



We record & analyze communications

ESG Policy

(Environmental, Social, Governance)

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Scope of this document: ASC Technologies AG, Seibelstrasse 2-4, 63768 Hoesbach, Germany, as well as such affiliated companies pursuant to § 15 of the German Companies Act (AktG) that are covered by the current scope of the relating ISO certification.

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1. Vision

As a responsible and transparent company, ASC Technologies AG ("ASC", "We") is aware of its responsibility to support social well-being and ethical corporate governance as well as to minimize its environmental impact in all areas of our business activities. As a worldwide leading provider of omnichannel recording, quality management and AI based analytics, ASC provides state-of-the-art solutions for digital communications governance. We are committed to leveraging innovation to drive sustainable development across the board, while ensuring that our business practices maximize our positive impact on the environment and society.

2. Mission

At ASC, our mission is to turn our vision into action by advancing sustainability across environment, social, and governance dimensions. We work to reduce our environmental impact and promote social and employee well-being. We uphold integrity, accountability, and ethical governance in all we do — creating lasting value for our stakeholders and society.

2.1 Mission: Environmental protection

ASC supports the goals of the Paris Climate Agreement of December 12, 2015, namely limiting global warming to well below 2 °C compared to pre-industrial levels and transitioning to net-zero emissions by 2050 or earlier. We see the protection of the environment as an essential part of its corporate responsibility and sustainable success. ASC commits to protecting the environment, to avoiding environmental pollution and to keeping our environmental impact as low as possible. We strive to continuously improve our environmental performance focused on our environmental aspects.

Principles

Protection of climate, biodiversity and nature

ASC is constantly striving to minimize its CO₂ emissions using renewable energies and efficient use of energy, water, heating gas and materials. Among our staff we have communicated our approach “avoiding waste prior to recycling prior to waste disposal”.

Compliance

ASC compliance and quality teams ensure compliance with all relevant environmental laws, regulations and standards.

Supply chain

ASC's procurement team is selecting and working with suppliers who are also environmentally conscious.

Product life-cycle

ASC undertakes to consider all phases of the product life cycle from procurement to disposal in order to evaluate environmental aspects holistically.

Objectives and monitoring

This policy provides the framework for setting and reviewing our environmental objectives and targets, taking into special account the effects of climate change and ASC's identified environmental aspects.

Continuous improvement

ASC commits to regular review of our environmental goals, risk assessments and measures to help improve our environmental performance.

Realization at ASC

ASC has appointed an environmental protection officer and established an environmental protection system in accordance with DIN EN ISO 14001.

2.2 Mission: Social responsibility

ASC considers it our duty not only to pursue economic success but also to actively contribute to a fair, safe, and inclusive society. This ESG policy outlines our commitment to human rights, the promotion of our employees, and our positive impact on society through our business activities.

Principles

Respect for Human Rights

We respect and promote internationally recognized human rights throughout our entire value chain and do not tolerate any form of harassment, forced or child labour, human trafficking, discrimination, and exploitation.

Equal Opportunity and Diversity

We foster a work environment characterized by respect, inclusion, and diversity. All employees have equal opportunities—regardless of gender, origin, religion, age, disability, sexual orientation, or other personal characteristics.

Health and Safety

We place the health, safety, and well-being of our employees at the centre of our actions and take all necessary measures to prevent workplace accidents and occupational illnesses.

Development and Participation

We support the personal and professional development of our employees through training, career management, and open communication. We respect their rights to participation and free association.

Supply chain

ASC's procurement team is selecting and working with suppliers who are accepting the ASC Code of Ethics which covers the principles of this ESG policy.

Community Engagement

ASC is committed to supporting the the community life in cities in which we operate through social engagement, volunteer programs, and support for initiatives that promote education, integration, and social justice.

Objectives and monitoring

This policy provides the framework for setting targets and monitoring measurable metrics with the special focus on development and participation as well as health and safety.

Realization at ASC

ASC has appointed a sustainability team consisting of the head of Contracts & Compliance department and the quality management representative. ASC has implemented an organizational health and safety management system leaned on the principles of EN ISO 45001. This ESG policy is in accordance with the ASC Code of Ethics.

2.3 Mission: Governance

ASC is committed to maintaining the highest standards of ethical business conduct, integrity, and accountability. This ESG policy outlines our principles for good corporate governance, ensuring that our decisions are made responsibly, in compliance with laws and internal standards, and in the best interests of our interested parties — fostering trust and sustainable success.

Principles

Compliance and Integrity

We comply with all applicable laws and regulations in every jurisdiction in which we operate. We act with integrity in all business dealings and expect the same from our employees, partners, and suppliers. Corruption, bribery, fraud, harassment, and other unethical practices are not tolerated.

Transparency and Accountability

We strive for transparency in our communication and decision-making processes. We ensure that interested parties have access to relevant, accurate, and timely information about our business activities and ESG performance.

Risk Management and Internal Controls

We maintain robust risk management and internal control systems to identify, assess, and mitigate potential risks — including ESG-related risks — to our business, reputation, and stakeholders.

Data Protection and Information Security

We protect the confidentiality, integrity, and availability of the data entrusted to us. ASC adheres to applicable data protection laws and implements effective information security measures to safeguard personal and business-critical information.

Engagement of interested parties

We maintain an open and regular dialogue with our stakeholders on ESG-related topics to understand their expectations, foster trust, and continuously improve our practices.

Realization at ASC

ASC has appointed a QEHS Manager (Quality, Environment, Health & Safety) who, in close cooperation with the Head of Contracts & Compliance, oversees and addresses governance-related ESG matters. ASC's corporate governance practices are aligned with the ASC Code of Ethics, internal compliance guidelines, and relevant international standards. ASC has implemented an information security management system to DIN EN ISO27001 and a data privacy management system to GDPR as parts of ASC integrated multi-management system (MMS).

3. Continuous Improvement

We regularly review and enhance our governance structures, policies, and internal processes to meet evolving legal requirements, stakeholder expectations, and best practices in corporate governance. Continuous improvement is a key characteristic of our integrated ASC Multi-Management System (MMS).

4. Accountability & review

ASC's Executive Board assumes overall responsibility and accountability for this ESG policy and ensures that it is communicated throughout the entire organization. The Executive Board and designated committees oversee the implementation of this policy and ESG-related objectives, ensuring that governance principles are embedded in all aspects of our operations and strategic decisions. Executive Board has organized regular reviews for continued relevance and effectiveness.

5. Communication

This ESG policy and the ASC Code of Ethics are publicly available to internal and external interested parties. Requests may be addressed to: gm@asc.de.