



Communication  
and information  
solutions

for a safer world

Consolidated  
Non-financial Report

2019





## Introduction

In keeping with its mission “for a safer world”, the Frequentis Group is committed to sustainability in everything it does. Its subsidiaries also take comprehensive steps to address sustainability. Appropriate action is taken directly at their locations, in conformance with local law. For the first time, we are publishing a non-financial report as part of the Annual Report for 2019.

The basis is the Austrian Sustainability and Diversity Improvement Act (NaDiVeG), which was published in 2017 in the Austrian Federal Law Gazette (Bundesgesetzblatt) and transposes the European Union's Non-Financial Information (NFI) Directive (2014/95/EU) into Austrian law. This stipulates that large undertakings whose transferable securities are admitted to trade on a regulated market in a member state of the European Union must publish a non-financial statement. This must contain information to the extent necessary for an understanding of its business development, performance, position, and the impact of its activity, relating to, as a minimum, environmental, social and employee matters, respect for human rights, and anti-corruption and bribery.

The non-financial information is outside the scope of the audit of the consolidated financial statements. The consolidated group on which this report is based is the same as for the financial reporting. If any information applies only to Frequentis AG, this is specifically stated. Frequentis does not utilise the option of relying on national, EU-based, or international frameworks.

To avoid redundancy, where appropriate the report refers to the notes to the consolidated financial statements for 2019 (“consolidated financial statements”), the consolidated corporate governance report for 2019 or the profile of the company. References within this report are indicated by an arrow ➤ followed by the title of the section *in italics*.

## Business model

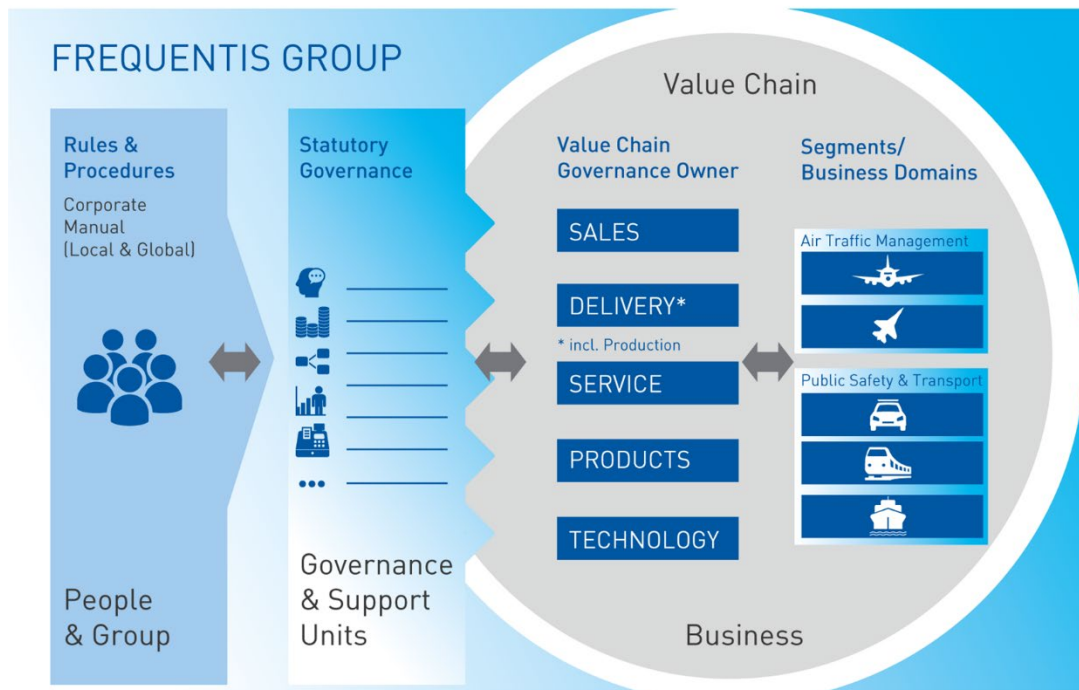
Wherever Frequentis' systems are used, people are responsible for the safety of other people and of goods. The Frequentis Group is an international provider of communication and information systems for safety-critical control centres. Custom-tailored control centre solutions are developed and marketed by the Air Traffic Management segment (for civil and military air traffic control and air defence) and the Public Safety & Transport segment (for police forces, fire brigades, emergency rescue services, shipping, and railways).

As a recognised specialist, Frequentis develops future-oriented solutions for control centres in collaboration with its customers and makes new technologies usable for safety-critical applications. Using a human centred design process, integrated systems are created to provide a safer and more stable working environment for end-users in control centres, such as air traffic controllers, operators, and dispatchers.

The central focus is on long-term customer relationships. Customers – public authorities, organisations, and companies with safety-critical tasks – often use the solutions provided for several decades. That requires a deep understanding of the customer's requirements, maximum reliability, and long-term trust. The extensive installed base also drives the steady and sustained growth of the Frequentis Group (➤ *The Company*).

## Governance organisation

Based on an extensive strategy process in 2018, structural changes were made to the Frequentis organisation to pave the way for further sustained growth. The key element is a strong governance organisation that ensures optimised interaction between the central units, the business domains, and the international subsidiaries.



Frequentis' two segments (and the business domains grouped in these segments) focus on successful business operations as their contribution to the group's overall performance. The main responsibility is allocated to local value-generating functions such as Domain Sales, Key Accounts, Product Management, and Project Management. Subsidiaries and investments are an integral part of the value chain and play a significant part in Frequentis' overall success.

The role of the central governance and support functions (which include, for example, Human Resources, IT, Finance & Controlling, Legal, ...) is to ensure smooth global collaboration. These functions focus on supporting the business, minimising risk, optimising workflows, and maintaining a general overview of the company.

People & Group covers units/tasks that do not have a direct impact on the value chain and are defined in the rules and procedures of the Frequentis Group.

## Integrated management system

Frequentis assumes its social responsibility through an integrated management system organised via processes. These processes, which are divided into core processes, management processes, and support processes, form the basis for ongoing optimisation and efficiency improvements.



- The core processes directly create value for customers.
- The management processes define the activities for the strategic alignment and management of the company. They include, for example, innovation and product management.
- The support processes support the core processes. They include processes such as the supply chain and development.

These processes form the principal basis for initial and ongoing validation of the company in conformance with the following standards:

- ISO 9001:2015 (quality)
- ISO 14001:2015 (environment)
- ISO 27001:2013 (information security) & UK Cyber Essentials Certificate
- ISO 45001:2018 (occupational safety)

The content of these processes and their application are reviewed regularly in the course of audits by external certification authorities.

Company	ISO 9001	ISO 14001	ISO 27001	ISO 45001	AEO	Cyber Essentials
Frequentis AG, Austria	1993	2005	2011	2005 <sup>1)</sup>	2008	2016
CNS Solutions & Support GmbH, Austria	2016		2016			
Frequentis (Shanghai) Co. Ltd., China	2014					
Frequentis Australasia Pty Ltd.	2012	2018	2011	2019		
Frequentis California Inc., USA	2000					
Frequentis Canada Limited	2008	2009		2009		
Frequentis Comsoft GmbH, Germany	1993		2018			
Frequentis Czech Republic s.r.o.	2011					
Frequentis Deutschland GmbH	1998		2011			
Frequentis do Brazil Ltda.	2019					
Frequentis Romania SRL.	2010					
Frequentis Slovakia s.r.o.	1997					
Frequentis Solutions s.r.o., Slovakia	2018		2018			
Frequentis UK Ltd.	2015		2011			
Frequentis USA, Inc.	2003		2011			
GroupEAD Europe S.L., Spain	2004					
PDTS GmbH, Austria	2000					
Systems Interface Ltd., UK	2018					
Team Communication Technology Management GmbH, Austria	2004					

<sup>1)</sup> Previously certified as compliant with OHSAS 18001:2007; in 2019 all certificates were altered to the new ISO 45001:2018.

In 2019, Frequentis' Brazilian subsidiary was certified as conforming to ISO 9001 and energy efficiency was re-audited. The aim of the energy audit is to identify energy flows and implement scope for further improvement.

The Frequentis processes apply to all companies in the Frequentis Group. The only exceptions are those subsidiaries that have their own certified quality management system with individual processes, for example, Frequentis Comsoft GmbH, Frequentis California, and Frequentis USA Inc.

The concepts developed for individual issues are based on the integrated management system. This system is used to manage them and evaluate the related KPIs.

## Materiality analysis and results

The starting point for the non-financial report is a materiality analysis. For this, potential aspects of sustainable corporate management are examined and evaluated with internal and external experts in the light of the Austrian Sustainability and Diversity Improvement Act (NaDiVeG). As the first step in identifying the relevant topics, a workshop was held to obtain input from all relevant areas at Frequentis (internal team including representatives of Procurement, Quality/Environment/Occupational Safety/Safety and Security Management, IT, HR, Investor Relations, Financing, Production, Workers' Council).

This identified the following four stakeholder groups:

- Customers
- Employees & prospective employees
- Shareholders / representatives of the capital market
- Statutory requirements

The feedback on content was divided into the following four areas:

- Social and employee matters
- Human rights, compliance, anti-corruption
- Safety & security
- Environmental matters

The results were discussed and agreed with the Executive Board at a meeting in November 2019. The concept for the non-financial report was also presented at a meeting of the Supervisory Board in early December 2109.

### Procedure / methodology used for the materiality analysis

Frequentis conducted a survey comprising a standardised questionnaire with 18 statements. The evaluation was based on the following question:

From your standpoint as a stakeholder, which of these topics are important for the future development of Frequentis and which topics should we work on more intensively in the coming years?

A standardised Sharepoint-based survey was used to obtain the assessment of Frequentis' top management (Executive Board and Vice Presidents; x-axis). Stakeholders were also asked for their views, either personally or by email (y-axis).

The key topics for Frequentis are thus the nine aspects that have the greatest impact or are most important to stakeholders and that are classified as being most significant for Frequentis' business activities. These are shown in the following matrix:



To make the context of these material issues clearer, this report allocates the aspects to higher-level topics.

The results of the materiality matrix were presented to the Executive Board at a meeting at the end of December 2019 and the procedure for this report was agreed.



## Social and employee matters

Employees are the most important factor for the successful achievement of Frequentis' corporate objectives and its international growth. Their commitment and dedication, and the innovative capability of multi-cultural teams are the foundations on which Frequentis has built more than 30 years of profitable growth and give the company key competitive advantages on the international market.

About 75% of Frequentis' employees are highly qualified engineers and specialists. Their broad and deep specialist knowledge and their extensive practical focus on customer and market needs are widely appreciated. As a high-tech company, Frequentis employs both young, highly trained university graduates and staff with practical experience. It offers them all an attractive working environment characterised by continuity and sustainability.

In 2019, recruitment of new employees concentrated on technical staff. In addition to system engineers, there was particularly high demand for software engineers, project managers, customer service staff, and offer managers. The company gives high priority to a thorough and exhaustive recruiting process. Alongside professional qualifications, Frequentis looks for an understanding of its business and its specific safety-critical culture.

Excessively high staff turnover would be extremely detrimental for the long-term focus of Frequentis' customer relationships. This would lead to a loss of domain know-how, which is particularly important in the safety-critical area, and continuity in customer and project management could not be assured.

*Risks*

The long-term nature of Frequentis' business relationships and the extensive periods for which its systems are used by customers require special action to secure the know-how and stability of project teams. Therefore, Frequentis has a range of staff retention measures.

*Concepts*

In addition, there are many activities to prevent accidents at work and preventive health measures to enhance the long-term well-being and job satisfaction of Frequentis staff.

The number of employees in the Frequentis Group rose from an average of 1,763 in 2018 to 1,849 in 2019, a growth rate of 4.9%. Nearly 54% of employees work at the Vienna location.

### Attractive workplaces

As a responsible employer, Frequentis has a genuine desire to actively foster the health of its employees. Vaccinations (influenza, FSME), annual health checks, and specific supplementary measures such as heart check days, lung function tests, eye tests, and vein checks are offered annually to staff at the Vienna location as part of the company's occupational healthcare activities. These supplemented by occupational psychology measures such as stress checks and burnout prevention, bioimpedance analyses, and other activities to promote health through the vitality programme. Further, the statutory evaluation of psychological stress in the workplace has recommenced in an extended form (workshops).

In addition, in 2019 the company's medical officer organised another workshop on the basics of resuscitation, heart massage, and the use of a defibrillator at the Vienna location. Moreover, more than 50 company first aiders attended a first aid refresher course.

The wide-ranging vitality programme at the Vienna headquarters includes an extensive choice of free sports activities and a range of discounted sports and fitness offerings. In 2019, about 100 employees took part in the Vienna City marathon and the Vienna Business Run. Participation was sponsored by Frequentis. Other activities sponsored by the company include table tennis and soccer.

A key aspect of the Frequentis vitality programme is healthy nutrition for employees and guests at the Vienna location. Meals are freshly cooked and four different menus are available. Great emphasis is placed on the top quality of ingredients and on using regional and seasonal products. Another focus is steadily increasing the range of vegetarian dishes through innovative new recipes and regular speciality weeks. For example, an "Appetite for climate protection" week in September 2019 gave staff an opportunity to sample autumn vegan and vegetarian dishes prepared with ingredients from Austria.

Where possible, subsidiaries of the Frequentis Group also offer programmes to promote health, check-ups and activities to support physical and mental health. These include regular running groups, sometimes accompanied by special trainers, participation in regional runs and other sports events, free gym membership or joint exercise sessions for office staff in the workplace.

## Flexible working time models

A flexible working time model aligned to the legal requirements in different regions allows personal needs to be taken into account and encourages a good work-life balance.

Enabling staff to combine work and family life is important to Frequentis. As a family-friendly enterprise, Frequentis AG has offered the Frequenty summer activity weeks for employees' children since 2012. Around 100 children aged between four and twelve took part in this two-week initiative in 2019. They were offered an exciting and varied programme.

The Frequenty children's week programme is very popular and will be continued in 2020. The main activities are organised on the company's premises to give the children an insight into where their parents work. Through this initiative, Frequentis actively contributes to the Austrian Family Ministry's "Companies for Families" programme. Frequentis has been a network partner for this programme since 2015.

To help staff pursue their personal interests, the company also supports parental and educational leave.

In the Frequentis Group, the responsible managers and, where appropriate, various management and corporate governance bodies, conduct an annual salary review on the basis of statutory requirements and external benchmarks to examine whether salaries meet the minimum requirements and also correspond to market conditions.

An adaptable international leadership development programme supports succession planning. Group-wide building and sharing of knowledge is aided, for example, by ongoing extension of skills management, virtual platforms, and distant learning.

## Broadly based staff development

Training and continuing professional development are very important at Frequentis and staff commitment is a key factor in the company's success. In order to remain successful on the market, it is important to be able to adapt quickly to new challenges and to constantly update knowledge of laws, requirements, technical specifications, and global issues such as the environment. Frequentis has a lifelong learning concept, which starts when joining the company.

An onboarding programme and trainee programmes within the Frequentis Group ensure that new employees, in particular, are rapidly integrated into the company and given the necessary knowledge of project management, systems engineering, and software development. New staff are supported by a tutor in their first months with the company. The onboarding programme at the headquarters in Vienna sets the standard for the other companies in the Group. Subsidiaries offer their new staff a combination of corporate standards and a local touch.

Appraisal interviews are the main tool used for employee development and leadership. In 2019, a documented appraisal interview was held with 89% of staff at Frequentis AG. This included agreeing and defining targets for the coming year.

The aim of these appraisal interviews is to reflect on work and the results achieved in the past year, establish the status quo, and make plans for the coming year. That includes discussing the expectations of both parties and defining binding targets.

In addition to the Frequentis career model, which places management, expert, and project management careers on an equal footing, specific attention is paid to cross-departmental and cross-border development of talented employees and those with potential. Talent management, which covers more than three-quarters of all employees in the Frequentis Group, provides an overview of the distribution of performance and potential in the company and its organisational units and teams. At the same time, it provides a specific case-by-case insight into where development measures are necessary. Company-wide vocational training and continuing professional development programmes are aligned to these needs. Further, identifying key staff and key functions allows long-term succession planning. Data on succession planning for management and key staff formed the basis for development of the Group-wide talent programme in 2019.

Thanks to the extensive training offering, Frequentis employees participated in more than 7,000 training sessions in 2019. These were mainly held by internal trainers. This is an important element in passing on knowledge and safeguarding Frequentis-specific know-how.

In the area of personal development, the focus was on intercultural training and training in lateral leadership. Training was also provided in specialist areas and new technologies. This was supplemented by well-attended security training sessions and mandatory training on protection of personal data.

A survey of Frequentis subsidiaries in 2018 showed enormous interest in extending the distant learning modules. The findings were taken into account in planning, extending, and sharpening the offer for 2019. As a result, the number of distant learning modules available to employees in the Frequentis Group almost doubled from 83 to 165 in 2019. To supplement the established e-learning modules on the General Data Protection Regulation (GDPR), Austrian occupational safety legislation, and security awareness, there are modules on networks, the Frequentis Project & Process Framework, and introductory videos for business domains.

Frequentis sees informal learning as an important element in modern vocational training and continuing professional development: it enhances the effectiveness and durability of learning processes. Communities of practice provide a platform for communication and for sharing knowledge across functional and organisational boundaries at Frequentis. In 2019, eight company-wide expert communities were registered at Frequentis. They cover a wide range of topics, from security aspects to engineering challenges. A knowledge-sharing platform for top technology experts and project managers at Frequentis was added in 2019. This is specifically geared to complex projects.

## Sales Excellence Programme

The Sales Excellence Programme, which was introduced in 2013, is an extensive training programme for all sales staff at Frequentis. Staff from the strategic business domains, regions, and international subsidiaries who work in the areas of sales & operations were involved in designing this programme. The aim is to ensure that all sales staff in the Frequentis Group have a uniform knowledge base, and to provide individuals with opportunities to deepen their knowledge.

The programme is divided into two parts: the "basic" training is mandatory and includes legal and compliance modules. "Advanced" training is tailored to the precise requirements of the individual's functions and personal skills. A certificate is awarded for completion of both parts.

To improve training of sales staff, the Sales Excellence Programme became compulsory in 2019.

50% of the mandatory training sessions were successfully completed in 2019. To raise the proportion in the following year, Frequentis will be stepping up virtual/distant learning modules in the future to cater even better for those in the target group outside headquarters.

These measures will be continued pursued in 2020. In particular, the technical training offering will be extended I (for information on mandatory training in data protection and security [➤ Safety & Security](#)).

## Equal treatment and equal opportunities

Customers greatly appreciate the internationality of Frequentis' teams. The culture on which this is based is a key competitive factor on the international market. That is why every effort is made to ensure that it is a sustainable, element throughout the fast-growing Frequentis Group.

An optimum work-life balance should be possible for all employees, irrespective of their age, gender, culture, religion, or background. Frequentis established the conditions for this many years ago. This is reflected in the international composition of its teams – in Vienna alone, staff come from 41 nations – and in long-term employment relationships, which support the aim of retaining knowledge in the Frequentis Group.

The Frequentis Group does not tolerate any form of discrimination, especially not on the grounds of gender, age, sexual orientation, race, ethnic background, or religion. Frequentis is an equal opportunity employer. All personnel decisions – recruitment, training, remuneration, and promotion – are based on suitability, performance, qualifications, integrity, and similar criteria.

The present low proportion of female specialists and managers is due to the fact that the proportion of women in technical professions is still comparatively low. For instance, only 25.9% of the roughly 2,600 job applications received by Frequentis AG in 2019 were submitted by women. From the perspective of a high-tech business like Frequentis, a higher number of female staff in technical professions would be desirable. Mixed teams are generally more effective and enrich the company. High value is placed on talented female staff, as shown by the fact that the project management trainee programme in 2019 included four female trainees. In addition, Frequentis strives to take such aspects into account in its cooperation with schools and universities.

## Human Resources International

An in-house competence centre is responsible for the main tasks required to provide continuous support for international employees and to set up international assignments. The Human Resources International competence centre also provides valuable assistance for the rollout of HR processes and for knowledge sharing and knowledge transfer across the Group.

These services were extended in 2019, e.g. through local strategy, team, and management workshops and "educational visits" to corporate headquarters. Further support comes from the International Management Handbook, a practical tool to assist managers in different countries and at different levels in their day-to-day HR work. It provides international access to HR standards and processes, and useful tips on aspects such as onboarding, appraisal interviews, and team development.

An important element to increase foreign assignments is the successful reintegration of returning staff. Discussions with (new) managers, tax advice for returning employees, and individual coaching pave the way for ongoing career success at headquarters in Vienna. The International Assignment Programme gives staff an opportunity to gain experience of working at a subsidiary in a different country, which also helps to spread the Frequentis culture throughout the Group.

Another goal is to establish local HR managers or HR support staff. A focus here in 2019 was drawing up a roadmap for the ongoing international roll-out of HR-related processes and tools. In the area of knowledge management, the focus is on efficiently and effectively strengthening international knowledge transfer within the Frequentis Group, for example by giving subsidiaries access to the group-wide learning centre's training catalogue and content.

This knowledge transfer includes recruitment activities. Group-wide, Frequentis uses selected recruiting platforms and events such as job fairs to position itself as an attractive employer in the IT sector. Social media platforms are becoming increasingly important, especially in the area of active sourcing.

KPIs

	2019	2018
Average no. of employees in the Frequentis Group	1,849	1,763
thereof male	78.5%	78.4%
thereof female	21.5%	21.6%
Average no. of employees at Frequentis AG	993	971
thereof male	77.1%	77.1%
thereof female	22.9%	22.9%
New employees in the Frequentis Group	198	291
thereof male	69.7%	78.0%
thereof female	30.3%	22.0%
Employees leaving the Frequentis Group	190	184
Employees (Frequentis Group) in		
Part-time	198	162
Parental leave	49	59
Special dispensation	60	58
Training leave	3	6
Part-time training	4	6
Average age – Frequentis AG	41	41
Average age of new employees – Frequentis AG	34	34
No. of appraisal interviews held – Frequentis AG	89%	87%
No. of open courses offered – Frequentis Group	386	311
thereof distant learning	165	83
No. of classroom training sessions – Frequentis Group	524	633
thereof with internal instructors	84.7%	78.2%

In principle, all of these concepts are being continued in 2020. The aim is to maintain the already high rate of appraisal interviews. With regard to training, increased attention will be paid to distant learning because this is not tied to a particular time or location. Video-based training will also be extended.

Professional employer branding, purposeful recruiting, and frank and open treatment of job applicants are very important in the competition to attract the best brains and secure qualified staff. In the "Best Recruiters" study 2019/20, Frequentis AG emerged as the winner of the IT/Software/Telecommunications category thanks to its professional and candid HR activities.

The measures outlined above will be continued in 2020 to strengthen Frequentis' position as an attractive employer and to retain staff.

## Social responsibility

In keeping with its mission “for a safer world”, Frequentis sees making a contribution to disaster relief as a social responsibility and an expression of solidarity with those affected.

Particular attention is paid here to children as the weakest members of society. For many years, the company has been a business partner of the UN child welfare organisation UNICEF. UNICEF helps children in need – as a result of wars, disasters, epidemics, and armed conflict. Its assistance ranges from rapid emergency aid to long-term reconstruction work, paving the way for children around the world to grow up safe and healthy and to develop their full potential.

Frequentis also supports innovative projects such as the involvement of members of staff in the development of an app for emergency calls by deaf people.

### Sponsoring education

Frequentis has provided selective educational sponsorship for technical schools and universities for many years. Special technically oriented training facilities require considerable financial resources and basic state funding generally only covers part of the cost. Exchange with industry is also vital to ensure top-quality, practice-oriented training that is state-of-the-art. Close collaboration between business and education is therefore essential.

For many years, Frequentis has worked with the FH Technikum Vienna, the FH Campus Vienna, Vienna University of Technology (TU Wien), and Vienna University of Economics and Business to support high-quality education at these institutions. In cooperation with TU Wien, for some years now it has held joint training events where experts from Frequentis give students an insight into control centre know-how and examples of best practices. “Adventure in Computer Science”, another cooperation with TU Wien launched in 2019, targets a younger age group: this permanent exhibition is designed to encourage school children’s enthusiasms for computer science.

In addition, Frequentis supervises bachelor’s dissertations and master’s theses. Other activities include sponsorship, workshops, and study trips for higher technical colleges in Vienna and Lower Austria. Frequentis is also actively involved in the development of courses, for example, in software design and engineering.

Similarly, Frequentis has had a long-term cooperation with FH St. Pölten since 2010. This focuses on an exchange on IT-related topics such as cybersecurity. Furthermore, Frequentis managers are represented on advisory boards for security & information security and railway technology & mobility.

### Start-up activities

The Frequentis Start-Up Centre in Phorusgasse in Vienna, which was established in 2001, helps entrepreneurs set up their own businesses. The support programme basically lasts three years. In addition to an inexpensive and flexible location with appropriate infrastructure, during this time young entrepreneurs have opportunities to access direct business opportunities at Frequentis. In total, more than 50 companies with over 200 employees in the fields of IT, hardware & software development, and technology consulting have found their “first home” at the Start-Up Centre.

The Frequentis Start-Up Centre is currently undergoing extensive refurbishment and will re-open in 2021. Plans include stepping up collaboration with the companies in the Frequentis Group even further. In addition, during the refurbishment period we will be drawing up a concept for a virtual Start-Up Centre to increase our global reach.

To supplement this, a growing area of focus is strategic investment in specific start-ups. One example is the investment in Altitude Angel Ltd. in the UK. In January 2018 Frequentis acquired a minority shareholding in this aviation technology company, which operates in the field of drones.



# Human rights & anti-corruption

Combating corruption and the violation of human rights is important for the Frequentis Group. Frequentis operates internationally and is therefore increasingly active in countries that have a high score on Transparency International's Corruption Perception Index (CPI).

The employees of the Frequentis Group are required to act lawfully in all business dealings and to show clearly through their personal conduct that they reject all forms of bribery and corruption.

Corruption and violation of human rights can have serious implications for the company and its employees. The principal risks are the loss of orders and exclusion from future tender processes, fines, reputational damage, and criminal prosecution of the company and the employees involved.

*Risks*

The principles of integrity and business ethics at Frequentis are set out in the Code of Conduct and internal anti-corruption policies and form the basis for internal and external collaboration.

*Concepts*

To draw attention to the importance of this issue, Frequentis adopted a Group policy on "Anti-Corruption, Invitations, and Gifts" in September 2018. This is an operational instruction designed to avoid all forms of corruption and provides guidance on ensuring legally compliant conduct when dealing with the Frequentis Group's business partners.

The Code of Conduct was drawn up by the Executive Board of Frequentis AG and applies to all employees of the Frequentis Group. Alongside Frequentis AG, it therefore applies at all companies in which Frequentis AG has a direct or indirect stake of at least 50% or in which it exercises control in a different manner.

The Code of Conduct defines principles and guidelines for responsible conduct and integrity. It is a key element in Frequentis' corporate culture and shapes the Frequentis Group.

In addition to the written version, in 2018 the basic principles of the Code of Conduct were presented to employees through an awareness video. This video is also used in compliance training and new employees are introduced to it in the onboarding phase.

It is also in the interest of the Frequentis Group to ensure that all significant business partners (suppliers, consultants, contractors, ...) who provide services for the Frequentis Group or operate on its behalf are familiar with the Code of Conduct. These business partners are expected to respect the principles set out in the Code of Conduct and to observe them in their business relationship with the Frequentis Group.

In 2019, there were no cases of corruption, nor any disciplinary measures, court cases, or dismissals linked to corruption. Moreover, no contracts with suppliers had to be terminated as a result of violations of human rights ([↗ The Company](#)). The Frequentis Group did not receive any fines in the reporting period in connection with corruption or competition law.

*KPIs*

	2019	2018
Cases of corruption resulting in disciplinary action	0	0
Termination of contracts with suppliers due to violation of human rights	0	0
Fines in connection with corruption or competition law	0	0

Preventive measures will continue to be implemented over the coming year to make sure that employees can recognise corruption and violations of human rights and the company can take any necessary action.

## Compliance

The Executive Board of Frequentis AG has appointed a Compliance Officer for the Frequentis Group. The Compliance Officer's main role is to raise awareness and to take steps to ensure exemplary conduct in compliance with the law and guidelines.

### Risks

The reputation and business success of a company can be put at considerable risk by breaches of compliance. As a producer of communications equipment for safety-critical applications, Frequentis AG has an enormous responsibility to its customers, society, and its shareholders.

### Concepts

The compliance management system is based on the following principles:

- **Prevention:** defining corporate policies, training, creating compliance awareness, providing advice on complex compliance issues
- **Early detection:** performing compliance audits and special audits in response to specific circumstances
- **Response:** taking any necessary measures and imposing sanctions

### Training

Four classroom-based training sessions were held for sales staff at Frequentis AG in 2019. They were a compulsory part of the Sales Excellence Programme for all sales staff. The courses were organised to coincide with international sales meetings so that international staff could also take part. 47% of sales staff were trained in 2019 ([↗ Sales Excellence Programme](#)).

### Advice

The Compliance Officer is also the first line of contact for staff on compliance issues. 14 enquiries were dealt with in 2019. These were submitted by email to a special email account, [compliance@frequentis.com](mailto:compliance@frequentis.com), or asked personally or over the phone.

### Compliance audits

Since 2019, incoming invoices and expense claims have been monitored continuously to ensure compliance with the thresholds set out in the "Anti-Corruption, Invitations, and Gifts" policy. The focus is on invoices relating to gifts, invitations, and hospitality. An internal process was introduced in 2019 to automatically submit all invoices relating to gifts and invitations that exceed the net limit of EUR 50 set in the corporate policy to the Compliance Officer for further checking and clarification.

### Agent management

Frequentis AG has a network of 60 representatives and agents around the world. Agent management is responsible for supervising and managing them. To ensure optimum collaboration, the agents submit regular reports on their activities during a defined period.

In 2019, intensive work was invested in improving the quality of these reports (providing a uniform template, quality assurance of their content, workshops for partners/agents, monthly reporting to the regional sales managers at Frequentis) and increasing the response ratio.

In view of the international structure of Frequentis' agents and the associated compliance risks, the agent management process includes a compliance questionnaire that has to be completed and submitted before an agent agreement can be signed. In addition, it has to be checked by the Vice President Sales.

	2019	2018
Processed enquiries from employees	14	9
Face-to-face training sessions	4	n.a.
Checking invoices for compliance with the requirements of the Group policy on anti-corruption, invitations, and gifts – cases referred	40	n.a.

KPIs

Making staff aware of the key principles is a declared aim of the Frequentis Group. Compliance is not an option for Frequentis, it is a duty.

In 2020, the training rate will be increased steadily by providing compliance training via Skype. This should give international staff easier access to the compliance training sessions.

In addition, an internal gap analysis of the compliance management system compared with ISO 19600 is planned. This will provide a basis for a decision on possible certification.

Other focal areas of future compliance activities will be preventing and identifying compliance violations that harm the company's interests, avoiding liability risks and reputational damage, training, and advising and protecting the senior management, manager, and staff.

## Capital market compliance

To implement capital market-relevant laws and regulations within the Frequentis Group, a capital market compliance policy has been drawn up. In particular, it covers the handling and publication of capital market-relevant information, the prohibition of trading in shares and other financial instruments of Frequentis AG, and the obligation to report own-account trading ("Directors' Dealings"). In addition, the position of Capital Market Compliance Officer has been established. The Capital Market Compliance Officer is responsible for implementing the capital market compliance policy and reports directly to the Executive Board of Frequentis AG. This is designed to ensure that the Frequentis Group acts with integrity on the capital market and to enhance employees' understanding of what is meant by capital market compliance.

Failure to comply with laws and regulations relating to the capital market can result in criminal and administrative sanctions and can have civil-law consequences for Frequentis AG and/or its employees.

Risks

The measures set out in the capital market compliance policy are designed to ensure compliance with capital-market relevant laws and regulations. The Capital Market Compliance Officer is responsible for implementing the policy in the Frequentis Group and monitoring the measures it describes. To enhance understanding of this policy, employees also receive training.

Four classroom-based training sessions were held for specific employee groups in 2019. There was also a general information event on capital market compliance. Managers and heads of compliance areas received information on their personal obligations in connection with capital market compliance, either in written form or at personal meetings.

KPIs

	2019	2018
Classroom-based training in capital market compliance for specific target groups	4	n.a.

In 2020, the company will be working on an online training course on capital market-related issues.

## Selection of suppliers

The criteria used by Frequentis to select suppliers include ethics, compliance with labour standards, and environmental protection, as set out in the Corporate Social Responsibility (CSR) code for suppliers and sub-contractors.

Operating in the safety-critical area requires reliable partners on the supply side and ongoing, long-term business relationships. A stable procurement base is vital for project execution.

The introduction of a CSR code for suppliers and subcontractors is evidence of Frequentis' commitment to protecting the environment, respecting human rights and the labour standards, and fighting corruption. Frequentis' suppliers give an undertaking that they will act in accordance with these principles. The focus is first and foremost on respecting labour standards. Frequentis explicitly rejects forced and compulsory labour, child and youth labour, moonlighting, and discrimination of employees. Observing working hours, ensuring a safe working environment, and paying the statutory minimum wage are other key elements of the CSR code.

### Risks

As a result of the large number of business relationships, there is a significant risk that suppliers could fail to respect human rights, labour standards, and social welfare legislation. That could result in inhumane living and working conditions and non-compliant business relationships with third parties. Moreover, in this context there are delivery risks, reputational risks, and a risk of losing customers.

### Concepts

Supply chain management staff and managers receive training in the principles of transparency along the supply chain, including strict avoidance of slavery, human trafficking, any form of forced or compulsory labour, child labour, and all types of discrimination.

"Modern slavery" is included in the Code of Conduct (CoC) and the Corporate Social Responsibility (CSR) code for suppliers and subcontractors, and in the contractual documents for subcontractors, suppliers, coaches, and employment agencies.

The CSR code issued in 2010 is an integral part of the master agreement with suppliers.

## Supplier audits

Frequentis AG regularly audits its suppliers. The audits are conducted at the end of a year for the following year. There are various reasons for a supplier audit:

- To get to know a potential new supplier
- The supplier accounts for a material order volume or has increased risk potential
- Difficulties in the relationship with the supplier over the past year (e.g. delivery, quality, communication problems, etc.)

The audit plan can be modified in the light of events during the year, planned audits may be dropped or postponed, and new audits may be added to the plan. This flexibility is necessary to respond to current requirements.

Subsidiaries audit suppliers as necessary.

## Supplier assessments

In addition to the supplier audits, Frequentis AG assesses its established suppliers once a year. They are assessed in the first quarter of the year using the following criteria:

- Quality: e.g. product quality, product complexity, quality assurance system
- Price: e.g. development of prices and comparison with the previous year and market prices
- Support quality: e.g. commercial, personal, and technical support
- Delivery performance: the main criteria here are adherence to delivery dates and volumes; Attention is also paid to environment-friendly and sustainable packaging
- The supplier's operating environment: this covers, on the one hand, the business environment (stability, performance, flexibility, environmental management, etc.) and, on the other, social aspects (CSR code, social competence, etc.)

These assessment criteria are weighted and included in the overall assessment, which is generated with the aid of the ERP system (SAP).

Assessments are performed for the suppliers that account for the highest order volume (top 50) and those that play a key role in the supply of specific groups of products. The 2019 assessment is currently in progress. The 2018 assessment covered 60 suppliers accounting for a total procurement volume of EUR 21.8 million.

The Top 3 suppliers received performance awards and certificates. A range of measures is agreed with suppliers whose performance needs to be improved and implementation is monitored.

As well as price, reliability and service, responsible procurement emphasises the importance of respecting human rights, humane working conditions, and environment-related issues.

At Frequentis and its subsidiaries, whose business activities comprise production and integration, other key criteria are short supply lines and improving local value-added. Apart from intra-group procurement, 92.5% of Frequentis AG's procurement is from suppliers in Europe. Even taking into account the subsidiaries that provide independent production and integration services, Europe still accounts for about 77.4% of procurement. This indicator was compiled for the first time for 2019 specifically for the non-financial report.

	2019	2018
Supplier audits performed by Frequentis AG	7	7

KPIs

Geographical structure of suppliers and service providers  
based on order volume by Frequentis AG

	2019	2018
Europe	92.5%	n.a.
North America	3.1%	n.a.
Asia	2.4%	n.a.
Africa	1.1%	n.a.
Middle East	0.5%	n.a.
South America	0.4%	n.a.
Australia	0.1%	n.a.

Geographical structure of suppliers and service providers  
by order volume<sup>1)</sup>

	2019	2018
Europe	77.4%	n.a.
North America	16.0%	n.a.
Australia	2.7%	n.a.
Asia	2.5%	n.a.
Africa	0.8%	n.a.
Middle East	0.3%	n.a.
South America	0.3%	n.a.

<sup>1)</sup> Product and project-related procurement by Frequentis AG, Frequentis Deutschland GmbH, Frequentis Comsoft GmbH, Frequentis USA Inc., Frequentis Australasia Pty Ltd.

The goal is the continuation and Group-wide rollout of supplier assessment in order to achieve a continuous improvement in supplier management. Further, supplier assessments include examining scope for improvement.

In addition to the criteria listed above, the procurement function aims to avoid long procurement distances in order to further reduce the Frequentis Group's carbon footprint.

## Safety & security

Handling safety-critical systems is a central feature of Frequentis' corporate culture. It is based on many years' experience of safety-critical systems. That responsibility is reflected in its mission "for a safer world". This expresses a deeply rooted technical and emotional understanding of customers' needs, along with a highly developed ability to understand current challenges and working processes, and strong identification with the task in hand. Other key attributes are openness, flexibility, and transparency – both in internal collaboration and in customer relationships.

Digital security is becoming more and more of a challenge for companies. Increasingly sophisticated cyberattacks on critical infrastructure require special knowledge and specific measures to harden technical systems to such attacks. This has a dual impact on Frequentis: firstly, because it needs to protect its own working environment and IT structure and secondly, because Frequentis Group companies need to provide the best possible support and assistance to help customers handle this new threat.

In line with its motto "for a safer world", Frequentis addresses both safety and security. In this context, safety means avoiding unacceptable risks, while security is the ability to defend oneself from external attacks. In terms of the sustainability of the Frequentis Group's activities, safety and security are therefore closely interlinked: there is no safety without security.

### Risks

Safety and security are both fundamental to the Frequentis Group's safety-critical business operations. Failures and shortcomings in these areas would result in an immediate loss of confidence by our customers and business partners and have a lasting negative impact on our business.

## Safety

Safety means avoiding unacceptable operating risks, while security refers to the ability to defend against external attacks. System safety is achieved by operating a system on top of the actual system to analyse the environment, users, or third parties. With reference to Frequentis, this means that the safe operation of Frequentis systems has to be guaranteed at all times. Frequentis has been a global leader in safety for many years. Since 1995 it has had its own competence centre for system safety management. This provides safety expertise for customer projects. Numerous awards, published papers, and international accolades testify to Frequentis' enormous expertise in this field.

### Concepts

#### Safety management system

Safety is an integral part of Frequentis' business processes and therefore a key competitive advantage.

To perform the required system safety tasks in regulated areas of operation, Frequentis introduced an extensive safety management system back in 1999. An important element is the management's commitment to safety, which is set out in Frequentis' safety policy, together with the goal of upholding safety standards in all activities and improving them wherever possible.

Everyone in the company has to understand the importance of safety and to constantly strive to optimise safety in cooperation with customers, suppliers, and authorities. That allows early identification and evaluation of risks so that appropriate risk mitigation measures can be taken.

The basic elements of the safety management system are consistent application of international safety standards after adaptation for the relevant business domain, an obligatory safety assessment for all product developments, a Group-wide hazard management system for preventive risk minimisation, and the in-house Safety Academy for staff training.



## Safety certificate

In response to rising international requirements, in 2005 a Group-wide training concept was established through the Safety Academy, together with specialised safety training leading to the award of a certificate. So far, 143 employees have gained this safety certificate, including 10 staff from Frequentis subsidiaries (in Slovakia, California, at Comsoft, and in Romania). In this way, extensive safety know-how is disseminated within the company and corresponding Group-wide safety expertise is generated.

The training programme leading to the safety certificate is used to train safety peers in a wide range of organisational units and has been running since 2005. Safety competence is a key corporate characteristic in the field of safety.

Following initial collaboration with the FH Campus Vienna, since 2012 training has been carried out in cooperation with the International Safety System Society (ISSS). This has been made possible by Gabriele Schedl, Director of Safety Management at Frequentis, who is Regional Vice President Europe at the ISSS.

This programme comprises fundamental, generic system safety training in modular form (ranging from hazard management through safety-critical project management and safety critical system design to software safety). The three-week course ends with an assessment based on Frequentis-specific safety analyses. The certificate has to be upgraded every two years.

KPIs

	2019	2018
Total number of safety certificates issued	143	106
thereof newly issued "Basic" certificates	12	11
thereof newly issued "Upgrade" certificates	25	18

Training for this certificate – which has to be upgraded every two years – will be continued in the coming years. That will further strengthen Group-wide safety competence. In addition, the results of the analysis are used for continuous improvement of products and internal workflows.

## Security

Within the context of safety, security has been an important area of focus at Frequentis for many years. High-tech security centres involve the integration of data from the Internet of Things (IoT), the use of SaaS (Software as a Service) to provide safety-critical applications, big data analyses, and, in particular, the networking of control centres and organisations. To allow systematic Group-wide bundling and expansion of these activities, a Security Expert Community was set up at the start of 2017 on the specific instructions of the Executive Board. Today, Frequentis has a sophisticated security organisation. This ensures that Frequentis takes all necessary measures to maximise security.

### The Frequentis Security Organisation

Concepts

Frequentis introduced an extensive security organisation in 2018 and 2019. This comprises three areas:

#### Governance and Support

This area of the organisation is authorised to issue policies. It is responsible for supporting the operational units in the implementation of these policies and for checking and reporting on their implementation. Support comprises training, providing tools, know-how and experts, and, in certain cases, taking on specific security tasks.

Governance and Support is structured as follows:

- **Chief Information Security Officer (CISO):** responsible for security risk management at corporate level, the information security management system, and shaping the security organisation
- **Security Incident Response Team Manager (SIRT Manager):** responsible for security notifications and security incident response
- **IT Information Security:** responsible for the security of the IT and communications infrastructure at Frequentis
- **System Security Team:** responsible for the security of systems delivered to customers (security of Frequentis products and solutions)

### Business

Security has to be practised by all employees and integrated into their daily working processes. That applies, above all, to system security, which involves implementing specific security activities for Frequentis products along the entire value chain, from product design to delivery of a ready-to-use system to the customer and subsequent security cooperation during the operational phase. For this reason, the second part of the security organisation at Frequentis is composed of explicit security roles that are anchored in the operational units and work together with the governance and support units. They are:

- **Security engineers** in product and project teams: security engineers are responsible for correct implementation of security specifications at the technical level, e.g. design guidelines, coding guidelines, system hardening measures, and security tests. Training was introduced in 2019 for this target group, which comprises system engineers, integration engineers, test engineers, software engineers, and software architects. The training was focused on participants in Vienna.
- **Security agents** in the business units: the security agents represent the business perspective and support the management of their business unit in security-related aspects. These include the business unit's security offering, management of security-specific risks in products, offers, and projects, market presence, and communicating with customers on security notifications. Frequentis currently has eight security agents, each of which is allocated to a business domain.

### Virtual cross-functional teams

These teams support the implementation of security throughout the Group. They are:

- The **Security Incident Response Team SIRT**: this team is composed of selected experts from various operational units and is headed by the SIRT Manager. It is responsible for security notifications and incident response.
- The **Security Council**: the Security Council is a team of top managers from relevant units (Development, Maintenance, Communications, Legal, IT). Its role is to coordinate and monitor vulnerability and incident management processes at Frequentis. The Security Council meets regularly once a quarter and as required.
- The **Security Community**: this is a community of security-oriented employees. It is moderated by the SIRT Manager. Any employee may take part. Topical security issues are analysed and discussed at monthly meetings. The community also provides a framework for informal exchange.

### Networking with international communities

Many of Frequentis' customers operate "critical infrastructure". Such infrastructure is especially important for people, the environment, and essential processes such as energy supply, food, health services, telecommunications, transport, and safety. Frequentis is aware of its special responsibility as a supplier of systems used in these areas. Therefore, it gives high priority to active participation in national and international security communities, platforms, and bodies. These platforms assess future risks, develop strategies, and share experience. That creates communities of trusted experts that can be relied on when necessary, for example, in the event of a major infrastructure attack.

In 2019, Frequentis actively contributed to the following communities:

- Austrian CERT network
- FIRST (global Forum of Incident Response and Security Teams)
- EUROCAE WG 72
- Cyber Security Platform Austria
- Programme Committee of the (ISC)2 ISACA Conference 2019

## IT measures

Companies around the world have been a focus for hackers and cybercrime for many years. Identity theft and data theft are major areas of cybercrime. As a company operating in the safety-critical area, Frequentis takes special precautions to avoid cybercrime in the form of attacks on its in-house IT infrastructure. Protection of the Frequentis network, including all subsidiaries and external access, is therefore always state-of-the-art.

Employees are an important factor in this. To ensure the greatest possible awareness of this issue within the company, for around 10 years all new staff in Vienna have taken part in Information Security Awareness Training. In addition, a web-based version of this training module has been used throughout the Frequentis Group since 2015. Information Security Awareness Training is a compulsory course that has to be repeated every two years.

To further sharpen employees' awareness, there are also regular Group-wide phishing campaigns. Here, a random sample of people at the company receive simulated phishing mails. Their response is automatically evaluated on an anonymous basis and feedback is published in the intranet and the staff newsletter.

In 2019, IT services were not affected by any outages caused by cyberattacks.

## Data protection

The European Union's General Data Protection Regulation (EU GDPR) requires every company to apply the European data protection principles in its corporate activities and to require staff to respect data privacy and the confidentiality of business and operating secrets.

Frequentis appointed its own Data Protection Officer when the GDPR came into effect on 18 May 2018. At the same time, Frequentis introduced mandatory e-learning modules to provide training on the protection of personal data.

	2019	2018
Completed system security training sessions		
System Security Overview for Engineers	46	n.a.
System Security Advanced for Engineers	42	n.a.
Successful completion of "Security Awareness Training"	93%	94%
Successful completion of "Personal Data Protection" training	92%	n.a.
No. of meetings of the security community	12	4 <sup>1)</sup>
Average no. of participants	20	n.a.
Proven IT service outages due to cyberattacks	0	n.a.

<sup>1)</sup> Meetings introduced in May 2018

KPIs

These compulsory training modules still have a firm place in the training programme at Frequentis. The concepts for security awareness and the security organisation are subject to ongoing development and are revised to reflect the latest conditions.

## Environmental matters

Environmental aspects and careful use of resources are important to Frequentis at all stages in the value chain. Sustainability and environmental awareness are integrated into production workflows: careful use of primary energy resources and raw materials, reducing harmful emissions, and the use of environmentally compatible production processes are documented and checked as part of the management review in the regular HSE report.

Another Group-wide contribution to the sustainability and the conservation of resources is that Frequentis products and solutions are used by customers for many years, often decades. Frequentis supports this long-life cycle by providing extensive service and maintenance programmes and through life cycle management. Customer Service offers various service levels and service teams are available worldwide around the clock.

In addition, Frequentis solutions help optimise traffic flows and therefore reduce pollution.

### Risks

Frequentis' business operations involve comparatively high energy consumption (climate-relevant emissions are negligible). If Frequentis had not drawn up and implemented energy efficiency concepts, its environmental impact would be higher than necessary. Inefficient use of energy resources would also mean higher costs for the company.

Equally, high energy consumption by Frequentis systems affects the energy efficiency of the customers who use them.

### Concepts

Frequentis uses various concepts to reduce environmental impact in the production and use of its systems.

## Long-standing partner for the EU's SESAR programme

SESAR – the Single European Sky ATM Research programme – is a key element in the creation of a uniform airspace as part of the European Commission's Single European Sky Initiative. The aim is to do away with the present fragmented national flight management systems and processes, pool the expertise of the aviation sector, and establish a uniform flight management network in Europe. For the first time in history, the entire sector, including the armed forces, is working to meet commonly defined specifications and requirements, especially for capacity, safety, the environment, and cost-efficiency for the next 30 years. One focus is on improving environmental compatibility, for example, by cutting carbon emissions by 10% to improve air quality and reduce noise. Frequentis has been a major industrial partner for this initiative since it started.

Frequentis systems also provide direct support for environment-friendly solutions. One example is the delivery of an AIM (aeronautical information management) system to the Australian airline Qantas Australia to optimise its routes. In March 2019, Frequentis and its partners received the highly regarded Jane's ATC Award for this project. This highlights the increased efficiency of flight management and the related fuel savings and emissions reductions facilitated by this solution.

## Energy consumption

Through a variety of measures – free cooling, use of heat pumps, solar systems – Frequentis AG has succeeded to manage power consumption effectively in recent years, even though it has raised revenues.

Since 2018 the Frequentis Group has taken part in Earth Hour, the World Wildlife Fund's biggest worldwide climate protection campaign. Alongside the Vienna location, where around 10,000 kWh power were saved in one weekend, many other companies in the Frequentis Group joined in this initiative.

Since 1 January 2019, all power used by Frequentis AG has been sourced from hydroelectric and ecological sources. The company has confirmation that 100% of the power supplied to it by KELAG Energie & Wärme GmbH is generated from renewable resources such as hydroelectric, wind, and other ecological sources. This step makes a contribution to reducing pollution by climate-damaging gases (e.g. carbon dioxide) and radioactive waste. It is also a clear signal for sustainability and efficient use of resources.

## Efficient use of resources and waste separation

In the context of efficient use of resources, Frequentis makes a sustained effort to reduce the resources used within the company and to minimise the use of hazardous materials in production. An annual HSE audit evaluates the action taken and recommends new initiatives.

Environmental protection plays an important role throughout the value chain at Frequentis, from the selection of materials to processing and recyclability. Considerable attention is paid to reducing the use of hazardous materials in production. At the same time, Frequentis takes environmental relevance into consideration by using environmentally compatible production processes such as lead-free soldering and reducing power consumption in the production and operation of its systems. Attention is also paid to resource-saving packaging in the shipment of equipment, for example, by using reusable transport boxes.

Systematic sorting of different types of waste is compulsory. Frequentis has many waste collection points at its location in Vienna. Each office has separate containers for recyclable paper (data protection regulations are observed in the disposal of paper) and other refuse. For all other types of waste, there are waste sorting points in every kitchenette and at the large copy centres. Used electrical appliances are collected centrally by Logistics (Material & Transport Department). At subsidiaries, waste is sorted in accordance with local regulations.

## Business trips / reducing CO<sub>2</sub> emissions

Business trips are very important at Frequentis because of the international nature of its business activities. Business travel is generally organised centrally via Frequentis Travel Management. The defined travel policy applies to all business travel by members of staff on behalf of the Frequentis Group.

Business trips may only be undertaken for business reasons and if the tasks cannot be undertaken in another form (email, phone, online meetings, or video conferencing). Decisions on business travel are taken on the basis of cost-efficiency and sustainability.

	2019	2018
No. of flight legs on business trips	14,663	16,510
CO <sub>2</sub> in tonnes relating to these flights	2,635	2,788
PCs and workstations equipped with Skype functionality	100%	100%
Average no. of Skype meetings per month	5,446	4,627
Energy consumption <sup>1)</sup> at the location in Innovationstraße, Vienna, in kWh	6,258,770	6,346,070
Total consumption in kWh in % of total operating performance	2.7%	3.0%

<sup>1)</sup> Electricity and gas

KPIs

A Group-wide CSR and sustainability concept is being drawn up in 2020. It focuses specifically on environmental matters.





## Notes / Disclaimer

The terms "Frequentis" and "Frequentis Group" in this publication refer to the Group; "Frequentis AG" is used to refer to the parent company. Minimal arithmetical differences may arise from the application of commercial rounding to individual items and percentages. The forecasts, plans, and forward-looking statements contained in this publication are based on the knowledge and information available and the assessments made at the time that this publication was prepared. As is true of all forward-looking statements, these statements are subject to risk and uncertainties. As a result, actual events may deviate significantly from these expectations. No liability whatsoever is assumed for the accuracy of projections or for the achievement of planned targets or for any other forward-looking statements. The information contained in this publication is for general information purposes only. There can be no guarantee for the completeness of the content. Typing and printing errors reserved. All references to people are gender neutral. Frequentis accepts no liability for any error or omission in this publication. The information in this publication may not be used without the expressed written permission of Frequentis. This document has been prepared in German, which is the official version. The English translation is for information only. In case of discrepancies in the English translation, the German version shall prevail. All rights reserved.

Frequentis AG  
Headquarters  
Innovationsstraße 1, 1100 Vienna, Austria  
Tel: +43 1 81150 0  
[investor-relations@frequentis.com](mailto:investor-relations@frequentis.com)

[www.frequentis.com](http://www.frequentis.com)



[www.frequentis.com](http://www.frequentis.com)

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