



ELEMENTAL POLICIES

Hetzner Online GmbH

1. Preamble

This document forms the basis for the environmental management system for Hetzner Online GmbH (hereafter called „Hetzner Online“). It defines the environmental principles and policies for our corporate operations. The German version is the official version and takes precedent; the English translation serves as a guide.

2. Gender neutrality clause

To make this document more readable, this text will not attempt to try to use multiple genders at the same time. All genders (male, female, non-binary, etc.) are considered equal in terms of language referring to personnel, work roles, and responsibilities. If a masculine form is used, it does not imply any gender discrimination or prejudice.

3. Environmental policy

Hetzner Online's mission is to provide its private and business customers with powerful hosting products that have uninterrupted access, and that are safe, flexible and affordable. In a world that is becoming increasingly digitized, we want to make it possible for every private customer and business client to take part in the digital revolution, and at the same time, to provide affordable, non-discriminatory IT services.

3.1 Continual improvement and maximized energy efficiency

The drive to continually improve our internal processes is built into our company's DNA. Our long-term expertise, which includes planning, building, and operating our own data centers, enables us to constantly optimize our data centers' operational efficiency. Thanks to the holistic nature of our experiences thus far, we have gathered lessons from all three phases of the value chain that we put into effect in iterative improvements. We have dedicated ourselves to the goal of continually improving the energy efficiency of our operations for our customers, partners, fellow human beings, and future generations. This includes us using energy efficient hardware and optimizing efficiency for non-IT infrastructure. By doing this, we aim to conserve resources and to reduce our impact on the environment.

3.2 Reduction of CO2 emissions

Our goal is to reduce our CO2 emissions throughout the entire value chain. This includes not only the direct emissions from our data centers' operations, but also the indirect emissions that we generate when we obtain goods and services. When we build and procure our servers, as well as raw materials and other goods that we require to operate our facilities, we will prioritize ecologically responsible choices as long as they are technically feasible and economically sound.

3.3 Developing renewable energy sources

Furthermore, we commit ourselves to only using renewable energy for our entire energy consumption. We currently use green energy to supply our data centers, but we want to go much further. We plan to promote and develop local sources of renewable energy that have transparent and certified documentation. To reach this goal, we plan to use space on our sites to install photovoltaic systems, for example, on the roofs of our data centers. Our aim is to produce part of our electricity requirements directly on site ourselves.

4. Reducing waste and recycling

We strive to implement a closed loop circular economy in our operations. We do this by optimizing the resources we use, by minimizing waste of all kinds, and by disposing of any remaining waste in a responsible manner. We reuse or recycle electronic devices and hardware that have reached the end of their life cycles, and we do so in accordance with strict environmental standards. In addition, we avoid using one-time-use materials and focus instead on more environmentally friendly alternatives, especially in our production and logistics teams.

5. Promoting green IT and innovation

We support the development and the implementation of innovative technologies that will help to reduce the environmental footprint of our data centers. This includes operating monitoring systems for existing processes and infrastructure and doing constant research and development on prototypes that we may deploy. We want to expand and improve upon cooperations with our partners so that we may find other methods for further optimizing environmental sustainability. In particular, we aim to develop a concrete plan for effectively using residual heat from our data center operations.

6. Transparency and open communication

Hetzner Online is aware of its responsibility to improve its environmental sustainability. As one of the largest data center operators in Europe, we hope to continue to set a positive example when it comes to true environmental protection and to clearly communicate regularly and transparently with the public about our environmental goals, efforts, and milestones. We interpret our goals in this area as a continual process. We commit ourselves to regularly reviewing our environmental policies and to adjusting them to react to new challenges and to take advantage of new opportunities in environmental political policies and environmental technologies. In addition, we aim to communicate clearly with all interested parties so we can strive to meet their expectations and needs. And of course, we are committed to complying with all relevant laws, standards, and regulations while we pursue our goals regarding the environment, safety, and public health.