

2.3 Social Information

In its sustainability statement, the Nemetschek Group reports relevant disclosures on material sustainability aspects in the social area, including key information on its own workforce as well as on customers and end-users. The following chapter presents strategic aspects, actions, and metrics related to the company's own workforce, including workforce characteristics, diversity metrics, as well as incidents, grievances, and severe human rights impacts.

Own Workforce

Management of Impacts, Risks and Opportunities – Own Workforce

The Nemetschek Group communicates key aspects related to its workforce in the “People Letter of Commitment”. This document addresses the following impacts and opportunities that apply to its own entire workforce:

- » The Nemetschek Group upholds fair hiring, and promotion practices and aims to ensure equal opportunities for all applicants and employees. Diversity in terms of gender, ethnicity, nationality, and age is handled transparently and considered in the hiring process.
- » The Nemetschek Group provides programs, training initiatives, and resources aimed at enhancing employees’ skills and knowledge to support both professional and personal development. Nemetschek SE and its brands are allocated a dedicated learning budget.
- » The Nemetschek Group offers opportunities for home-office contracts, including hybrid models, and enables flexible working hours to foster a family-friendly environment and a well-balanced work-life integration.
- » General communication formats (such as communications from the Executive Board and the ELT, town halls, Board Letter) and close dialogue between management and the European Works Council of Nemetschek SE, as well as between employees and the European Works Council (which also applies to local works councils), promote communication, engagement, and employee satisfaction, as well as conflict resolution.

The main content of the “People Letter of Commitment” is the definition of minimum requirements for fundamental leadership and employee-related topics, as well as key areas such as talent acquisition, performance evaluation, and health management. There is currently no formal process in place to monitor the “People Letter of Commitment”. It does not include any specific targets. The “People Letter of Commitment” covers all activities and regions, with its scope applying to the entire workforce, excluding the upstream and downstream value chain. The Executive Board of Nemetschek SE has delegated responsibility for the implementation of the “People Letter of Commitment” to the Chief People Officer (CPO) within the Group function People/Human Resources. The “People Letter of Commitment” does not reference third-party standards or initiatives.

The perspectives of its own workforce are incorporated into the decisions and activities of the Nemetschek Group through the European Works Council or via regular town halls and exchange formats. These decisions aim to manage the actual and potential impacts on its own workforce. The engagement of the workforce takes place through the meetings of the European Works Council of Nemetschek SE, which represents all employees within the EU or a contracting state of the European Economic Area. The European Works Council receives information from the Executive Board once per year during the official works council meeting regarding the current and previous fiscal year. The CPO provides insights into the current business operations of the Nemetschek Group. The Executive Board discloses decisions and activities related to the impacts and potential impacts on the workforce. Engagement occurs on a regular basis once per year in the second quarter during the annual works council meeting. The works council has the opportunity to address questions to the Executive Board and the CPO, leading to participation and consultation through subsequent discussions. The works council's feedback on the Executive Board's information is not formally recorded. Responses are provided orally during the annual works council meeting. The Executive Board subsequently decides whether, how, and which topics will be further pursued or not. The workforce is not directly informed about how their feedback has influenced internal decisions.

Engagement activities take place at the organizational level, between the Executive Board, the CPO, and the European Works Council. No additional personnel, nor any financial resources, are allocated for engagement. The European Works Council is informed in the event of organizational changes within the Nemetschek Group that may arise from reducing CO₂ emissions and transitioning to more environmentally friendly and climate-neutral activities affecting its own workforce. This includes aspects such as restructuring, employment loss or creation, training and up/reskilling, gender and social equity, and health and safety. The highest position within Nemetschek SE is the Chief Executive Officer, who holds the operational responsibility for ensuring collaboration with the European Works Council and for integrating the outcomes, where possible, into the strategic and operational direction of the Nemetschek Group.

Furthermore, the entire workforce is included in the Nemetschek Group's hybrid town halls. The workforce receives insights into the company's current strategic direction from the Executive Board and, additionally, from the ELT. The workforce has the opportunity to submit questions in advance. The town halls are recorded and subsequently shared with the entire workforce. Based on employee questions, the Executive Board and ELT gain insights into the topics that are relevant to the workforce. The entire workforce has the opportunity to ask questions. No additional personnel beyond those mentioned above, nor any financial resources, are allocated for inclusion. The entire workforce is informed about organizational changes, provided they have a direct impact on the workforce.

The general approach and procedures for providing or contributing to remediation actions in cases where the Nemetschek Group has caused or contributed to a significant negative impact on its own workforce include several individual approaches:

- » Accessible compliance reporting mechanisms for issues/behaviors, including the provision of local contact points for employees, such as within the Compliance and HR teams.
- » Promotion of a speak-up culture, in which employees can confidentially report concerns via the Group's whistleblower tool and address questions directly to management during hybrid town halls.

Through specific channels, the Nemetschek Group's own workforce can directly address concerns or needs with the company. The following channels have been established by the Nemetschek Group:

- » Managers are encouraged to conduct regular one-on-one meetings with their employees.
- » Regular team meetings within departments should take place to provide employees within departments or project teams with the opportunity to report concerns and needs.

- » The European Works Council serves as a representative voice for the brands based in Europe (Allplan, Graphisoft, Solibri, dRofus, Nevaris, Bluebeam, Spacewell, Crem Solutions, Maxon) and Nemetschek SE towards the management. The same applies to the local works councils of Spacewell Netherlands, Graphisoft Germany, and Allplan Germany.
- » Management provides opportunities for follow-up questions after important announcements as well as during or after town hall meetings.
- » The Corporate Legal & Compliance function serves as an independent internal reporting body. Employees of the Nemetschek Group can contact the department via email at: compliance@Nemetschek.com.
- » The responsible HR manager/personnel manager is available for confidential discussions/reports, as is the Corporate Legal & Compliance function.

Additionally, an external channel has been established by a third-party provider:

- » The whistleblower system is managed by the Corporate Legal & Compliance function, with evaluations conducted at the corporate level.

The Nemetschek Group has implemented various processes to support the availability of the described channels:

- » All valid guidelines and strategies of all departments are accessible via the intranet ONE.
- » Upon joining the Nemetschek Group, new employees are informed about the relevant contacts via a welcome email from Legal & Compliance and People/Human Resources, including a description of the procedure for submitting a grievance in the Legal & Compliance department's email.
- » Each brand has a dedicated contact person for compliance topics who is available for inquiries and reports.
- » Every employee has the opportunity to address questions, grievances, or suggestions with a local HR representative and receive clarification on the relevant channels.

The Nemetschek Group has a procedure for handling grievances related to employee matters, which is detailed in Chapter 2.4 Governance Information << [Management of Impacts, Risks and Opportunities – Business Conduct](#) >>.

Reports/grievances submitted through the established employee channels are recorded by the responsible (compliance) unit and documented in accordance with legal requirements. If a report/grievance is submitted via the digital whistleblower system (see Chapter 2.4 Governance Information << [Management of Impacts, Risks, and Opportunities – Business Conduct](#) >>), it is automatically assigned a deadline management and progress

tracking system. If one of the other channels is used, this process is carried out manually. All Group-wide reports/grievances are allocated, consolidated, and anonymously reported to the Executive Board and Supervisory Board on a quarterly basis by Corporate Legal & Compliance. If ad-hoc reporting is necessary, this is done outside of the quarterly cycle. The established reporting channels are regularly communicated to all employees across the group to ensure their effectiveness. The whistleblower system policy includes protections against retaliation for individuals. Currently, there are no methods to assess whether employees of the Nemetschek Group are aware of and trust the processes and structures available to voice their concerns or needs.

In the first quarter of 2025, the Nemetschek Group is conducting a global employee survey of all active employees in order to gain a better understanding of the concerns and needs of its workforce.

Characteristics of the Undertaking's Employees

The Nemetschek Group discloses the information on the key characteristics of its workforce for the 2024 reporting year. The total number of employees does not match the figures reported in the consolidated financial statements, as all individuals who, under national law or its application, have an employment relationship with the Nemetschek Group were counted for the sustainability statement. This also includes employees in inactive employment relationships, such as parental leave, unpaid leave, phased retirement, or illness. All data points are reported as headcount. The data is reported as of the reporting date, December 31, 2024, for the current reporting year.

CHARACTERISTICS OF UNDERTAKING'S EMPLOYEES - INFORMATION ON EMPLOYEES BY CONTRACT TYPE AND GENDER*

	2024				
	Female	Male	Other	Undisclosed	Total employees
Number of employees (head count)	1,363	2,619	3	4	3,989
Number of permanent employees (head count)	1,331	2,566	3	4	3,904
Number of temporary employees (head count)	31	53	0	0	84
Number of employees without guaranteed working hours (head count)	1	0	0	0	1

* Gender according to employees' own statements.

The majority of employees at the Nemetschek Group are in permanent employment relationships. The share of temporary contracts is generally low, as the Nemetschek Group aims to retain employees in the long term. Temporary contracts typically arise from training programs, working student and internship agreements, or as replacements for parental leave, illnesses, or other extended absences. The total number of employees who left the Nemetschek Group in the 2024 reporting year was 545. Accordingly, the employee turnover rate* stands at 13.7%.

* The employee turnover rate is determined based on the total number of employees who leave the company voluntarily or due to dismissal, retirement, or death, in relation to the total number of employees as of the reporting date, December 31, 2024.

CHARACTERISTICS OF UNDERTAKING'S EMPLOYEES - NUMBER OF EMPLOYEES BY GENDER*

Number of employees (head count)	2024
Gender	
Male	2,619
Female	1,363
Other	3
Undisclosed	4
Total employees	3,989

* Gender according to employees' own statements.

CHARACTERISTICS OF UNDERTAKING'S EMPLOYEES - NUMBER OF EMPLOYEES BY GEOGRAPHICAL AREA*

Number of employees (head count)	2024
Country	
Germany	991
Hungary	408
USA	1,095
Total	2,494

* Presenting head count in countries where the Nemetschek Group has at least 50 employees representing at least 10% of its total number of employees.

All reporting-relevant metrics were submitted by the HR representatives of each brand to the Group function People/Human Resources at Nemetschek SE. All brands contributed to the development of the defined reporting items to establish a consistent understanding of the required data across the entire Group. The data points to process follows the four-eyes principle to ensure completeness and accuracy. In all brands, one person was designated for data collection and another for data validation. Data collection and submission were carried out using a template pro-

vided to the brands. The data was subsequently validated and consolidated at the Group level.

Diversity

The gender distribution at the first management level as well as the age distribution within the company's own workforce is as follows for the 2024 reporting year.

GENDER DISTRIBUTION AT TOP MANAGEMENT LEVEL*

Gender	2024	
	Number of managers	Share at top management level (%)
Male	10	71.4%
Female	4	28.6%
Other	0	0.0%
Undisclosed	0	0.0%

* Gender according to employees' own statements.

The first management level of Nemetschek SE, includes all executives with budget and personnel responsibility who report directly to the Executive Board members. As of December 31, 2024, the first management level consists of 14 individuals, including 4 women. The current proportion of women at the first management level is therefore 28.6% (previous year: 28.6%).

DISTRIBUTION OF EMPLOYEES BY AGE GROUP

Age group	2024	
	Number of employees	Share of the total number of employees (%)
Under 30 years old	598	15.0%
30–50 years old	2,567	64.4%
Over 50 years old	824	20.7%

Incidents, Complaints and Severe and Human Rights Impacts

During the reporting period, 9 reports related to potential discrimination cases were received and processed through the Nemetschek Group's reporting channels. For the purpose of this disclosure, the definition of discrimination also encompasses harassment. In total, 19 reports/grievances were submitted through the designated reporting channels established for the Nemetschek Group's workforce. The Nemetschek Group is not aware of any reports/grievances that were submitted to the national OECD Contact Points for Multinational Enterprises during the reporting period. During the reporting period, the Nemetschek Group was not required to pay any fines, other penalties, or restitution amounts related to incidents of discrimination or harassment.

In addition to the existing reporting channels, such as the Group-wide whistleblower system, the globally accessible compliance email address, and the regular surveys conducted among subsidiaries, additional inquiries were conducted for relevant metrics, such as discrimination incidents, employee grievances, or training participation rates, as part of the 2024 sustainability statement. These inquiries were carried out through questionnaires sent to the globally established compliance network. The collected information was centrally consolidated at the Nemetschek SE level and validated and reviewed for plausibility in collaboration with other corporate functions, including People/Human Resources.

During the reporting period, no severe human rights violations related to the Nemetschek Group's own workforce were reported. During the reporting period, the Nemetschek Group did not pay or reimburse any fines, penalties, or other amounts related to the remediation of severe human rights violations concerning its own workforce.

Consumer and End-User

Management of Impacts, Risks and Opportunities – Consumers and End-Users

The human rights obligations of the Nemetschek Group that are relevant for customers and end-users are based on the Group's existing compliance and due diligence processes. These processes include mechanisms for monitoring adherence to the United Nations Guiding Principles on Business and Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, and the OECD Guidelines for Multinational Enterprises.

In the double materiality assessment, actual or potential, positive or negative impacts were identified and evaluated, considering the perspectives of customers and end-users through internal and external stakeholders, particularly through the inclusion of industry and trade associations. Most brands of the Nemetschek Group conduct regular customer surveys and customer satisfaction evaluations (Customer Satisfaction Score, CSAT). Additionally, most brands maintain permanent customer advisory boards, which contribute to product development and general business operations. The Nemetschek Group collaborates with industry representatives, including professional associations and interest groups, to gain insights into best practices and new trends. This collaboration is to ensure that the Group's strategic direction aligns with customer and end-user interests as well as industry standards. Furthermore, the teams of most brands regularly conduct impact assessments based on direct customer and end-user feedback, helping to identify actual and potential impacts. Customer and end-user perspectives are also integrated into product development processes. By prioritizing customer and end-user contributions, the Nemetschek Group aims to enhance usability and accessibility of its solutions, ensuring that they meet the needs of various user groups.

Nemetschek SE and the brands are in continuous dialogue with customers and end-users affected by actual and potential, positive and/or negative impacts or their legal representatives, either directly or through credible representatives who have insight into their situation, through direct discussions with customers and end-users (surveys, interviews) or through cooperation with industry and trade associations.

Direct contact with customers and end-users is primarily managed by the brands of the Nemetschek Group. Some brands involve their customers across various phases of engagement:

Phases of Engagement

- » Pre-development phase: Engagement takes place in the planning stage of new products or services, allowing the Nemetschek Group to gather initial insights and expectations from customers and end-users.
- » Development phase: The Nemetschek Group involves users in usability tests and feedback sessions to refine product features and usability.
- » Post-launch phase: After introducing a product or service, the Nemetschek Group continues to collect feedback to assess performance and identify improvement opportunities.

Types of Engagement

- » Surveys: Brands regularly conduct surveys to collect quantitative data on satisfaction and user needs.
- » Focus groups: Organized discussions with selected customers provide qualitative insights and enable a deeper understanding of the user experience.
- » Interviews: One-on-one interviews enable personal feedback and in-depth discussions on specific concerns or suggestions.
- » Workshops: The Nemetschek Group organizes workshops with industry representatives and stakeholders to address user concerns and develop solutions together.
- » Feedback channels: Online platforms, including websites and social media channels, allow customers to provide feedback.

Engagement Frequency

- » Regular surveys: Brands conduct customer surveys at irregular intervals to assess current satisfaction and new trends.
- » Always-available channels: Brands maintain open communication channels (see feedback channels), through which customers can submit feedback at any time.

The operational responsibility for engaging customers and end-users in product development lies at the brand level. Within the brands, this responsibility falls to the Chief Technology Officer, Chief Product Officer, or CEO in smaller brands. Brand executives collaborate closely with segment leaders, who, together with the executive board, define the Group's strategic direction, focus areas, and corporate goals as part of the overall strategic plan. During the annual planning process, segment leaders work with brand executives to create a roadmap outlining strategic product development and specific initiatives to drive Group-wide growth.

The Nemetschek Group assesses the effectiveness of its customer and end-user engagement at the decentralized level, directly within brands and business units. This approach allows interaction processes to be tailored to the specific needs and dynamics of each brand or end-users/user group. Effectiveness is evaluated using various methods, such as customer satisfaction analysis, monitoring of feedback channels, and assessing the impact of engagement on decision-making and operational outcomes. Where applicable, all agreements, decisions, or changes resulting from this engagement are documented and integrated into the operational strategy of the respective brand or unit.

Insights into the perspectives of customers and end-users are gathered through surveys, customer contributions, and direct contact via the brands' service hotlines. The Nemetschek Group is not currently aware of any customers or end-users who are particularly vulnerable to the impacts of the Group's business activities or who could be directly marginalized by them. All customers and end-users can address their perspectives equally to the brands or the Group via the existing communication channels. Customer and end-user engagement is primarily managed at the brand level, allowing each brand to tailor its approach to its specific market and target audience. To enhance interaction and collaboration with larger, multinational, and multidisciplinary customers and end-users, the Nemetschek Group implemented a global KAM system in the past fiscal year. The global KAM aims to provide even more tailored support to customer groups, particularly large international customer, based on their individual needs.

Through the customer service of each brand, the Nemetschek Group offers its customers and end-users the opportunity to directly address their concerns, needs, or requests to the respective brand. The customer service function is internally organized within each brand and does not rely on external partners. Customers and end-users can contact Nemetschek Group brands directly via various channels, such as the website, social media platforms, email, and telephone hotline. Since the end of the 2024 fiscal year, the Nemetschek Group's processes, including customer service and support processes, have been ISO-certified across the entire Group (ISO/IEC 27001), with the exception of the GoCanvas brand (and SiteDocs, part of GoCanvas), which was acquired in July of the reporting year. Certification for GoCanvas is planned for the fiscal year 2025. For grievances, customers and end-users of the Nemetschek Group also have access to the global whistleblowing system at the Group level. This whistleblowing system allows customers and end-users to submit complaints to the Nemetschek Group, anonymously if desired. It includes structures and procedures to protect identities and safeguard individuals involved from retaliation.

2.4 Governance Information

Business Conduct

The Nemetschek Group reports relevant disclosures on material sustainability aspects in the area of governance in its sustainability statement, including material information on corruption and bribery as well as the Group's payment practices. For the company-specific topic of Cyber and Information Security, additional material information and relevant metrics are disclosed to assess performance and effectiveness in relation to information security.

Management of Impacts, Risks and Opportunities – Business Conduct

Good corporate governance and taking responsibility for employees, society, and the environment are of great importance to the Nemetschek Group. The Nemetschek Group aims to be a trustworthy, reliable, and honest partner for its customers, business partners, employees, and the general public. Every employee and management shares responsibility for ensuring that the Nemetschek Group fulfills its legal and social responsibilities worldwide. The Code of Conduct, approved by the Executive Board of Nemetschek SE and communicated internally, defines Group-wide behavioral principles in a format that is easily understandable for all employees. It serves as a values-based guideline within the Group. The responsibility to identify, investigate, and prevent unethical, inappropriate, or unlawful behavior is firmly embedded in the corporate culture of the Nemetschek Group.

The three most important topics promoted and communicated as part of the corporate culture are:

Establishing and Evaluating Corporate Culture

- » Regular feedback sessions: To measure employee satisfaction and engagement, regular feedback sessions between employees and managers are to be held. Employee surveys are already an integral part of the corporate culture in some brands. The Nemetschek Group is conducting a global employee survey in the first quarter of 2025.
- » Professional development: Professional training and career development opportunities strengthen employees' commitment to the Nemetschek Group.
- » Recognition of achievements: Individualized recognition of successes aims to motivate employees across the Nemetschek Group.

Development of Corporate Culture

- » Management culture: Management acts as positive role model for employees.
- » Speak-up culture: Employees have the opportunity to confidentially report concerns via the whistleblower tool or raise questions during hybrid town halls.