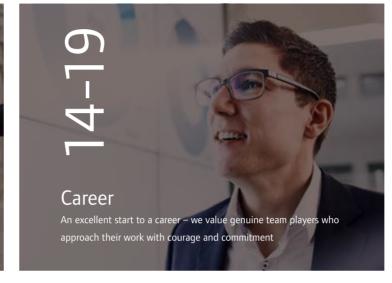


INNOVATIVE IDEAS FOR LASTING SUCCESS

CONTENTS



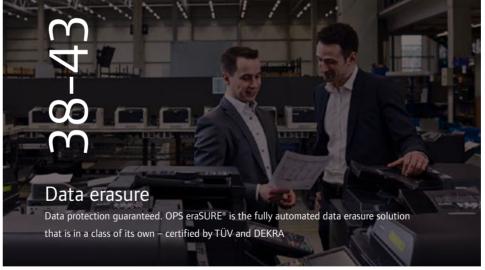










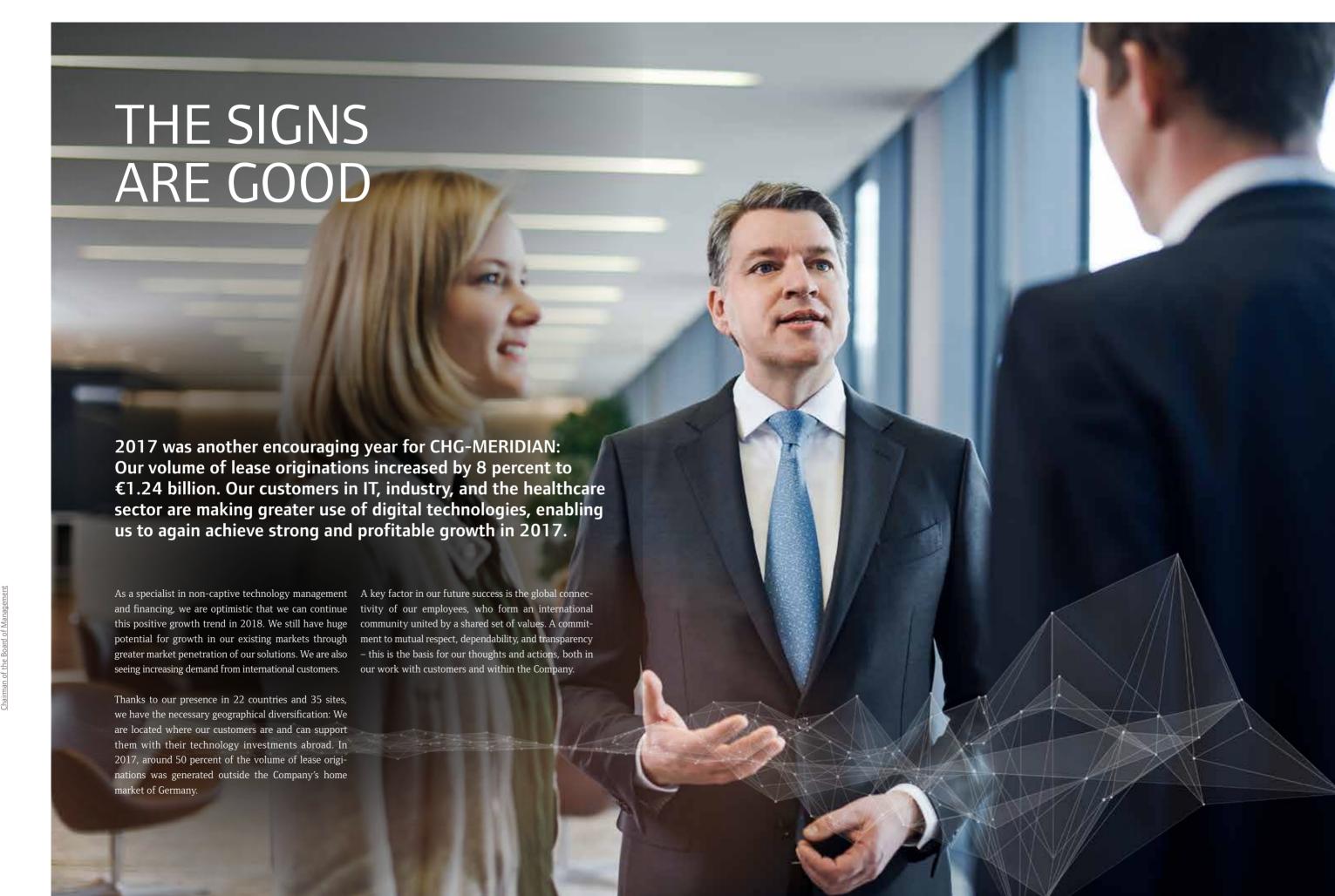


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Prospects

are what drive us forward and open up new prospect for the future

Editorial informatio



The focus for 2018 is on the implementation of our digital strategy

In 2018, we aim to improve both customer-facing and internal processes as part of our digital strategy.

CHG-MERIDIAN itself can make better use of digital technology in order to further automate, simplify, and accelerate its processes and benefit from the advantages that this creates.

Companies are increasingly willing to help their employees make greater use of digital technologies in order to maintain their competitiveness. Our IT solutions, particularly our Enterprise Mobility Solutions, support this trend.

The Company's portfolio of solutions provides us with considerable growth potential in our markets that we should make use of. The increasing complexity of technology management is driving demand for one-stop solutions - and thanks to our customized user models that support the customer through every phase of the technology lifecycle, we are well-placed to satisfy it.

Diversification in the industrial technology and healthcare technology sectors pays off.

focuses not just on IT but also on industrial and our customers with an all-round view of the total costs healthcare technology.

of investments by large companies in industrial machinery, automation, intralogistics and material ciency and cost aspects are not utilized. handling equipment. The healthcare technology business encompasses the core medical equipment, such as CT scanners, ventilators, and infusion pumps, used by hospitals and other healthcare providers.

Under its corporate strategy, CHG-MERIDIAN By further specializing in these two sectors, we provide of a technology investment. Such costs are normally far higher than the actual initial investment, and there Industrial technology business predominantly consists is no transparency regarding these costs over the entire lifetime of the equipment. This means valuable effi-

> The success of CHG-MERIDIAN, as a service provider, depends on how well, how quickly, and how professionally we collaborate every day for the benefit of our customers - whether with the customers themselves, on internal projects, in teams, in departments, between departments, or as part of cross-border processes. Collaboration requires us to treat each other with respect, to be reliable, to show responsibility, and to communicate and operate transparently. That is our philosophy.



Chairman of the Board of Management, CHG-MERIDIAN AG

66 A key factor in our future success is the global connectivity of our employees, who form an international community united by a shared set of values."

Dr. Mathias Wagner

Chairman of the Board of Management



Brexit notwithstanding: Excellent prospects across the board for CHG-MERIDIAN UK / Ireland

An interview with Declan McGlone - Vice President of Finance, CHG-MERIDIAN UK / Ireland

Mr. McGlone, last year CHG-MERIDIAN originated How do you expect the economy to develop in the leases amounting to €76 million in the UK and Ireland. New customers accounted for approximately 40 percent of this total. So the Company clearly has a healthy portfolio of new customers for you to partner with over the next few years. Do you anticipate that this trend will continue over the years to come?

in both the IT and healthcare sector provides us with systems and processes and our approach to delivering an excellent opportunity to form deeper, more integrated relationships with customers, and to add greater basis. Digitalization continues to be a key driver for many value for those customers.

increasing the volume of lease originations by 8 percent compared with the prior year. What is the situation in the UK and Ireland?

whole, new business in the UK and Ireland advanced by double-digit growth rates in the region. Stepping up our into force. activity in Ireland and increasing our focus on the industrial sector could help us to realize this potential. It will also be important to carry on reinforcing the hard work done by our team in the IT and healthcare sectors. Focus and a targeted application of resources are key to sustaining our success, but opportunities could also arise from making small, incremental changes to our strategic direction.

coming years? What impact will digitalization have on our personal lives and on the workplace?

McGlone: Despite the uncertainty surrounding Brexit, it looks as if we will be able to expand the business in this region in the coming years. It's an exciting prospect. We are operating within a very large market here, where we McGlone: Yes, an increasing focus on managed services have a lot of scope to increase our market share. Our customer solutions are being optimized on an ongoing customers, especially in the healthcare sector. Various healthcare projects are currently in progress that involve The CHG-MERIDIAN Group grew again in 2017, the digitalization of patient records. We are also making increasing use of digital technologies in our own business model. In the last twelve months, for example, we have introduced digital signatures and launched a Group-wide project aimed at making all internal systems and pro-McGlone: In line with the performance of the Group as a cesses completely paperless. This also serves to highlight the importance of secure and effective data management 8.5 percent. However, there is still potential to achieve as the EU's General Data Protection Regulation comes





↑ Declan McGlone:

In more than 30 years in the leasing industry, Declan McGlone has held various positions in sales and operations, primarily focused on technology sectors. He launched his career at UK and American banks, and followed this up with a twelve-year spell at the UK telecommunications company BT. McGlone holds an MBA and is currently working toward an MSC in Finance.

Do you see any risks for the UK economy and for CHG-MERIDIAN from the ongoing Brexit negotiations and the resulting economic changes?

McGlone: Brexit has made the political landscape in which we operate much more unpredictable. The stakes are high both for the UK and for the rest of Europe. So it's incredibly important that an agreement on trade is reached. There is clearly a lot of grandstanding going on at a political level between both sides, and we should not be distracted by this as we seek to grow our business. While it is difficult to forecast what the outcome will be when the UK leaves the EU, we remain focused on providing customers with the best possible solutions to help them manage their IT and healthcare assets in this volatile environment.

EGHAM UNITED KINGDOM



The town of Egham is situated in the borough of Runnymede, Surrey, on the south-western fringes of London. With Heathrow Airport, the M25 motorway and Windsor Castle all on its doorstep, Egham provides a convenient location that is close to London but without the hustle and bustle of the big city.

The CHG-MERIDIAN Group in numbers: 2017

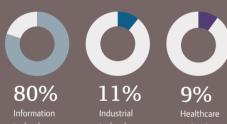
Lease originations

€1.244 is

Up by 8 percent on 2016
Lease originations (€ million)

2017	1,243.7	+8%
2016	1,154.7	

Volume of business broken down by technology sector



Net income

€57.3

Pre-tax profit

€87 2016—+4%—>2017 Balance sheet ratios

	2017	2016	
Equity (IFRS)	453.6	419.2	+8.2%
Group's total assets (IFRS)	2,306.4	2,138.9	+7.8%
Net income (IFRS)	57.3	58.9	-2.7%
Corporate Lending	175.7	135.0	+30.2%
Non-recourse financing	790.6	837.7	-5.6%

35
offices in
22 countries
approx. 900 employees

Our funding strategy

For the third year in succession, we provided external funding of more than €1 billion (total funding volume) for customers' technology investments through more than 140 investors – of which 70 were funding partners – in 21 countries. A total of €175.7 million was generated via corporate lending and €75 million of funding was again provided by a bonded loan. This meant a further improvement in funding terms compared with 2016.

Forfaiting transactions played a key role. More than €790 million was generated from the forfaiting of receivables in 2017. We were also granted corporate loans totaling €175.7 million as well as syndicated loans with attractive terms and a broad range of lenders. CHG-MERIDIAN raised over €259.9 million from intra-group financing in 2017 – an all-time high, despite the low level of interest rates. This is particularly beneficial for our subsidiaries. As well as the favorable interest rate environment, they are benefiting above all from our strong credit standing and ample liquidity.

As in previous years, the customer insolvency rate was close to zero – thanks to a clearly regulated funding process and our experienced inhouse analysis department. This helps mitigate the potential for residual value losses at the end of the minimum lease term.



66 In 2017, we were again able to provide €1 billion of funding for our customers."

<u>Declan Mc Glone</u> Vice President Finance UK / Ireland

AN EXCELLENT START TO A CAREER CHG-MERIDIAN is growing fast – and is doing so This applies especially to employees who want to get around the world. We are always on the lookout ahead in their career. We have recently created an for ambitious individuals to join us. Employees who interesting offering for them: the Potential Development consider themselves genuine team players – in line with Program (PDP). our philosophy – and who boldly and enthusiastically look beyond their own horizons to the future.

The international Potential Development Program (PDP)

Established in 2017, this program is aimed at high- Armin Ruf - PDP alumnus from Group Accounting greater responsibility.

Young talent may be invited to a 'potential analysis' if clearer and more rounded picture of CHG-MERIDIAN." their line manager identifies that they have performed their tasks exceptionally well over an extended period of time. If the analysis confirms that the individual possesses exceptional skills, then they are clear to join the Potential Development Program.

potential employees at our sites around the world who is full of praise: "The Potential Development Program are looking for a managerial role or a specialist career at gave me a lot of help in improving not only my profesinternational level. The aim of the program is to hone sional capabilities but also my interpersonal skills. key skills in order to ready the employees to take on The regular sharing of ideas and information within the international team opened my eyes to entirely new perspectives and ways of thinking. I've now also got a much

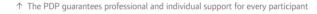


self-awareness, leadership, and decision-making. Spread over 18 months, the 20 days of the program are behavioral repertoire for the global stage. led by select external coaches and cover team-building activities, outdoor training, and intercultural workshops. There are also business seminars on leadership and on managing time, projects and conflicts, with a focus on practical application.

The PDP focuses on soft skills such as communication, This not only provides a solid foundation for a professional career but also increases the participants'

> As part of our mentoring program, every PDP participant is supported by a member of the Company's management team who can provide insights into the decision-making structures and facilitate contact with other executives.







↑ Lisa-Kathrin Saile, Product Marketing Team Leader

66 Our Potential Development Program, launched in 2017, enables us to prepare our high-potential employees for the tasks of the future. We are establishing, and investing in, their future at CHG-MERIDIAN. We are constantly optimizing our international PDP in line with the requirements and expectations of our employees and our company."

Martia Nematollahi HR Developer

Number of employees

899

 $2016 \longrightarrow +5\% \longrightarrow 2017$

 By region:

 CHG-MERIDIAN AG
 486
 452
 +7.5%

 CHG-MERIDIAN Industrial Solutions GmbH
 11
 8
 +37.5%

 North-Eastern Europe
 74
 75
 -1.3%

 Southern Europe
 60
 59
 +1.7%

 Western Europe
 137
 132
 +3.8%

 Americas
 131
 129
 +1.6%

 national (CHG-MERIDIAN AG + CHG MERIDIAN Industrial Solutions GmbH)
 497
 460
 +8.0%

 international
 402
 395
 +1.8%

 39.3 of the state of the state

is the average age of our employees around the world



11 international participants

on the Potential Development Program (PDP) 2017 / 2018

Our corporate culture

A commitment to mutual respect, dependability, and transparency – this is the basis for our thoughts and actions.

CHG-MERIDIAN fosters a culture of openness and transparency within which every employee is not only able to participate but is actively encouraged to do so – and which allows constructive criticism as a matter of course. Our success is built on team spirit and the dependability of our staff, and we reward these accordingly. Employees with ambition will find that all doors are open to them. A large number of the applicants to our Company are women, which we are delighted about and think is exceptional for a technology company.



We take responsibility

Treating others with respect, taking care of people and the environment. Getting involved. Going in new directions. We always try to see things from the perspective of others, whether it's employees, customers, or people less fortunate than ourselves. We are sensitive to their needs, desires, and visions as well as their worries and hardships, doing everything in our power to help when help is needed.

That is why we launched CARE, a support initiative that begins with our employees.

Current CARE projects

- \rightarrow Earthquake relief in Mexico \rightarrow page 20
- \rightarrow Shirt sponsorship \rightarrow page 24
- \rightarrow Team challenge in Mexico \rightarrow page 25
- → Tour de France simulation → page 25
- → Half-marathon in Munich → page 25
- \rightarrow CSR at our headquarters \rightarrow page 25





Earthquake-prone Mexico

Mexico is located in a seismic hotspot. Here in the Middle America Trench, the Cocos Plate is thrusting itself under the North American Plate – on which most of Mexico's land mass is situated – at a rate of around 7.6 cm per year.





↑ Montserrat Cazorla, employed at our office in Mexico City, delivering food to the region's people





In September 2017, Mexico was hit by two devastating earthquakes.

More than 300 fatalities and countless injuries were reported in the states of Oaxaca and Chiapas, which were the most heavily affected areas. Immediate assistance was needed.

Our office in Mexico City responded in a flash, providing affected individuals and their families with urgently needed items, such as food, clothing, and bedding. The CHG-MERIDIAN international CARE project also provided assistance with the rebuilding of damaged buildings.



↑ The Mexico team was particularly glad to be able to give hands-on support to an employee's mother whose home was completely destroyed by the earthquake

Employees and employer working hand in hand to help people in need

Corporate social responsibility is firmly enshrined in Our employees are getting involved around the world. their own ideas and personal commitment.

mind. Employees can initiate projects that they deem do in our corporate culture. particularly worthy of support and provide input to the Company's efforts.

CHG-MERIDIAN's corporate philosophy. When it They provide as much immediate support as they comes to supporting community-based projects, we can during emergencies or initiate their own promising want to encourage our employees to get involved with projects. We focus on humanitarian, community-based, and cultural initiatives. A further focus of our work is on sport, where character traits such as team spirit, The CARE initiative was created with this ambition in perseverance, and fairness play a key role, just as they



↑ As part of our CARE initiative 'Shirt sponsorship for your team' – the brainchild of Frank Kottmann, CSO and member of the Board of Management – eight youth teams were chosen to receive new CHG-sponsored shirts

Our current CARE projects



Team challenge in Mexico

In 2017, it began with a team challenge in Mexico that saw CHG-MERIDIAN employees build bicycles from parts and donate them to disadvantaged children from a local primary school.



Tour de France simulation

The Tour de France consumed our CARE initiatives at our Düsseldorf office in 2017. Thanks to our partnership with bicycle specialist CANYON, employees and visitors were able to cycle along virtual stages of the road race. Proceeds were donated to the Rheinische Bürgerstiftung foundation.



Half-marathon in Munich

In October, five employees took part in the Munich half-marathon. Thanks to their endurance, the Klinik-Clowns charity in Freising received a donation from CHG-MERIDIAN at the end of the race.



Corporate social responsibility at our headquarters

We also support Wirbelwind, a children's center run by Körperbehinderten-Zentrum Oberschwaben, which caters for the educational needs of disabled people, and the Schussental hospice, where terminally ill children can spend their final days in a peaceful, safe, and caring environment.



66 Social responsibility is firmly established in our corporate culture. We encourage our employees to get involved with projects in the local community, and our CARE initiative ensures that good ideas have the right impact where it is needed most."

Dr. Mathias Wagner

Chairman of the Board of Management

STUTTGART

GERMANY

We have been established in the state capital of Baden-Württemberg since March 1, 2017, and we are only just getting started. The office provides round-the-clock customer service and additional local sales support.



1,000 Mbit/s



Home to global companies such as Daimler, Porsche, and Bosch

1224 employees





Our portfolio:

IT technology Industrial technology

Healthcare technology

620,000 inhabitants

Lease originations 23.143



Swabian maultaschen, lentils with spätzle noodles, beer



Feijoada, coffee, caipirinha, brigadeiro, and açai



SÃO PAULO

BRAZIL

We now have more than 20 dedicated employees at our office in São Paulo. We have become a firm fixture in Brazil's technology management sector and continue to achieve strong growth.

12 million inhabitants

10-100 Mbit/s

Industrial technology Healthcare technology



23 employees
currently in our team
in São Paulo

Lease originations 32.795



Due to the high number of large German companies

industrial city





DIGITALIZATION

A global digital community. Self-driving cars. Voice-controlled virtual assistants. Not long ago, all this would have seemed like science fiction. Today, intelligent digital solutions are on the rise that make every-day life easier and more flexible. Modern workspace concepts that enable flexible working and provide a better work-life balance have become a necessity.

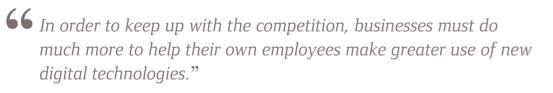
In an era of digital transformation, developing digital skills and keeping them up to date is paramount.

We firmly believe that employees can improve their digital skills only if they have access to the latest technology.

But the fact remains that three out of four people surveyed for the 2016/17 D21 Digital Index study are still teaching themselves digital skills outside of work. This is why we are taking part in the German government's D21 initiative.



Source: 2016/17 D21 Digital Index.



Oliver Schorer

Member of the Board of Management, CIO





Welcome to Future Workplace 4.0

Smartphones and tablets – tricky enough for people to In the past, the majority of companies had to take care product and tariff for each employee, providing administration and support services, and guaranteeing data security throughout the product life time - and, finally, erasing data securely and remarketing the used devices.

get to grips with in their personal lives, these mobile of their employees' mobile devices themselves. But we devices also present many businesses with a number of can now offer them a comprehensive customized busichallenges. Namely, selecting and providing the right uness concept that provides considerable cost savings and the highest security standards.

We call it Enterprise Mobility Solutions

required for mobile working and covers the entire IT lifecycle and related processes for mobile devices.

procurement, and delivery process for enterprise mobility solutions, and displaying this process in a comprehensive digital format on a portal for our customers.

and provides the necessary cost transparency.

Digitalization also means that incident management, device replacement, and certified data erasure at the end of the useful life are automated. We take care of this entire process too, reducing the burden on our customers and improving the protection of company data.

Our innovative one-stop solution includes all services We ensure throughout that we always take the various stakeholders and their requirements into account. From the perspective of a company's IT, the main focus is on replacing the devices of various groups of users at For us, digitalization means streamlining the selection, different times. Devices can be removed from a contract earlier than planned, for example if an employee leaves the company.

Models can be changed or upgraded, and usage scenarios This saves the customer time, money, and resources, can be reviewed, for example when an employee is about to go abroad on assignment. This approach also benefits the users, as technology upgrades are more efficient.

> In order to achieve this type of flexibility, cell phone contracts should not be tied to specific devices. Mobile service contracts should be organized to be dependent of particular manufacturers and cell phone companies.

The D21 Digital Index barometer of the digital society

Frank Schöneberg, Head of Public Sector Sales Germany, and Lena-Sophie Müller, Managing Director of Initiative D21 e.V., at the Digital Society Congress in Berlin in February 2018. The D21 Initiative is Germany's largest non-profit network for digital society, consisting of representatives from trade and industry, politics, academia, and civil society organizations. CHG-MERIDIAN is again a partner of the D21 digital index study.



Enterprise Mobility Awards: **CHG-MERIDIAN** wins bronze

CHG-MERIDIAN came third out of more than 30 applicants at the 2017 Enterprise Mobility Summit.

Category: Workforce Mobility/Digital Workspace



66 Thanks to our fully digitalized processes for procurement, operations, and end-of-life, we can help any business to make savings in the double-digit percentage range."

Christian Brakensiek Regional Manager Sales South

Customized business concepts for the workplace of the future

Employees are increasingly using their work devices for For a surcharge, employees can even upgrade to a more personal use. This brings together two spheres of life expensive model, giving them freedom of choice withthat need to be unified digitally. Our customized business out stretching the company's IT budget. concept COPE (corporate owned, personally enabled) allows employees to select their own device and order Our mobile device management solution provides it online, irrespective of the asset class.

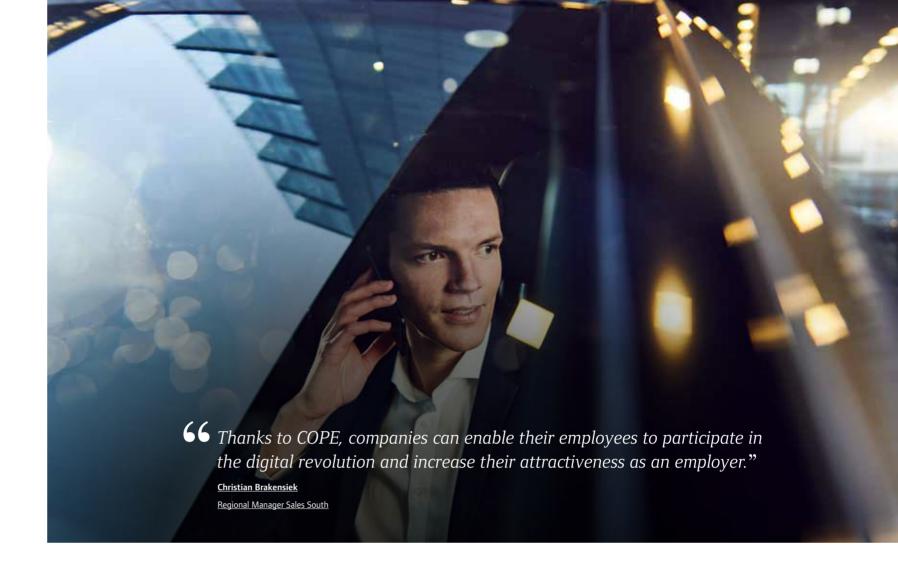
Our end-to-end lifecycle plan ensures that all data their personal lives.

Here's how this might work with our Enterprise Mobility Solution: If the employee requires a new device, they can request it via a self-service portal. Any necessary approval processes and user administration can be added as required, providing managers with complete transparency throughout the process.

If the portal cannot be managed by the internal IT department, then we can take care of this as a managed service within the customer's systems landscape. The company's IT department decides which devices, services, and apps are made available, and in turn employees have a say in which models and apps they get for their next-generation workspace.

a complete separation of business and private data, keeping risk to a minimum.

receives optimum protection and makes it more likely
The managed lifecycle includes certified data erasure that employees will be willing to use the devices in at our Technology and Service Center during the endof-life phase.



The benefits of COPE at a glance

- → Greater attractiveness as an employer
- → Promotes digital skills among the workforce
- → Legitimizes personal use of work devices
- → Protects company data
- → Simplifies (procurement) processes and allows for their customization
- → Employees can choose their own devices
- → Support throughout the lifecycle despite personal use
- → Budget-neutral for the IT department



OPS eraSURE® – our automated data erasure process – certified by TÜV and DEKRA

This ultra-secure data erasure process, certified by TÜV and DEKRA and part of our Output Solutions (OPS), is an innovation that provides significant benefits and serves as the basis for our professional refurbishment of IT assets.

Providing reliable protection for sensitive company data is essential in the digital age. Often, owners of modern printers, copiers, and multifunction products are unaware that these devices have built-in storage media that collect thousands of pieces of data. The consequences can be severe if these devices reach the secondary market with all of this data on board. This is a particular issue where there is a legal duty to keep data confidential, for example for lawyers, tax advisors, and doctors.

CHG-MERIDIAN is the first company to offer a TÜV-certified data erasure process for printer systems, copiers, and multifunction products that is completely independent of manufacturer and model. This is key to our professional remarketing of IT hardware.

GROSS-GERAU GERMANY



At our Technology and Service Center in Gross-Gerau, near Frankfurt, we ensure end-to-end data security and transparency.





↑ Access to the secure area where data erasure is carried out is restricted to a small circle of authorized personnel

OPS eraSURE®

- → From the professional deletion of data through to the physical destruction of the data storage medium
- → Audit-proof and meets all compliance requirements, based on established standards
- → Certification by independent bodies (TÜV/DEKRA)
- → Specific data erasure concepts for a wide range of data storage media
- → End-to-end automation ensures maximum process reliability
- → All devices are 100 percent traceable
- $\ \, \rightarrow \ \, \text{Includes asset-specific erasure certificate}$

We offer two certified data erasure procedures according to the level of security required and the category of data

eraSURE® for normal security requirements

- \rightarrow DEKRA-certified, server-controlled data erasure
- → Complies with Department of Defense (DoD) requirements

eraSURE®+ for high security requirements

- → The data erasure process is TÜV-certified and compliant with BSI-standard basic protection
- → Secure collection of equipment
- → Sealed transport
- → Server-controlled data erasure in secure area with biometric access controls

Asset capacity

800,000

522,972 remarketed assets

2016 - +5.6% - 2017

145,917 asset erasures

8,216 asset collections



Refurbishment and remarketing of used IT equipment

For us, efficient technology and corporate social responsibility are two sides of the same coin.

agement. Our philosophy is to act with the environment in mind. That is why professional refurbishment and remarketing of used IT assets is close to our hearts – it allows us to extend the useful life of IT assets and preserve valuable resources.

Technology and Service Centers in Gross-Gerau and to give people around the world access to education Skien in Norway, ready for remarketing.

Our remarketing experts then sell refurbished equipment all over the world and are thus able to generate revenue for our customers that is usually in excess of normal market prices. We are continuing to expand our re-use concept so that we can offer all customers certification that their old equipment has been reused and disposed of in an eco-friendly and socially beneficial

Our Belgian subsidiary launched a unique pilot project that takes advantage of our particular capabilities. Customers of the subsidiary are now able to arrange for their new high-end IT hardware to be reused in a very special way once it is no longer of use to their business. Specifically, the professionally reconditioned assets are donated to good causes such as schools and educational establishments in developing countries.

Our core competency is innovative technology man- To ensure that the assets actually end up where they are supposed to, we work with respected non-profit organizations that are recognized by the United Nations, such as Close the Gap and WorldLoop.

All the companies that provide active support for our project – such as the consultancy firm Deloitte and the Every year, we refurbish over 500,000 IT assets at our Belgian health insurance company CMA – are helping and knowledge.

→ The idea of supporting educational and communitybased projects, especially in eastern Africa, by donating high-end used computers from European companies, has its origins in a student project at the University of Brussels in 2003. It promotes economic and social development – particularly in rural areas – in developing and newly industrialized countries. Close the Gap supports aid projects in over 50 countries worldwide.

WorldLoop

→ Founded by Close the Gap as a sister organization in 2008, WorldLoop helps to establish small companies in developing countries that specialize in the responsible recycling of old computers and communications technology. A key objective is to contain the widespread stripping of electronic waste, which is hazardous to human health and the environment.

PROSPECTS

Mutual respect

Reliability and transparency

Passion and courage

A special team spirit

Editorial information

An increase in lease originations of around 8 percent in 2017, and a net income of €57 million, give us reason to be optimistic.

We have been particularly pleased with the positive developments in our newest business segment, industrial technology. The doubling of lease originations to around €59 million within the space of a year demonstrates that positioning ourselves as a globally active highly specialized technology management provider is the way forward for the future.

This corporate strategy also promises extensive growt potential for the future. We aim to take advantage of this potential at an international level by extending of market activities in this area. The systematic delivery of our digital strategy will play a key part in this.

Building on the figure of ≤ 1.24 billion in 2017, our medium-term objective is to achieve a net volume of lease originations of ≤ 2 billion per annum. This may sound ambitious, but with the right strategy and the combined energy and expertise of our global team, the signs are good – for now and for the future.

These forward-looking statements are based on our latest plans, assessments, and projections. Assertions relating to the future merely reflect the situation at the time that they were made. These assertions are dependent on risks and uncertainties as well as other factors over which CHG-MERIDIAN has no influence and which can lead to significant deviations from the actual results of these assertions. These risks, uncertainties, and other factors are described in detail in the risk report section of the CHG-MERIDIAN AG annual report. CHG-MERIDIAN AG does not intend to update such assertions relating to the future.

