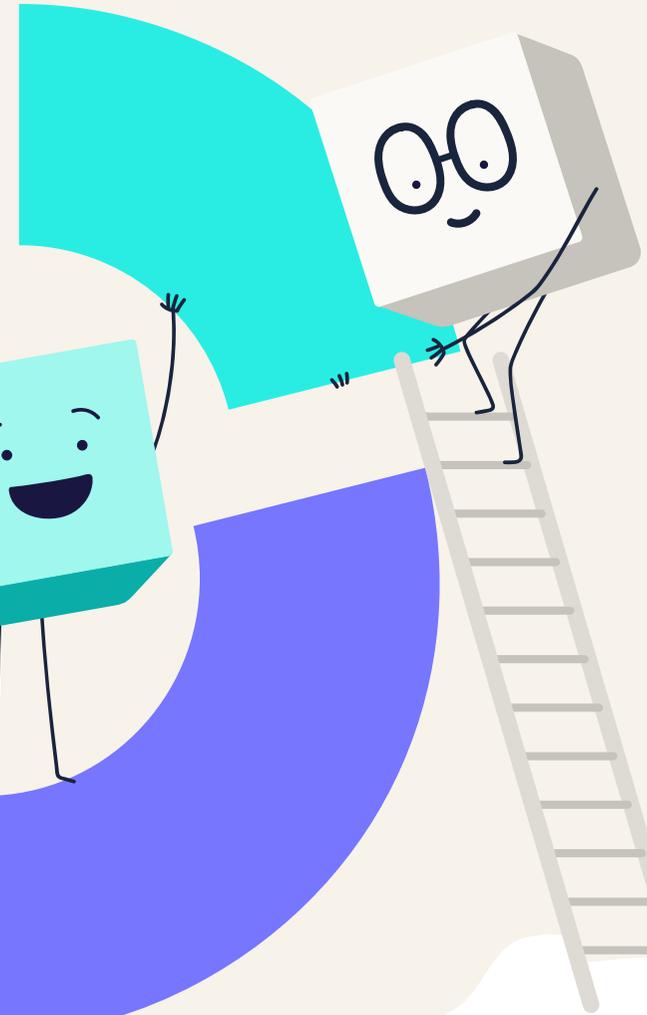
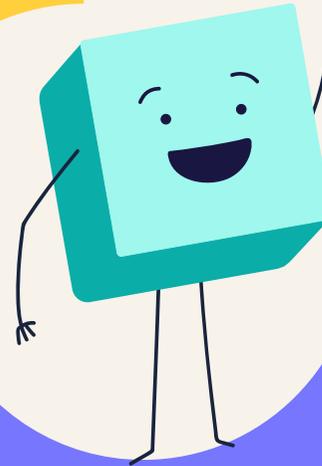
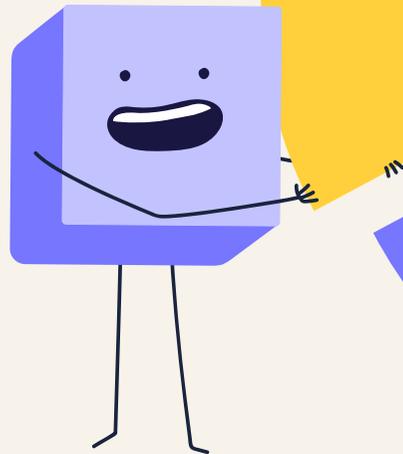


# Combined ESG & DEI Report

for 2024





# Disclaimer

Certain statements and information in this communication may constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our plans; beliefs; expectations; continuation or future execution of initiatives, programs, activities, policies, or disclosures; strategies; goals; objectives; intentions; commitments; pledges; priorities; targets; and other statements that are not historical in nature.

Any information that is not historical in nature included in this report is subject to change. These statements are made on the basis of management’s views and assumptions regarding future events and business performance as of the time the statements are made.

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- further deterioration in domestic and global economic conditions or failure of conditions
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- consumer preferences and acceptance of our content, offerings, pricing model, and price increases, and corresponding subscriber additions and churn, and the market for advertising sales on our direct-to-consumer services and linear networks;
- health concerns and their impact on our businesses and productions;
- global economy-wide transitions and availability of economically feasible solutions;
- international, political, or military developments;
- regulatory and legal developments;
- technological developments;
- labor markets and activities, including work stoppages;
- adverse weather conditions or natural disasters and environmental developments; and
- availability of content.



# Table of Contents

Disclaimer ..... 2

## CHAPTER 1

**Introduction and Approach** ..... 4

1.1 Letter from our CEO ..... 4

1.2 Highlights of the year ..... 5

1.3 Strategy and Disclosure Priorities ..... 7

1.4 Stakeholder Engagement & Participation ..... 8

1.5 Numbers at one Glance ..... 9

## CHAPTER 2

**Awards & Recognition** ..... 10

## CHAPTER 3

**Key Performance Indicators** ..... 11

3.1 Environmental KPIs ..... 11

3.1.1 Energy Consumption / GHG-Emissions ..... 11

3.1.2 Distribution in the Respective Scopes ..... 12

3.1.3 Water Usage ..... 13

3.1.4 Consideration of Environmental Aspects in Data Centre Planning ..... 14

3.2 Social ..... 15

3.3 Governance KPIs ..... 17

## CHAPTER 4

**Beyond Social KPIs** ..... 20

4.1 Employee Resource Groups ..... 20

4.1.1 Women@commercetools ..... 21

4.1.2 Black Leaders ..... 21

4.1.3 ERG PEA ..... 22

4.1.4 ERG Open Minds ..... 22

4.1.5 parents@ct ..... 22

4.2 Social Impact ..... 23

4.2.1 Volunteering ..... 23

4.2.2 Social Impact Treadmill ..... 23

4.2.3 Social Impact Everwave ..... 23

4.2.4 Social Impact Charm Industrial ..... 24

4.2.5 GreenPerk ..... 24

4.2.6 Donations (Dirk Nowitzki, World Kitchen) ..... 24

4.3 Pride Season ..... 25

4.4 DEIB Score with MACH Alliance ..... 25

## CHAPTER 5

**Partner & Supplier Data** ..... 26

## CHAPTER 6

**Closing Statement** ..... 26



# CHAPTER 1 Introduction and Approach

## 1.1 Letter from our CEO

Dear Stakeholders,

I am pleased to present commercetools' 2024 Environmental, Social, and Governance (ESG) Report. At commercetools, we believe that our responsibility extends beyond delivering cutting-edge technology and solutions—we are committed to making a meaningful impact on the environment, society, and the communities we are a part of.

This past year has been one of growth, reflection, and action. As the world continues to navigate urgent challenges—climate change, social inequality, and evolving global health concerns—we remain steadfast in our commitment to sustainability, equity, and responsible governance.

Our success is driven by the diverse perspectives, creativity, and passion of our people. Through our five employee resource groups (ERGs), which now engage one-third of our workforce, we have fostered an even stronger culture of belonging. We also exceeded our volunteering goals, with over 10% of employees dedicating over 700+ hours to charitable causes worldwide.

In collaboration with the MACH Alliance, we introduced a DEIB scoring tool, enabling organizations to take more measurable and transparent steps toward diversity, equity, and inclusion. This initiative reflects our dedication to not only driving industry innovation but also shaping a more inclusive and healthier future.

As you explore this report, I hope it offers a deeper understanding of our purpose, our culture of curiosity and innovation, and our collective drive to create a more sustainable and equitable world. I am incredibly grateful to our employees, customers, and partners for their commitment to this shared mission. Together, we are not just addressing challenges—we are transforming them into opportunities for lasting impact.



**Andrew Burton**

CEO commercetools

## 1.2 Highlights of the year

### Operating Responsibly



We are committed to conducting our business with integrity and responsibility.

In 2024, we identified more than 50% of our service providers and suppliers as diverse, and we are focused on increasing this figure in the years to come. Additionally, over 80% of our service providers and suppliers are small and micro-entrepreneurs, reinforcing our commitment to supporting small businesses and fostering their growth.

This year, we underwent our first EcoVadis audit and achieved an impressive initial score of 48/100 – a strong foundation to build upon in 2025. We also published our first Sustainability Report and DEIB Report, demonstrating our dedication to transparency and accountability.

### Investing in our People



Launched ctDiversify, a multi-year program aimed at diversifying our talent pipeline and workforce

Introduced HERizon, our women's leadership program

Kicked off Women in Tech Night Out, a new networking series designed to foster connections and opportunities for women in technology

### Diversity, Equity, Inclusion & Belonging



Five thriving ERGs

Proud participation in Pride parades in Germany, Australia and the United States

Collaborated with the Mach Alliance to launch the DEIB scoring tool, making diversity progress measurable and actionable

Conducted our first self-identification employee survey

Launched our first women's leadership program HERizon



## Environmental Sustainability



Ecological sustainability - we have taken bold action to promote a healthier planet for both people and animals.

---

Offset more than 23% of our greenhouse gas emissions in 2024 through strategic partnerships.

---

Partnered with Everwave to collect over 12 tons of waste from waterways — equivalent to more than 80% of the business waste we generate.

---

Engaged employees in conservation efforts, led by our Eco-Champions 2024, who are driving impactful environmental initiatives in their communities.

---

Achieved a 16.32% reduction in net greenhouse gas emissions — marking the second year of progress since the program's launch.

## Social Impact



Delivered 94 volunteer days, totaling 752 hours of service globally.

---

Donated \$63,000 to 12 organizations, including the Dirk Nowitzki Foundation, Die Arche, Wetlands or the World Central Kitchen Program

## 1.3 Strategy and Disclosure Priorities

### SASB Framework for IT Companies



The **SASB Framework** (Sustainability Accounting Standards Board) provides industry-specific standards for sustainability reporting.

For IT companies, it focuses on topics such as data security, energy consumption, supply chain responsibility, and the social impact of digital technologies. SASB aims to offer information crucial for investors to assess a company's long-term value creation.

Using SASB standards, IT companies can report more transparently on material topics specific to their industry. These include reducing the energy consumption of data centers or addressing the ethical handling of algorithms and user data.

**Overlaps:** SASB complements other frameworks by providing specific indicators tailored to the IT sector, which often align with ESRS requirements or SDG goals.

In subsequent chapters, topics related to SASB will be indicated with the symbol .

### ESRS Standards



The **ESRS Standards** (European Sustainability Reporting Standards) were developed by the EU to mandate detailed reporting on ESG

aspects. The goal is to create a unified and transparent reporting structure for stakeholders such as investors, customers, and regulators.

For IT companies, key reporting topics include carbon footprints, data protection, and the promotion of diversity. The ESRS standards require a deeper engagement with the impacts of business activities and help companies meet regulatory requirements.

**Overlaps:** ESRS often covers similar areas as SASB but is more closely tied to European legislation and linked to SDGs.

In subsequent chapters, ESRS-related topics will be marked with the symbol .

### SDGs



The **Sustainable Development Goals** (SDGs) of the United Nations consist of 17 global objectives to promote sustainable

development. For IT companies, Goals 9 (Innovation and Infrastructure), 12 (Sustainable Consumption), and 13 (Climate Action) are particularly relevant.

Companies use the SDGs to align their strategies with global challenges, strengthen collaboration with partners, and drive sustainable innovation.

**Overlaps:** The SDGs provide the overarching framework, while SASB and ESRS deliver specific approaches. They serve as a common foundation for integrating sustainability into business strategies.

Chapters addressing SDG-related topics will be marked with the specific SDG symbol .



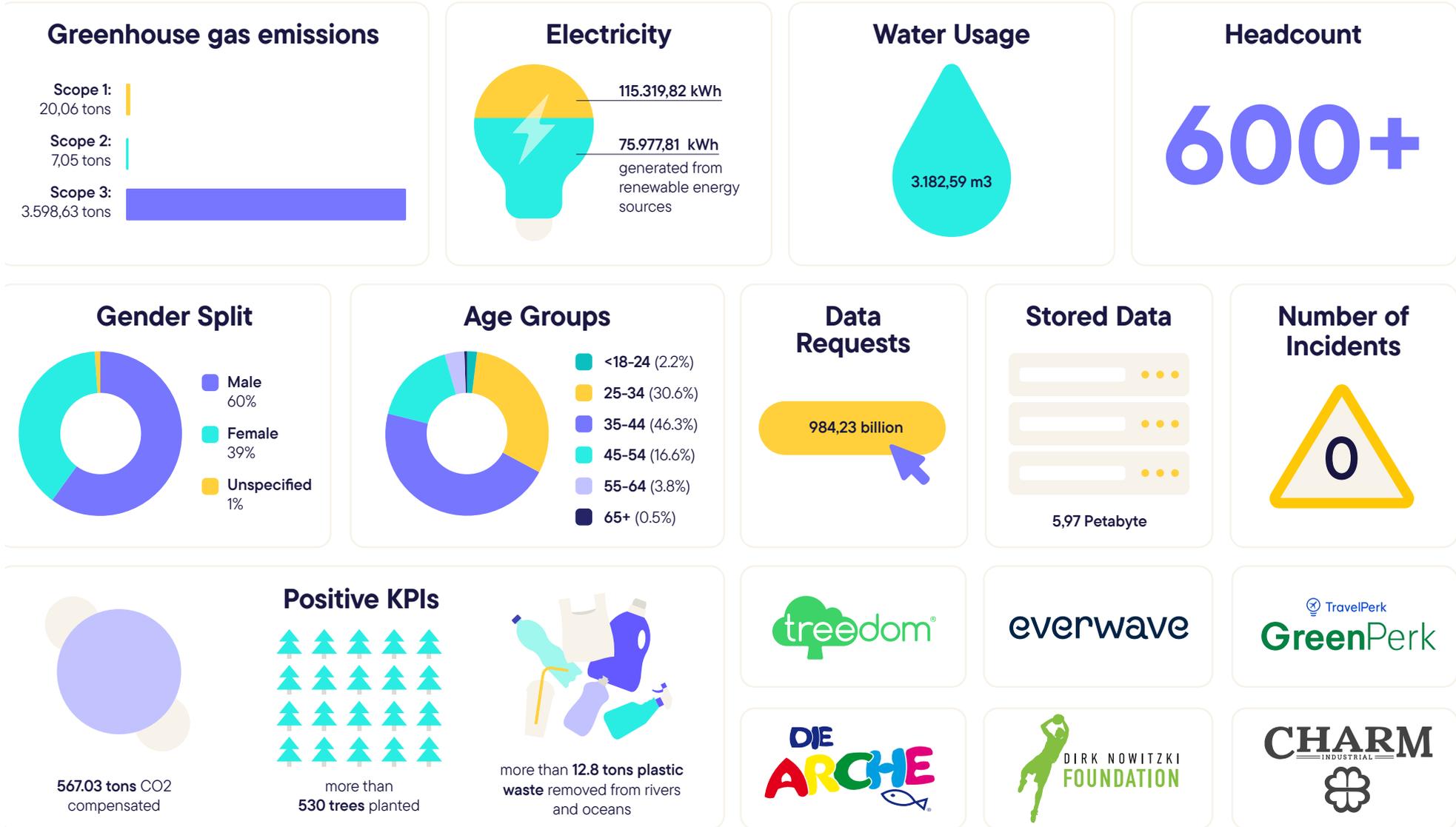
## 1.4 Stakeholder Engagement & Participation

We engage with a diverse range of stakeholders, including employees, investors, customers, industry and business communities, policymakers, NGOs and nonprofit organizations to inform our practices, policies and programs. We believe that their feedback helps to enhance our ability to identify risks and opportunities, and in certain cases, help us identify solutions to the challenges we face. These stakeholders are also considered significant to our dual materiality analysis. By establishing an industry-wide trade association, we aim to drive sustainable and comprehensive improvements across our business sector. Within the next year we will start working on our dual materiality analysis and incorporate it into our Sustainability strategy and the upcoming report in 2026.

Community Group	Objective of Engagement	Examples of Engagement
<b>Employees</b>	By listening to and learning from our employees, we gain valuable insights into their needs and priorities. This allows us to improve the employee experience, nurture a positive workplace culture, and make sure that commercetools remains a fulfilling and meaningful place to work.	<ul style="list-style-type: none"> <li>• Employee satisfaction survey (Telescope)</li> <li>• Employee DEI/B survey</li> <li>• Monthly All-Hands Meetings</li> <li>• "Ask Me Anything" sessions with leadership</li> <li>• Chief Excitement Officers Program</li> <li>• Employee resource groups</li> </ul>
<b>Shareholders</b>	We maintain strong communication with our Executive Board, and investors to ensure alignment on strategy and priorities. Feedback from shareholders plays an important role in shaping our decision-making and strategic direction.	<ul style="list-style-type: none"> <li>• Monthly Management Board meetings</li> <li>• Annual investor meeting</li> <li>• Quarterly Advisory Board sessions</li> </ul>
<b>Customers</b>	Customer engagement helps us understand evolving expectations and informs our ability to create innovative, customer-centric solutions. By fostering creativity and trust, we empower businesses to deliver unique shopping experiences to millions worldwide.	<ul style="list-style-type: none"> <li>• Focus groups</li> <li>• Beta tester</li> <li>• Customer satisfaction surveys</li> <li>• Customer service channels (emails, calls, tickets)</li> <li>• RFP-Analysis</li> </ul>
<b>Industry, Business Partners and Supply Chain</b>	Collaborating with industry leaders, suppliers, small businesses, and partners allows us to share insights, identify trends, and address challenges impacting our sector. Together, we drive innovation and sustainable development across the value chain.	<ul style="list-style-type: none"> <li>• MACH Alliance partnership</li> <li>• Supplier meetings, collaborations and development</li> <li>• Industry conferences and events</li> </ul>
<b>NGOs &amp; NonProfit Organizations</b>	Partnering with NGOs and nonprofits enables us to address global challenges and drive meaningful change. Their expertise on emerging trends and critical issues strengthens our ability to support communities and achieve positive environmental and social impacts.	<ul style="list-style-type: none"> <li>• Awareness campaigns and consultations on key issues</li> <li>• In-kind charitable contributions and employee volunteering</li> <li>• Sustainability initiatives</li> </ul>



# 1.5 Numbers at one Glance





CHAPTER 2

# Awards & Recognition



Best SaaS Product in eCommerce 2024



Leader in Gartner Quadrant Digital Commerce 5th times in a row



Gainsights Game Changer Award Transformational Leader



Winner of the 2024 Google Cloud Global Industry Solution - Technology Partner of the Year, Four times



MongoDB's ISV - Industry Solutions Partner of the Year award



AWS Rising Star Tech Partner of the Year



Built In's Best Place to Work Award 2024



ISO 27001



SOC II



HIPAA



HDS



TISAX



EcoVadis

**CHAPTER 3**

# Key Performance Indicators



## 3.1 Environmental KPIs

### 3.1.1 Energy Consumption / GHG-Emissions

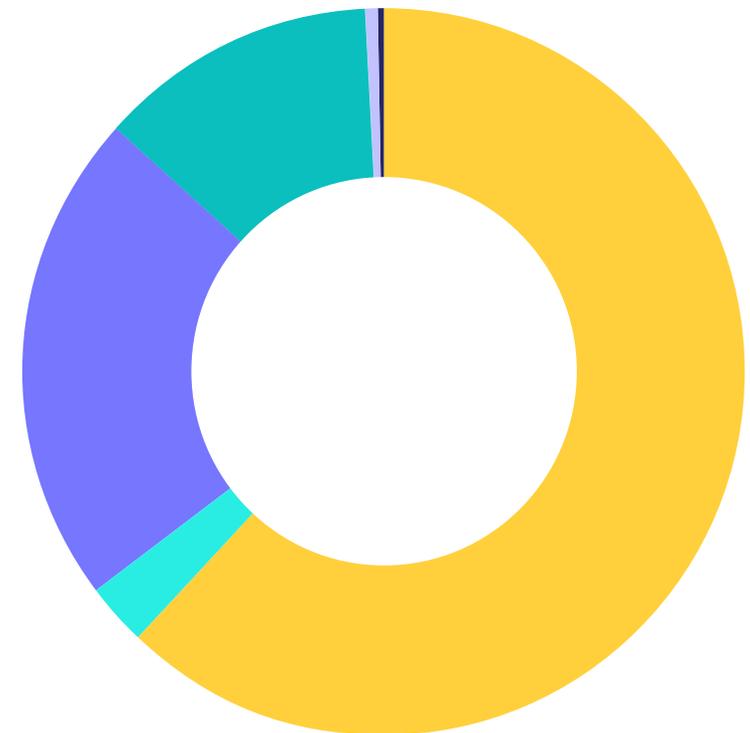
Our data sources for measuring energy consumption and greenhouse gas (GHG) emissions include detailed reports from our cloud data center providers, who convert usage into CO2 equivalents through their respective portals.

In addition to this, we track electricity consumption across our office locations. However, this data is only available for certain locations through annual invoices. For office spaces that are shared, we rely on scientifically established statistical values to estimate consumption. These calculations are based on the amount of space we rent within each shared location.

Given that a significant portion of our workforce operates remotely, we have implemented methodologies to calculate the CO2 footprint associated with working from home and commuting. This ensures a more comprehensive view of our environmental impact.

We are equally committed to accounting for other key contributors to our GHG emissions. Business travel emissions are fully integrated into our calculations, reflecting our efforts to address their environmental impact. Additionally, emissions resulting from the technical equipment provided to employees are calculated using data from Apple Inc., which provides CO2 consumption figures for each device.

**This produces the following results for 2024.**



<span style="color: #FFC000;">■</span> <b>Business Travels:</b> 2,253,55 tons	<span style="color: #00A09A;">■</span> <b>Commuting:</b> 446,46 tons
<span style="color: #00C0C0;">■</span> <b>Purchased Goods &amp; Services:</b> 101,85 tons	<span style="color: #A0A0FF;">■</span> <b>Stationary combustion:</b> 20,06 tons
<span style="color: #4040FF;">■</span> <b>Cloud Services:</b> 796,77 tons	<span style="color: #000040;">■</span> <b>Purchased Electricity:</b> 7,05 tons



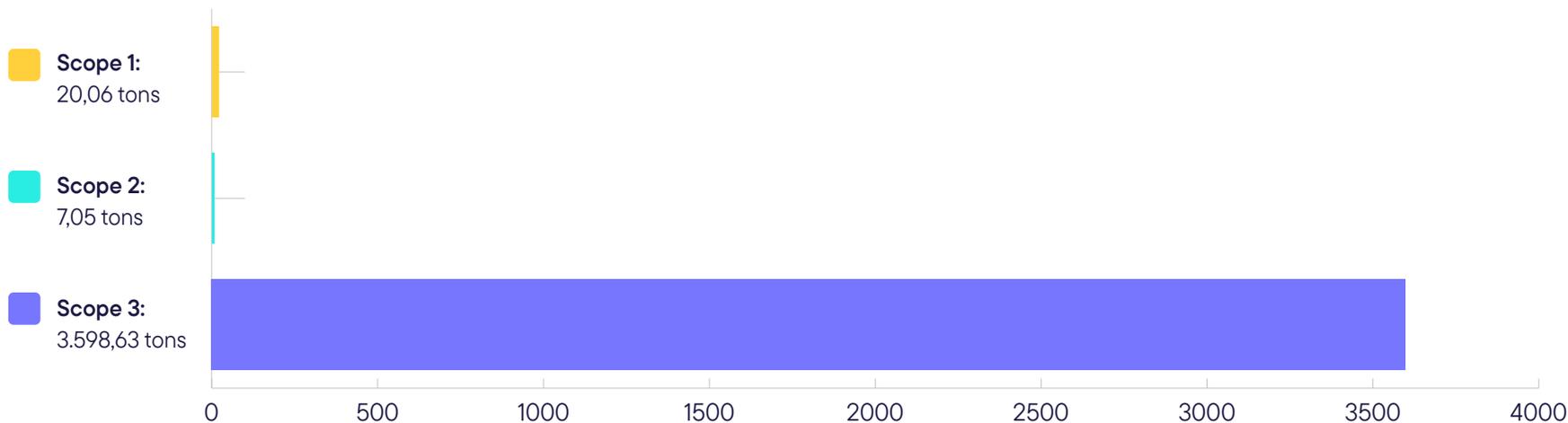
### 3.1.2 Distribution in the Respective Scopes

**Scope 1** includes all direct greenhouse gas emissions from sources owned or controlled by the company, such as natural gas, heating oil, petrol, and diesel. It also covers emissions from refrigerant leaks and combustion-powered vehicle fleets.

**Scope 2** encompasses indirect greenhouse gas emissions from the generation of purchased energy, such as electricity, district heating, steam, or cooling. These emissions result from secondary energy sources consumed in company operations, including electric vehicles.

**Scope 3** covers other indirect greenhouse gas emissions associated with the company's activities, divided into 15 upstream and downstream categories. Examples include emissions from purchased goods and services, business travel, employee commuting, and waste disposal.

#### Results for 2024:



The distribution of our electricity consumption for office spaces in 2024 is as follows: Total energy purchased amounted to 115.319,82 kWh, of which 75.977,81 kWh was generated from renewable energy sources. This accounts for 65.88% of our total consumption.

Our goal is to transition all office energy supply contracts to 100% renewable green electricity tariffs. This has already been achieved for our offices in Berlin, Munich, Jena, and, as of mid-2024, Valencia. Prior to this, Valencia operated with an energy mix that included 48.2% renewable energy. Meanwhile, our Durham office operates with 58.0% green electricity as part of its overall energy mix. Unfortunately, this data is not yet available for some of our other office spaces or cannot be determined independently due to shared office arrangements in locations such as Amsterdam, London, Singapore, and Zurich.



### 3.1.3 Water Usage

Calculating our water consumption presents significant challenges. We only receive actual consumption data for some of our office spaces. For example, in Durham, our water usage is estimated based on the proportion of rented office space within the larger Tobacco Campus. This approach leads to inaccuracies, as some tenants occupy smaller spaces but have far more water-intensive operations compared to our office. Additionally, accurate statistical calculations require tracking the number of individuals using our offices. However, labor protection laws prevent us from collecting this data in certain locations. As a result, we have decided to estimate water consumption using a standardized formula until more accurate data becomes available. We remain committed to refining our calculations and will update them as soon as we have access to a more comprehensive dataset.

#### Calculation basis:

- The average water consumption per German citizen is 128 liters per day (according to the Federal Statistical Office).
- Based on an 8-hour working day, this corresponds to an average of 42.67 liters per person per working day.
- In Bavaria, there were 250 working days in 2024, minus 28 days of annual leave per employee, resulting in 222 working days.
- As of December 31, 2024, commercetools employed 600+ people.
- We assume a 50% in-office presence of the workforce.

This results in the following formula (an approximation)

$$\begin{aligned} &= 3.182.592 \text{ liters} \\ ((128 \text{ liters} / 3) \times 222 \text{ workdays}) \times (600+ \text{ employee} \times 50\%) &= 3.182,59 \text{ m}^3 \end{aligned}$$

According to the World Resource Institute's groundwater stress report for 2020, only our former office in Singapore was located in a high-risk water stress area (score 5). Valencia follows closely with a score of 4.26. The offices in Melbourne, Shanghai and Durham are located in medium-risk regions with an average score of 3.71. The least vulnerable regions included our offices in the Netherlands, the United Kingdom, Germany and Switzerland with scores below 3.

As part of strategic changes in commuting patterns and operations, our offices in Shanghai, Durham, the Netherlands, and Singapore were closed by the end of 2024. One of our key priorities for 2025 will be creating a reliable and comprehensive database to better understand water consumption and develop targeted water-saving measures in the remaining regions.





### 3.1.4 Consideration of Environmental Aspects in Data Centre Planning

Our data center expansion strategy is guided by customers' needs and the technical requirements of our solutions. As a provider of 100% cloud-based services, it's both practical and secure to collaborate with major providers whose infrastructure aligns seamlessly with our services. In 2024, we decided to focus exclusively on Google Cloud and AWS for our data center operations.

In recent years, both providers have made significant strides in improving the sustainability of their data centers. This includes transitioning to renewable energy sources for electricity and implementing innovative cooling systems that use gray water. These systems recirculate waste heat as heating energy, reducing overall heating requirements and environmental impact.

When planning expansions, we make sure that the data centers we use are located in regions that support renewable energy usage and avoid areas with high groundwater stress. As a result, we primarily operate data centers in Europe, the United States, and Australia.

We are also continuously working to reduce emissions per customer associated with data center usage. Our efforts include turning off unnecessary services, optimizing source code to lower system demands, and adopting newer, energy-efficient server technologies. These measures help us improve efficiency and minimize our environmental footprint.





# 3.2 Social

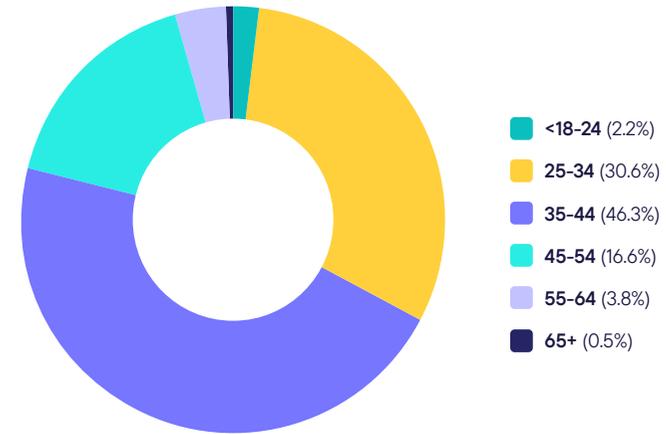


commercetools employs 600+ people globally. Our workforce is distributed across regions, with 73% based in EMEA, 4% in APAC, and 23% in the Americas. The average employee tenure is 2.8 years.

Our gender representation has remained steady, with women making up 39-40% of our total workforce over the past year. Additionally, 36% of our leaders (people managers and above) are women, reflecting our ongoing commitment to gender diversity in leadership.

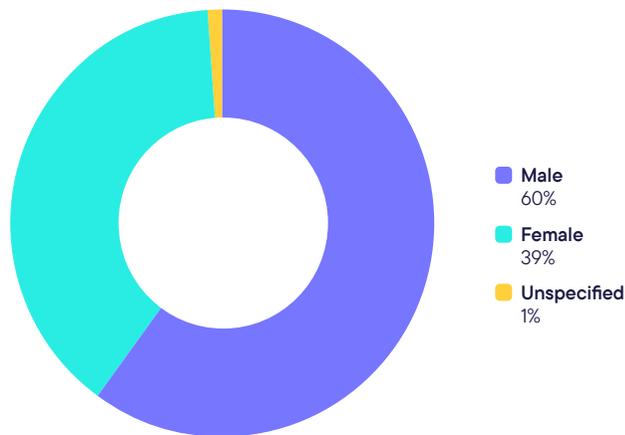
In 2024, we conducted our first self-identification survey, providing us with deeper insights into the demographics of our workforce and laying the groundwork for more targeted inclusion initiatives moving forward.

## Age

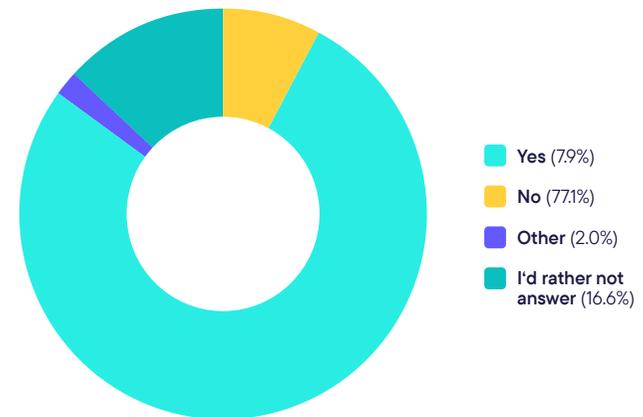


The majority (46.3%) of our workforce is between 35-44 years old. commercetools on average are 38 old/young.

## Gender Split



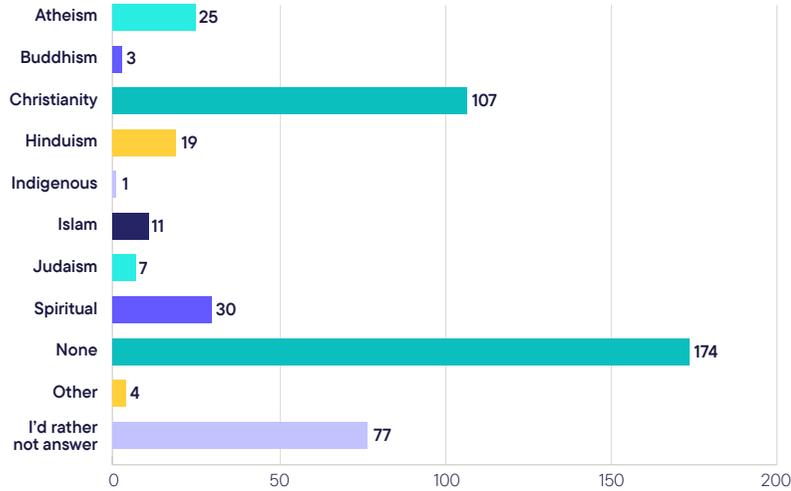
## Member of LGBTQIA+ community?



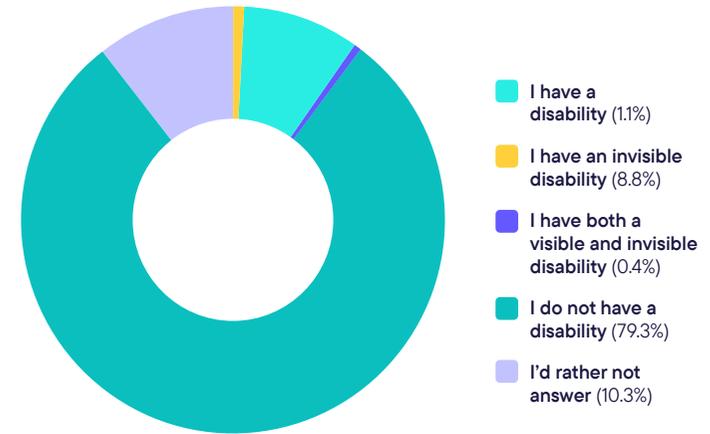
7.9% of our employees consider themselves a member of the LGBTQIA+ community.



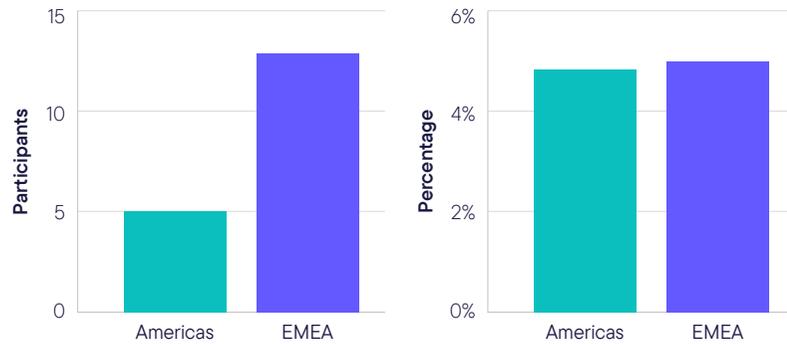
### Religious Groups



### Disability

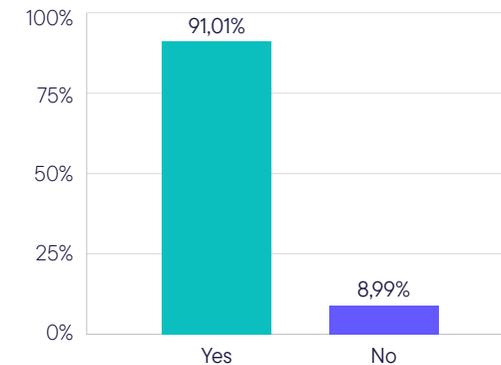


### Race / Ethnicity: African-Americans/Black People by region



4.85% of the workforce in the U.S. is black/POC (compared to an average of 13% representation on average in US corporations) compared to 5.04% within EMEA.

### Feeling of Belonging



I feel like I belong at commercetools

## 3.3 Governance KPIs



### Development of the Business in 2024

None of our customers operate their commercetools solution on-premise. To measure how sustainably and reliably our business is growing, we have chosen to use the Gross Merchandise Volume (GMV) order volume as our KPI, rather than the number of subscriptions. In 2024, we enabled our customers to achieve an incredible GMV order volume of € 42 billion, reflecting the scalability and impact of our solutions.

### Development of the number of processed data volumes

The services are 100% outsourced through Google Cloud, Amazon Web Services (AWS) and Microsoft Azure (01.01.-30.10.24).

Quarter	Q1	Q2	Q3	Q4
Quantity of requests (in billion/quarter) handled by our compute engines	176,59	209,32	282,74	315,58

### Amount of total storage volume managed

As 100% of our services are provided in cloud data centers, 100% of the data storage is also considered to be outsourced.

Quarter	Q1	Q2	Q3	Q4
Data storage in PByte	1,675	1,494	1,267	1,538

### Processing personal data

commercetools does not process significant amounts of personal identifiable data (PII) while providing services to our customers, who operate exclusively in business environments. Since we do not interact with end customer data, there is no risk of such data being stored in our systems.

Nevertheless, we recognize the technical risks associated with our services and the potential for misuse. To address these concerns, we have achieved several internationally recognized certifications and reports. These include ISO IEC 27001:2013, a SOC II report, the TISAX label and HDS certification for the handling of health data. In 2024 commercetools successfully completed the HIPAA certification process.



### 3.3.1 Customer data

As part of our service delivery, we do not have access to our customer's data records. In our role as a data processor, the purposes for which data is processed are strictly defined by our customers. Outside of these specified purposes, we are neither able nor permitted to analyze customer data or use it for any purposes of our own, such as advertising or research.

### 3.3.2 Data Protection Incidents

In 2024, there were no financial losses in connection with data protection incidents. This would include both fines and compensation payments.

### 3.3.3 Law enforcements

No fines were imposed by law enforcement authorities in 2024.

Two people exercised their right to data protection information in 2024. This was implemented by our internal data protection team in conjunction with our external Data Protection Officer.

### 3.3.4 Critical country

At the request of a customer, commercetools GmbH established a branch in China in 2023 to enable the provision of our services within mainland China. This offering was exclusively designed for international customers with independent operations in China who required access to our services in the region.

To meet this need, we created an independent platform environment hosted on AWS China, which was entirely separate from our operational systems in other parts of the world. In the fourth quarter of 2024 we decided to wind down our services in China as a result of risk and return on investment.

Following this decision, commercetools no longer operates in any high-risk countries.

### 3.3.5 Number of Data Breaches

This requires reporting organizations to disclose the number of data breaches that have occurred within the organization. The percentage of data breaches that resulted in a loss of protection of personal data and the number of personally identifiable individuals affected by the data breach must also be stated.

We are proud to report that, to date, there have been no reported or identified data protection breaches in 2024, and therefore no loss of protection of personal data and personally identifiable individuals.



### 3.3.6 Security Certifications

As noted above, commercetools holds various IT security certifications. These are an expression of the continuous development of IT risk management and constantly take into account the changing conditions of the IT landscape. Developers and IT system administrators carry out risk analyses as part of new developments in the IT landscape, which are subject to a company-wide standard.

This standard is based on the parameters of probability of occurrence, frequency of possible occurrence and severity/extent of damage upon occurrence. It also takes into account the possibility that different risks are interdependent. The process and specifications for the measures are set out in our risk management policy.

### 3.3.7 Legal Disputes

In 2024, the company did not face any legal disputes in connection with competition or copyright law. The individual departments involved, such as Marketing and Product Development, are aware of the provisions regarding fair competition. Our internal company policies on intellectual property and our AI policy contain clear rules regarding the legally compliant handling of third-party intellectual property.

### 3.3.8 IT Data and Description of BCP

In 2024, we successfully provided holistic and seamless services to our customers and partners. Our 100% uptime on Black Friday and Cyber Monday exemplified our stability and reliability throughout the year. For instance, during Black Friday, we processed 4.3 million orders and handled 6.3 million API calls per minute on Black Friday alone.

In order to guarantee these services, a planned and prepared business continuity management system is required. Our global Business Continuity Plan Policy describes the general requirements and expectations for each individual department to maintain and constantly update specific emergency plans for their specialist area and field of activity. This includes not only the technical parameters, but also refers to resilience with regard to employee absences or external or global disruptions. Financial market-related influencing factors are also included in the considerations.

## CHAPTER 4 Beyond Social KPIs



### 4.1 Employee Resource Groups

ERGs have become a cornerstone of employee retention and a vital platform for the exchange of ideas and perspectives. These groups empower employees to share their insights and contribute to the positive evolution of commercetools, its products, and services, all while reflecting their own unique preferences and experiences.

At commercetools, we recognize ERGs as an indispensable part of our corporate culture. We actively support and encourage their growth within individual teams, fostering a more inclusive, innovative, and engaged workplace.



## 4.1.1 Women@commercetools



In 2024, *Women@commercetools* expanded its community by 65.22%, engaging 152 members and hosting impactful initiatives to empower women in their careers. Key highlights include the Women at commercetools Awards with 23 nominations and over 130 votes, the Investing 101 workshop attracting 60 participants, and the Strategic Negotiation

session with Cynthia Barnes attended by 39 employees.

The group launched the *HERizon Leadership Program* to increase women's representation in leadership roles and supported DEI initiatives such as external award nominations and a DEI survey. Sponsoring events like *Women in MACH* and *Women in Tech Night Out* further strengthened their influence internally and externally. Quarterly community calls saw an average of 50 participants, including active engagement from the executive team.

## 4.1.2 Black Leaders



The *BLK Leaders ERG* at commercetools is dedicated to fostering inclusivity, building community, and supporting career growth. Throughout 2024, the ERG created opportunities for commercetoolers around the globe to connect through interactive and meaningful events.

This year, BLK Leaders experienced impressive growth, increasing membership by 31% and engaging 42 active members across the company.

### 2024 Highlights include:

- Hosted a chef session where members learned how to make recipes from the African diaspora, including a flavorful Jamaican Jerk Marinade, while watching a chef in action.
- Took an engaging virtual journey through historic sites from the Civil Rights Movement, deepening awareness and understanding.
- Held a virtual trivia session to celebrate and explore Black History in an interactive, fun format.
- commercetoolers shared heartfelt personal experiences of their African heritage and living in the UK, fostering connection and understanding.

### 4.1.3 ERG PEA



The mission of the *Planet Earth Alliance (P.E.A.)* at commercetools is to provide employees with a dedicated space to exchange ideas, share knowledge, and learn

from one another about sustainability and environmental issues

In 2024, the P.E.A. organized three major events. These included a waste collection campaign around *World Water Day*, in collaboration with commercetools' partner Everwave, and another campaign for *World Clean Up Day* in September. The highlight of the year was *Green Week* in July, where participants engaged in knowledge-sharing sessions and explored the intricacies of sustainable software development.

The P.E.A experienced significant growth in 2024, expanding by almost 20% and now counting 88 active commercetoolers as members.

### 4.1.4 ERG Open Minds



This year, *OpenMinds* made tremendous strides in fostering awareness, inclusivity, and meaningful dialogue across commercetools. They hosted monthly

OpenConversations on diverse and impactful topics, including Balancing Life, The Value of DEI, The Autism Spectrum, Allyship, Self-Care, The Cure for Burnout, Disarming Disinformation, and Citizenship.

Additionally, the group had two OpenConversations takeovers: one by Women at commercetools and another by Planet Earth Alliance.

OpenMinds' highlights included two guest speakers: Theo Smith, who spoke on *Neurodiversity in the Workplace*, and Chase Farrell, who delivered a compelling session on *The Value of Self-Acceptance*. The group strives to provide a safe place where commercetoolers can learn from each other, build community, and grow as individuals through meaningful conversations.

### 4.1.5 parents@ct



The mission of *parents@commercetools* is to foster a caring community that connects and empowers commercetools' parents. The group provides

support, resources, and education, with a focus on enabling both professional and parental success.

Launched in Q3 2024, *parents@commercetools* has already made notable progress. The group has established a DEI Hub, gathered valuable feedback from the existing parents' Slack channel, and set an ambitious agenda for 2025. It has also experienced rapid growth, adding over 30 members, driven by active engagement within the community.

## 4.2 Social Impact



### 4.2.1 Volunteering



Volunteering has always been an essential part of commercetools overall strategy to create a sense of belonging for employees and their communities. In 2024, we donated 94 days of volunteering globally, meaning 13.8 % of commercetoolers dedicated one day to volunteering. Among others, volunteers supported locally at *Die Arche Berlin and Munich*, the *Durham Food Bank* in North Carolina, *Code the Dream*, *The Hub Farm*, *Urban Community AgriNomics (UCAN)*, *Rainforest in North Queensland*, *Durham YMCA*, *Economic Chamber of Heilbronn* and *District Court of Mosbach*.

### 4.2.2 Social Impact Treedom



As part of our commitment to sustainability, commercetools proudly supports Treedom as one of our key environmental initiatives. In 2024, we planted over 530 trees through this program, offsetting an estimated 224 tons of CO2.

Beyond carbon sequestration, these trees deliver a range of valuable benefits: they help prevent soil erosion, provide fruit and fodder, and create economic opportunities for local communities.

This initiative also aligns with several United Nations Sustainable Development Goals (SDGs), including **SDG 13 (Climate Action)**, **SDG 15 (Life on Land)**, and **SDG 2 (Zero Hunger)**, promoting both ecological resilience and economic sustainability.

### 4.2.3 Social Impact Everwave



Our partnership with Everwave reflects our dedication to combating environmental pollution and advancing a circular economy. In 2024, we collaborated with Everwave to remove over 12.8 tons of waste — primarily plastic and textile industry debris — from rivers and oceans. The initiative focused heavily on Phnom Penh, Cambodia, where the collected waste was reintegrated into the raw material cycle using innovative recycling methods.

This project supports several United Nations Sustainable Development Goals, including **SDG 14 (Life Below Water)**, **SDG 12 (Responsible Consumption and Production)**, and **SDG 6 (Clean Water and Sanitation)**. We are committed to continuing this vital work in 2025 and beyond, fostering healthier ecosystems and sustainable resource use.

#### 4.2.4 Social Impact Charm Industrial



In addition to addressing the short-term carbon cycle through initiatives like Treedome, we have entered a long-term partnership with Charm

Industrial to achieve durable carbon removal. This innovative approach involves converting biomass into bio-oil and securely injecting it underground, effectively locking away atmospheric CO<sub>2</sub> for centuries.

Our partnership commenced in 2024, with removals scheduled to begin in 2026, targeting a commitment of 12 tons of CO<sub>2</sub> annually. This initiative aligns with critical United Nations Sustainable Development Goals, including **SDG 13 (Climate Action)**, **SDG 9 (Industry, Innovation, and Infrastructure)**, and **SDG 15 (Life on Land)** by advancing scalable, technology-driven solutions to mitigate climate change while promoting sustainable land use.

#### 4.2.5 GreenPerk



In October 2024, commercetools joined the GreenPerk initiative, which enables businesses to offset their carbon emissions from

business travel. By investing in carbon offset projects, commercetools achieved a total offset and removal volume of 342.18 tons of CO<sub>2</sub>e within 3 months, contributing to significant climate action. This initiative supports impactful projects such as afforestation efforts in Paraguay, methane capture in Turkey, renewable energy development in Argentina, and rainforest conservation in Cambodia.

Each of these projects aligns with United Nations Sustainable Development Goals, including **SDG 13 (Climate Action)**, **SDG 15 (Life on Land)**, and **SDG 12 (Responsible Consumption and Production)**, showcasing commercetools dedication to addressing critical environmental challenges while promoting transparency and accountability in sustainability efforts.

#### 4.2.6 Donations (Dirk Nowitzki, World Kitchen)



Throughout 2024, commercetools demonstrated its commitment to social responsibility by providing exceptional contributions to address global and international crises. In response to the Gaza conflict, employees and the company collectively raised significant funds to support the World Central Kitchen program, providing essential aid to those in need. Additionally, during our global eCommerce conference, ELEVATE, we proudly donated \$30,000 to the Dirk Nowitzki Foundation, reflecting our dedication to fostering positive social impact. Smaller yet meaningful donations were also made to various initiatives, including Wetlands International, BirdLife International, and Viva con Agua. These efforts contribute to supporting the United Nations Sustainable Development Goals, particularly **SDG 1 (No Poverty)**, **SDG 2 (Zero Hunger)**, **SDG 6 (Clean Water and Sanitation)**, and **SDG 15 (Life on Land)**, by addressing critical humanitarian and environmental challenges worldwide.

## 4.3 Pride Season



Parades in Durham, North Carolina; Berlin, Germany; and Sydney, Australia this year. Additionally, we hosted an internal virtual Pride Parade campaign under the motto “Be Your Beautiful Self.”

We celebrate the LGBTQ+ community both internally and externally through marching, educational and awareness campaigns, and engaging, fun events. This commitment reflects our dedication to fostering inclusivity and creating a culture where everyone feels empowered to be their authentic selves.

## 4.4 DEIB Score with MACH Alliance



We partnered with the MACH Alliance, a non-profit organization that advocates for and helps companies transition to a composable technology infrastructure, to promote gender equality within the Alliance’s globally growing community. Together, we developed and launched a proprietary [DEIB scoring tool](#), which is offered for free to all MACH Alliance members. We are confident that the tool will help to drive positive change across the industry.

And, we are proud that commercetools is certified as “DEIB mature” based on the scoring tool results.



# CHAPTER 5 Partner & Supplier Data



In 2024, we began to take a more structured and intentional approach to evaluating our service providers against ESG and DEI criteria. As part of this effort, we conducted detailed assessments of our 170 largest service providers using OneTrust. These evaluations focused on the diversity of their corporate governance as well as their plans for advancing sustainability. We also examined critical topics such as compliance with human rights, workplace conditions, and the organizational structure of key roles that significantly influence a company’s governance performance. This initiative reflects our commitment to partnering with providers who align with our values and standards for responsible and equitable business practices.

We recorded a response rate of 65.7% here, which represents a strong starting point for an online assessment in the coming years. Of the companies have:



In 2025, we will continue to carry out in-depth audits. We will focus on defaulting suppliers from 2024 and remove a further 250 suppliers from our overall service provider database. The aim is to have audited all suppliers and service providers at least once within approximately three years. If necessary, we will also use automated tools to simplify the service provider audit.

**CHAPTER 6**

# Closing Statement

As we reflect on the achievements of 2024, we want to extend heartfelt gratitude to all our partners and stakeholders for their invaluable collaboration. Your steadfast support has been instrumental in driving commercetools toward our shared vision of sustainability, equity, and innovation. As our CEO, Andrew Burton, outlined in his keynote, Growth, reflection, and innovation define not only our achievements but also our commitments to creating a positive global impact. This sentiment echoes through every milestone we reached last year.

In 2024, we demonstrated resilience and progress in advancing our environmental, social, and governance objectives. From offsetting 16.32% of our carbon emissions to launching the pioneering HERizon women's leadership program, our initiatives reflected a spirit of collaboration and shared accountability. The DEIB scoring tool, developed with the MACH Alliance, exemplifies our commitment to driving meaningful, measurable change across industries.

## Looking ahead to 2025, we aim to build on these foundations by:

- **Expanding Supplier Audits:** We will continue to monitor our suppliers and service providers, aiming to audit all major suppliers within three years. Monitoring the diversity of our supplier and partner network continues to be a cornerstone of how we do business and collaborate.
- **Scaling Environmental Efforts:** With partners like Everwave and Charm Industrial, we plan to intensify our focus on ecological sustainability. Removing over 12 tons of waste from waterways and committing to innovative carbon removal technologies are just the beginning.
- **Nurturing Talent and Inclusion:** Programs like ctDiversify and our ERGs will continue to foster a culture of belonging, empowering employees to lead impactful initiatives.

Together, we can achieve even greater strides in creating a sustainable, equitable future. We look forward to navigating 2025 with the same spirit of partnership and purpose that has brought us this far.

Thank you for your trust and collaboration. Here's to a future where innovation and responsibility go hand in hand. For any inquiries or suggestions, please reach out to us at [esg@commercetools.com](mailto:esg@commercetools.com).

## Let's continue to drive change — together.



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