated with our business activities.

The due diligence process is embedded within our core governance and management systems and is informed by applicable national legislation, international standards, and certification requirements such as ISO 14001, ISO 50001, and ISO 45001. We also focus on the principles of the UN Global Compact and the core labor standards of the International Labour Organization (ILO).

Bizerba's internal policies provide the foundation for operationalizing due diligence. These include the Code of Conduct, which outlines expectations for ethical behavior and supply chain responsibility; the Occupational Health and Safety Management Manual; and the Environmental and Energy Management Manual. These documents define processes and responsibilities for monitoring, escalating, and responding to impacts, risks, and opportunities throughout our operations and value chain.

Due diligence is applied across business units and functions, with responsibilities shared among the Sustainability Department, the CSR team, and procurement and compliance functions. We engage with key stakeholders where necessary and continue to improve traceability, transparency, and impact mitigation throughout our supply chain.

GOV-5 Risk management and internal controls over sustainability reporting

Bizerba has implemented a globally aligned risk management system to systematically identify, assess, and mitigate risks across all business units.

All market and product organizations are required to maintain local risk registers, where both operational and sustainability-related risks can be captured. These risks are assessed locally, with countermeasures implemented using appropriate resources. On a semi-annual basis, the managing directors of each entity submit their current risk assessments to the Global Risk Management Officer, who consolidates them into a global risk register and prepares a comprehensive risk report for executive management.

Sustainability-related risks and opportunities are integrated into this risk management processes through the Double Materiality Assessment, which identifies material impacts, risks, and opportunities (IROs) in alignment with ESRS standards.

To ensure the accuracy and reliability of sustainability reporting, Bizerba applies defined internal control procedures. These include:

- Standardized and semi-automatic data collection process
- Defined roles and responsibilities for data owners and verifiers
- Review and validation steps within the Sustainability Department

The Management Board is informed regularly about key sustainability risks and the effectiveness of controls, ensuring proper oversight.

ESRS 2 General disclosures

SBM-1 Strategy, business model and value chain

Bizerba is one of the world's leading providers of precision products and comprehensive solutions for cutting, processing, weighing, inspecting, picking, labeling, and payment activities. As an innovative company, the Bizerba Group continuously drives the digitalization, automation, and networking of its products and services.

Bizerba provides its customers in retail, trade, industry, and logistics with comprehensive added value through state-of-the-art complete solutions. From hardware to software, apps, and cloud solutions, as well as the appropriate labels or consumables, Bizerba offers its customers tailor-made solutions under the motto "Unique solutions for unique people." The core business is organized into seven sales regions: DACH (Germany, Austria, Switzerland), Italy/Greece, Western Europe, Ibero-America, NAFTA with the United Kingdom, Asia/Pacific, and Eastern Europe. Additionally, there are global distribution partners.

With its subsidiaries, manufacturing locations and numerous partners, Bizerba is represented worldwide. An overview of employees in the Bizerba Group is given in the following table. Information is presented as a headcount at the end of the fiscal year, as of 31st of March, 2025. Employees are divided by the continents on which Bizerba entities are located.

Headcount of employees by geographical areas

	2024/25	Unit
Europe	3,560	Head count
North America	527	Head count
Asia	179	Head count
South America	59	Head count
Africa	19	Head count
Total	4,344	Head count

ESRS 2 General disclosures

Bizerba generates revenue offering products and services in 3 different sectors. Net revenues by ESRS sectors are given in the table below.

Revenue by ESRS Sectors		
<i>ESRS sector</i>	<i>Revenue (mEUR)</i>	<i>% of Total Revenue</i>
Machinery and Equipment	572.7	69.3
Paper and Wood Products	166.2	20.1
Professional Services	87.3	10.6
Total	826.2	100

Bizerba’s business model centers on providing integrated solutions for slicing, processing, weighing, inspecting, labeling, and payment across the sectors of retail and industry. The offerings include precision hardware, software, apps, cloud solutions, labels and consumables. The company generates revenue through direct sales, service contracts, and consulting. Bizerba focuses on delivering comprehensive, innovative, and customizable solutions.

The value chain begins with sourcing high-quality materials and includes stringent quality control. In operations, Bizerba manufactures equipment and develops software, supported by ongoing R&D efforts. Outbound logistics ensures timely distribution and inventory management. Marketing and sales target specific industry segments, while service includes customer support and training. Support activities involve

human resources, technology investments, and procurement management to ensure efficient business operations.

Bizerba relies on a diverse range of high-quality inputs, including advanced materials for manufacturing, cutting-edge technology for product development, and skilled talent across engineering, design, and production. The company prioritizes the use of sustainable materials and energy-efficient components to enhance the durability and environmental performance of its products.

Bizerba maintains strong relationships with trusted suppliers who share the company’s commitment to quality, innovation, and sustainability. By engaging in close collaboration with its supply chain partners, Bizerba ensures that all raw materials and components meet stringent standards. The company also actively seeks out new suppliers who can provide innovative materials and technologies that align with its strategic goals, particularly in the areas of digitalization and sustainability.

Bizerba invests heavily in research and development (R&D) to continuously improve and innovate its product offerings. The company’s R&D teams work closely with customers and industry experts to identify emerging needs and trends. This collaborative approach allows Bizerba to develop proprietary technologies and solutions that enhance product performance and meet the evolving demands of the market.

ESRS 2 General disclosures

To ensure a stable and secure supply of critical inputs, Bizerba employs robust risk management. This includes diversifying its supplier base, monitoring market conditions, and maintaining strategic reserves of key materials. The company also implements rigorous quality control processes to verify the integrity and consistency of all inputs.

Bizerba, as a leading provider of weighing solutions, slicing machines, labeling machines, solutions for product inspection, and labels & consumables has expanded its product portfolio with new, connected devices that seamlessly integrate into digital systems. These innovations enhance efficiency in the retail and industry sectors by optimizing weighing processes and reducing the time required for routine tasks. For customers, this translates into significant operational improvements, reduced downtime, and greater precision in product handling and product quality.

By focusing on digital transformation and automation, Bizerba has strengthened its market position in key segments. Investments in cutting-edge technologies and expansion into new markets have led to stable revenue growth. Additionally, the company's commitment to sustainability and resource efficiency enhances its brand image, fostering investor confidence and driving long-term profitability and stock value.

Bizerba has placed strong emphasis on sustainability and responsible practices. Through initiatives aimed at reducing energy consumption and waste in production, the company contributes to environmental preservation. Moreover, Bizerba promotes fair working conditions and upholds ethical standards across its supply chain. These efforts not only enhance the company's reputation but also build trust and loyalty among customers, partners, and the wider community.

ESRS 2

General disclosures

We broadly distinguish six stages of the value chain that our products pass through:

1. **Development:** We develop the devices according to relevant legal and customer-specific requirements at headquarters in Balingen.
2. **Procurement:** Bizerba procures > 90% of the materials in the form of finished or semi-finished individual parts. Depending on the development requirements, we procure raw materials, auxiliary and operating materials (lubricants, cooling lubricants, cleaning agents, etc.), and semi-finished products mainly through purchasing. In other cases, end devices (monitors, printers, OEM devices, etc.) are procured from third parties.
3. **Manufacturing:** Manufacturing mainly involves assembly and takes place in Germany at the sites in Balingen, Meßkirch, Hildesheim and Bochum, as well as internationally in the USA, China, Serbia, Austria, and Switzerland.
4. **Sales & Leasing:** We deliver our products worldwide to our customers in various market organizations through commissioned freight forwarders. Our business model includes not only the sale of products and services but also leasing activities. In addition to direct sales, Bizerba provides leasing options for selected product groups, including our own weighing and slicing equipment, company vehicles, e-bikes, machinery. This supports flexibility for our customers and contributes to a more circular use of resources through extended product lifecycles and shared use.
5. **Aftersales & Service:** Through our global service, we ensure 24/7 customer support. To achieve the highest possible reuse rate of entire devices, it is systemically supported that all devices are sold with a service contract and/or leasing contract. By refurbishing devices and our second-hand business, we ensure that the lifespan of Bizerba products can be extended by another “generation” with another customer. The Global Service has a workshop for refurbishing devices and a facility for refurbishing electronic spare parts. Defective spare parts that come back from the field or through recycling are tested and refurbished there. Our service trips are recorded through our deployment planning and are an important environmental and emissions aspect.
6. **End of life and recycling:** At the end of the lifecycle, we take back our products from the customer free of charge and ensure proper and pre-dismantled recycling. The components are dismantled into stainless steel, aluminum, circuit boards, etc.

Five pillars of change

Bizerba's sustainability strategy is focused on five main areas of action. These not only align with our company's values but are also essential for making

a meaningful impact on sustainability. These areas are the foundation of our initiatives and highlight our dedication to a sustainable future.



LEADERSHIP
—
Corporate Governance
Standardized organization and global transparency insustainability



PRODUCTS
—
Advanced Product Portfolio
Sustainable products with measurable CO₂ reduction and environmentally friendly design



LOGISTICS
—
Efficient Supply Chain
Efficient, local, and sustainable supply chain



PEOPLE
—
Employee Retention
Engaged employees through sustainable incentives and talent development



ENERGY
—
Responsible Use of Resources
Automated CO₂ accounting and increased use of green energy

Together for a sustainable future
 Our chosen areas of action are guided by the 17 global Sustainable Development Goals (SDGs) set by the United Nations. These goals outline a worldwide plan to foster peace, prosperity, and environmental

protection. By aligning our efforts with these goals, we support global agreements for sustainable development and positively impact society and the environment. Within our five main areas of action, we focus on specific sub-goals of the following SDGs:



Corporate Governance



Advanced Product Portfolio



Efficient Supply Chain



Employee retention



Responsible Use of Resources



Measurable progress, clear goals

To achieve our objectives and measure the progress of our efforts, we have established concrete metrics and key performance indicators. These provide us with clear guidelines and deadlines to ensure that we actively contribute to the selected UN sustainability

goals. The following metrics and key performance indicators help us quantify and implement our contribution to sustainable development. Each of these areas of action is overseen by an internal sponsor responsible for achieving the set goals.



Corporate Governance

Goal	Indicator
The matrix organization is standardized for a global sustainability management	Data recording with a defined contact person at over 80% of our locations
The Corporate Sustainability Reporting Directive (CSRD) is implemented worldwide	1 Compliance with ESRS requirements 2 2025: Global data collection implemented
A strategy for managing assessment systems for self-assessments is implemented worldwide	Standardized fulfillment rate of customer inquiries >80%



Advanced Product Portfolio

Goal	Indicator
The product CO ₂ footprint is measurable, and there are annual reduction targets	Development of a methodology for calculating the product CO ₂ footprint based on an industry benchmark
A concept for environmentally friendly packaging with clear annual goals	1 Business Case (demand/effort) for a concept is defined 2 Green packaging concept for retail scales is implemented
Environmentally friendly design	1 Specific criteria for sustainable design are defined 2 The defined criteria are integrated as requirements into the product development process
Remote support options	1 Overall remote support rate >30% 2 Remote support and upgrade rate (retail/industry) >=50% 3 Remote installation rate (retail) >=50%



Efficient Supply Chain

Goal	Indicator
Concept for lean locations for economically and ecologically efficient production	The defined footprint concept for production sites is implemented
Warehouse concept and reduction of warehouse locations	The number of finished goods warehouses in the MOs will be reduced by over 80%
A local sourcing strategy is defined and implemented	1 A local sourcing strategy is defined 2 The local sourcing strategy is implemented for all POs
Optimized transport routes and infrastructure concepts (suppliers, internal, customers)	1 The consolidation of deliveries (air/truck) is defined to reduce the company's CO ₂ footprint by approximately 20% 2 80% of internal transport vehicles will be converted to environmentally friendly fuel 3 Sustainable tenders are implemented in our sourcing strategy
Returns management (spare parts)	1 Set targets for reducing returns/waste 2 Increase the proportion of recycled plastic in packaging for reuse to 30% / 50% 3 Implementation of a hub concept for the return of spare parts



Employee retention

Goal	Indicator
Increase in employee satisfaction scores	1 Overall participation rate of global participants >70% 2 Overall result of global evaluation >2.5 (benchmark 2.55)
Sustainability goals are integrated into the manager incentive systems	Sustainable KPI is part of the incentives down to the executive level
Talent management for succession planning	60% of leadership positions are filled with internal employees



Responsible Use of Resources

Goal	Indicator
The Corporate Carbon Footprint (CCF) including all Bizerba locations is created semi-automatically	1 Locations within the scope >80% 2 Automation rate Scope 1, 2 & 3 (upstream) >50% 3 Annual targets are defined
RefurBiz	1 RefurBiz rate is defined and follows annual goals (e.g. proportion of interchangeable components) 2 Optimization of RefurBiz >2% (revenue) compared to new products
Increase the share of green energy for the global Bizerba Group	1 Reduction of fossil energy consumption >50% 2 Share of self-generated electricity in total consumption >25%

ESRS 2

General disclosures

SBM-2 Interests and view of stakeholders

Bizerba actively engages with its stakeholders and, through ongoing dialogue, strives to understand their concerns and expectations. We consult with affected stakeholders to better comprehend and manage the material social, environmental, and economic impacts associated with our activities and business model. We also engage users of our sustainability statements regarding Bizerba's sustainability commitments and practices.

The Executive Board defined relevant stakeholders based on our value chain. Our stakeholders include:

- Bank and financial service providers
- Customers
- Employees
- Executive board
- Federal and state authorities
- Management
- Shareholders
- Supervisory Board
- Suppliers
- Residents and local communities
- Media and public
- Subsidiaries
- Competition
- Designated bodies, certifiers, market surveillance, trade association

By engaging our stakeholders, we aim to act in an ethical and transparent manner. This continuous dialogue provides us with insights that inform our double materiality assessment and due diligence processes.

SBM-3 Material impacts, risks and opportunities and their interaction with strategy and business model

Double materiality assessment outcome

Bizerba conducted a new materiality assessment for the reporting year 2024/25. Both inside-out and outside-in perspectives were analyzed as required by the Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS). With the Double Materiality Assessment (DMA) conducted for this fiscal year, we added one more sustainability topic as material for our company's business model. This DMA has its limitations, which we are aware of, and we are working towards full compliance with requirements. It was conducted to capture learnings, improve our methodology, and prepare for our mandatory CSRD reporting for fiscal year 2027/28. More comprehensive materiality assessment will be conducted and represented in the next reporting period.

We defined impacts, risks, and opportunities based on our business model and value chain. The outcome of our DMA is based on input from subject matter experts who are part of the CSR team, and input from our stakeholder representatives. Material impacts, risks, and opportunities are shown in tables on following pages.

ESRS 2 General disclosures

Climate change

<i>IRO</i>	<i>Description</i>
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Climate change adaption

Impact	Due to the value chain, CO2 emissions are coming from multiple sources- manufacturing processes, transportation, and service.
Risk	Increasing costs for fossil fuels and increasing costs for emission compensation. Manufacturing- switch to more renewable energy sources.
Opportunity	Transportation- adapt transportation routes. Service- switch to remote service.

Climate change mitigation

Impact	Due to the value chain, CO2 emissions are coming from multiple sources- manufacturing processes, transportation, and service.
Risk	Increasing costs for fossil fuels and increasing costs for emission compensation. Manufacturing- switch to more renewable energy sources.
Opportunity	Transportation- adapt transportation routes. Service- switch to remote service.

Energy

Impact	Operations and processes are highly dependent on energy, especially electricity for the manufacturing process and fuels for service.
Risk	High initial investment costs for switching to renewable energy.
Opportunity	Increasing energy efficiency and long-term cost reduction.

Pollution

<i>IRO</i>	<i>Description</i>
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Substances of very high concern

Impact	Contribution to environmental pollution caused by hazardous substances
Risk	Not meeting regulatory requirements on hazardous substances
Opportunity	Substitution to less hazardous substances and materials

ESRS 2 General disclosures

Resource use and circular economy

<i>IRO</i>	<i>Description</i>
Resource inflows, including resource use	
Impact	High reliability on high-quality materials and components (aluminum, stainless steel, electronic components) that affect resource use.
Risk	Resource shortages and rising material costs could disrupt supply chains and increase production costs. Increasing regulatory requirements for eco-friendly materials.
Opportunity	Bizerba's refurbishment program for devices and spare parts, as well as its recycling initiatives, and enhancing the use of recycled materials in new products and packaging. Saving costs.
Resource outflows related to products and services	
Impact	Bizerba's products are highly recyclable and repairable.
Risk	Loss of market share in premium sector due to higher requirements from sustainability focused customers.
Opportunity	Enhancing the use of recycled and reusable materials. Increasing market share in budget sector.
Waste	
Impact	Production of metallic, electronic and municipal waste.
Risk	Increasing regulatory requirements.
Opportunity	Increasing payback from enhancing waste streams.

Own workforce

<i>IRO</i>	<i>Description</i>
Working conditions	
Impact	Bizerba relies on skilled talents in engineering, design, and production. Ensuring fair working conditions, safety and development opportunities, does directly affect productivity and the company's ability to innovate and operate sustainably.
Risk	Labor shortages or dissatisfaction could impact Bizerba's ability to meet demand and deliver high-quality products, especially if it expands into new markets.
Opportunity	Bizerba can improve employee satisfaction, attract top talents, and increase retention by investing in employee well-being, training, and ethical practices.
Equal treatment and opportunities for all	
Impact	Bizerba ensures a positive working environment and equal opportunities for all employees.
Risk	Bad reputation and losing employees and talents. Not being attractive for future potential employees and talents.
Opportunity	Being an attractive employer and having advance among competition.
Other work-related rights	
Impact	Bizerba follows local legislations and basic human rights.
Risk	Bad reputation and losing employees and talents. Not being attractive for future potential employees and talents.
Opportunity	Being an attractive employer and having advance among competition.

ESRS 2 General disclosures

Workers in the value chain	
<i>IRO</i>	<i>Description</i>
Working conditions	
Impact	Bizerba chooses suppliers based on predefined criteria for working conditions, safety and basic human rights.
Risk	Unethical practices by suppliers may expose Bizerba to reputational and legal risks.
Opportunity	Collaborating with suppliers who share Bizerba’s sustainability values creates an opportunity for innovation and helps ensure consistent quality, lower environmental impact, and alignment with customer expectations.
Equal treatment and opportunities for all	
Impact	Bizerba chooses suppliers based on predefined criteria for working conditions, safety and basic human rights.
Risk	Unethical practices by suppliers may expose Bizerba to reputational and legal risks.
Opportunity	Collaborating with suppliers who share Bizerba’s sustainability values creates an opportunity for innovation and helps ensure consistent quality, lower environmental impact, and alignment with customer expectations.
Other work-related rights	
Impact	Bizerba chooses suppliers based on predefined criteria for working conditions, safety and basic human rights.
Risk	Unethical practices by suppliers may expose Bizerba to reputational and legal risks.
Opportunity	Collaborating with suppliers who share Bizerba’s sustainability values creates an opportunity for innovation and helps ensure consistent quality, lower environmental impact, and alignment with customer expectations.

ESRS 2 General disclosures

Consumers and end users

<i>IRO</i>	<i>Description</i>
------------	--------------------

Information-related impacts for consumers and/or end-users

Impact	Bizerba provides quality information for handling of our products. Our products increase operational efficiency of our customers.
--------	---

Risk	Failure to meet consumer expectations.
------	--

Opportunity	Enhancing customer loyalty, expanding market share, and positioning itself as industry leader.
-------------	--

Personal safety of consumers and/or end-users

Impact	Bizerba provides safe products and information about safe handling of our products.
--------	---

Risk	Product liability.
------	--------------------

Opportunity	Enhancing customer loyalty, expanding market share, and positioning itself as industry leader.
-------------	--

Business conduct

<i>IRO</i>	<i>Description</i>
------------	--------------------

Corporate culture

Impact	Strong governance structures and practices are crucial for managing and ensuring alignment with Bizerba's strategic goals. They support Bizerba's commitment to transparency, ethical practices, and accountability across its value chain.
--------	---

Risk	Weak governance structures may lead to non-compliance with regulations and potential reputational harm.
------	---

Opportunity	Positive reputation. Employee retention. Responsibility and efficiency.
-------------	--

Protection of whistle-blowers

Impact	Bizerba's strong governance structures and practices are crucial for having effective process for giving a feedback without having any retribution.
--------	---

Risk	Increasing regulatory requirements.
------	-------------------------------------

Opportunity	Improvement opportunities derived from feedback.
-------------	--

Management of relationship with suppliers including payment practices

Impact	Bizerba is highly dependent of suppliers, and we try to have relationship-based interaction.
--------	--

Risk	Losing critical suppliers. Disrupting operations.
------	--

Opportunity	Keep critical suppliers and get better conditions. Attract new suppliers based on reputation with current ones.
-------------	--

Corruption and bribery

Impact	Bizerba is following laws and regulations and increasing awareness of employees towards corruption and bribery
--------	--

Risk	Upcoming penalties for not following law
------	--

Opportunity	Reputation and transparency
-------------	-----------------------------

ESRS 2 General disclosures

IRO-1 Description of the processes to identify and assess material impacts, risks and opportunities

Double Materiality Assessment Methodology

Based on our business model and the value chain, impacts, risks, and opportunities (IROs) were identified in relation to the sustainability topics and sub-topics defined in the ESRS standards.

To operationalize the assessment, two forms were developed:

- One for impact materiality, assessing the company's outward impacts on the environment, people, and the economy.
- One for financial materiality, evaluating sustainability-related risks and opportunities that could influence enterprise value.

Both forms included the list of ESRS sub-topics and were accompanied by the identified IROs. They were distributed to relevant experts within the company, who were asked to rate each sub-topic.

The impact materiality assessment was completed by members of the CSR team. This team is composed of subject matter experts from departments such as sustainability, environment and energy, health and safety, procurement, compliance, research and development, and sales. Team members were selected based on their expertise and in-depth

knowledge of company operations and value chain. Previous CSR monthly meetings helped establish a shared understanding of CSRD, ESRS, and the concept of double materiality. In total, 19 people participated in the rating of impact materiality.

The financial materiality assessment was conducted with representatives of key stakeholder groups identified by the Executive Board. These included representatives of banks and financial service providers, customers, employees, the Executive Board itself, federal and state authorities, company management, shareholders, the Supervisory Board, and suppliers. These stakeholder representatives are Bizerba employees who maintain ongoing contact with the respective stakeholder groups and are therefore well-positioned to assess their perspectives. A total of 26 individuals participated in this part of the assessment.

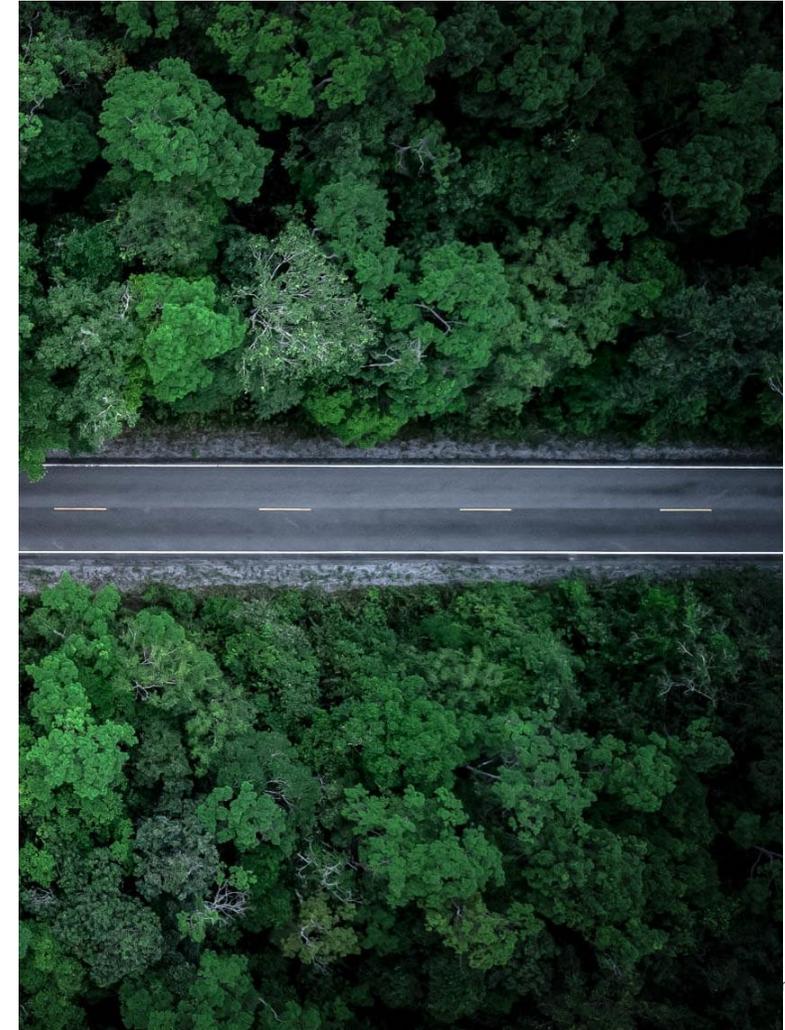
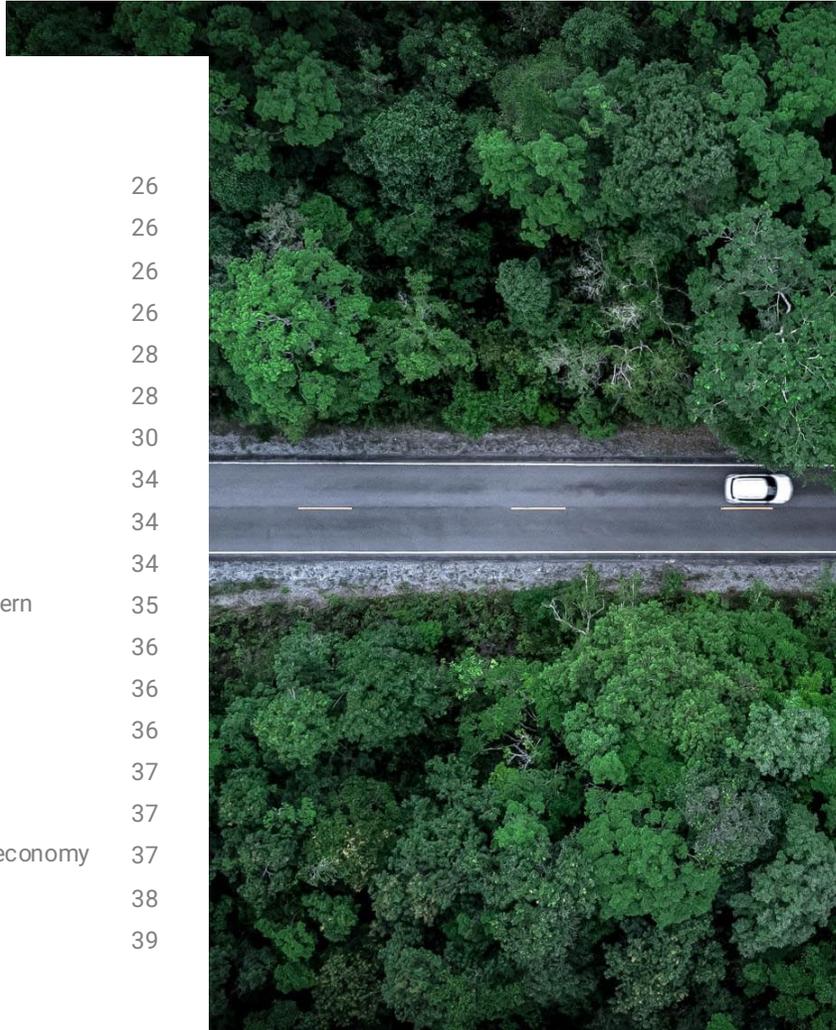
Both forms used a scoring scale from 1 to 5. A threshold of 3.0 was defined for materiality. Any sustainability sub-topic that achieved an average score above 3 in either the impact materiality or financial materiality assessment (or both) was classified as material.

The material topics and sub-topics identified through this process are presented in the corresponding tables with identified material impacts, risks, and opportunities.

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ESRS E1 Climate change

E1-1 Transition plan for climate change mitigation

Climate change is becoming increasingly important at Bizerba. The company has therefore decided to become climate-neutral by 2040. Strategies for implementing this goal are being developed by various project teams. The findings of these teams are discussed and evaluated in collaboration with the Executive Board. The insights gained will then be summarized and published in a transition plan for climate change in the annual report for the 2025/26 fiscal year.

The lack of a strategy for the sustainability aspect of “climate change mitigation” can be explained by the fact that climate change mitigation has played a passive role in the company's environmental protection activities and has only become increasingly important in recent years.

E1-2 Policies related to climate change mitigation and adaptation

At present, our company does not have a dedicated policy specifically addressing climate change mitigation and adaptation. However, we address energy management in our Environmental and Energy Management Manual, which is a critical component of our overall sustainability strategy and climate change efforts.

Our Environmental and Energy Management Manual outlines our commitment to reducing energy consumption and increasing energy efficiency.

Key elements include:

- Energy efficiency improvements in production processes and facility operations.
- Optimization of energy consumption through technological upgrades and process enhancements.
- Continuously monitoring of our energy consumption and reporting on our progress towards energy reduction targets.

While this policy indirectly contributes to climate change mitigation by reducing our overall energy footprint, we acknowledge the need for a more comprehensive approach. Recognizing the importance of a dedicated climate change policy, we are actively working on developing a comprehensive framework that will address both mitigation and adaptation strategies and align with ESRS requirements.

E1-3 Action and resources in relation to climate change policies

The planned and implemented actions in the area of “climate protection” and “adaptation to climate change” are mainly aimed at increasing energy efficiency. The following list of actions is kept for the ISO 14001 and ISO 50001 certified sites in Germany. This overview therefore only includes the Headquarters in Balingen, the Meßkirch production site and the Bochum label production site. Other global subsidiaries are not included but will be added in the future in accordance with Bizerba's targets. All actions are also anchored in our own operations and are not aimed at the upstream or downstream supply chain.

ESRS E1 Climate change

No.	Target	Description	Expected Reduction	Achieved Reduction	Unit
1	Energy efficiency	Reduction of energy expenditure	56.7	88.2	tCO2
2	Energy efficiency	Replacement of lighting	17.8	23.2	tCO2
3	Energy efficiency	Infrastructure improvement	15.8	0	tCO2
Total			90.3	111.4	tCO2

Energy savings were calculated according to the CO2 factors from the EEW information sheet. (Factor for energy efficiency measures = 0.435 tCO2 / MWh; factor for heat savings = 0.201 tCO2 / MWh).

The measures listed are not included in the overview for capital expenditure (CapEx) and operating expenditure (OpEx).

ESRS E1 Climate change

E1-4 Targets related to climate change mitigation and adaptation

Bizerba is aware that climate change and its effects pose long-term risks. That is why it is important for us as a company to make a contribution to promoting climate protection. We are committed to the 1.5°C target of the Paris Agreement and want to become climate-neutral by 2040. More specifically, this means that we will continuously reduce our greenhouse gas emissions in Scope 1, 2 and 3 in order to achieve “net neutral” emissions by 2040. The target definition is based on the requirements of the state of Baden- Württemberg, where climate neutrality is to be achieved by 2040.

To measure the development and effectiveness of this target, a comprehensive inventory of emissions for the whole Bizerba Group is in this reporting period. This will be used to define milestones that can be used to measure target achievement in 5-year intervals. The scope will be rolled out globally in the reporting for the fiscal year 2025/26

E1-5 Energy Consumption and Mix

The survey of energy consumption was carried out across the whole Bizerba Group for the reporting year 2024/25. Bizerba's energy consumption is made up as shown in the following table. The table was generated automatically using Verso software as a part of GHG emissions calculation, based on the energy inputs during calculations.

ESRS E1 Climate change

<i>Energy consumption and mix</i>	<i>Unit</i>	<i>2023/24</i>	<i>2024/25</i>
1. Fuel consumption from coal and coal products	[MWh]	0	49.67
2. Fuel consumption from crude oil and petroleum products	[MWh]	22,432	44,295.23
3. Fuel consumption from natural gas	[MWh]	6,073	9,081.14
4. Fuel consumption from other fossil sources	[MWh]	0	0
5. Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources	[MWh]	5,740	16,602.79
6. Total fossil energy consumption (sum 1-5)	[MWh]	34,245	70,028.83
Share of fossil sources in total energy consumption	%	80.1	85.37
7. Consumption from nuclear sources	[MWh]	659	3,079.93
Share of consumption from nuclear sources in total energy consumption	%	1.5	3.75
8. Fuel consumption for renewable sources	[MWh]	0	0
9. Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources	[MWh]	7,071	7,422.30
10. The consumption of self-generated non-fuel renewable energy	[MWh]	797	1,498.77
11. Total renewable energy consumption (sum 8-10)	[MWh]	7,868	8,921.07
Share of renewable sources in total energy consumption	%	18.4	10.88
Total energy consumption (sum 6,7 and 11)	[MWh]	42,772	82,030.61

<i>Energy intensity per net revenue</i>	<i>Unit</i>	<i>2023/24</i>
Total energy consumption from activities in climate-intensive sectors per net revenue from activities in climate-intensive sectors	MWh/ Mio. €	99.29

ESRS E1 Climate change

E1-6 Gross Scopes 1, 2, 3 and Total GHG emissions

The carbon footprint for Bizerba's fiscal year 2024/25 covers the entire Bizerba Group, including all legal entities consolidated under the group. The scope was changed compared to the previous year when only entities from Europe were included in the reporting.

The reporting period spans from April 1st, 2024, to March 31st, 2025, in alignment with Bizerba's fiscal year.

The greenhouse gas emissions inventory includes:

Scope 1 – direct emissions from owned or controlled sources,

Scope 2 – indirect emissions from the generation of purchased electricity, steam, heating, and cooling, and

Scope 3 – other indirect emissions that occur in the value chain, both upstream and downstream.

The calculation follows the principles and methodology outlined in the "Greenhouse Gas Protocol – Corporate Accounting and Reporting Standard" and "Greenhouse Gas Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard", ensuring consistency, relevance, accuracy, and completeness.

The Corporate Carbon Footprint was calculated using software provided by Verso, a sustainability management platform. Activity data used in the calculation was obtained from every subsidiary of the Bizerba Group. It is a mix of directly measured data, data from internal systems, invoices, and estimations.

Emission factors used in the calculations are those integrated within Verso's platform, which are primarily sourced from the ClimaTiq emissions database. ClimaTiq provides scientifically sourced and regularly updated emission factors derived from reputable databases such as DEFRA (UK), EPA (US), ADEME (France), and others. These emission factors cover a wide range of activities and are regionally adjusted where applicable.

The following tables show breakdown of Bizerba's GHG emissions and GHG intensity per net revenue.

ESRS E1 Climate change

Scope	Activity Type	2023/24 (tCO2e)	%	2024/25 (tCO2e)	%
Scope 1	Stationary Combustion	1,308.00	2.08	1,707.14	1.10
	Mobile Combustion	5,887.00	9.36	11,692.01	7.55
	Refrigerants	1,127.00	1.79	35.18	0.02
	Total Scope 1	8,322.00	13.23	13,434.33	8.67
	Purchased			6,858.65	4.60
	Electricity - Location-based				
	Purchased				
	Electricity - Market-based	6,244.00	9.92	11,794.50	7.62
Scope 2	District Heating - Location-based	395.00	0.63	179.21	0.12
	District Heating - Market-based			168.72	0.11
	Total Scope 2 Location-based			7,037.86	4.72
	Total Scope 2 Market-based	6,639.00	10.55	11,963.22	7.73

ESRS E1 Climate change

Scope	Activity Type	2023/24 (tCO2e)	%	2024/25 (tCO2e)	%
Scope 3	Purchased Goods and Services			64,151.74	41.46
	Fuel- and Energy- Related Activities Not Included in Scope 1 or Scope 2			5,658.42	3.66
	Upstream Transportation and Distribution	2,683.00	4.26	5,098.73	3.30
	Waste Generated in Operations			7,698.67	4.98
	Business Travel			690.40	0.45
	Employee Commuting			3,734.52	2.41
	Downstream Transportation and Distribution	534.00	0.85	0.78	
	Use of Sold Products	44,739.00	71.11	34,172.81	22.08

ESRS E1 Climate change

Scope	Activity Type	2023/24 (tCO2e)	%	2024/25 (tCO2e)	%
Scope 3	End-of-Life Treatment of Sold Products			1,124.71	0.73
	Downstream Leased Assets			7,017.47	4.53
	Total Scope 3	47,956.00	76.22	129,348.25	83.60
	Total			148,974.51	100
	Location- based				
	Total Market- based	62,917.00	100	154,745.80	100

<i>GHG intensity per net revenue</i>	<i>Unit</i>	<i>2024/25</i>
Total GHG emissions per net revenue	tCO2e/Mio. €	187.3

ESRS E2 Pollution

E2-1 Policies related to pollution

Bizerba is committed to ensuring that the products it brings to market are transparent and safe for both users and the environment throughout their entire lifecycle.

To support this mindset and orientation toward safe products, a document has been developed and implemented that outlines the current regulations, as well as those anticipated in the future, with which the company is compliant.

Bizerba strives to ensure that the components used in its products are made from verified materials that meet both applicable legal and industry standards. To this end, the company has created and adopted the Bizerba Product Compliance Standard - BPN, which outlines the key compliance requirements our products must meet and serves as a comprehensive reference for our suppliers. It is designed to help them understand and align with compliance expectations associated with our products, fostering transparency, accountability and long-term collaboration.

In our efforts to ensure that all components, packaging, and goods used in Bizerba's operations are compliant with pollution-related regulations, we have taken proactive measures to identify and control Substances of Very High Concern (SVHC).

E2-2 Actions and resources related to pollution

All our suppliers have been informed and requested to register on the Jaggaer platform, through which they are obligated to accept the terms described in the BPN document. Currently, approximately 30% of the suppliers Bizerba collaborates with have responded.

Once a supplier accepts the proposed terms, further analysis is conducted via the Assent platform. This platform is used to ensure compliance of components (individual parts and materials) within the supply chain. Through Assent, materials are monitored to determine whether they meet REACH, RoHS, and PFAS requirements. As of now, 991 suppliers have registered on Assent, covering a total of 30,425 parts.

ESRS E2 Pollution

E2-3 / E2-5 Target related to pollution/ Substances of very high concern

A comprehensive monthly report is prepared and submitted to the Executive Board Meeting (EBM) to provide updates on the progress of supplier registration and data collection efforts. In March, a targeted campaign was initiated to engage suppliers, requesting their submission of relevant data and formal acceptance of the terms and conditions established by the BPN document.

Assent conducts thorough assessments to identify instances where the concentration of Substances of Very High Concern (SVHC) exceeds the permissible threshold of 0.1% by total weight. In such cases, a formal report is submitted to the European Chemicals Agency (ECHA), which subsequently registers the information in the SCIP database.

Looking ahead, compliance with Canadian regulations requires submission of a detailed report by July 2025, covering the quantity of PFAS contained in devices delivered during 2023. This report will be submitted through the official ECCC platform. In components installed in devices exported to the Canadian market, two PFAS substances were identified that fall within the scope of reporting. The total quantity of these substances is 49,035.61 g for 1,1,2,2-tetrafluoroethylene and 244,932.19 g for Polytetrafluoroethylene (PTFE).

Additionally, U.S. regulations mandate reporting on PFAS substances present in products marketed in the United States from 2011 through 2022. The data collection initiative for this requirement is scheduled to commence in April 2026. Although a comprehensive data collection plan is already in place, its implementation has been delayed due to postponements in the preparation of the reporting platform.

ESRS E3 Water and marine resources

E3-1 Policies related to water and marine resources

Bizerba's business model and production processes are not water-intensive. The majority of our water use is limited to sanitary purposes, with minimal usage in manufacturing operations. Nonetheless, in the interest of transparency and continuous improvement in environmental performance, we have decided to report on our water consumption across the Bizerba Group. In addition, reporting water consumption has become a requirement by various external sustainability platforms and stakeholders, further reinforcing our decision to include this information.

E3-4 Water consumption

Water consumption was obtained from every subsidiary of Bizerba Group. Water consumption for the fiscal year 2024/25 was 47,867.91 cubic meters (m³). The recycled amount of water was 200 cubic meters (m³).

ESRS E5 Resource use and circular economy

E5-1 Policies Related to Resource Use and Circular Economy

Bizerba does not yet have a dedicated policy specifically addressing resource use and circular economy. However, these principles are embedded in our Environmental and Energy Management Manual, which guides our approach to sustainable material procurement, waste reduction, and product lifecycle management. Key principles include:

- **Sustainable procurement** - We actively participate in shaping environmentally relevant material flows through our procurement processes. Preference is given to environmentally friendly raw materials, consumables, and packaging
- **Waste prevention and recycling** - Our goal is minimizing production-related waste and its harmful impacts. We emphasize recycling and recovery of materials, including electronic components, metals, plastics and paper.
- **Product Lifecycle Management** - Recycling options are considered from the product development phase to ensure efficient material recovery. We are committed to taking back our products at the end of their lifecycle, ensuring responsible disposal. Customers receive environmental information on product handling, use, return, recycling, and disposal.

E5-2 Actions and resources in relation to resource use and circular economy

A big part of Bizerba's sustainability initiative is the Global Service with their sustainability concept in the product lifecycle. Through this program they offer remote service/maintenance, repair, and with "RefurBiz" the sale of refurbished products. As a part of this initiative, they actively take back products from customers. These products are refurbished for resale in their workshops or recycled for spare parts value-scrap. Milestones reached with this program in this fiscal year are:

- The proportion of cases solved remotely is currently 35%.
- Around 3500 t of CO2 already saved with a significant reduction in unnecessary trips and an increase in the first-time fix rate.
- 4.5 million km saved plus wear and tear (tire wear, traffic infrastructure, etc.).
- Automated return and reconditioning process of defective parts.
- Spare parts availability within 24 hours.
- High degree of reuse and reuse of high-quality electronic assemblies – even several times.
- Board-level repair for more than 2000 different electronic spare parts and other components.
- 10 tons less mixed and electronic waste per year.
- Extension of product service life by almost 100%.
- Global sales of refurbished products (RefurBiz) for approximately 3 Mio €.

ESRS E5 Resource use and circular economy

E5-4 Resource inflows

As a manufacturer of retail and industrial scales, slicing machines, price labeling and labeling systems, Bizerba is highly dependent on high-quality material inputs. Main resource inflows at Bizerba are steel and stainless steel, aluminum, composites and plastics.

Material master data was not maintained for current requirements such as sustainability reporting and calculation of corporate carbon footprint. For this reason, we can't report the accurate weight of material inflows, and can only report material inflows in the following form:

<i>Material</i>		<i>Unit</i>
Stainless steel	52.82	%
Plastic	17.57	%
Composite	12.63	%
Aluminum	8.87	%
Steel	4.74	%
Wood	1.09	%
Other	0.85	%
Non-ferrous metals	0.79	%
Cardboard	0.41	%
Adhesive	0.16	%
Lubricants	0.05	%
Glass	0.02	%
Titanium	0.01	%

From the next fiscal year we will work on solving this problem with material master data and we will be able to report material inflows by weight in the future.

ESRS E5 Resource use and circular economy

E5-5 Resource outflows

We take targeted measures to optimize resource usage across our operations and product lifecycles, focusing on material reduction, energy efficiency, and the use of sustainable and recyclable materials in both products and packaging.

In the previous year, we introduced more sustainable molded pulp in our packaging for some retail scales. In addition, accessory kits are now packaged using plastic packaging made from recycled materials, which is also fully recyclable.

We continue to measure the GHG emissions associated with the use phase and end-of-life phase of our sold products. These assessments provide valuable insights into opportunities for optimizing both energy and material usage across our product portfolio.

Our products are distinguished by their high-quality materials and extended durability. With proper and regular maintenance, their lifespan can be extended by an additional generation. The following table shows the standard durability (in years) of our core product groups. These product groups and durability estimates are defined by our Research and Development department as part of our GHG emissions calculations.

Durability of products per product group

<i>Product group</i>	<i>Durability</i>	<i>Unit</i>
Retail Scales	7	year
Checkout Scales	7	year
Industrial Slicers	8	year
Bread Slicers	8	year
Meat/Bone Saw	8	year
Strip Cutter	8	year
Mincer	8	year
Food slicer	8	year
Checkweighing	12	year
Catchweigher	15	year
Labeling	12	year
Industrial Scales	15	year
Inspection	12	year

ESRS E5 Resource use and circular economy

The waste hierarchy plays a central role in Bizerba's waste management practices. A large proportion of the waste generated is either recycled or used for energy recovery. In the design and use of our own products, we prioritize waste prevention and preparation for reuse wherever possible.

To collect accurate data on waste volumes and treatment methods, a standardized questionnaire was prepared and distributed to every site within the Bizerba Group. The data was gathered from internal systems, waste management service providers, or, where necessary, based on reasonable estimates.

This year's data on waste treatment is significantly more representative. In the previous report, treatment data was largely based on waste handled in Germany, where the highest waste volumes were generated. For this reporting period, information was collected directly from each Bizerba subsidiary, providing a more comprehensive picture.

The tables below show the amount of generated waste by waste type, waste treatment, and the amount of recovered waste.

ESRS E5 Resource use and circular economy

Waste Generation

Waste in metric tons (t)	2023/24	%	2024/25	%
1. Total amount of generated waste (sum 2+9)	3,704.01	100	5,819.72	100
2. Total amount of non-hazardous waste (sum 3+6)	3,467.64	94	5,375.01	92
3. of which diverted from disposal - recovered (sum 4+5)	3,322.53	90	1,695.89	29
4. by reuse		0	131.69	2
5. by recycling	3,322.53	90	1,564.20	27
6. of which directed to disposal (sum 7+8)	145.11	4	3,679.12	63
7. by incineration	144.77	4	1,621.38	28
8. by landfill	0.35	0	2,057.74	35
9. Total amount of hazardous waste (sum 10+13)	236.37	6	444.71	8
10. of which diverted from disposal - recovered (sum 11+12)	234.81	6	389.47	7
11. by reuse		0		0
12. by recycling	234.81	6	389.47	7
13. of which directed to disposal (sum 14+15)	1.56	0	55.24	1
14. by incineration	1.56	0	35.67	1
15. by landfill		0	19.57	0

	2023/24	%	2024/25	%
Total amount of generated waste	3,704.01	100	5,819.72	100
Total amount of recovered waste by reuse and recycling	3,557.34	96	2,085.36	36
Total amount of non-recycled waste	146.67	4	3,734.36	64

ESRS E5 Resource use and circular economy

Since Bizerba places electronic products on the market, we are subject to WEEE (Waste from Electrical and Electronic Equipment) reporting obligations. The following table presents the percentage of WEEE collected relative to the total amount of electrical and electronic equipment placed on the market.

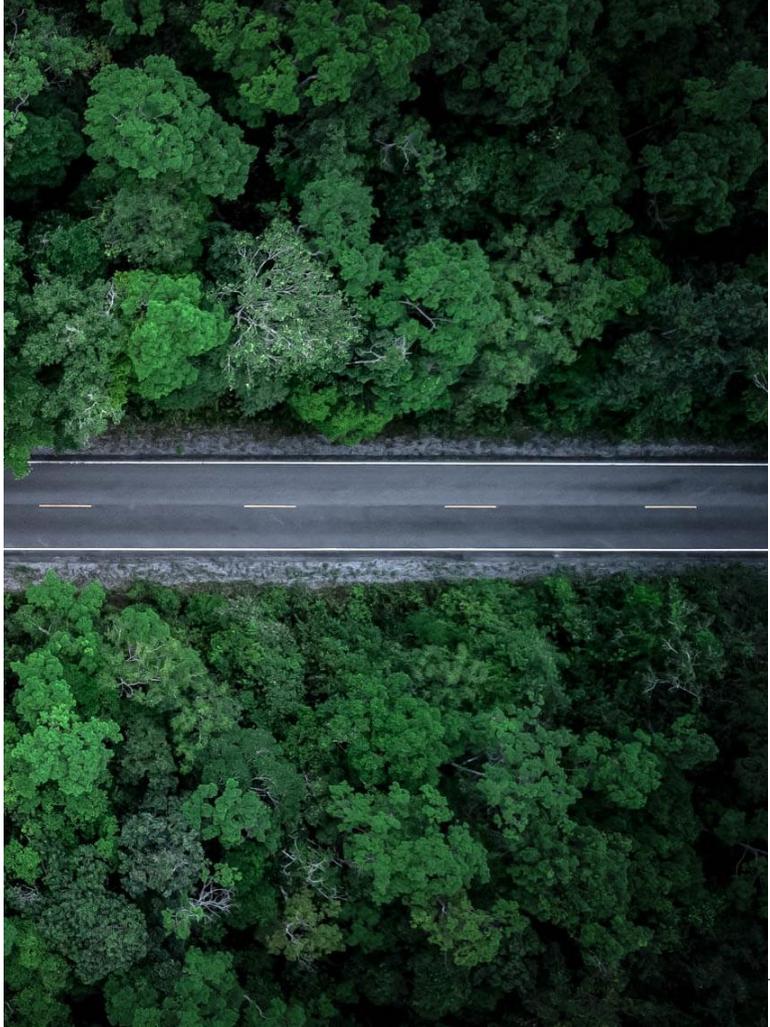
Waste from electrical and electronic equipment

	2024	2025
Total electrical and electronic equipment (EEE) placed on the market	299,963	272,989
Total waste from electrical and electronic equipment (WEEE) collected	39,559	42,923
Percentage of WEEE collected out of total of EEE placed on the market (%)	13	16

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ESRS S1

Own workforce

S1-1 Policies related to own workforce

Bizerba offers a globally unique portfolio of hardware and software solutions, from products and solutions for retail and industry, labels and consumables, to comprehensive service ranging from product maintenance service to consulting and financial services. In a market like this, Bizerba needs skilled employees. That's why they believe that their employees are their greatest asset, and they are committed to fostering a safe, diverse, inclusive, and supportive work environment where every employee can thrive.

The corporate strategy consists of five strategic pillars. One of the important pillars is "Culture". Under this pillar, Bizerba has defined the following guiding principles:

- *We aim for an employee-oriented, trust-based leadership culture.*
- *We strive for effective, transparent, and cross-functional collaboration.*
- *We promote and demand transparent communication and information across departments and hierarchies.*
- *We want a positive and open feedback culture and respectful communication at eye level.*
- *We need flexible employees and leaders with an agile mindset.*

A key element of the strategy is the promotion of all employees' professional development through the Bizerba Academy. Strategic pillars are directed towards the entire workforce.

Bizerba's commitment to upholding human and labor rights is outlined in compliance with local legislation and in the Code of Conduct. The Code of Conduct defines the central duties and values of Bizerba for the interaction among employees as well as in relation to third parties and is mandatory for all Bizerba employees. Bizerba's subsidiaries implement the Bizerba Code of Conduct as a minimum standard in accordance with their legal requirements. All relevant countries must appoint a Regional Compliance Officer for the respective subsidiary as a contact to assist and advise the Central Compliance Officer on implementation of the Code.

The Bizerba Code of Conduct encompasses the five fundamental principles of the ILO:

- Freedom of association and the right to collective bargaining
- Abolition of forced labor.
- Elimination of child labor.
- Prohibition of discrimination in employment and occupation.
- Occupational health and safety.

The most senior level in Bizerba accountable for implementing the Code of Conduct is the CEO. Managers demonstrate compliance with the Bizerba Code of Conduct within their field of activity and are responsible for ensuring that the Bizerba Code of Conduct is followed by their employees. Managers also monitor and verify its compliance.

ESRS S1

Own workforce

Bizerba regularly conducts employee surveys with the aim of gathering employees' opinions and perceptions to continuously improve and address specific optimization measures. The last survey took place in 2022.

Within the recruitment of different target groups, there are different selection procedures that are geared to the corresponding requirements and skills (e.g. for trainees, for managers, for Top Management). Competency-based feedback and reflection tools are also used within dual training.

Bizerba deliberately offers young people with a migration background, disabilities, or irregular life paths and lower academic qualifications the opportunity to pursue vocational training. They have representatives for disabled employees.

They are committed to strengthening diversity within the company, for instance, by considering the international labor market when filling positions. Inclusion is also a practiced value, with numerous examples of successful implementation—starting from initial vocational training.

The company's policies and regulations, as well as all information regarding human rights can be found in the employee app which is called "MyBiz".

Lifelong learning is of great importance to Bizerba. Therefore, their training and development program is continuously monitored and further developed. Bizerba has its own Academy, which offers employees access to learning opportunities. It offers training opportunities on soft skills, methods & personal skills and product trainings. The learning formats are also diverse – web-based-trainings, webinars or on-site trainings.

Their business is global and good foreign language skills are important. For that reason, they offer a digital language learning platform – Speexx. The advantages of this platform: flexible learning through virtual classrooms, learning from PC, tablet or smartphone, lessons in group or individual training, tailored training plan for individual learning goals.

Bizerba supports employees in finding good work-life balance. They offer flexible working hours and a hybrid working model – on-site with the possibility for remote work. For supporting employees' physical well-being, they offer company doctor consultation hours and a corporate fitness program with WellPass.

The main health and safety policy of Bizerba is the Occupational Health and Safety Management Manual. It defines the social responsibility of the company, as well as the resulting procedures of the occupational health and safety management system with the aim of continuously improving occupational health and safety.

ESRS S1

Own workforce

S1-2 Processes for engaging with own workers and workers' representatives about impacts

Bizerba is committed to transparent and constructive engagement with its own workers and their representatives on matters that impact them. Effective communication and participation are essential for fostering a positive working environment and supporting continuous improvement. The company uses a range of mechanisms for engagement, including a global employee survey conducted every three years, pulse-check surveys on specific topics, annual employee appraisals, working groups and task forces, an idea management platform, the Bizerba Academy, and the employee app, which provides daily updates on relevant workplace topics.

Employee representatives, such as works councils, trade unions, and health & safety committees, are regularly involved in structured dialogue with management. These meetings are used to discuss topics such as working conditions, occupational health and safety, restructuring, or other issues relevant to employees.

The frequency of these meetings varies depending on the country of operation. At Bizerba's headquarters in Germany, meetings between employee representatives and management are held on a monthly basis. In other subsidiaries, such meetings occur at varying intervals, monthly, quarterly, annually, or on an ad hoc basis, as needed.

The Learning & Development department is responsible for planning, implementing, and evaluating employee surveys. Following evaluation, results are shared with departmental managers, who are tasked with deriving improvement measures and monitoring their implementation.

Key performance indicators (KPIs) related to employee engagement, such as turnover rates, absenteeism, and productivity levels, are tracked. By monitoring these metrics, one can assess how well engagement strategies are performing and make data-driven decisions to enhance them.

ESRS S1 Own workforce

S1-3 Processes to remediate negative impacts and channels for own workers to raise concerns

Bizerba has established grievance mechanisms to allow workers and other stakeholders to report any violations of human rights or labor standards. These mechanisms are designed to ensure that issues are handled promptly and fairly. We track and monitor all reported concerns to ensure they are addressed promptly and effectively.

Every employee has the right to file a complaint with the appropriate representatives in the workplace if they feel

disadvantaged, treated unfairly, or otherwise harmed by the employer or other employees. They can enlist the support or mediation of a works council member. The works council is responsible for receiving complaints from employees and, if deemed valid, will advocate for remedial action with the employer. The responsible body for this is the complaints procedure.

Detailed information about the channels available for raising concerns is accessible at our company's portal. Employees can raise concerns anonymously.

ESRS S1 Own workforce

S1-6 Characteristics of the undertaking's employees

Being a company with global presence in over 120 countries in the world with its subsidiaries, manufacturing locations and numerous partners, Bizerba is committed to fostering a diverse and inclusive workforce that reflects the global communities they serve. This section provides an overview of the key characteristics of employees, including demographics, employment types, and employee turnover.

The number of employees is reported in headcount at the end of the fiscal year. Data is gathered from internal systems of every subsidiary in Europe.

Number of employees in headcount broken down by gender

<i>Employees in headcount</i>	2023/24	%	2024/25	%
Female	859	23	1,003	23
Male	2,853	77	3,341	77
Other	-	-	-	-
Total	3,712	100	4,344	100

Employees by contract type, broken down by gender

<i>Employees in headcount</i>	Female	Male	Other	Total
Total number of employees	1,003	3,341	0	4,344
Number of permanent employees	922	3,214	0	4,136
Number of temporary employees	77	131	0	208

The reason for the significant difference in the number of employees compared to the previous fiscal year is because this sustainability report covers whole Bizerba Group compared to the previous which covered only Europe. The following table shows the total number of employees who left the company in the reporting fiscal year and average employee turnover rate.

Employee turnover

	2023/24	2024/25	Unit
Number of employee turnover	480	483	Head count
Percentage of employee turnover	14	11	%

ESRS S1 Own workforce

S1-8 Collective bargaining coverage and social dialogue

Bizerba recognizes the importance of fair wages, safe working conditions, and other essential employment terms. They foster a culture of open communication and encourage structured social dialogue at all levels of the organization. Constructive engagement between management and employees is considered essential for maintaining a positive and productive work environment.

In countries where collective bargaining agreements are in place, Bizerba ensures full compliance and actively engages with relevant employee representatives. In countries without such agreements, employment terms, including wages, working hours, and working conditions are determined in accordance with applicable national or local labor legislation.

The table below provides the number and percentage of employees covered by collective bargaining agreements for the reporting period.

Collective bargaining coverage

Country	2023/24	2024/25	Unit
Germany	73	75	%
Austria	79	100	%
Belgium	55	100	%
Spain	100	100	%
Italy	100	100	%
France	100	100	%
Greece	33	100	%
Portugal	-	100	%
Argentina	-	50	%

ESRS S1 Own workforce

In countries where collective bargaining agreements are in place, 2,535 out of 3,029 employees are covered, representing 83.7%. Across the entire Bizerba Group, this corresponds to 57.4% of all 4,344 employees.

In addition to collective bargaining coverage, Bizerba also monitors the presence and structure of employee representation across its operations. The following table presents the number and percentage of employees covered by employee representatives, such as members of works councils, trade unions, or health and safety committees, during the reporting period.

Employee representation

	2024/25	Unit
Total number of employees	4,344	Headcount
Number of employees covered by employee representatives	2,953	Headcount
Percentage of employees covered by employee representatives	68	Percentage (%)

ESRS S1 Own workforce

S1-9 Diversity metrics

At Bizerba, we are committed to fostering a diverse and inclusive workplace. Our diversity metrics provide transparency on age distribution within the company and the gender distribution within our top management. Data is compiled from the internal systems of every subsidiary of the Bizerba Group. Understanding the age distribution of our workforce helps us create policies and programs that cater to the needs of different age groups. Our age distribution metrics are as follows:

Number of employees at top management level and breakdown by gender

	2023/24	2024/25	Unit
Total number of employees at top management level	40	37	Head count
Female	5	5	Head count
Male	35	32	Head count
Percentage of females	12.5	86.5	%
Percentage of males	87.5	13.5	%

The Top Management of Bizerba includes Global Directors and Managing Directors.

Total number of employees by age group

	2023/24	%	2024/25	%
Total number of employees	3,712	100	4,344	100
Under 30 years	463	12.5	495	11.4
Between 30 and 50 years	1,997	53.8	2,451	56.4
Over 50 years	1,252	33.7	1,398	32.2

ESRS S1 Own workforce

S1-10 Adequate wages

Bizerba ensures that all employees receive wages that are not only fair but also adequate to meet their basic needs and support a decent standard of living, thereby contributing to their overall well-being and job satisfaction. All wages paid to our employees comply with applicable national laws or, where relevant, are aligned with industry benchmarks in the countries where we operate. We regularly review and adjust our wage structures to ensure continued compliance and to reflect changes in the legal and economic landscape. In Germany, our pay grades are defined by a collective agreement with IG Metall, the industrial union representing workers in the metal industry.

S1-11 Social protection

All employees covered by this report are included in social protection schemes that provide income security in the event of major life events such as sickness, employment injury, acquired disability, retirement, and parental leave. Coverage begins from the start of the individual's employment with the undertaking. 100% of employees within the scope of this report are covered by these social protection measures, either through statutory systems or employer-provided schemes.

S1-12 Persons with disabilities

Bizerba is dedicated to fostering an inclusive workplace that supports and empowers persons with disabilities. As part of this commitment, Bizerba tracks and reports the representation of persons with disabilities within the workforce.

Data is collected annually at the end of the fiscal year from internal systems across European subsidiaries. For an employee to be recorded as a person with a disability, they must voluntarily self-declare and provide official medical certification in accordance with local legal requirements. The following table provides the percentage of employees with disabilities within the Bizerba Group.

Employees with disabilities			
	2023/24	2024/25	Unit
Percentage of employees with disabilities	3.6	7.4	%

ESRS S1 Own workforce

S1-13 Training and skills development indicators

Bizerba is dedicated to the continuous development of employees' skills and knowledge. Training and skills development programs are designed to enhance both personal and professional growth. They offer trainings through a Learning Management System and conduct yearly appraisal interviews to review performance and career development for all employees.

The difference in reported training hours compared to the previous year is due to a change in calculation methodology. This year, we applied a weighted average based on the number of employees per site, providing a more accurate reflection of actual training per employee. The previous year used a simple average that did not consider the relative size of each site.

Training and skills development offering

	2023/24	2024/25	Unit
Percentage of employees that participated in regular performance and career development reviews	100	93	%
Average number of training hours per person for employees	27.2	10.5	h
Male	28.7	7.7	h
Female	23.8	3.2	h

ESRS S1 Own workforce

S1-14 Health and safety indicators

Bizerba ensures the health and safety of the workforce at all Bizerba locations. The health and safety management system is designed to prevent work-related injuries and illnesses and to promote a safe working environment. All employees in Bizerba are covered by a health and safety management system based on ISO certification when there is one in place or based on the legal requirements of the local legislation. Key health and safety indicators can be seen in the following table.

Indicators cover all entities in the scope of this report. Data is compiled from internal systems of every subsidiary in Bizerba Group. Difference in number of working hours compared to the previous year is due to scope covering only European subsidiaries in the previous reporting period. Rate of recordable work-related accidents for own workforce is calculated using the formula from ESRS standards.

Rate of recordable work related accidents

$$= \frac{\text{number of recordable work related accidents}}{\text{Total number of working hours}} \times 1,000,000$$

In a previous version of this report published in October, incorrect entries for fatalities data in health and safety metrics were published as a result of a misunderstanding in the data submission process. The values presented in the table have been reviewed and corrected on the November 19th to ensure accurate and reliable reporting.

Health and safety metrics

	2023/24	2024/25	Unit
Total number of working hours	6,526,800	9,350,196	h
Percentage of people in its own workforce who are covered by health and safety management system based on legal requirements and (or) recognized standards or guidelines	100	100	%
Total number of fatalities in own workforce as result of work-related injuries and work-related ill health	0	0	
Number of fatalities in own workforce as result of work-related injuries	0	0	
Number of fatalities in own workforce as result of work-related ill health	0	0	
Number of recordable work-related accidents for own workforce	81	67	
Rate of recordable work-related accidents for own workforce	12.3	7.2	
Number of cases of recordable work-related ill health of employees	23	6	
Number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health related to employees	2,623	496	days

ESRS S1 Own workforce

S1-15 Work-life balance metrics

Bizerba recognizes the importance of work-life balance for our employees' well-being and productivity. We offer flexible working arrangements to support this balance. All Bizerba employees are entitled to family-related leave through social policies, legal requirements, or collective bargaining agreements.

Family-related leave metrics

	2024/25	Unit
Percentage of employees entitled to take family-related leave	100	%
Percentage of entitled employees that took family-related leave - female	20.6	%
Percentage of entitled employees that took family-related leave - male	23.2	%

S1-17 Incidents, complaints and severe human rights impacts

During the reporting period, no fines, penalties, or compensation were paid related to human rights incidents or complaints. Furthermore, no severe human rights incidents were identified, reported, or linked to Bizerba's operations during the reporting period.

	2023/24	2024/25
Number of reported incidents of discrimination and harassment	0	0
Number of severe human rights incidents connected to own workforce	0	0

ESRS S2 Workers in the value chain

S2-1 Policies related to value chain workers

As a global family-owned business grounded in strong values, Bizerba considers respect for human rights to be an integral part of its corporate responsibility and culture. These expectations extend to our business partners across the value chain.

Bizerba has implemented a comprehensive Code of Conduct that sets out minimum requirements for environmental, social, and governance (ESG) conditions. These include:

- Freedom of association
- Prohibition of forced and child labor,
- Non-discrimination and equal treatment,
- A safe and healthy work environment,
- Responsibility towards the environment and a careful use of resources.

In line with the German Act on Corporate Due Diligence Obligations in Supply Chains (LkSG), Bizerba has also adopted a Policy Statement. Both the Code of Conduct and Policy Statement focus on the core labor standards of the International Labour Organization (ILO), and principles of the UN Global Compact.

Bizerba reserves the right to monitor compliance with the requirements of the Code of Conduct, either directly or through third parties, in coordination with the business partner. This may include requesting relevant documentation to verify adherence.

A risk management system is in place to identify, assess, and address human rights and environmental risks in all relevant business processes. Preventive measures are defined and implemented accordingly. The Executive Board regularly reviews and evaluates these risks.

In cases of severe violations of the principles outlined in the Code of Conduct and Policy Statement, Bizerba reserves the right to terminate contractual relationships. However, the preferred approach is to work collaboratively with suppliers to implement corrective actions. Business partners are encouraged to report any potential violations to enable timely resolution.

During the reporting period, no cases of non-compliance were identified or reported.

The Code of Conduct and Policy Statement are publicly available and accessible to all suppliers via the Bizerba website and the Jaggaer supplier platform.

ESRS S2 Workers in the value chain

S2-2 Processes for engaging with value chain workers about impacts

The challenges and standards to be fulfilled regarding sustainability in the supply chain increased in the reporting year, not only due to the company's focus but also due to growing legal and customer requirements. The complexity of the topic requires coordinated and consistently planned procedures.

For this reason, we are using EcoVadis IQ Plus Service to engage suppliers and assess sustainability-related risks in our supply chain. At the moment, we carry out risk analyses at least once per year. Suppliers who have been identified as "Very High Risk" or "High Risk" are further analyzed.

Our employees are trained to pay attention to the situation of employees during audits and supplier visits. This is also taught in the Bizerba Academy training.

S2-3 Processes to remediate negative impacts and channels for value chain workers to raise concerns

To process corrective measures effectively and systematically, Bizerba plans to utilize EcoVadis IQ Plus. The general procedures and rules for anonymous complaints have already been introduced. Within the BIC process framework, these processes still need to be adapted, established, and trained. A training document is available to suppliers as a potential corrective measure. As no corrective measures have been implemented thus far, Bizerba is unable to report on their effectiveness. Starting from the next fiscal year, this will be possible in a comprehensible manner using EcoVadis IQ Plus.

The freely accessible anonymous complaints procedure gives third parties the opportunity to point out human rights and environmental risks within the company or the supply chain. Whistleblowers can access the platform externally via the website. The platform contains a set of rules of procedure that explain how the process works and how the whistleblower's data is handled so that their anonymity is maintained. To protect against retaliation for people who use whistleblower channels, there is a data protection policy in accordance with the GDPR and AGG (General Equal Treatment Act).

ESRS S2

Workers in the value chain

S2-4 Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions

To ensure well-being and fair treatment of workers in the value chain Bizerba has taken certain actions and plans actions for the next fiscal year.

They carry out an in-depth survey in Jaggaer during the onboarding process for new suppliers. This survey covers topics such as corporate social responsibility, environmental certifications, Product compliance such as RoHS, REACH, PFAS, conflict minerals. Suppliers need to declare compliance with the Bizerba Code of Conduct and sign it. Existing suppliers, who have previously been onboarded, are invited to give an update on an annual basis.

At the beginning of 2023, a training course on the LkSG was conducted for those responsible in the relevant departments, including Quality, Legal, Compliance, Procurement, Health and Safety, and Human Resources. Throughout the reporting year, training on the LkSG was implemented using the company's own learning management system and has since been conducted across all plants.

As part of the second source strategy, Bizerba is increasingly visiting suppliers of critical product groups. During these visits, they also see the opportunity to pay attention to negative influences and risks for the workers to raise the overall standard.

Our products incorporate electronic components that are dependent on conflict minerals, such as tin, tungsten, tantalum, and gold. These minerals are often sourced from conflict-affected and high-risk areas, which can pose significant ethical and human rights challenges. While we strive to ensure the ethical sourcing of our materials, we face challenges in tracing the origins of conflict minerals all the way down to the smelters. This is due to our reliance on information provided by our supply chain partners. Given the complexities of our supply chain, it is possible that some conflict minerals in our products may originate from conflict areas.

In this fiscal year, Bizerba implemented EcoVadis IQ Plus as a risk management tool to assess and manage risks in the supply chain. There are several key benefits from its implementation:

- Have a detailed risk classification of the entire supply chain.
- Helps meet various compliance requirements such as the LkSG.
- Supports the implementation of the sustainability strategy.
- Better engaging with suppliers and driving improvements in sustainability practices.
- Improve the traceability and accountability of conflict minerals in our supply chain.

ESRS S2 Workers in the value chain

S2-5 Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities

To manage material risks and opportunities related to value chain workers and to reduce negative impacts while advancing positive outcomes, Bizerba uses the EcoVadis IQ Plus platform as a key component of its supplier due diligence and risk assessment process.

As part of this approach, invitations are sent via the EcoVadis platform to selected suppliers, requesting them to participate in the assessment and disclose their sustainability practices. The platform enables Bizerba to track supplier responses, including how many accepted or declined the assessment and how many completed the evaluation and received an EcoVadis score.

This structured method helps Bizerba monitor and engage suppliers in improving their social and environmental performance. It also enables us to track progress toward our target, which is:

Have suppliers covering 80% of our procurement expenditure assessed through EcoVadis.

The most recent status update from January 2025 provided the following metrics:

	<i>as of January 2025</i>
Total number of suppliers on EcoVadis	3,672
Number of suppliers that accepted the assessment	232
Percentage of suppliers that accepted the assessment	6.32%
Number of suppliers that went through assessment and have valid score cards	191
Percentage of suppliers that went through assessment and have valid score cards	5.20%

ESRS S2 Workers in the value chain

Bizerba continues to monitor progress toward this target on a regular basis and will use future assessments to drive supplier improvements, particularly in areas relevant to value chain workers such as labor rights, health and safety, and fair working conditions.

In addition to broader sustainability risk assessments, Bizerba also addresses specific risks related to conflict minerals in its supply chain. Using both the EcoVadis IQ Plus platform and the Assent platform, we monitor suppliers that provide information on the origin of conflict minerals and submit declarations using the Conflict Minerals Reporting Template (CMRT), developed by the Responsible Minerals Initiative (RMI).

This template facilitates standardized data collection related to the presence and sourcing of tin, tungsten, tantalum, and gold (3TG) – minerals that are often associated with conflict-affected and high-risk areas. Suppliers are expected to complete the CMRT as part of our responsible sourcing efforts and due diligence obligations.

For the reporting fiscal year, the metrics related to conflict minerals reporting are summarized below:

	2024/25
Total number of suppliers on EcoVadis	3,672
Number of conflict minerals priority suppliers	517
Percentage of conflict minerals priority suppliers	14.08%
Number of suppliers with shared CMRT template	114
Percentage of conflict minerals priority suppliers with shared CMRT template	22.05%

ESRS S4 Consumers and end- users

Product safety and quality

At Bizerba, we are dedicated to ensuring the highest standards of product safety and quality for our consumers and end-users. Our product safety and quality approach includes:

- **Rigorous Quality Control:** We implement quality control measures at every stage of the manufacturing process to ensure that our products meet or exceed industry standards. This includes regular inspections, testing, and certification by independent third parties.
- **Compliance with Regulations:** We adhere to all relevant national and international regulations and standards related to product safety and quality. This ensures that our products are safe for use and meet the expectations of our consumers and end-users. Our main plants are certified with ISO 9001 standard.
- **Continuous Improvement:** We are committed to continuous improvement in our product safety and quality practices.
- **Customer Feedback and Complaint Management**

Bizerba values the feedback of our consumers and end-users and is committed to addressing their concerns promptly and effectively. Our customer feedback and complaint management approach includes:

- **Accessible Feedback Channels:** We provide multiple channels for consumers and end-users to provide feedback, including online forms, customer service hotlines, and social media platforms. This ensures that we

can capture a wide range of perspectives and concerns.

- **Timely Response:** We have established procedures to ensure that all feedback and complaints are addressed in a timely manner. Our quality team is trained to handle inquiries efficiently and escalate issues as necessary.
- **Root Cause Analysis:** For any complaints received, we conduct a thorough root cause analysis to identify underlying issues and implement corrective actions. This helps us prevent recurrence and improve overall customer satisfaction.

Data privacy and security

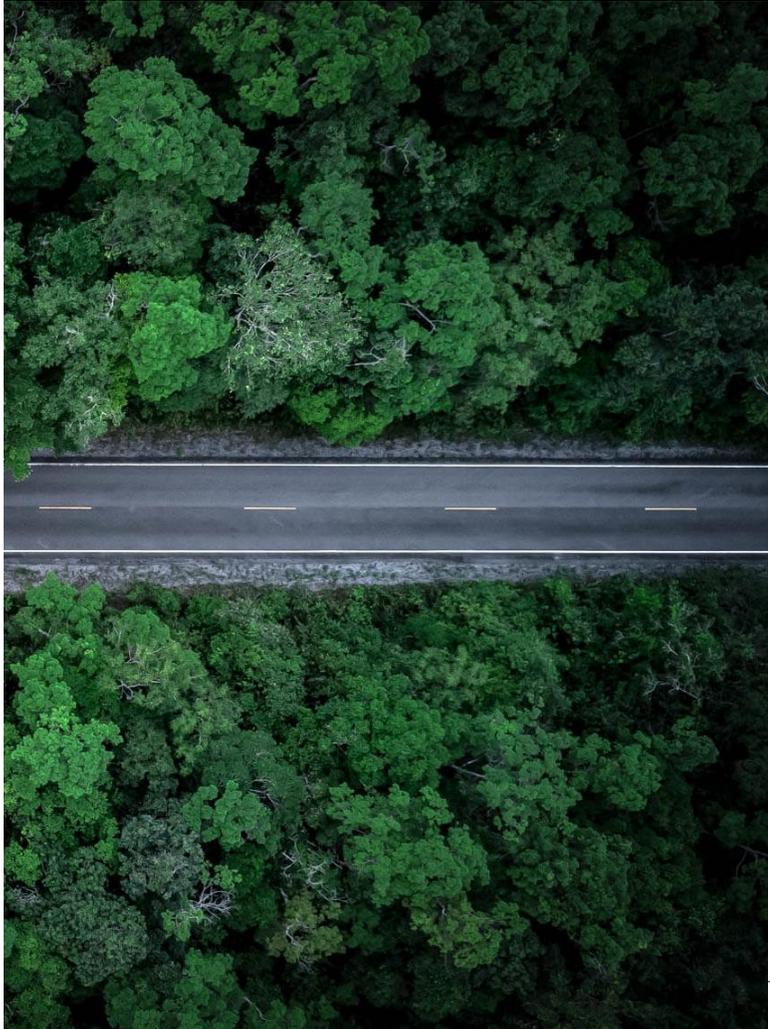
Protecting the privacy and security of our consumers' and end-users' data is a top priority at Bizerba. Our Data Privacy and Security approach includes:

- **Data Protection Measures:** We implement robust data protection measures to safeguard personal information collected from our consumers and end-users. This includes encryption, access controls, and regular security audits.
- **Compliance with Data Protection Laws:** We comply with all applicable data protection laws and regulations, including the General Data Protection Regulation (GDPR). This ensures that we handle personal data responsibly and transparently.
- **Consumer Awareness:** We provide clear and transparent information to our consumers and end-users about how their data is collected, used, and protected. This helps build trust and confidence in our data handling practices.

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ESRS G1 Governance

G1-1 Business conduct policies and corporate culture

Bizerba fosters a corporate culture that emphasizes ethical behavior, transparency, and continuous improvement. They can only achieve their strategic goals if management, executives, and employees pursue the same goals and all work with and for each other. The basis for this is their shared values, which significantly shape the new leadership and corporate culture.

Corporate culture is defined by the Top Management in the Code of Conduct which is addressed to every employee, published in the employee app. It is part of contracts with partners and suppliers, communicated on the website and distributed to every affiliate. The Code of Conduct covers law abidance, anti-corruption, prevention of money laundering, protection of personal data, protection of fair competition, confidentiality of information, avoiding conflicts of interest. The scope of the Code of Conduct covers all employees of Bizerba SE & Co. KG and Bizerba affiliates accordingly (depending on local law), business and cooperation partners, suppliers and sales partners, commercial agents, service providers. The Executive Board is the most senior level

accountable for implementation of the Code of Conduct. During policymaking, the Code of Conduct was discussed with the main departments of the involved topics: Management Board, works council, human resources, tax, finance, health and safety, quality, legal, data protection, procurement and sales.

Whistleblowing means the opportunity for employees of the Bizerba Group or external third parties (such as suppliers and customers) to report information about criminal business practices that are not in line with the Bizerba Code of Conduct to Bizerba SE & Co. KG. Whistleblowing is intended to serve risk management, the detection and investigation of criminal offences, behavior that is harmful to the company and the protection of employees.

Whistleblowing cases should be reported to the compliance office, the Global Compliance Officer (GCO) or its representative. This can be done in person, by telephone, by email, or if the anonymity of the reporter is to be maintained, via the Compliance Whistleblower App.

ESRS G1 Governance

G1-2 Management of relationships with suppliers

At Bizerba, we recognize that our suppliers are critical partners in our mission to deliver innovative products and services. Our company is committed to fostering ethical, sustainable, and resilient relationships with our suppliers. Supplier management is an integral part of our business strategy and risk management, ensuring continuity, compliance, and responsible sourcing practices.

Activities to avoid or minimize the impacts of disruptions to our supply chain are integral to our strategy and risk management. We have contingency plans and diversified sourcing strategies to ensure the continuity of supply and mitigate potential risks.

We carry out an in-depth survey during the onboarding process for new suppliers as well as regular assessments and audits of current suppliers. We conduct screening and evaluation of the social and environmental performance, and compliance with our Code of Conduct, international standards such as ISO and ILO labor principles.

Where feasible, we prioritize local suppliers to support regional economies and reduce environmental impacts related to transportation.

'Vulnerable suppliers' includes suppliers that are exposed to significant economic, environmental or social risks. We define vulnerable supplier as one whose failure to deliver goods or services could cause a loss of earnings exceeding €500,000 until the company can find an alternative supplier.

We provide training to our procurement workforce on engagement and dialogue with suppliers. Training courses on the supplier portal application and compliance topics are conducted for all new employees upon joining the company. These courses are then repeated annually through our Bizerba Academy to ensure ongoing education and adherence to our standards.

We started collaborating with EcoVadis and utilize their IQ Plus solution to conduct even more detailed risk assessments. This initiative is in response to the new European regulation and the German Supply Chain Due Diligence Act (LkSG). This will allow us to efficiently collaborate with suppliers exposed to significant environmental, social or ethical risks, monitor the sustainability performance of suppliers and implement corrective action.

ESRS G1 Governance

G1-3 Prevention and detection of corruption and bribery

Key actions taken during this fiscal year regarding business conduct are as follows:

- Compliance training for affiliates.
- Integration of compliance topics in supplier onboarding and evaluation tool.
- Conducting an internal data protection audit.

Actions planned for the future are:

- Assistance to affiliates with implementation of trainings, with the expected outcome of upholding awareness of legal requirements.
- Continuation of compliance efforts along the supply chain.

The scope of key actions includes affiliates, global suppliers and employees of Bizerba. The contribution of actions to targets is that no reported compliance problems with business partners or employees were reported during the reporting year. Timeline under which key actions are to be completed:

- Compliance trainings for affiliates: end of fiscal year 26/27.
- Compliance with supplier onboarding: 2025.
- Data protection audit: end of fiscal year 25/26.

Some of the external bodies that provide external validation are: BAFA, EcoVadis, Jagger, ISO auditors.

Effectiveness of actions is reviewed annually and reported to the Top Management. The level of ambition is to achieve 100% compliance with defined legal requirements to prevent harm, aiming for zero convictions for violations of anti-corruption and anti-bribery laws.

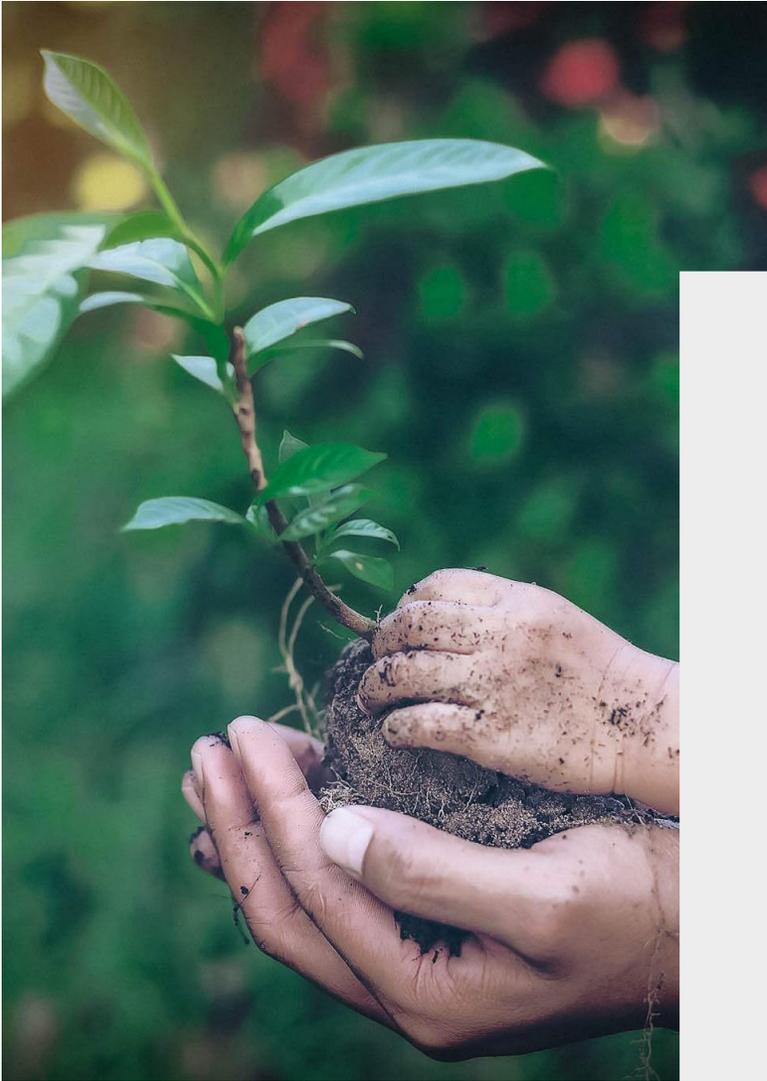
Information on prevention and detection of corruption or bribery is communicated via intranet and on a Share Point, available for all employees.

G1-4 Confirmed incidents of corruption or bribery

During the reporting period, no confirmed incidents of corruption or bribery were identified within our company. This outcome reflects our ongoing efforts to uphold ethical business practices and maintain a culture of integrity across our organization.

Following table show metrics on number of reports related to whistleblowing procedure and number of confirmed corruption incidents. Information was queried from every subsidiary of Bizerba Group.

	2023/24	2024/25
Number of reports related to whistleblowing procedure	0	1
Number of confirmed incidents of corruption and bribery	0	0



Together, we can make a difference.

Thank you for being actively involved in the topic of sustainability.

For more information related to this topic, don't hesitate to contact our expert team at sustainability@bizerba.com.

BIZERBA