chargecloud

Quality, Security and Sustainability *Policy*

chargecloud GmbH
Design Offices Cologne Mediapark
Erftstr. 15-17
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Europe's *digital heart* of EV charging.



Our purpose:

"We empower charging heroes."



Our vision:

"We empower Europe's charging heroes to win. kWh by kWh."



Our mission:

"To deliver lasting Customer Happiness through the chargecloud formula: Operating System (OS) at heart, trusted partners at your side, smart services along the way."

Quality, information security, environmental protection and occupational health and safety are four perspectives on the same promise: a reliable, secure and responsible platform for our charging heroes, built by people who work safely and healthily.

This policy is the binding commitment of chargecloud's management to quality, information security, environmental protection and occupational health and safety. It translates our Purpose, Vision, Mission and Values into these four management system topics and provides the framework for setting our objectives.

Scope:

- All employees and the management of chargecloud GmbH, in the office and at remote workplaces
- Our cloud-based Operating System for EV charging and all related services
- External partners and suppliers acting on behalf of chargecloud

Our values in the management system.



Taking charge
We act responsibly and proactively.

- **Quality:** We stand up for our results, address problems at their root cause and learn from every experience.
- **Information security:** We identify and treat risks early and report security events without delay.
- **Sustainability:** We take responsibility for reliable emissions data and appropriate reduction efforts, act proactively and learn from both our progress and setbacks.
- **Health and safety:** We take responsibility for our own health and safety and that of our colleagues and report hazards and accidents without delay.



Grow together, glow together
We create lasting value together.

- **Quality:** We focus on the needs of our customers and partners and continually improve our products, services and processes.
- **Information security:** We build security into our platform and partnerships, because trust is shared value.
- **Sustainability:** We consider the needs of our customers and partners and make our operations more efficient and resource-conscious.
- **Health and safety:** We create working conditions in the office and at home that keep people healthy and productive in the long term.

Clear path, full charge
We ensure transparency and clarity.

- **Quality:** We define clear processes, responsibilities and objectives.
- **Information security:** We set clear rules for handling information and discuss security risks openly.
- **Sustainability:** We establish a comprehensible data basis, formulate clear goals and communicate progress and barriers transparently.
- **Health and safety:** We assess workplace risks regularly and make safety information and contacts easy to find.

Trust me, I'm a Chargie!
We build trust through honesty, respect and shared responsibility.

- **Quality:** We keep our promises to customers and partners.
- **Information security:** We protect the confidentiality, integrity and availability of the information entrusted to us.
- **Sustainability:** We treat sustainability as a shared responsibility of management, employees and stakeholders across the industry and work towards common objectives.
- **Health and safety:** We treat each other with respect and involve employees in decisions that affect their health and safety.

Our *commitments and objectives*.

Management commits to:

- fulfil all applicable customer, legal and regulatory requirements and other obligations regarding quality, information security, environmental compliance and occupational health and safety
- protect human beings and safeguard our environment, including the prevention of pollution
- provide safe and healthy working conditions, eliminate hazards and reduce health and safety risks while consulting and involving employees
- continually work towards our objectives, provide the resources needed and continually improve the effectiveness of our integrated management system and our performance in all four areas

Objectives:

- Each management system derives measurable objectives from this policy.
- Objectives are monitored during the year and evaluated in the annual Management Review.

Environmental guiding principles:

Based on our carbon footprint, three guiding principles describe our target state:

Climate-conscious mobility and events

Events, hotel stays, business travel

We organise events and corporate mobility in a climate-conscious and resource-efficient way and prioritise digital and lower-emission alternatives where appropriate.

Responsible digital value chain

Electronics, digital services, servers

We use digital services and servers responsibly, work towards a resource-efficient value chain and keep hardware in use for as long as possible.

Sustainable remote work

Home office

We consider the environmental impact of remote work, raise awareness of the associated energy consumption and provide guidance to support conscious decisions.

Communication and availability:

- This policy is communicated to all employees during onboarding and through the mandatory Academy course.
- All employees must know this policy and apply it in their daily work.
- This policy is available to interested parties on request.
- Management reviews this policy annually as part of the Management Review and updates it when the context of the organisation changes.

Our guiding principle:

"Reliable, secure and responsible: for our charging heroes, kWh by kWh."



Approved by Markus Bach, CEO of chargecloud GmbH.

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