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# Sustainability Report 2025

Version 3.0



Vertrauliche und geschützte Informationen. Unautorisierte Weitergabe ist untersagt.

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# A message from our Board

Dear Readers,

As a company, we always keep an eye on the future: we strive for long-term and sustainable success. Our corporate values shape everything we do: responsibility, partnership, stability, security, and sustainability. We live by these values every day for our customers, employees, business partners, and shareholders. Our sustainability report is intended to provide an overview of how we are advancing these values in various areas and continuing to do so daily: as a company, as an employer, and as a partner. As a provider of customer experience solutions, we bear special responsibility for our customers. Our customer experience solutions are the stable foundation on which their business is built. Therefore, it is essential that this foundation is securely and reliably.

Our mission in a world of technological complexity, fierce competition, commodity products and ever rising customer expectations we help organizations to

**CREATE THE BEST POSSIBLE CUSTOMER EXPERIENCE**

to their customers. We do so through expertise, know how, best practises and focus. We want our customers to be the best in class

**BY DOING THE RIGHT THINGS THE RIGHT WAY!**

Our mission not only pertains to our customer relationships but also to the society in which we operate. As an employer, we are responsible for approximately 200 employees. We aim to be a lifelong career partner for them: regardless of the life situation our employees find themselves in, they should find in us a reliable and stable professional foundation on which they can build their lives. We invest heavily in this, and we want to present this to you in this sustainability report.

*Enjoy exploring the diverse world of sustainability at [infinet.com](https://infinet.com)!*



# About infini.cx



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**40+**  
Years of market experience

**200**  
Customer Experience experts



**~20**  
technology partners

**5**  
Subsidiaries (DE, CH, BENELUX)



# infini.cx

## THE CX Experts

CUSTOMER INTERACTION MANAGEMENT  
*Right things, the right way.*

THE specialists for customer centricity, better customer experience and great customer service!  
More than 40 years of experience in advisory and implementation of technology solutions – easy, safe and personal.

DELIBERATE GmbH und Customer Interaction Solutions AG in Switzerland are members of infinix group. Futurelab is our boutique advisory organization for Customer Journey Design and Customer Feedback.



**10+**  
years of customer contract duration in average



**4.000+**  
projects

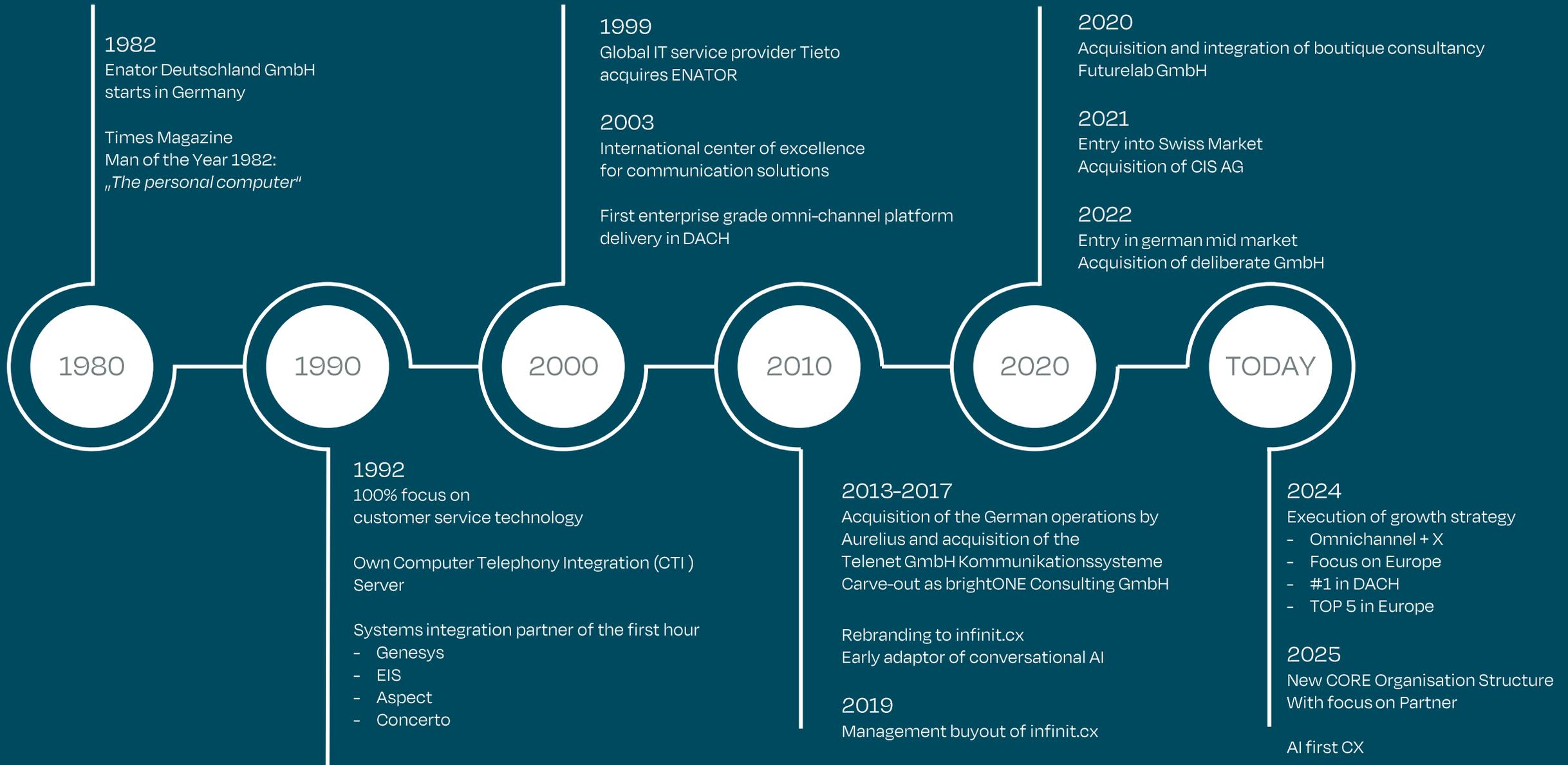
**180 mio.**  
endcustomers



**54**  
Net-Promoter-Score NPS (2025)



# History of infinit.cx



# How does it feel to work with us?



CURIOUS

- We want to understand your business



INNOVATIVE

- We love to bring new tech to life



EASY-TO-WORK WITH

- We lead the way through experience



CUT THE CRAP

- Our focus is always on the right things done right



# Advancing Environmental Sustainability



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# Challenge accepted: Our Zero-Impact Strategy

infinet.cx is dedicated to achieving a zero-impact environmental footprint through comprehensive and innovative strategies aimed at reducing, offsetting, and eventually eliminating our ecological impact. This commitment is rooted in our core values of sustainability, responsibility, and forward-thinking innovation.

## Energy Efficiency and Renewable Energy

- **Transition to Renewable Energy:** We are committed to sourcing 100% of our energy needs from renewable sources such as solar, wind, and hydroelectric power.

## Carbon Neutrality

- **Emissions Reduction:** We are actively reducing our carbon footprint by optimizing our offices, reducing travel through virtual collaboration tools, and promoting sustainable commuting options for our employees. Our goal is to achieve full carbon neutrality by 2030.

## Waste Management and Recycling

- **Electronic Waste Management:** We ensure that all electronic waste is responsibly recycled or repurposed, preventing harmful components from polluting the environment. Our electronic waste avoidance program has successfully recycled and reused 100% of electronic waste.

## Water Conservation

- **Water Usage Reduction:** Through the installation of water-saving fixtures and the implementation of water-efficient practices, we have minimized our water consumption.

## Sustainable Procurement

- **Green Supply Chain:** We prioritize working with suppliers who share our commitment to sustainability. Our procurement policies include criteria for selecting partners who use environmentally friendly practices and materials.
- **Eco-friendly Products:** We continuously seek to reduce our environmental impact by choosing products that are energy-efficient, recyclable, and made from sustainable materials.



# Our Environmental Footprint (Emissions, Waste and Water)

## Emissions

infinet.cx is striving to keep emissions as low as possible. This includes continuous measures for the reduction of electricity and heat consumption. For example, we only use renewable electricity for our office in Munich for avoiding CO<sub>2</sub> emissions.

Our main driver of energy consumption is travel. We have implemented various measures to reduce our environmental impact, such as encouraging the use of public transportation, particularly Deutsche Bahn, which sources 100% of its electricity from renewable sources. Furthermore, we are phasing out company cars by 2025 and moving into eco-certified office spaces.

To continue the path of minimizing the emissions of infininit.cx, we are working towards our goal of zero impact of our operations for the environment.

## Waste Management

infinet.cx produces nearly no waste at all. In our offices we collect (confidential) paper separately for recycling purposes. The residual waste is treated in thermal waste treatment plants for electricity and heat production, thus reducing emissions from primary sources and reducing the impact of hazardous effects of residual waste. We are cooperating with an NGO to reuse all our outdated electronic devices.

## Water Management

At infininit.cx, water is primarily used at our offices for sanitary facilities. These waste waters are treated in up-to-date wastewater treatment plants. The treated water is released into the rivers meeting the highest EU standards.

As part of our business model, there is typically no contamination of water bodies or groundwater.



# Our ways driving environmental impact reduction

## Measures

### 2022

- Implementation of the phase-out of company cars
- Reducing office space from 18 to 6 workplaces in Hamburg
- Moving all of our IT into the Cloud

### 2023

- Moving into an eco-certified office space at our main office location in Munich
- Reducing office space from 80 to 32 workplaces in Munich
- Sourcing of only renewable electricity and heat
- Implementing new travel guidelines with focus on using public transport

### 2024

- Cancellation of office space in Nürnberg (18 workplaces)

### 2025

- Reduce office space in Nürnberg to 3 workplaces in a shared office centre
- infinit.cx phases out all company cars

## Measures planed for 2026

- Establish an Environmental Impact Awareness Program for our employees



# Our environmental impact 2024

## Use of natural resources and waste of our offices:

	Source	München	Nürnberg	Hamburg	Total
Heating	Natural Gas	56.160 kWh/a	16.080 kWh/a	5.760 kWh/a	<b>78.000 kWh/a</b>
Water	Sustainable Source	56 m <sup>3</sup> /a	2 m <sup>3</sup> /a	11 m <sup>3</sup> /a	<b>69 m<sup>3</sup>/a</b>
Electricity	Eco-Power	12.168 kWh/a	523 kWh/a	1.248 kWh/a	<b>13.939 kWh/a</b>
Waste	Resudial Waste	1.217 kg/a	17 kg/a	42 kg/a	<b>1.276 kg/a</b>
Recycling	Paper	243 kg/a	3 kg/a	8 kg/a	<b>255 kg/a</b>
Space (Office)		468 m <sup>2</sup>	134 m <sup>2</sup>	48 m <sup>2</sup>	<b>650 m<sup>2</sup></b>
Work Places		32	9	6	<b>47</b>

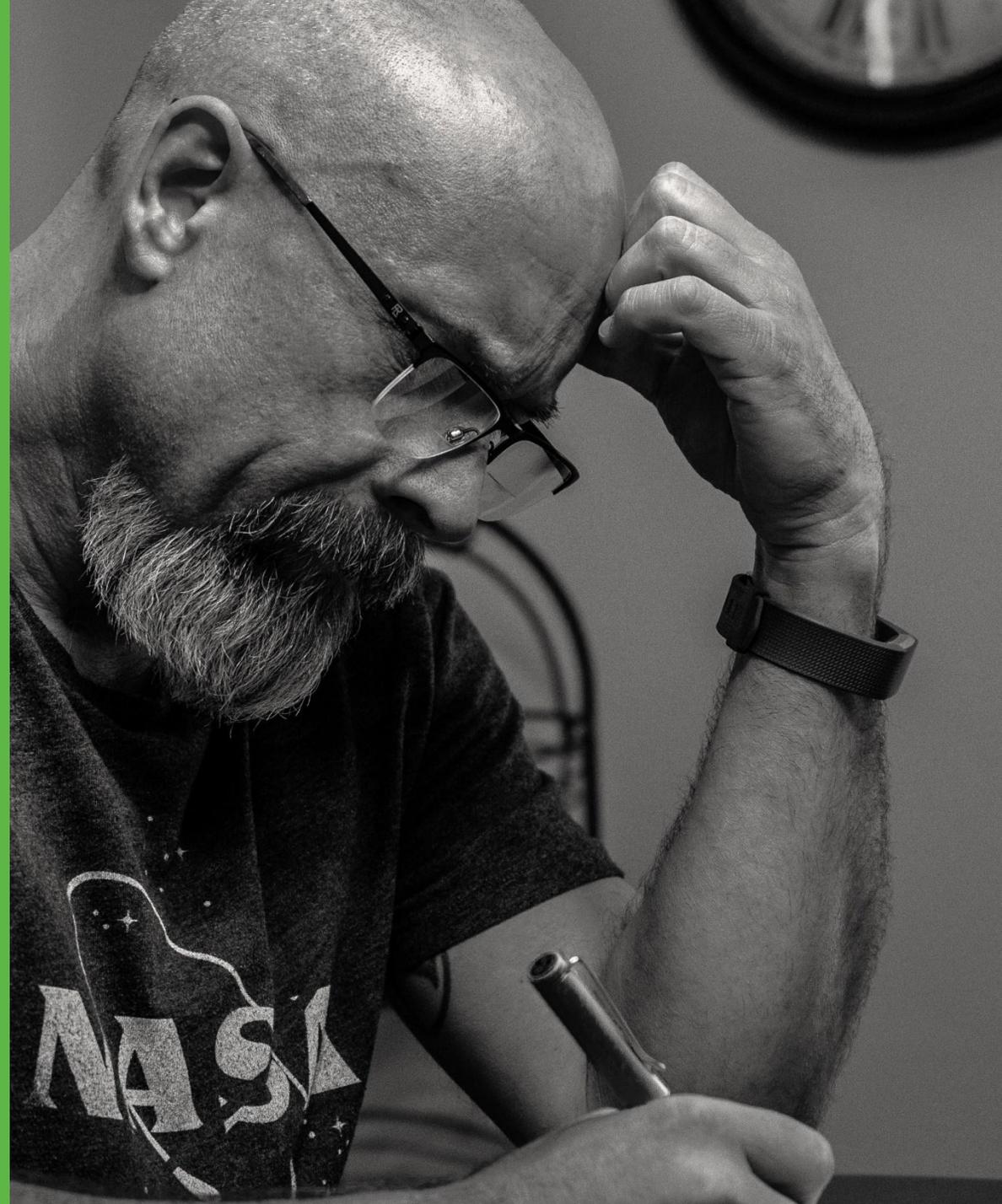
- Heating: 78,000 kWh/a of natural gas equal 14,3 Mg of CO<sub>2</sub> per annum (4% less than in 2023)
- Electricity: We only use Eco Power => 0 Mg of CO<sub>2</sub>
- All waste is incinerated with heat and energy recovery 1.276 kg/a equal approx. 1,3 Mg of CO<sub>2</sub> per annum.
- All paper is recycled

## Emissions of CO<sub>2</sub> for Travel

- Travel by train: Deutsche Bahn uses 100% Eco-Power => 0 Mg of CO<sub>2</sub>
- Travel by car: 6 Mg of CO<sub>2</sub> (Petrol for Company Cars)
- Travel by airplane in Germany: 48,3Mg of CO<sub>2</sub> (0,365 Mg of CO<sub>2</sub> per Flight)



# Committed to Social Responsibility



# Commitment to DEI (Diversity, Equality and Integrity)

- Our emphasis on empathy and unwavering dedication to Diversity, Equity, and Inclusion (DEI) are intrinsically connected. We are committed to fostering a work environment where every employee enjoys a positive and fulfilling experience—one in which their voices are acknowledged, their contributions valued, and their needs comprehensively understood.
- Our DEI strategy is holistic, addressing both internal and external factors that influence our employees, customers, communities, and talent pipeline. We aim to cultivate a workforce that mirrors the diversity of the markets we serve and to create positive social impact through our partnerships with charitable organizations. To achieve this, we are steadfast in our commitment to developing a more equitable and inclusive culture, both within our organization and beyond.
- From recruitment through to development and engagement, we have taken deliberate steps to integrate DEI principles across all Human Resource functions, ensuring they are embedded within the employee experience and consistently reflected across our teams.

## Diversifying our workforce

- Our vision for fostering a more equitable and inclusive society is ambitious, and we acknowledge the importance of leading by example within our organization. To this end, we are actively pursuing our objective of enhancing the diversity of our workforce, with a particular emphasis on increasing the representation of women. We believe that these initiatives will not only create more opportunities for talented individuals but also drive innovation, support the development of inclusive products, and better align with our customers' unique needs.
- In 2025, 42 of our 105 employees are women, a slight increase to the previous year.  
(29% of the workforce)
- We do not collect data on race, ethnicity, or other distinguishing characteristics of our employees, as we believe these factors do not impact our assessment of their contributions.



# Employee engagement and satisfaction

Delivering exceptional experiences is at the core of what we do, not only for our customers and their teams but also for our dedicated employees. Our goal is to cultivate an environment where employees feel energized, creative, and supported in both their professional and personal lives. We believe that individuals perform at their best when they experience a strong sense of well-being, feel heard, and are fully engaged. This approach also enhances recruitment, improves retention, and drives innovation, making it a valuable investment for our business and our teams.

## Listening to and Learning from Our People

Our commitment to empathy drives us to listen attentively to our employees and leverage their insights to create a thriving workplace. We actively seek employee feedback through our annual Employee Engagement and Employee Experience surveys and have introduced additional one-on-one surveys with all employees on a quarterly basis.



# Creating a culture where everyone belongs

Prioritizing employee well-being has always been central to our workplace strategy, and the COVID-19 pandemic highlighted the importance of further enhancing our efforts. We have strengthened our approach by integrating it with the ongoing wellness initiatives we offer to our employees.



## Promoting employee well-being

We are committed to treating our employees with dignity and respect, recognizing the value of their contributions, and acknowledging their holistic needs. Our goal is to enhance the overall well-being of our employees and their families, fostering a culture of empathy and care.

To elevate the employee experience, we offer the comprehensive benefits and perks expected of a modern tech company, alongside the flexibility needed to maintain a healthy work-life balance.

- **Flexible Work Environment**  
Employees have the option to work from the office, home, or collaborative spaces.
- **Flexible Working Hours**  
We offer adaptable working hours to accommodate individual needs.
- **Personalized Support**  
We provide tailored solutions for employees at different life stages, such as becoming a parent or caring for elderly family members.
- **Wellness Programs**  
Our offerings include webinars focused on mental health, resilience, and stress management.



# Operating Ethically and Responsibly



# Corporate Governance (1)

Our Managing Directors are responsible for overseeing our operations and corporate governance. Ownership of the company is shared between the Managing Directors and our employees, who hold a significant stake. We exemplify the German Mittelstand, characterized by strong shared values and a long-term vision upheld by our shareholders.

## United by Our Values

Guided by a strong moral compass, we are committed to fostering environmentally and socially responsible growth. We are unified in our dedication to conducting business with integrity.

At infinit.cx, this commitment means operating in an ethical, legal, and transparent manner. To uphold this standard, all employees are required to complete an annual global compliance training module. This training covers key topics such as ethics, privacy and security, conflicts of interest, anti-corruption, anti-fraud, fair dealing and competition.

Additionally, employees review and acknowledge our Code of Conduct, which underscores our dedication to maintaining the trust, loyalty, and respect of our customers. This dedication drives us to design and deliver innovative, high-quality, secure, and reliable services, while avoiding corrupt, illegal, dishonest, or deceptive practices.

In 2023, we updated our Code of Conduct to further detail our core values and principles. We encourage employees to speak up if they encounter or suspect harassment, a violation of our Code of Conduct, or any other company policy or law. Multiple reporting channels are available, including contacting a manager, the people department (HR), the legal department, our chief compliance officer, or our Compliance tool, which related all request anonymously to a third party.

We have a zero-tolerance policy for intimidation, retaliation, or any form of disadvantage against employees who report concerns in good faith. Reports can be submitted anonymously, where legally permitted, and all information is treated with strict confidentiality in accordance with the law and infinit.cx policy.



## Corporate Governance (2): Our Values



### help & assist

our cooperation is characterised by fair and friendly relations with each other, helpfulness and mutual exchange. This contributes to our success



### do it

flat hierarchies, know how, quality and commitment guarantee our high implementation power



### stand up for each other

we take responsibility towards our clients, our colleagues and our tasks



### learn

through our tasks, experiences and exchange with each other, we continuously develop and can learn from our mistakes



### discover

we recognize trends and make innovations usable for our customers



### win

success is our drive, and we ensure this by focusing on our customers and on our employees



# Corporate Governance (3): Group Management - We Lead and Build

Group CEO & Managing Director infinit.cx  
**Stefan Grünzner**



Head of Sales  
**Michael Donhauser**



Head of Presales & Advisory  
**Thomas Villinger**



Head of People & Organisation  
**Anja Wegmann**



Head of IT  
**Manuel Bock**



Head of Controlling  
**Meike Wind**



Head of Project Management & Quality  
**Denis Neofotistos**



Managing Director infinit.cx  
**Sven Stoecker**



Managing Director infinit.cx  
**Dr. Jörg Winkler**



Head of Marketing  
**Kai Nörtemann**



Head of Support & Operations  
**Christian Schüttler**



Director AI & Data Practice  
**Benjamin Gebauer**



Director Sprinklr Practice  
**Dr. Burkhard Berge**



Director Genesys Practice  
**Peter Santowitsch**



# Corporate governance (4)

## Anti-corruption

Our Anti-Corruption Policy explicitly prohibits infinit.cx from offering or accepting bribes or kickbacks and maintains a zero-tolerance stance towards corruption in all business interactions. This policy is applicable to all employees and third parties associated with the company.

Business partners must certify their awareness of and compliance with our Anti-Corruption Policy. Additionally, we implement comprehensive due diligence procedures to ensure that our partners adhere to stringent anti-corruption standards.

## Anti-harassment

infinit.cx is dedicated to maintaining a work environment free from unlawful harassment. We strictly prohibit all forms of harassment, in compliance with applicable laws, ordinances, and regulations. This policy extends to all individuals involved in the company's operations, including employees, managers, contingent workers, vendors, customers, interns and volunteers.

## Governance policies

We have implemented the following governance policies, which apply to all employees, temporary workers, contractors and consultants around the world.

- Code of Conduct
- Supplier & Business Partner Code of Conduct
- Anti-Corruption Policy
- Whistleblower Policy

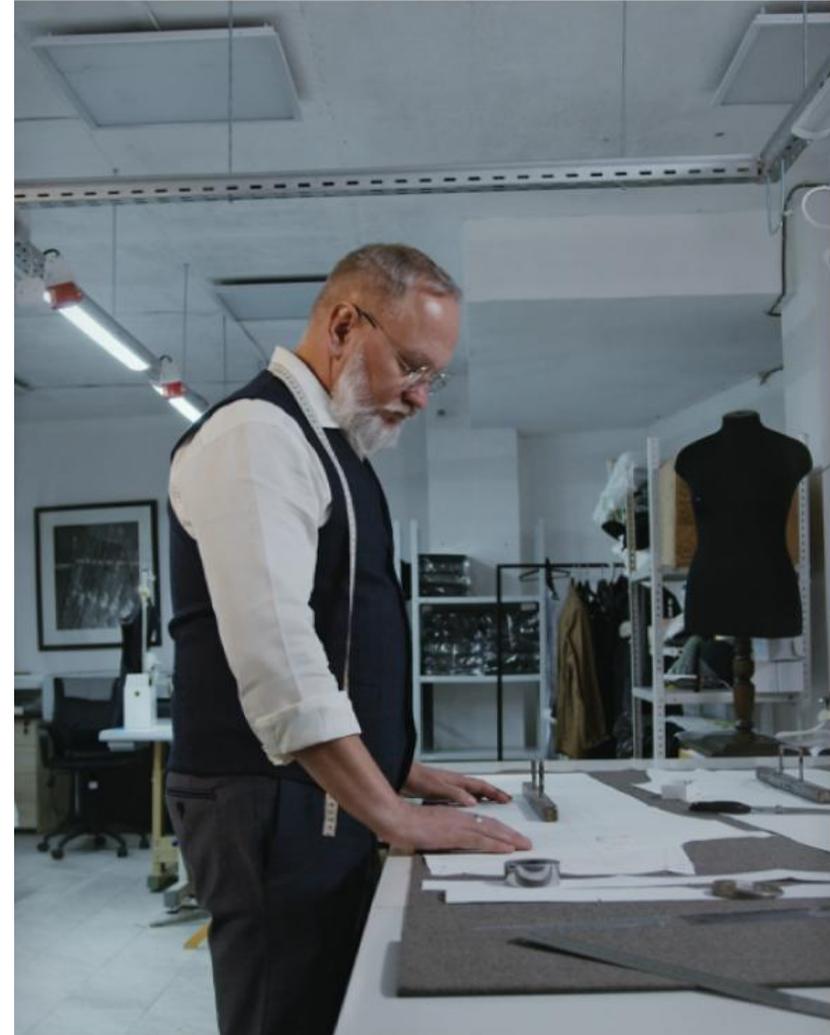


# Responsible Procurement (1)

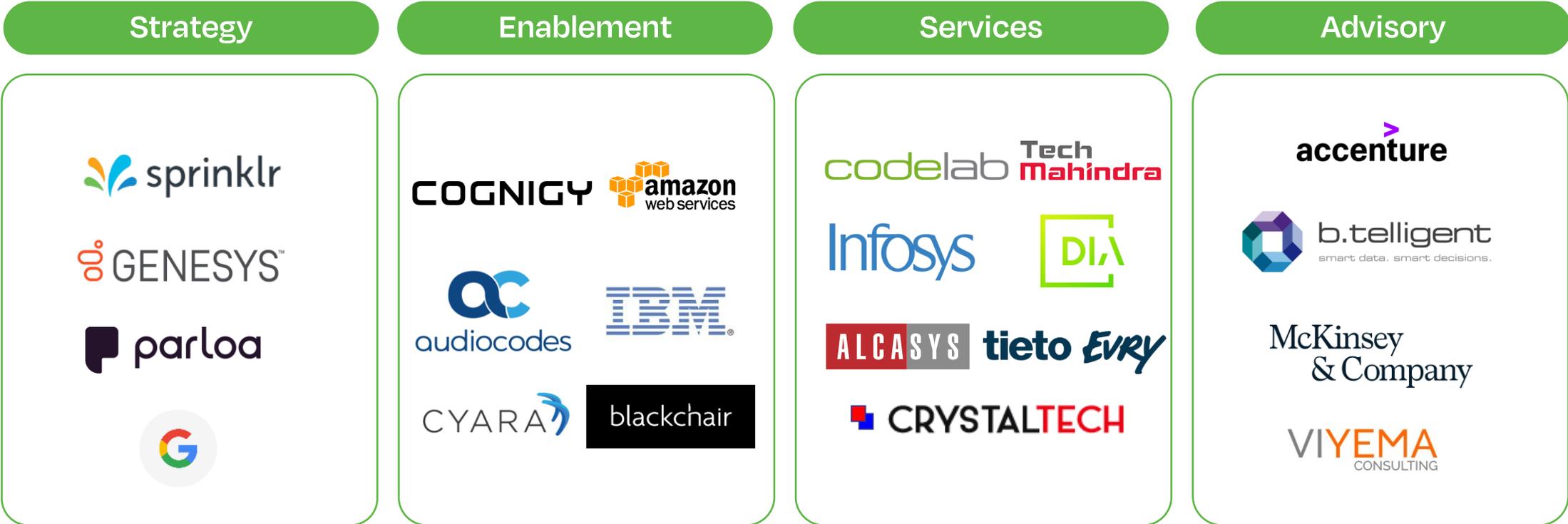
Achieving our ambitious sustainability goals requires active engagement with all key stakeholders. Given that many of our environmental, social, and governance (ESG) impacts arise within our supply chain, we believe it is essential to collaborate with partners who are also committed to making a positive impact.

## Environmentally preferable purchasing

We hold all our partners and suppliers to the same high standards that govern our own business operations. Our revised Supplier and Business Partner Code of Conduct outlines our ESG expectations and is incorporated into our contracts. Third parties are also required to perform their own internal risk assessments in line with this Code and provide the requested ESG information. Through our Vendor Qualification and Risk Mitigation processes, we assess new suppliers to ensure their practices align with our values.



# Responsible Procurement (2): Partner and Ecosystem



## Strong Network Partners



# Privacy, Security and Data Protection

We recognize and prioritize the importance of data privacy and security to uphold the trust of our customers, suppliers, business partners, and employees.

To address evolving cybersecurity threats, we continuously update and enhance our safeguards.

We have established key information security standards to strengthen the security of our IT systems, and the platforms provided by our partners. When necessary, we extend the scope of our globally recognized certifications to include critical operational areas. We consistently monitor and adhere to data privacy regulations in Europe (General Data Protection Regulation, GDPR) and Germany (Datenschutz-Grundverordnung, DSGVO).

Our Information Security specialists follow internationally recognized security frameworks to ensure compliance with standards such as ISO 27001 and BSI C5.

infinet.cx is ISO 27001:2022 certified.

## Training

We have implemented a comprehensive, mandatory training program for all employees that includes a structured learning plan, knowledge assessments, and training materials focused on information security and data protection. This program is designed to continually enhance and maintain employee awareness of IT security within the company.

## Preventive Measures

Additionally, infinnet.cx partners with white-hat hackers who provide insights on current cybersecurity threats, such as social engineering, and recommend new preventive measures against external cyberattacks. Their expertise complements the work of our security operations specialists by enhancing the protection of our IT infrastructure, facilitating early attack detection, and establishing effective, rapid defense mechanisms.



# Corporate Digital Responsibility

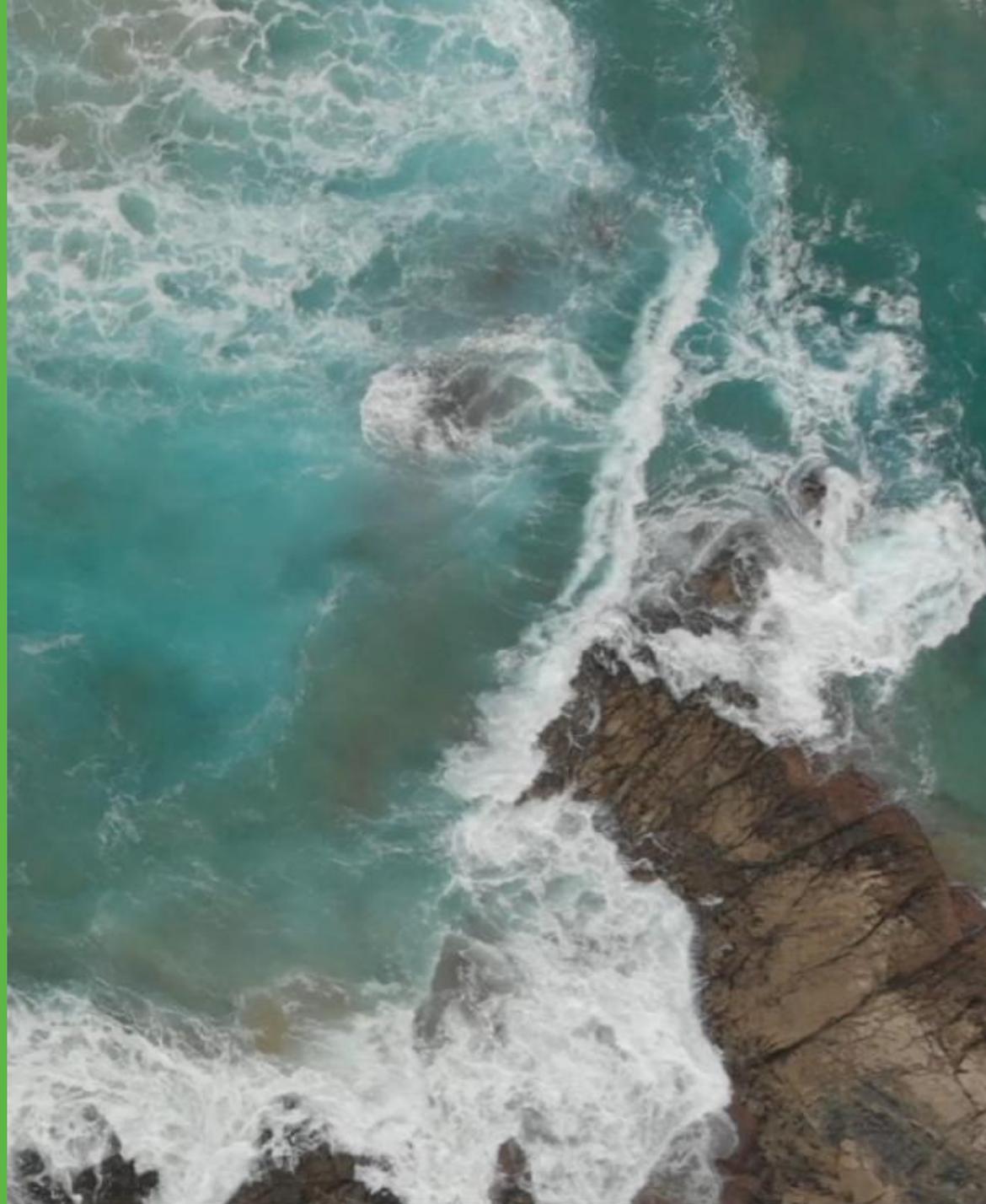
Corporate Digital Responsibility (CDR) is an evolving framework that helps companies navigate the ethical and sustainable use of digital technologies.

For infinit.cx, CDR involves a commitment to data privacy, digital inclusion, and transparency in all digital interactions. This means protecting customer data with robust security measures and providing users with clear, accessible information about how their data is used. Furthermore, CDR at infinit.cx focuses on reducing the digital divide by making technology more accessible and fostering an inclusive digital environment.

By integrating these principles into our daily operations, infinit.cx enhances its digital trustworthiness and contributes to the broader goal of sustainable and ethical digital growth.



# Appendix



# About this report

- This report provides updates on our sustainability strategy, performance, and related metrics for the year 2023. All metrics are for the year 2023 unless otherwise noted or required by context.
- The report addresses our social and environmental performance, governance, compliance, and risk management.
- The goals and projects outlined in this report are aspirational and do not guarantee their achievement or successful execution. Additionally, data, statistics, and metrics are non-audited estimates, not prepared in accordance with generally accepted accounting principles (GAAP) and may be subject to future revisions based on evolving information and reasonable assumptions.
- Photo credits: [Unsplash](#)

## Forward-Looking Statements

- This report contains statements about future events or conditions, including expectations for future circumstances and results, which are not historical facts. These forward-looking statements may include terms such as "may," "will," "should," "potential," "intend," "expect," "endeavor," "seek," "anticipate," "estimate," "believe," "could," "project," "predict," "continue," "goal," "target," or similar expressions. They are based on current plans, estimates, and expectations and are subject to risks, uncertainties, and assumptions. If any of these risks or uncertainties materialize, or if underlying assumptions prove incorrect, actual results may differ significantly from those anticipated.
- Factors that could cause actual results to differ materially from these forward-looking statements include, but are not limited to: changes in economic, political, and business conditions; pandemics (including COVID-19), global conflicts, natural disasters, or other uncontrollable events; actions by governments, businesses, and individuals in response to these events; technological advancements or innovations; mergers, acquisitions, or significant changes in our business model; unexpected delays or expenses in achieving our goals; and changes in laws or regulations, particularly those related to climate initiatives.
- These forward-looking statements are made as of the date of this report, unless otherwise noted, and we have no obligation to update them to reflect subsequent events or circumstances.



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