

PUBLIC DOCUMENT

ESG Report 2024

GetResponsible

getronics

Letter from the Chief Executive Officer

At Getronics, we believe that technology should not only drive progress but also create a better, more sustainable world. As CEO, I am proud to lead a company where innovation and responsibility go hand in hand. Our 138-year journey has been defined by transformation, and today, our commitment to Environmental, Social, and Governance (ESG) principles is stronger than ever. We see ESG not as an obligation, but as an opportunity – to reimagine the future, inspire change, and leave a lasting, positive impact on society and the planet.

A greener future through innovation

Technology has the power to solve some of the world's biggest environmental challenges, and we are harnessing that power to reduce our carbon footprint. From optimising energy efficiency in our offices and data centres to rethinking business travel and partnering with sustainable suppliers, we are committed to driving meaningful environmental progress. By embedding sustainability into our culture and operations, we are paving the way for a smarter, cleaner, and more responsible digital world.

Empowering people, transforming communities

At the core of our business is a deep commitment to people – our employees, customers, and the communities we serve. We champion diversity, equity, and inclusion, ensuring that every voice is heard and valued. Through responsible labour practices, robust data privacy protections, and ongoing education initiatives, we are fostering a culture of trust and empowerment. Beyond our workplace, we actively invest in social programmes that create opportunities, bridge digital divides, and build a more inclusive society.

Redefining leadership through responsibility

True leadership is about more than innovation – it's about integrity, transparency, and a relentless pursuit of excellence. We hold ourselves accountable to the highest standards, continuously refining our governance frameworks to drive ethical decision-making and long-term impact. As we shape the digital future, we remain steadfast in our responsibility to create a world where technology serves humanity – not the other way around.

At Getronics, our ESG vision – GetResponsible – is about more than policies and promises.

It's about action, innovation, and the unwavering belief that we can make a difference. Every breakthrough we achieve, every solution we deliver, and every relationship we build is an opportunity to create a future that is smarter, fairer, and more sustainable.

Join us on this journey. Together, we can redefine what's possible.

Sincerely,

Stuart Peignan



Agile, nimble, flexible and highly responsive.

Our values

A focus on quality and agility enables us to provide an exceptional experience that our customers recognise and value.

We are authentic

- We act with integrity.
- We trust each other.
- We are honest in the expectations we set.

We are curious

- We explore, analyse and envision solutions.
- We look ahead with a continuous focus on innovation.
- We reimagine digital technologies that have a profound effect on people's lives and their work.

We believe in people


- Our people drive our business. Our diverse global perspectives are vital forces for growth.
- We hold ourselves accountable to the highest standards.
- We believe in kindness, dignity, respect and people's wellbeing.

We are customer obsessed

- We live and breathe our clients' businesses and we strive to help them thrive.
- The business we operate in requires us to be agile, nimble, flexible and highly responsive.
- We take enormous pride in the transformation value our clients recognise in our work.

We are courageous

- We are ambitious for ourselves and our clients.
- We are technology pioneers.
- We challenge the status quo.

A large, high-contrast black and white image of the Earth from space, showing the curvature of the planet and the texture of the clouds and landmasses. It occupies the left half of the page.

ESG Material topics for **Getronics**

- 0.1** Materiality assessment process
- 0.2** Materiality matrix
- 0.3** Material topics definitions

0.1 Materiality assessment process

In **Q2 2022** Getronics launched its first Materiality assessment exercise in order to understand the importance of our highest priority ESG topics to our stakeholders and to our business. The results of this exercise serve as a consistent framework for articulating our priorities and engaging with our stakeholders about our journey.

The process

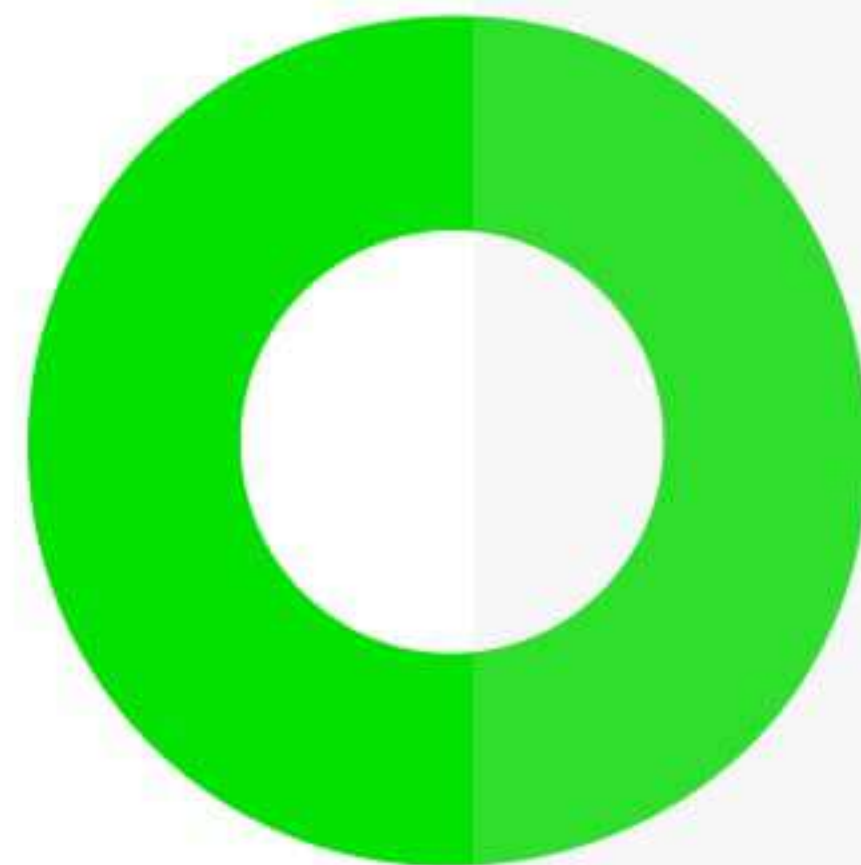
Stakeholder input

We engaged with a range of external experts across our ecosystem, including clients, suppliers and partners, relevant non-governmental organisations (NGOs) and academics to help us prioritise issues relatively and validate our articulation of these issues.

Business inputs

We engaged closely with our business leaders globally - both client-facing and internal business function leaders. We asked them to prioritise our emerging material ESG issues and define them in the most resonant and relevant way in terms of priorities for Getronics to address. In addition to that, we launched an internal survey to all our colleagues inviting them to do the same prioritisation.

0.2 Materiality matrix



Importance for Internal Stakeholders



0.3 Material topics definitions

Carbon footprint

The amount of carbon dioxide released into the atmosphere as a result of the activities of a particular individual, organisation, or community.

Employee wellbeing & engagement

Colleagues' wellness, including physical health, emotional or psychological wellbeing and the ability to be present, focused, and energised.

Fair labour practices

Commitment of an organisation to respect standards and conventions regarding workers, in matters of basic worker rights, working conditions, wages to be paid and job security.

Community Giving

Level at which an organisation is involved in the community life through various acts of charity giving, volunteering and education support.

Enabling Clients' Sustainability

Key sustainability initiatives and planned improvements, in order to achieve reduction of client environmental impact from our services.

Health & Safety

Regulations and procedures adopted by an organisation intended to prevent accident or injury in work places or to safeguard and improve the mental health of colleagues.

Data Privacy

Proper handling of sensitive data including, notably, personal data but also other confidential data, such as ascertain financial data and intellectual property data, to meet regulatory requirements.

Inclusion, Diversity and Equal Opportunity

Fair treatment and opportunity for all while eradicating every kind of prejudice and discrimination ensuring that people feel a sense of belonging in the organisation.

Data Security

Protecting digital information from unauthorised access, corruption, or theft throughout its entire lifecycle.

Ethics and Integrity

The rules and regulations that an organisation has in place to ensure the company as well as individuals within the organisation work in accordance with moral principles, honesty and fairness.

This topic also refers to Intellectual Property & Competitive Behaviour, as well as Legislation & Regulation Adherence.

0.3 Material topics definitions

Intellectual property protection & competitive behaviour

The way an organisation balances the protection of their intellectual property and its use to spur innovation while also ensuring their business practices do not unfairly restrict competition.

We continue to develop intellectual property across multiple areas of our portfolio, owned by ourselves, developed for our customers and partners, with no instance of third-party infringement claims.

Legislation & regulation adherence

Proper handling of sensitive data including notably, personal data but also other confidential data, such as certain financial data and intellectual property data, to meet regulatory requirements.

Managing systemic risks from technology disruptions

The way an organisation manages its infrastructure and the policies in place to minimise disruptions to services with the objective to be more resilient.

Respecting human rights

Level at which an organisation recognises the value of each person, ensuring their dignity, safety and health, equal working conditions and promoting diversity.

Responsible sourcing

Responsible sourcing is a voluntary commitment by companies to consider social and environmental considerations when managing their relationships with suppliers.

Talent attraction, retention & development

The ability of an organisation to present itself as an employer of choice and retain top talent through career growth opportunities and fair recognition.

Transparency and reporting

The way an organisation creates access to proper disclosure of various financial as well as non-financial information. The consistency of data sources used to disclose, as well as their liability of data.

Water conservation

Practice of using water efficiently to reduce unnecessary water usage.

Waste, including e-waste

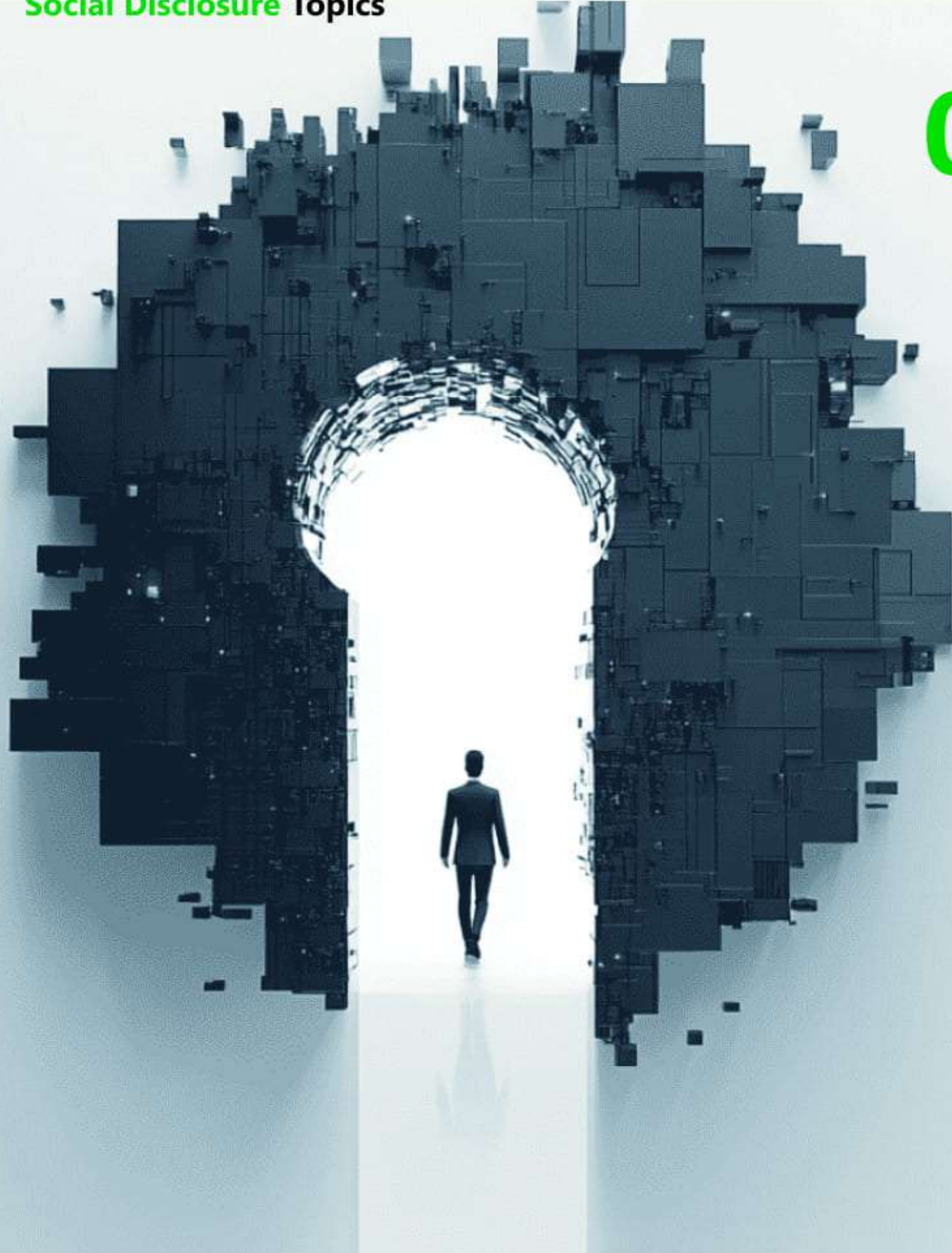
The processes and actions required to manage, reduce and recycle waste from its inception to its final disposal.



Social disclosure topics

- 0.1** Data privacy
- 0.2** Data security
- 0.3** Inclusion, diversity and equal opportunity
- 0.4** Employee wellbeing & engagement
- 0.5** Talent attraction, retention & development
- 0.6** Fair labour practices
- 0.7** Health & safety
- 0.8** Community giving
- 0.9** Respecting human rights
- 0.10** Responsible sourcing
- 0.11** Social objectives

0.1 Data privacy



Getronics recognises that handling personal data correctly and lawfully is essential for maintaining trust in our organisation and ensuring the success of our business operations – a critical responsibility that we take very seriously.

The group processes three main types of personal and confidential data:

- **Colleagues and contractor personal data.**
- **Customer personal data** (i) collected for our own use e.g. contract and billing and (ii) for data processing via the provision of the Portfolio services.
- **Other stakeholders** (i) Marketing data of prospective customers (ii) vendor data.

Our Data Protection Policy is kept under regular review, and it was last updated in July 2024, but it does not override any applicable national data privacy laws and regulations in countries where the company operates.

Supplier selection process in regard to data privacy

We have supplier auditing in place embedded in our procurement processes. All new vendors that process personal data are required to pass a privacy and security assessment with dual sign off from the Compliance and the Data Protection Officer (DPO). This is managed through the OneTrust application.

Ethical and prohibited practices

Getronics will not transfer personal data outside of the EEA without appropriate protection being in place. We rely on Adequacy rulings and EU Standard Contractual Clauses (SCC) our preferred methods of transfer (when permitted by contract) of personal data outside of the EEA. Getronics will not sell personal data.

0.1 Data privacy



Ensuring that data is safe and in the right hands is essential. We do this through Getronics Information Protection (GIP), which encompasses Microsoft Purview Information Protection (MPIP) technologies along with a set of our own policies and usage guidelines.

Together these cover two main areas:

- **Data classification:** This allows users and systems to classify the nature of the content of documents using classification labels.
- **Information rights management:** This allows us to protect (encrypt) documents where appropriate so that only designated audiences can read those documents.”

Number of users whose information is used for secondary purposes.	0
Total amount of monetary losses as a result of legal proceedings associated with user privacy.	0
The total number of unique requests for user information, including user content and non-content data, from government, or law enforcement agencies.	0
Percentage of government and law enforcement requests that resulted in disclosure to requesting party.	0%



0.2 Data security

Getronics has formalised a cybersecurity policy at Group Level as part of the ISO 27001 certification, the **Information Security Management System (ISMS)** policy. In 2024, we successfully transitioned to ISO 27001:2022 from ISO 27001:2013.

The information security policy requires that the **Getronics ISMS** reliably deliver the appropriate IT services, establishing guidelines and procedures necessary to ensure **security, confidentiality, integrity, availability, and privacy** of the information and data.

GETRONICS HAS HAD NO PERSONAL DATA BREACHES THAT NEEDED TO BE REPORTED TO A SUPERVISORY AUTHORITY.

0.2 Data security

The assurance programme includes an **ISMS**, which takes a holistic approach to security, including:

- Establishment of security policy and organisational structure
- Security in the management of assets
- Human resources security
- Physical and environmental security
- Security in operations management
- Logical access control to systems and networks
- Security in the acquisition, development and maintenance of software and tools
- Security incident management
- Business continuity management
- Compliance with legal and statutory obligations and relevant industry standards
- Employment of organisation-wide risk management.

In addition, we have implemented a **security awareness masterclass** refresher course, which is **considered mandatory training for all our colleagues** and will be performed once a year.

96.50% of our colleagues have **completed the security awareness masterclass** (the balance of 3.5%, are new joiners and will be completing it during the probation period).



Diversity among the total workforce

Gender

- 73.90% of our colleagues are male, 26.10% are female.
- Our Executive Committee is composed of 4 males and 1 female.
- We have 30 senior managers reporting directly to the Executive Committee, and 23.30% of them are females.

Senior Management



■ male ■ female

Global distribution of employees

WCE					United Kingdom	IBERIA		LATAM		
France	Italy	Germany	Hungary	Romania		Spain	Portugal	Argentina	Brazil	Chile
22	15	144	275	44	342	1607	3	225	429	292
APAC				BELUX			Africa			
India	South Korea	Malaysia	Singapore	Belgium	Luxembourg	Netherlands	South Africa			
329	3	120	57	27	16	77	21			

0.3 Inclusion, diversity and equal opportunity

Diversity among the total workforce

Type of contract

On average, 2.95% of our colleagues are working on less than full-time contracts. This figure includes those with contractual part-time arrangements but excludes individuals on maternity leave or career breaks.

Gender representation by business level

Figures as of 31.12.2024

	Male	Female	Total
ExCo	4	1	5
Senior management	23	7	30
Management	170	64	234
Technical colleagues	2613	769	3382
All other colleagues	183	214	397

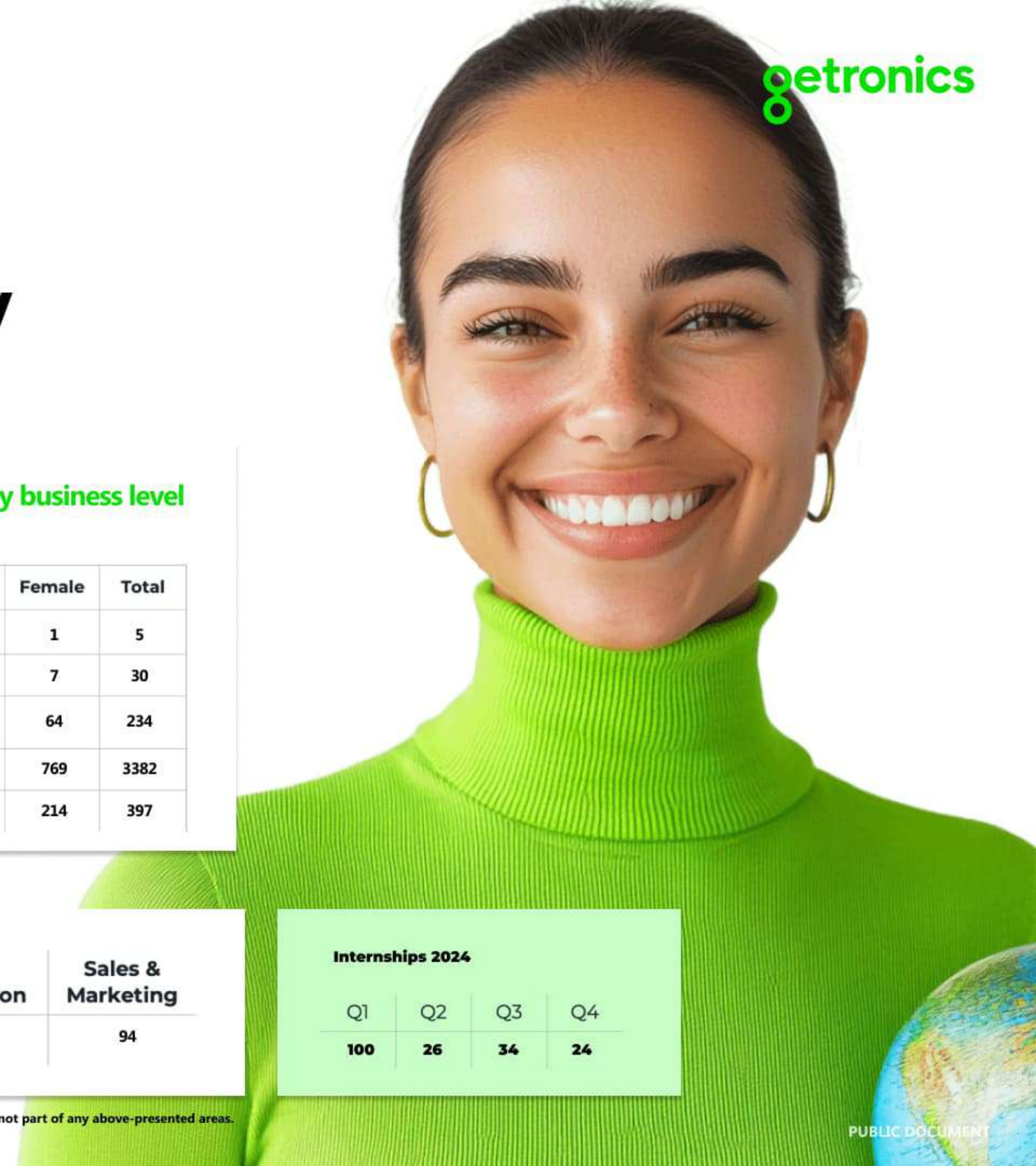
Current headcount

Headcount	Total	Operations	CTO	Finance	People Services	Group Transformation	Sales & Marketing
Dec-24	4048*	3612	163	67	79	31	94

Internships 2024

Q1	Q2	Q3	Q4
100	26	34	24

*To be taken into consideration also the CEO and his assistant, who are not part of any above-presented areas.



0.3 Inclusion, diversity and equal opportunity

Initiatives

Leadership programme for women - 538 participants to date.

The programme helps female colleagues **navigate professional challenges** and **leverage their unique strengths** as leaders so they can build a **thriving career**.

Diversity Training for Managers which focuses on providing insights on how to manage a diverse team. We strongly believe that a diverse team allows for different points of view to be understood and provides greater creativity and innovation.

Getronics' Diversity, Inclusion and Equal Opportunities commitments were updated in 2023 and are based on respect for people's individuality, on the recognition of their differences, and on the elimination of any excluding and discriminatory behaviour. Please find them here: [Diversity commitments](#)

Getronics onboarding - Colleagues awareness LGBTQ training

This training has been in place starting Q4 2021, with **864 participants** so far.

0.4 Employee wellbeing & engagement

Corporate culture transformation

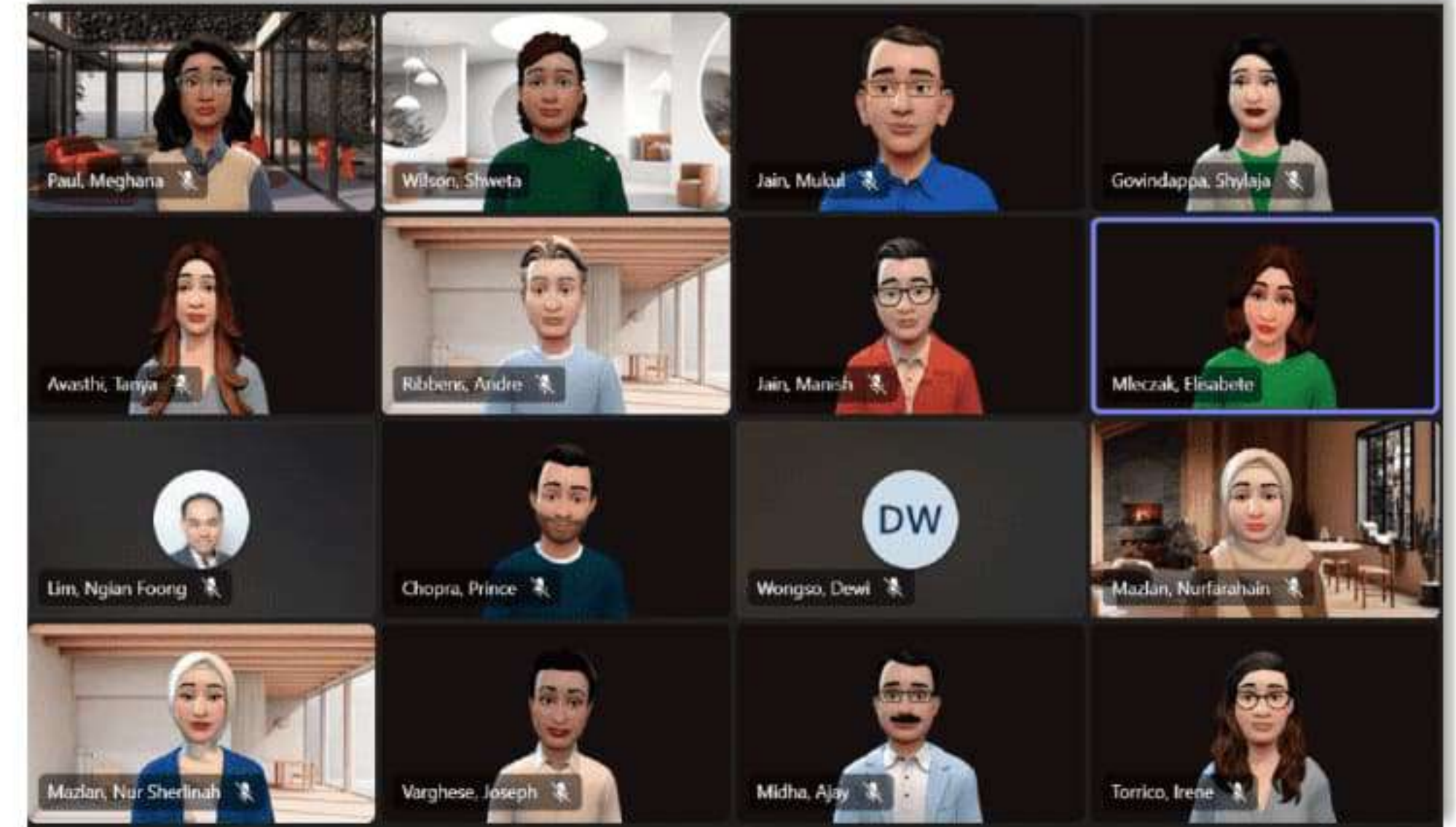
The programme seeks to build a **dynamic, inclusive, and high-performing** workplace where individuals collaboratively design and collectively embody our desired culture.

Our goal **is to correlate our ongoing business transformation to the definition of our organisational culture** to drive long-term success for our clients and our people.

This implies **exploring, defining and improving** our company culture to better align with our strategic goals, values and stakeholder expectations.

Therefore, in 2024 we held **nine corporate culture workshops** in which we engaged our colleagues on themes such as: Decision making & accountability, communication & information flow, empowering people, innovative thinking.

Through these workshops results, along with our **culture volunteers**, the **Culture Transformation team** and **Management** we have further set the necessary steps to achieve the above-presented goals of the programme.



0.4 Employee wellbeing & engagement

North Star

Wellbeing programme

A platform which provides courses on the following topics:

- Mindfulness.
- Financial wellbeing.
- Changing your perspective on mental health.
- Managing stress and anxiety.
- Depression.

We started this programme in **2021** and we have had **2697 participants** to date.

getronics culture

Referral programme

The referral programme allows every single colleague to shape our growth and development. Our colleagues can refer people they value as professionals and who they would enjoy working with. This often results in a better fit into the company culture. We reward the introducer for each successful referral.

We started this program in **2021** and we have had **530 successful referrals** to date.

recogniseme

Colleague recognition programme

This programme offers the unique opportunity for our colleagues to recognise and award those colleagues who go above and beyond to offer support to others, or who are outstanding in their collaboration and desire to meet the customer expectations.

RecogniseMe nominations:

2024 - 396

Our RecogniseMe programme is used regularly by many colleagues to celebrate those who go above and beyond at Getronics.

0.4 Employee wellbeing & engagement

GetVibes programme

This programme focuses on our employee engagement survey which listens to our colleagues, with the aim of identifying the actions that will help us build the new future.

In 2024, 75% of our colleagues would recommend Getronics as a great place to work considering they are in a healthy work environment which facilitates work-life balance.

Intranet Portal

In 2023 we migrated to the new global intranet site - known internally as our Getranet.

Our newly refreshed intranet serves as a central hub for colleagues across the business. With dedicated microsites for teams including Marketing, People Services, ESG, and Compliance, it offers easy access to essential information and resources. Designed with flexibility in mind, the platform enables timely company updates to be shared consistently – keeping our global workforce informed and connected, wherever and whenever they visit.

Quarterly newsletter

Our quarterly newsletter, published by the Internal Communications team, shares critical company news, required actions, platform updates, and people-focused content. From new initiatives and programmes to colleague milestones, team achievements, and shared photos, the newsletter keeps our global community informed, engaged, and connected.

0.5 Talent attraction, retention & development

Getronics initiatives

Social media strategy: LinkedIn Life

This initiative provides a chance to tell an authentic story. Our goal is to attract the best talent possible and to provide insights into our culture, through real life examples.

GetJoin

The Getronics Internship programme is designed to support our internship talent across all countries.

We have filled 184 roles via our intern programme in the last 12 months.

Leadership transformation

GetLead

High Impact Leadership programme for identifying pockets of talent within Getronics and directing them through career development and succession planning programmes.

In 2024, 32% of participants were women.

People management

GetConnect

Our **updated performance management** process, consisting of informal, ongoing conversations between managers and colleagues, with a goal of inspiring everyone to perform their best in at the company.

Moreover, we plan to pilot three workshops centered around calibration, succession planning and talent pool management.

0.5 Talent attraction, retention & development

Career and promotion

Our **Talent Management Plan** is focused on different actions:

- Promoting internal mobility, and crossing borders.
- Career development plans (part of the Performance Management process).

Succession planning, which aims to identify key positions within the organisation and create a talent pipeline, by preparing our employees to fill vacancies, as others retire or move on.

Wage policy remuneration & benefits

The **Job Family System Manual (JFS)** contains details of the Getronics grade system, which has been developed to provide insight in labour cost modelling.

In 2025, we plan to update our job grading methodology to point factor methodology, therefore, we are revising the entire job title portfolio. This process will help to ensure fairness and transparency within the organisation.

Business incentive plan (BIP) - financial award

The factors taken into consideration are the results of their **annual performance assessment**, their **contribution to their team** and their **contribution to their function** as well as the financial performance of the organisation.

Training

In 2024 we have had **40,491 hours** of training. This represents an average of 10 hours of training per employee.

This does not include:

- External training.
- Mandatory or security compliancy training, which all our colleagues complete.

We are delighted to share that we have received a prestigious Certification of Dedication to Learning and Development from our e-learning provider, Udemy!

0.6 Fair labour practices



Getronics global gender diversity report 2024

	Men	Women
Headcount	73.90%	26.10%
Executive Committee	80.00%	20.00%
Senior Management	76.70%	23.30%
Management	72.60%	27.40%
Technical colleagues	77.30%	22.70%
All other colleagues	46.10%	53.90%

The IT industry remains heavily male-dominated, and we acknowledge that among the comparatively fewer women entering the field, even fewer advance into the most senior roles.

Reducing the gender pay gap and reaching true gender equality remains a long-term goal, and whilst progress has been made across society, we acknowledge there is still more to do. We are placing emphasis on several programmes to accelerate our progress by:

- Evolving our **internal leadership development** programme with a dedicated pathway for female colleagues to progress within the company.
- Supporting the empowerment of a diverse and inclusive work environment, our **diversity commitments** confirm our dedication.
- **Delivering our diversity training programme**, in which all of our managers are invited to participate, as an interactive learning experience to ensure positive experiences for all candidates and colleagues.
- Promoting flexible working, successfully enabling colleagues to fit work around their own individual circumstances.

0.6 Fair labour practices

Gender pay gap

It is important to acknowledge there is a difference between a **gender pay gap** and **equal pay**. We are confident then, when roles are compared like for like, and allowing for differences in **knowledge, experience** and **performance**, we pay our colleagues equitably. For the year 2024, we used a different methodology for calculating the gender pay gap, based on quarterly reported information. To calculate it, we took into consideration the hourly rate of each employee (including interns) at the last day of each quarter. The list was divided into quarters, with an equal number of employees in each one:

1. Upper hourly pay quarter
2. Upper middle hourly pay quarter
3. Lower middle hourly pay quarter
4. Lower hourly pay quarter

The negative results mean that women are better paid than men.

The results show that, on average, women are better paid. However, the difference in percentage is negligible. This confirms that Getronics is an equal opportunity employer and that we maintain the principle of equity in our pay structure.

Global overview

Upper quarter	-1.20%
Upper middle quarter	-1.10%
Lower middle quarter	-0.50%
Lower quarter	-2.90%

0.6 Fair labour practices

Supplier selection process

Getronics is committed to eradicating human exploitation from our supply chain. All Getronics suppliers must comply with the **Getronics Business Code of Conduct and Supplier Code of Conduct** which includes the following requirements:

- Fundamental human rights.
- Social justice and human dignity.
- Diversity of local cultures.

Getronics' suppliers will **recognise and respect** colleagues' rights:

- Collective bargaining.
- Freedom of association.

And **will not indulge** in acts of:

- Discrimination.
- Child labour.
- Forced labour.

Getronics **suppliers will:**

- Compensate its workers in accordance with all applicable wage laws.
- Limit the working hours to the maximum asset by applicable laws.
- Ensure a safe working environment.



0.6 Fair labour practices



Getronics engages with labour consultancy companies or in house specialists to ensure all **local labour legislation is being respected** and in some of the countries, depending on organisational size we also work with **workers councils**, for example in France, Germany, Spain, Hungary, Belgium, Luxembourg and Romania.

In terms of **job security** Getronics generally **engages the collaboration with its colleagues on indefinite work contracts** with some exceptions based on the nature of the role and dictated by local legislation requirements.

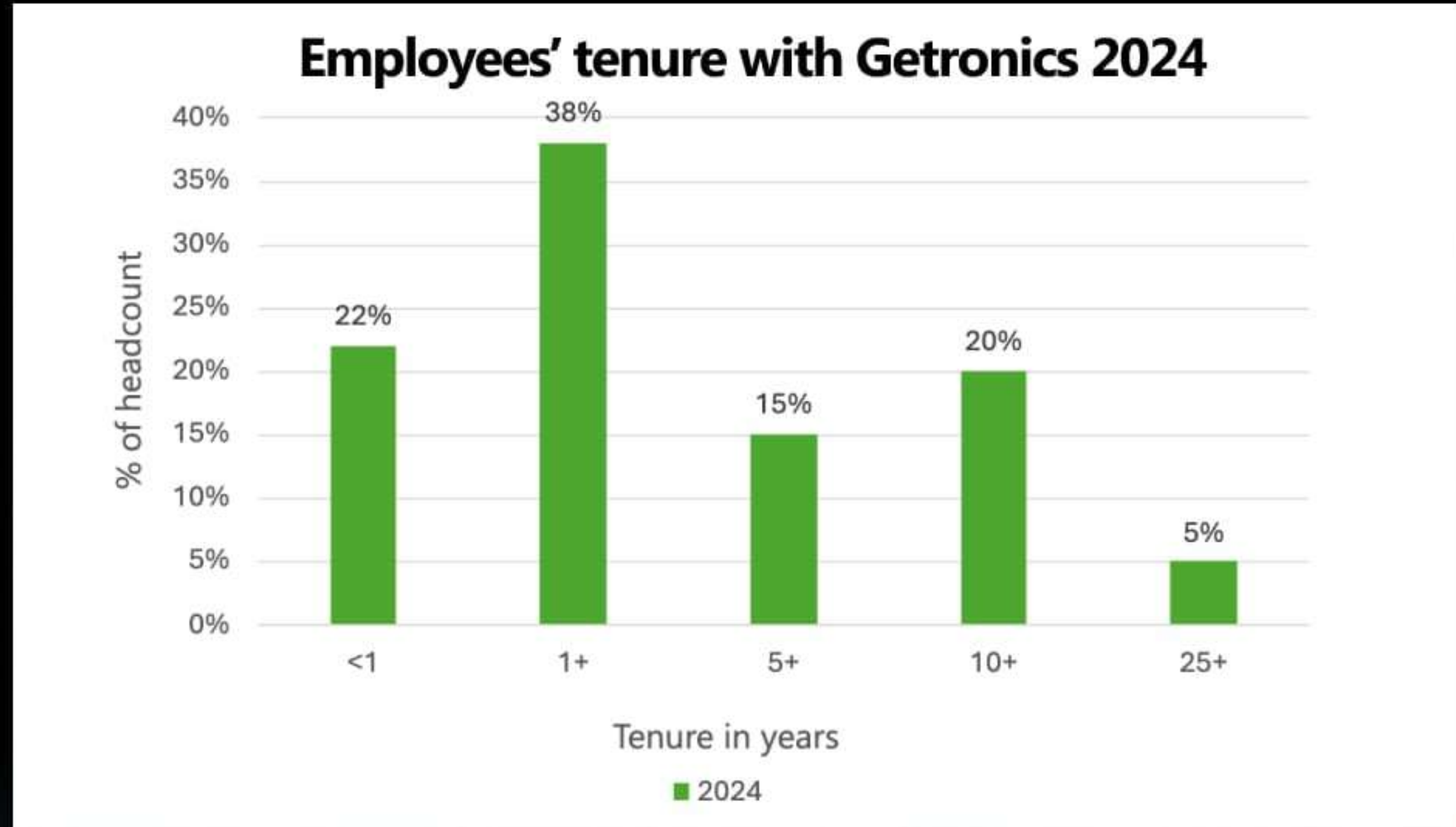
We currently have **109 part-time contracts** in place (internships not included).

0.6 Fair labour Practices

Working conditions

Most of our colleagues work on **normal business working hours** type of contract, but some work on a **24/7** schedule. The countries where we provide this type of support are: Chile, Brazil, Argentina, Hungary, Malaysia and UK. Night and week-end work are according to local regulations.

Overtime is recorded in our time recording tools and is remunerated according to local labour legislation. The formalisation of overtime compensation is done within local policies which are developed based on prior consultation with local labour specialists.



0.7 Health & safety

Getronics is committed to high standards of health & safety, and here are some of our programmes:

UK safe contractor renewal (March 2024)

- Getronics is committed to operating a safe, compliant and ethical business, impersonating our core values as we soar higher.
- Alcumus SafeContractor is a leading third party accreditation scheme which recognises extremely rigorous standards in health and safety management amongst contractors. Our SafeContractor certification brings peace of mind to our customers, and positions us as a company safe-to-use.



Supplier selection process

Contractors and suppliers must not be authorised by any colleague to complete work or provide goods, products or services where the **Procurement Department** has not issued approval. All our suppliers must comply with our "**Supplier Code of Conduct**", which specifies health & safety measures. The most important steps are to:

- Select, coordinate and monitor competent primary **contractors who properly supervise health & safety control measures.**
- Produce fit-for-purpose design specifications, exchange information and demand plans which deal with the health & safety issues as they develop at each phase of the work, and which are commensurate with scope and risks in the activity.



0.7 Health & safety

In 2024, we have extended health & safety courses to multiple countries, including: France, Germany, Belgium, Italy, Netherlands, Luxembourg, Portugal, Romania, India, Malaysia and Singapore.

Courses include:

· Healthy working training · Safe driving training · Fire safety training · Fire marshall training

Ongoing risk factors and mitigation

Getronics ensures that colleagues, and others, are not put at risk and, as far as reasonably practicable, the working environment is safe and does not pose a risk to health.

As part of their general responsibilities for matters of health & safety, the Safety Committee, defined in each applicable country, is responsible for reviewing all reports of work-related accidents and ill health to identify unsafe or unhealthy conditions and work practices and recommend remedial action.

In recording, reporting and investigating of health & safety related incidents Getronics adheres to the requirements of the General Data Protection Regulation (GDPR), Protection Act to safeguard the confidentiality of all personal health information.

0.7 Health & safety: ISO 45001 certification

Getronics has obtained the Global ISO 45001 Certification.

In line with our commitment to uphold the highest standards in workplace health, safety, and employee wellbeing, Getronics successfully implemented in 2024 the ISO 45001 certification in the United Kingdom and Hungary.

Additionally, Getronics Spain has successfully renewed its ISO45001 external certification, marking over 15 years of continuous compliance.

ISO 45001 is the globally recognised standard for Occupational Health & Safety Management Systems, and demonstrates our systematic and proactive approach to identifying and managing health & safety risks, ensuring regulatory compliance, and promoting a culture of continuous improvement.

Key achievements include:

- Implementation of a structured health & safety management system.
- Risk mitigation procedures integrated across all operations.
- Regular employee training and awareness programmes.
- Enhanced incident tracking and response mechanisms.

By embedding this certification into our operational framework, we have strengthened our governance model and reinforced our social responsibility to provide a safe, secure, and supportive workplace.

ISO 45001:2018

BUREAU VERITAS
Certification



0.8 Community giving

2024 projects

0.8 Community giving

India

In 2024, Getronics India donated 25 school bags and books to the Surabhi Seva Sadan, a home for underprivileged children in Bengaluru, India, run by the Surabhi Foundation Trust. This contribution, aimed to support the educational needs of these children and provide them with essential resources for their academic journey.

On 5th June 2024, 10 colleagues from Getronics India, along with Harsha Gowda, Chief Technology Officer and Andre Ribbens, Chief Operating Officer, visited Surabhi Seva Sadan to personally deliver the school bags and spend time with the children.

During the visit, the team engaged with the children, shared stories, and witnessed the positive effects of their previous donations of technological equipment, such as the computer lab facility set up in the previous years.

0.8 Community giving

Promoting equality in education through IT

Spain

Getronics reaffirmed its commitment to promoting equality in education, particularly in the field of IT. In 2024, the company continued its efforts to inspire STEM (Science, Technology, Engineering, and Mathematics) vocations among young people, with a special focus on encouraging girls to explore opportunities in technical and scientific fields.

One of the initiatives launched was "Women engineers come to you" (Mujer & Ingenierava a tucentro). This programme targeted secondary school students, with a particular emphasis on young girls, aiming to provide them with female role models in engineering and technology. The goal was to foster greater representation of women in technical careers, addressing the current underrepresentation in these fields.

Getronics engaged female engineers - university graduates in engineering - who volunteered to deliver inspiring talks to 3rd and 4th - year secondary school students in Madrid. The objectives of the initiative included:

- Raising awareness of engineering as a career option among students.
- Encouraging informed decisions about pursuing professional careers in STEM.
- Addressing the significant decline in enrolment in engineering and technology programmes in recent years.

This initiative formed part of an educational programme led by the Royal Academy of Engineering and the Spanish Association of Consulting Companies, in which Getronics actively participated.

The school visits took place in Madrid during October and November 2024. Volunteers delivered up to three sessions per person, each lasting one hour, to share their experiences studying and working in technical fields. These sessions provided students with relatable role models, offering insights into the journey and opportunities in STEM careers.

Through initiatives like this, Getronics demonstrated its dedication to fostering STEM talent and building a more equitable future in engineering and technology.

0.8 Community giving

United Kingdom

On 5th July 2024, Getronics proudly supported a community golf event held at Cobtree Manor in Kent, by sponsoring a 'Nearest the Pin' Trophy. This gathering united passionate golfers and supporters, all working toward the shared goal of raising funds for Thurnham Infant School and Roseacre Junior School. The event achieved remarkable success, generating £6,740, which was evenly distributed between the schools to bolster their educational programmes.

0.8 Community giving

United Kingdom

In 2023 and 2024, Getronics supported Stoneywood Dyce Cricket Club (SDCC) through sponsorship arrangements that significantly benefited the club. In 2023, Getronics' support enabled SDCC to procure FrogBox, a match live streaming solution, which was a fantastic success with over 4000 hours of cricket streamed and 30,000 stream views to date. This sponsorship allowed SDCC to stream home matches to their community across four continents, engaging ex-players, friends, and family of current players, as well as a community of friends in South Africa.

In 2024, Getronics continued its support, further expanding the use of FrogBox with the first stream of the women's senior team playing in the Cricket Scotland Challenger league. Moreover, Getronics' financial support contributed to a new artificial wicket, enhancing practice sessions and increasing the number of matches available for women and junior teams.



0.8 Community giving

Hungary

During November and December 2024, Getronics organised a dedicated donation initiative towards Anita Animal Rescue Association. Our colleagues brought items such as blankets, toys, food from home to support this animal shelter based in Nagykőrös, a town in Pest county, and their lovely and playful dogs. Seeing the joy on the faces of the shelter staff and the dogs was a rewarding experience for everyone involved.

Moreover, around Christmas time, Getronics Hungary organised a heartwarming initiative to collect Christmas gifts for the Baptist Charity Service. As in the previous initiatives, our colleagues brought what they considered the best for the children and the people in need, helped by the foundation, adding a smile on the faces of the recipients.



0.9 Respecting human rights

Getronics endeavours to treat all individuals with **respect** and it ensures that it complies with all laws that apply to **human rights**, typically including:

- Equal pay
- Disability discrimination
- Sex discrimination
- Race relations
- Employment equality.

The adoption of fair employment practices, ensuring safe working environments for colleagues and customers, and providing living wages to colleagues, is fundamental to Getronics' operation.

Our supporting policies include:

- Bullying and Harassment Policy
- Flexible Working Policy
- Grievance Policy
- Working Time Regulations Policy

Getronics regularly performs living wage analysis in all its operating countries and ensures that all of our colleagues are paid the living wage according to each country classification.

0.10 Responsible sourcing

Sustainable procurement

In order to mitigate the risks, **performance reviews for the business-critical suppliers** are conducted regularly.

Service and performance reviews:

Regular collaboration for review, inspection and walkthroughs are conducted to evaluate performance and quality measures of the service or product delivery of critical suppliers.

Sustainability assessments for the top suppliers:

Our Procurement Policy includes sustainability risk assessments.

The assessment covers eight topics which suppliers need to disclose information:

- Energy consumption and saving practices
- Environmental practices
- Health safety & wellbeing practices
- Human rights and labour standards practices
- Anti-corruption practices
- Business ethics and leadership
- Overall sustainability approach
- Sustainable sourcing methodologies in place



0.10 Responsible sourcing

Procurement policy

Supplier selection process

Supplier selection is led by the vendor management organisation, in a joint discussion with the requestor, and based on requirements and financial terms that are in Getronics' best interests.

To onboard any new supplier, the Procurement Team sends a **supplier onboarding form** and **supplier disclosure of conflict-of-interest form** to the supplier for completion as well as the **Getronics business code of conduct** and the **supplier code of conduct** to be signed.

The due diligence on suppliers from procurement includes:

- Agreement on terms and conditions.
- Payment terms.
- Send supplier onboarding form and supplier disclosure of conflict-of-interest form to the supplier for completion to validate.
- Check supplier for US and EU sanctions.
- For suppliers who process data on our behalf, we also conduct a data privacy and security assessment via OneTrust.

Contractual requirements consider the following ESG-related areas:

Confidentiality and security clauses, including a requirement for **Mutual Non Disclosure Agreements (MNDAs)**.

0.11 Social objectives

What we achieved in 2024

- We successfully transitioned to ISO 27001:2022 from ISO 27001:2013 and renewed our group certification. We also included two new locations – Romania and Chile – in our ISO 27001 group certification. All of our locations operate under the global ISO 27001 certification, however, with the new additions of certified locations, we now have 76.50% of our operations locations certified.
- The overall percentage of female employees is now 26.10%, having slightly increased by 0.30% in 2024 and by 0.92% in 2023, bringing us closer to our 27.00% target for FY 2025.
- We participated in community giving projects in the following countries: United Kingdom, India, Hungary, Spain.
- We obtained an increased employee satisfaction – 75.00% would recommend Getronics as a good place to work, and 71.10% are satisfied with the culture. As a result, in 2024, 10.91% of new hires came to us through referrals.
- We have acquired the ISO 45001 group certification (health & safety management system framework). In 2023 and in 2024 we certified UK and Hungary, and renewed the certification for Spain.
- We have renewed our safe contractor accreditation (March 2024).
- We have extended the health & safety courses which we piloted in UK, France, Germany, Italy, Netherlands, Portugal, Romania to the following countries: Belgium, Luxembourg, India, Malaysia, Singapore.
- We continued our internal and external ESG awareness communication plan.
- We obtained the Certification of Dedication to Learning and Development from our e-learning partner Udemy, and we also increased our average number of training hours per employee from 9.40 to 10.
- Through our Corporate Culture Transformation programme, we held nine corporate culture workshops, seeking to build a dynamic, inclusive, and high-performing workplace.
- Continued assessing our top suppliers on sustainability risks and extended the pool of assessed suppliers to a list of top 100 suppliers.

0.11 Social objectives

What we will focus on

- In 2025 we plan to update our job grading methodology to point factor methodology, revising the entire job title portfolio. This process will help to ensure fairness and transparency within the organisation.
- We will continue renewing our safe contractor accreditation on a yearly basis.
- We intend to extend the health & safety courses to more countries, following adaptation to local rules and regulations as well as languages.
- We will continue to promote the diversity training for managers internally.
- We will continue to invest in recognition programmes; celebrating the contribution and success of team members from diverse backgrounds and experiences, promoting our strength together as one team.
- Continue to create opportunities for female talent development, as well as continue to increase our diversity talent pools.
- We intend to continue performing community giving projects for the communities in which we operate.



Governance disclosure topics

0.1 Ethics & integrity

- Intellectual property protection & competitive behaviour
- Legislation & regulation adherence

0.2 Enabling clients' sustainability

0.3 Transparency and reporting

0.4 ESG management

0.5 Managing systemic risks from technology disruptions

0.6 Governance objectives

0.1 Ethics & integrity

Why ethics & integrity matters to Getronics

Each of our **4048 colleagues** – regardless of their position or role – shares a common goal: to earn and maintain our customers' trust and respect. They do this by consistently applying our shared core values in everything they do, in every part of the world where Getronics has a presence.

Our reputation for acting ethically and responsibly is upheld one decision at a time, every day, by every member of our global family, with the commitment to uphold fundamental core ethical values in our business.

All decisions reflect the following principles:

- Always act in accordance with the rules and principles of Getronics **Code of Business Conduct** (COBC).
- Always operate ethically and with honesty and integrity.
- Always uphold the highest standards of human rights and prevention of child labour.
- Always ensure workplace diversity, equality, inclusion and respect.



“

”

Our reputation for acting ethically and responsibly is upheld – one decision at a time, every day, by every member of our global family – through the fundamental core and ethical values of our business.

Graham Brown

General Council, Legal Department

0.1 Ethics & integrity

Mitigating anti-corruption, anti-bribery, anti-money laundering

At Getronics we are committed to managing and counteracting the potential risk of financial crime, including money laundering, extortion and kickbacks.

We deploy industry appropriate policies, systems, processes, controls, staff training and awareness which meet legal and regulatory requirements.

Ensuring human rights and mitigating discrimination

At Getronics, we expect all of our colleagues, agents, contractors, consultants, and sub-contractors to adhere to our COBC, this prohibits unlawful discrimination, harassment, and other behaviours that infringe on individual rights and recognises the importance of maintaining and promoting fundamental human rights within Getronics and its supply chain wherever we do business.

Ensuring freedom of association and mitigating modern slavery

At Getronics, we recognise our colleagues' rights to freedom of association and collective bargaining. We have colleagues that are represented by unions and workers councils in a number of the countries where we operate, including a number of our colleagues who are covered by collective bargaining agreements.

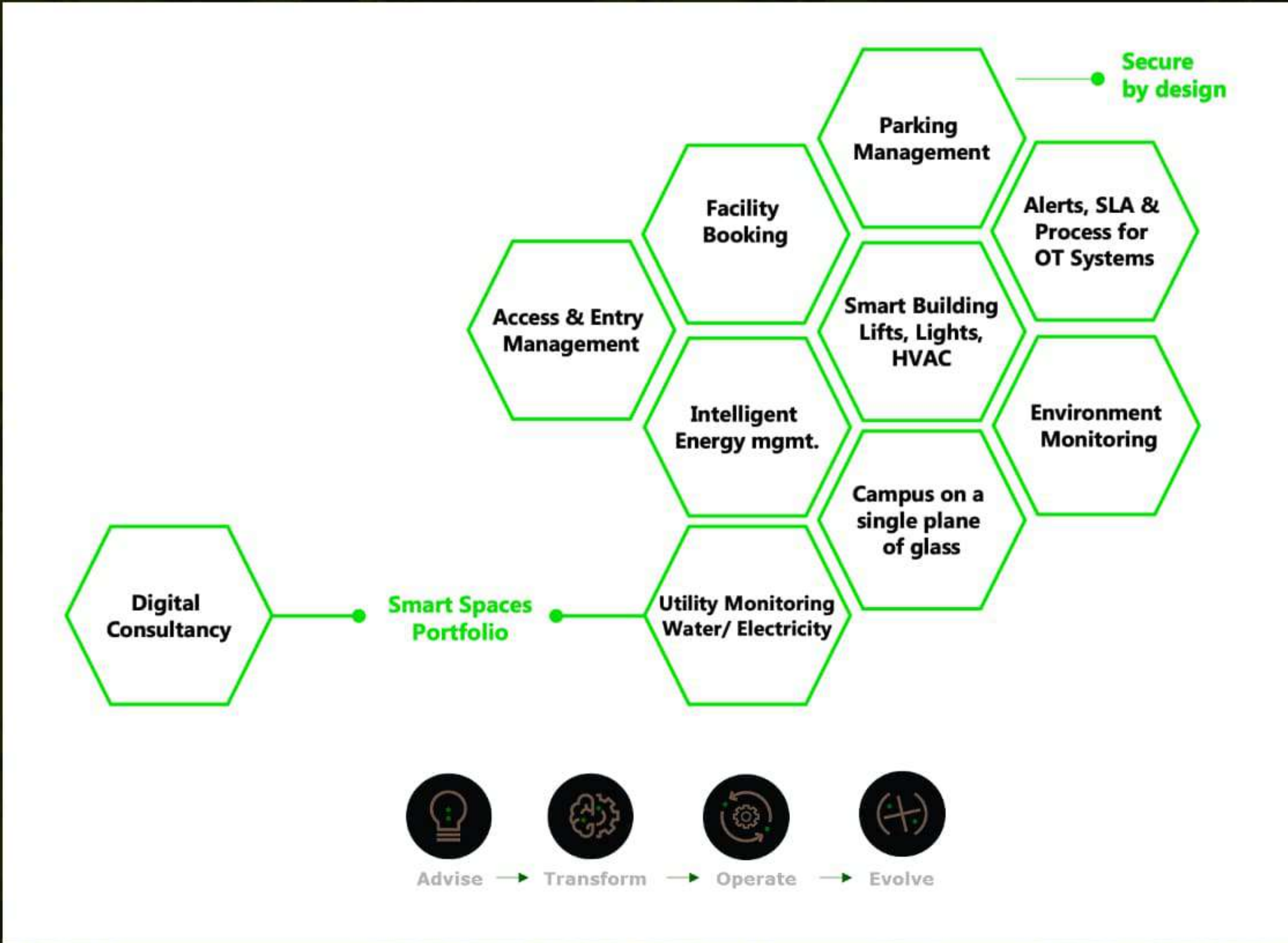
We engage directly with our colleagues through these associations to discuss issues such as health & safety, remuneration, working hours, training, career development, work-time flexibility, and equal opportunity. Information related to freedom of association is communicated to our colleagues through our COBC colleague handbooks, and our intranet.

0.2 Enabling clients' sustainability

Smart spaces

We leverage an integrated, secure-by-design **Smart Spaces** portfolio.

In the next pages of our report you can find an example of how we used this portfolio to enable our clients to become more sustainable. We achieved this through technology implementations that allow our customers to reduce their energy consumption, to increase the security of their facilities thus preventing security breaches or data losses, or simply by allowing them to closely monitor the environmental metrics that are important to their businesses and industry sectors.



Case Study 1

Digital Insights

Our solution

For the customers who subscribe to Digital Insights services, we collect performance and machine health statistics from their equipment, allowing us to monitor possible IT issues affecting those machines and impacting the productivity and security of users. Among those statistics collected, information such as uptime and machine energy consumption are also collected, which allow us to calculate the carbon footprint of operating those machines depending on their location, and to provide suggestions on how to reduce their energy consumption.

How you can make an impact, switch to the right sized tech

Our Digital Insights tool could help you reduce your carbon footprint by offering valuable insights and actionable tasks.

Join us in creating a greener future.

Case Study 2

AENA Airport

Client overview

- AENA is one of the oldest global airport operators.
- It handles more than 200 million passengers each year.

Manages more than 50 airports in seven countries.

Customer challenge

We helped our customer to achieve the following objectives:

- Management, development and centralised support of OT Systems in 48 airports.
- Control of passenger terminals building.
- Monitor & control power plant System.
- Air field lighting control system (runway beacon).
- Monitor & control of environmental systems.

Our solution

- Integration and management of 100+ systems like airfield lighting, terminal HVAC, terminal lighting, fire detection, plane parking lighting, airport flight DB and electric car parking charging points with 12,000+ end points.
- Provide 24/7/365 service desk based in Madrid.
- Modernisation and adaptation N1 (reform of some processes).
- **Beacons deployment and mobile app development to locate specific airport location, flight information and more.**

Benefits

- SCADAs **evolution implementing new functionalities** and cybersecurity audit.
- **Energy consumption optimisation (as lighting or HVAC).**
- **Continuous innovation like car electric charging points optimisation.**
- Footfall analysis in passenger terminals.



Case Study 3

Perth Children's Hospital



Client overview

- PCH: Perth Children's Hospital (PCH), Western Australia's specialist new paediatric hospital and trauma centre, provides medical care to children.
- Schneider-Electric has delegated to Getronics the ELV Head End system development to integrate and control the PCH building infrastructure.

Customer challenge

- PCH was looking for a smart hospital platform that was able to integrate a number of heterogeneous systems to share information between them, and to make their functionality and information available through interoperable interfaces.

Our solution

- An Enterprise Integration Platform to integrate the hospital systems (Nursecall, Automatic Pharmacy, AGV, Pneumatic tubes, Helipad, Lightings, HVAC, and more).
- Business process management (BPM), Business Rules (BRM) and Complex Event Processing (CEP) capabilities **to define the business processes** and the associated rules.
- A web portal solution for human and machine interaction.

Benefits

- Unified visualisation and operation in a single pane of glass.
- Automatic interaction between multiple systems with smart workflow based on the processes defined in the BPM module.
- Advanced analytics capabilities.
- Asset and people tracking.

0.3 Transparency and reporting

Why reporting and transparency matters to Getronics

We regularly **review feedback from our colleagues** and **changes in legislation** to ensure our **COBC** and our policies remain **current and valid**, the revisions made include:

As a responsible corporate entity, **Getronics believes that open, honest engagement** with its colleagues, investors, customers, vendors, and other stakeholders correlates to the **long-term success and sustainability** of the Group and strongly aligns with our values of authenticity, incorporating **integrity, trust, and honesty** as core principles in all of our activities.

Our management adopts a continuous improvement mindset in its pursuit of excellence and, as a result, continues to enhance and refine its systems, processes, and reporting capabilities in order to develop robust data and business insights, that are underpinned by **high standards of governance and internal control**.

The Group maintains comprehensive risk registers at a consolidated group and regional level, including but not limited to **commercial, legal, financial, tax, and people risks**.

0.3 Transparency and reporting

	Colleagues	Investors / lenders	Customers	Vendors	Authorities and regulators
Regulator’s business review (including strategic initiatives and direction)	Regular ‘All Company Broadcast’ forums are hosted to disseminate important information to our colleagues, providing an awareness of the latest corporate developments and the strategic direction of the Group.	Management adopts an open and transparent policy of engagement with investors and lenders. On a monthly basis we share formal reporting containing financial and nonfinancial data, and key performance indicators.	We regularly engage with customers and prospective customers to talk them through corporate developments, strategy and direction of the business.	We proactively engage with suppliers to build and maintain a robust supply chain spanning the globe, underpinned by the best terms we can negotiate. Where credit is provided by the vendor, greater and more regular engagement will be necessary.	Management endeavours to ensure that all local filing and regulatory reporting requirements are adhered to on a timely basis and in a manner that is consistent with the request for information by that particular stakeholder.
Financial performance	Details of the Group’s financial performance, growth trends and key performance indicators are shared with all global colleagues via the ‘All Company Broadcast’ forum. Members of the senior leadership team are also provided with regular financial insights necessary to effectively manage the business outcomes.	We provide to our lenders and investors the latest insights into business performance, risk and value generation. This information includes; financial performance and position; cash flow; restructuring / exceptional costs; accounts payable and receivable; sales pipeline and win rates; quality of earnings profile; renewal performance; new business wins / losses.	Regular interaction with customers is promoted across our portfolio of clients. We often establish monthly and quarterly review cycles (MBRs and QBRs) to report on key service delivery metrics, KPIs, issues, risks and more.	Regular financial data is shared with our vendors and their credit and risk committees where applicable. We regularly share updates on Group fundraising and corporate activity as we seek to improve our payment terms and expand credit lines across much of our supply chain.	The requirements of government authorities and regulators differs by country. In order to meet our financial reporting and filing obligations, we adopt a hybrid model which varies based on our operating structure in that jurisdiction.

0.3 Transparency and reporting

	Colleagues	Investors and lenders	Customers	Vendors	Authorities and regulators
Debt covenant reporting	Not applicable	The Group is obligated under its Senior Facility Agreement to provide the lenders with certifications, financial reports and reporting against specified performance metrics on a regular basis.	Not applicable	Not applicable	Not applicable
External assurance	Not applicable	<p>The Group’s lenders will have access to the Group’s audited financial statements which will provide them with assurance over the financial performance and position of the Group.</p> <p>During 2022 and 2023 the Group refinanced its external borrowings, and it was subject to five different due diligence (“DD”) processes. Financial DD; Tax DD; Commercial DD; Operational DD, and Legal DD.</p>	<p>Getronics’ services and operations are aligned with the world’s most respected standards and frameworks. Our processes are based on the IT Infrastructure Library (ITIL®) service management framework, and our organisation is ISO-certified with a focus on continual service improvement and customer satisfaction.</p> <p>Getronics is certified to:</p> <ul style="list-style-type: none"> • ISO 9001: Quality Management • ISO 14001: Environmental Management • ISO 20000: IT Service Management • ISO 22301: Business Continuity Management • ISO 27001: Information Security Management • ISO 50001: Energy Management • ISO 45001: 2018 Occupational Health & Safety Policy Management Systems 		

0.3 Transparency and reporting

	Colleagues	Investors	Customers	Vendors	Authorities and regulators
ESG reporting	<p>Regular updates are provided to colleagues on a dedicated ESG microsite, page providing an awareness of the latest corporate developments and strategic ESG direction of the Group.</p> <p>We also share our annual ESG report with our colleagues.</p>	<p>The Group reports on a regular annual basis to investing companies on key ESG related metrics covering a multitude of topics under environmental, social and governance. We also share our annual ESG report with our investors.</p>	<p>We periodically engage with customers to understand what the material ESG topics are for Getronics, as well as answer ESG supplier evaluation forms.</p> <p>We also share our annual ESG report with our customers.</p>	<p>We annually evaluate our top suppliers on ESG related practices and measures in place. We ask all our suppliers to acknowledge the Supplier Code of Conduct which includes sustainability criteria.</p>	<p>Management endeavours to ensure that all local filing and regulatory reporting requirements related to ESG topics are adhered to on a timely basis, and in a manner that is consistent with the request for information by the particular stakeholder.</p>

0.3 Transparency and reporting

Integrity of data and the internal control environment

The establishment of the Board, Executive Committee (ExCo), Operations Board and Investment Committee ensures that a culture of **strong governance, accountability and internal controls** not only exists but is **embedded throughout the organisation**.

This culture and attitude to internal control is integral to **the way that we compile, control and report data**, and other financial and non-financial information both internally and externally.

Controls include:

- Regional CFOs, supported by qualified financial controllers take accountability for their respective legal entity on a monthly basis.
- The majority of Getronics Group legal entities maintain their financial records on the SAP ERP system.
- The Group Financial Control team provides a monthly timetable to all regional finance teams.
- The use of the Hyperion Consolidation System is used to control the integrity of the financial consolidation process through an automatic upload file which ensures the integrity of information in the system.
- The Group Financial Control team conducts a thorough month-end review of the balance sheet and income statement for each region.
- All balance sheet accounts are reconciled to underlying sub-systems monthly.
- Once the monthly review is completed the regional leadership teams (MDs, CFOs and Controllers) complete a monthly certification declaring the completion of the month-end controls.

0.3 Transparency and reporting

Approach to managing tax arrangements

Our approach to the management of our tax affairs is fully aligned with the Group's **wider commercial, reputational and business practices**.

This consists of the following:

- Managing our tax affairs to protect shareholder value.
- Complying with applicable tax laws, rules, regulations and disclosure requirements wherever we operate.
- Paying the right amount of tax, at the right time, and in the right place around the world.
- Using incentives and reliefs only for the purposes intended.
- Only taking tax decisions which are with the wider objectives of the Group.
- Being constructive and transparent with tax authorities based on the concepts of integrity, collaboration and mutual trust.

0.3 Transparency and reporting

Approach to managing tax arrangements

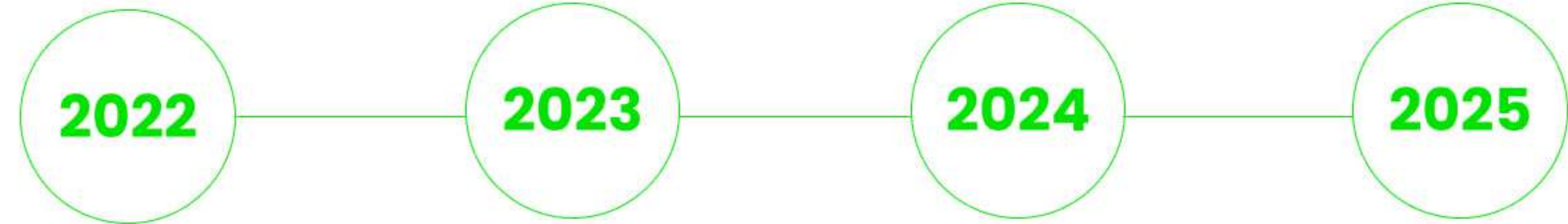
Given both the scale and different aspects of our business, risks will inevitably arise from time to time. However, we effectively manage these risks in a number of distinct ways:

- The Group has appointed suitably **qualified third-party tax advisers** at the Group and jurisdictional level to ensure it is abiding by the latest tax rules and regulations.
- In each business region, we have suitably **qualified Financial Controllers and CFOs** who ensure that **our tax principles are upheld**.
- Getronics takes a **zero-tolerance approach to the facilitation of tax evasion** in any form by its colleagues, agents, or associates of any kind.
- We ensure that key members of the finance organisation and our tax advisers are involved in **all stages of material and/or tax-sensitive transactions**.
- Material tax concerns are included in the **overall Group risk register**.



0.3 ESG management

Our timeline



- Issued our first ESG report for FY 2022.
- Launched our ESG training which is part of our onboarding process.
- Moved to ESG Business As Usual process (BAU).
- Launched ESG assessments for our top 50 suppliers.
- Created dedicated ESG news and updates page on our microsite.
- Migrated to an upgraded version of the World Favor Supplier Management Module.
- Successfully passed an independent ESG evaluation obtaining a Bronze Medal.

- Issue ESG report for FY 2024.
- Implement a CSRD-compliant reporting process and report structure for FY 2025.
- Reapply for EcoVadis assessment
- Relaunch materiality assessment – double materiality.
- Continue ESG awareness – internally and externally.
- Extend the pool of ESG assessments for our top 250 suppliers.

- Conducted our first Materiality Assessment.
- Created our ESG framework with 20 disclosure topics and multiple KPIs we regularly track.
- Set our ESG objectives.
- Implemented World Favor Tool – used for internal ESG reporting and supplier ESG assessments.

- Issued ESG report for FY 2023.
- Promoted our ESG training and informed our colleagues, investors and customers on results and objective status. This translated into a 59% positive ESG awareness among our employees, according to the results of an internal survey.
- Continued operating our BAU ESG process.
- Extended the pool of ESG assessments for our top 100 suppliers.
- Continued developing on all key ESG objectives and practices.
- Successfully passed EcoVadis assessment, achieving a Committed badge.
- We created a Facility Management Policy encompassing ESG criteria.

0.3 ESG management

How we apply it to every day life

We conduct regular meetings with all stakeholders in the ESG process to ensure that all objectives are met whether it is with the people responsible for reporting, with the business owners responsible for reaching objectives in different business areas, or with our Executive sponsors to discuss progress and plans. In addition, ESG forms an agenda item in the monthly Business Review meetings to allow ideas exchange and to create visibility on what still needs to be achieved.

We collect ESG data on a quarterly annual basis via our ESG reporting tool Worldavor and we also evaluate our top suppliers' performance on sustainability yearly.

Getronics issues a public annual ESG report.

You can **contact us** directly at esg@getronics.com

Please find our ESG Policy here:

<https://www.getronics.com/policy-pages/environmental-social-and-governance/>



0.4 ESG management

Communication initiatives

In 2024, we continued our ESG-focused communication efforts to raise awareness among colleagues and partners. Our preferred channels for these initiatives include:

- ESG microsite on Getranet (for news and articles)
- LinkedIn (for external posts)
- Email (for newsletters shared with our colleagues or our partners/suppliers).

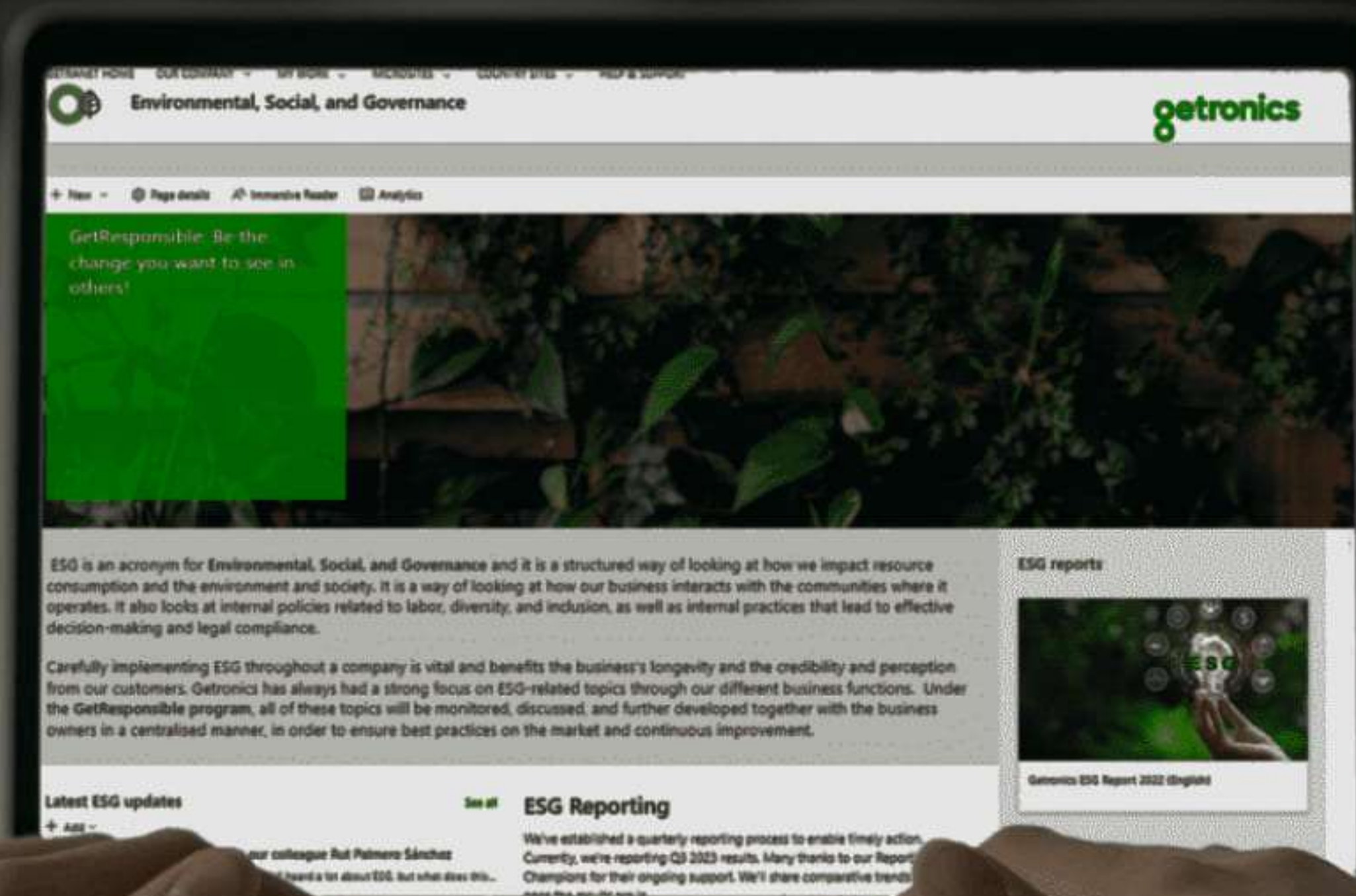
Sustainability assessment - EcoVadis

In 2024, Getronics was evaluated by EcoVadis, a globally recognised standard that rates businesses' sustainability based on key categories such as: environmental impact, labour, and human rights standards, ethics, and procurement practices. We are proud to have obtained the Committed Badge. The badge represents core strengths in areas such as: comprehensive sustainability reporting, certifications, measurements and policies.

ESG training

Training is available to all colleagues in both English and Spanish, with 1,090 employees having completed the course since its launch. It is now an integral part of our onboarding process, designed to familiarise colleagues with our ESG strategy, key disclosure topics, and how they can contribute to our goals.

According to a recent colleague survey, our communication initiatives and ESG training have resulted in 59.00% positive ESG awareness among employees.



0.3 ESG management

The tool

World favor's sustainability platform is based on a cutting-edge network technology to enable organisations worldwide to easily access, share and gain insights from **sustainability** and **compliance data** from one place.

World Favor key components for sustainability management

- Digital collection of sustainability data.
- Smooth collaboration and person-independent.
- Automated aggregation, analysis and calculations.
- Visualised insights and trends for proactive tracking.

WorldFavor will facilitate

- Data collection from offices and data centres (46 reporting units).
- Designated users in each reporting unit or per function.
- ESG and customised KPIs information collected on a regular basis.
- Real-time reports extraction (quarterly /biannually / yearly).
- Assessment of top 250 suppliers on ESG-related topics.
- Regular reassessment of suppliers.
- Continuous updates related to legislation changes / new trends / new requirements / best practices / reporting frameworks.

0.5 Managing systemic risks from technology disruption

Getronics, through its **Business Continuity Management System (BCMS)**, is committed to minimising the risk of business interruption through implementing processes, systems, and controls, as appropriate, and maintaining a viable incident response, business continuity plans, and information security continuity to respond to potential business disruptions.

This Business Continuity Management System applies to Getronics' internal business group's data assets, information systems, networks, applications, locations, and people required for the delivery of such services. It also applies to the provision and support of services offered to external clients where **Business Continuity (BC) and IT Service Continuity (ITSCM)** are explicitly included as part of our contractual obligations.



0.5 Managing systemic risks from technology disruption

Getronics' Business Continuity Management System has been developed since 2003, and the latest version, updated in 2023, covers:

- Getronics' global sites and locations.
- Information assets.
- Infrastructure supporting client.
- DR provision for client systems.
- IT service continuity management.
- Internal and client support operations.

Business Continuity Management (BCM) training

Since its launch in Q2 2024, the BCM training has a **79.80% completion rate** among our colleagues.

Getronics operates an internal Business Continuity Management System, closely **aligned to the ISO 22301** standard and following the Good Practice Guidelines from the Business Continuity Institute. The BCM System is audited under a combination of **ISO 27001** (Information Security Management) and **ISO 22301** (Business Continuity Management).

Business Continuity (BC) and IT Service Continuity (ITSCM) accounting metrics

2024

TC-SI-550a.1

Performance issues	Service disruptions	Total downtime (days)
2058	5511	129

In 2023, we implemented an automated Power BI Report that tracks all performance issues and service disruptions registered in our Service Now database on the provision of cloud-based services to customers.

0.5 Managing systemic risks from technology disruption

Risk assessment and risk treatment

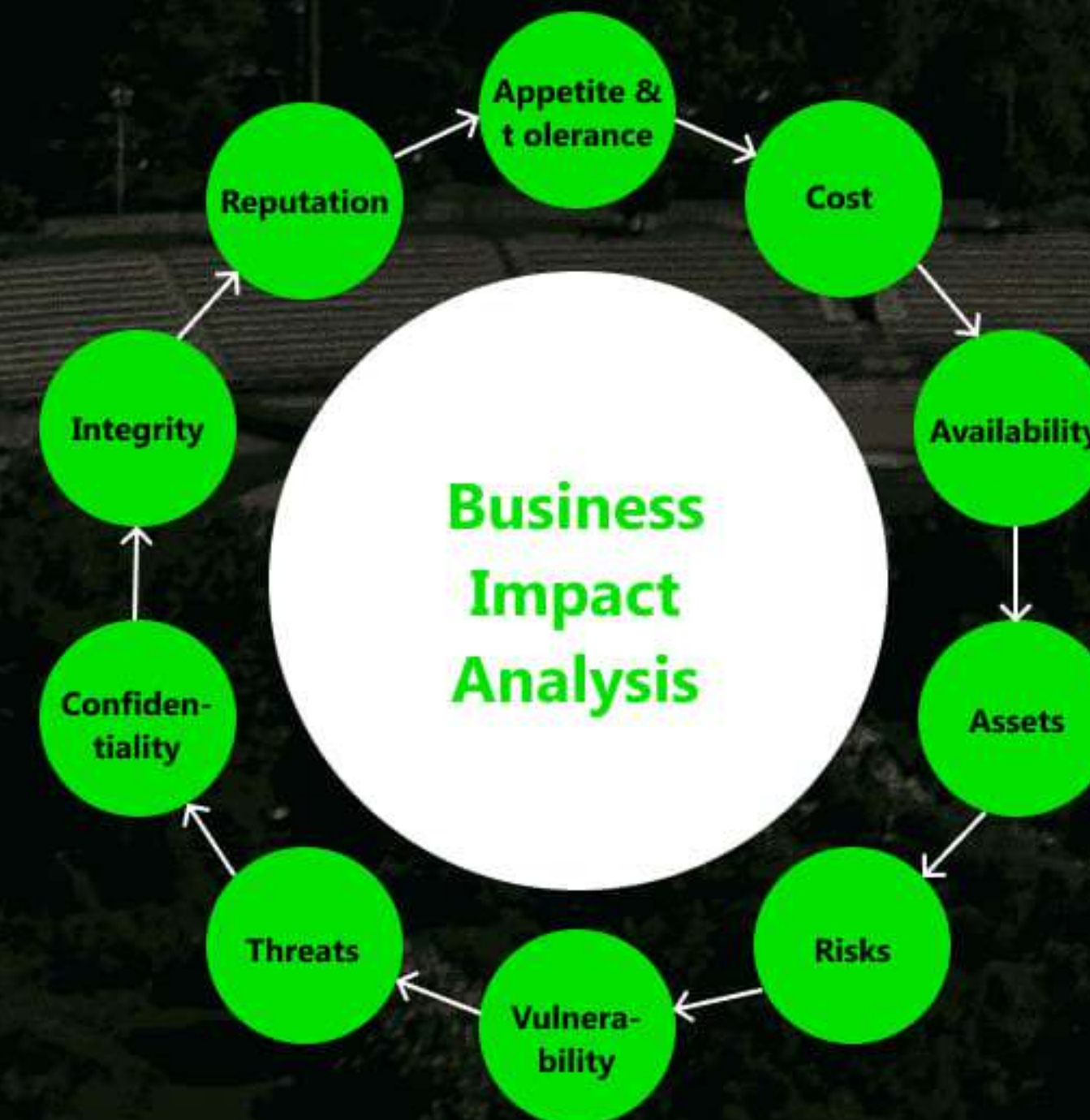
In the context of BCM, a **risk assessment** looks at the likelihood and impact of a variety of risks that could cause a business interruption and therefore prioritise risk reduction activities. The process of evaluating threats uses risk assessment techniques to identify unacceptable concentrations of risk to activities and single points of failure, so measures can be considered that may lower the likelihood or decrease the impact of disruption to them.

The purpose of designing **threat mitigation measures** is to identify and select proactive measures that can be implemented to reduce the likelihood and/or impact of disruption to the organization's most time-critical and urgent activities.

Threat mitigation measures are targeted at unacceptable concentrations of risk, single points of failure, and the main threats to Getronics' most urgent activities, all of which should be **identified and prioritised** during the Business Impact Analysis exercises.

Business Impact Analysis (BIA)

This is a key element of the Getronics BCMS and is the foundation work from which the whole BC process is built and maintained. Undertaking a **Business Impact Analysis** (and risk assessment) for each site location is essential to better understand the organisation and its operational needs, and to build and maintain a location Business Continuity Plan (BCP) that meets the business expectations and requirements.



0.6 Governance objectives

What we have achieved in 2024

- ESG awareness training for all colleagues – **1090 colleagues completed** the course since launch. The ESG training is integrated with our onboarding curriculum, with the goal of acquainting our colleagues with our ESG strategy, disclosure topics, and how they can contribute to achieving them.
- We are pleased to announce the continuity of our online onboarding and assessment process which will better screen any potential contractor against the principles we adopt in our ESG framework – our **top 100 suppliers** were invited to take part in the assessment. This version allows for a more comprehensive assessment of suppliers on key topics such as: energy consumption and saving practices; environmental practices; health safety and wellbeing practices; human rights and labour standards practices; anti-corruption practices; business ethics and leadership; overall sustainability approach and sustainable sourcing methodologies in place.
- We have launched Business Continuity Management training – has a **79.80% completion rate** among our colleagues, to equip them with necessary knowledge so that regular business operations continue during a disaster or crisis event at predefined acceptable levels.
- We have submitted to EcoVadis, a globally recognised standard that rates businesses' sustainability based on key categories such as: environmental impact, labour, and human rights standards, ethics, and procurement practices. We are proud to have obtained the **Committed Badge**.
- Since launching the Secure and Privacy by Design initiative in 2024, we've implemented core processes including questionnaires and pen testing workflows. Next, Spain will kick off their SecDevOps contribution to be included in the AD-Hub.
- Our communication plan included ESG awareness initiatives ranging from posts and articles on our dedicated ESG microsite on the Getranet, LinkedIn and our newsletters.

0.6 Governance objectives

Our focus

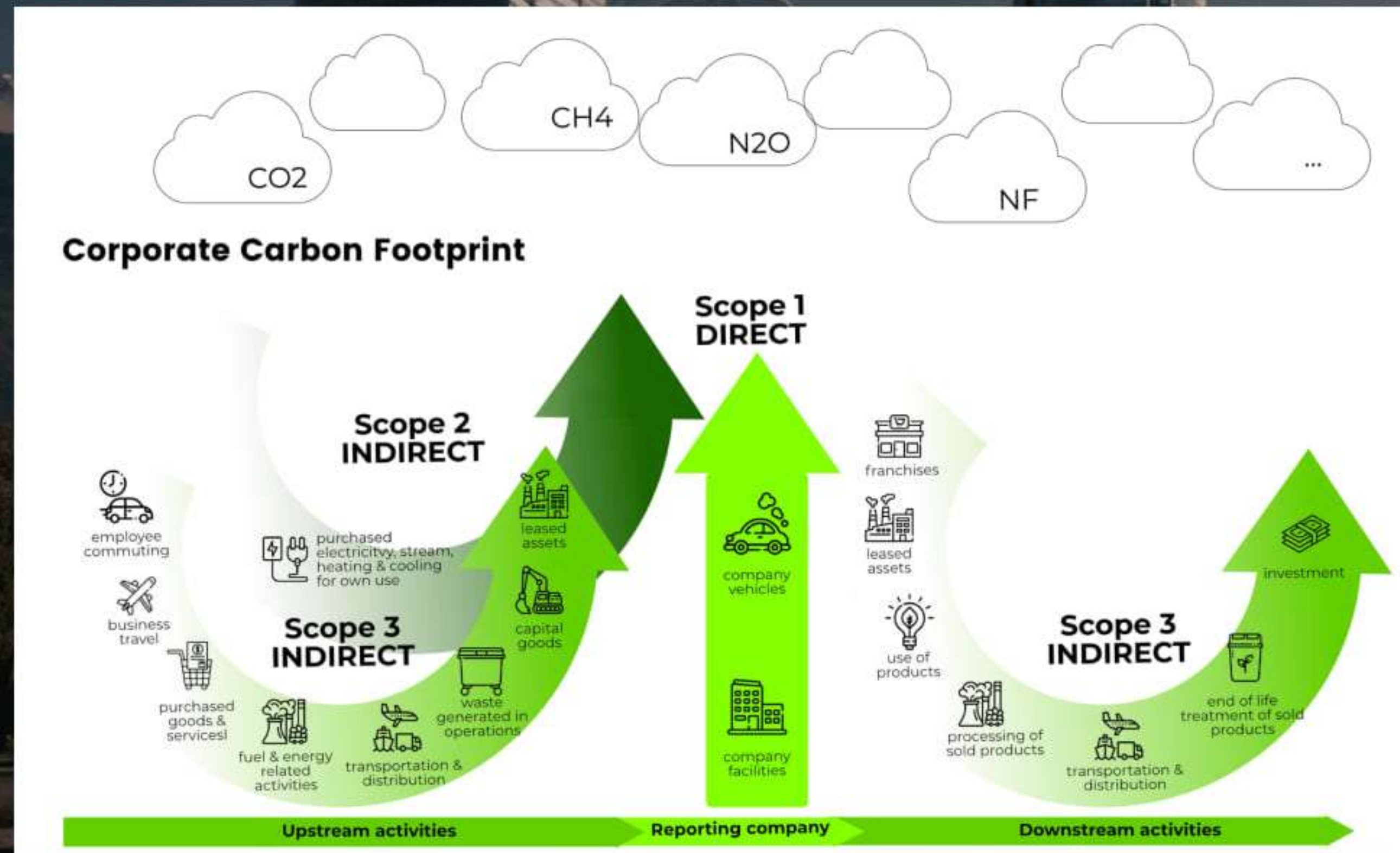
- Adapt our ESG processes to CSRD standards.
- Continue promoting our ESG training and dedicated ESG Getranet microsite to our colleagues and educating them on the importance of adopting sustainable practices.
- Continue training our colleagues on **our Global Code of Business Conduct** to increase our colleague' awareness and understanding of the principles addressed in the **Global Code of Business Conduct**.
- Extend our supplier ESG assessment process to our top 200 suppliers during FY 2025, and continue our regular annual review for the suppliers who already participated in the first round of assessment last year.
- Resubmit to EcoVadis to help monitor our year-on-year progress on sustainability topics.
- Updating our supplier contracts to encompass ESG criteria.

0.3 Environmental disclosure topics

- 0.1 Carbon footprint
- 0.2 Waste, including e-waste
- 0.3 Water conservation
- 0.4 Environmental objectives

0.1 Carbon footprint

Most of our carbon footprint is generated from offices or data centre environments (consumption of electricity and fuels, air conditioning, water consumption and waste generation, and more) along with business-related operations such as IT equipment, business travel and car fleet.

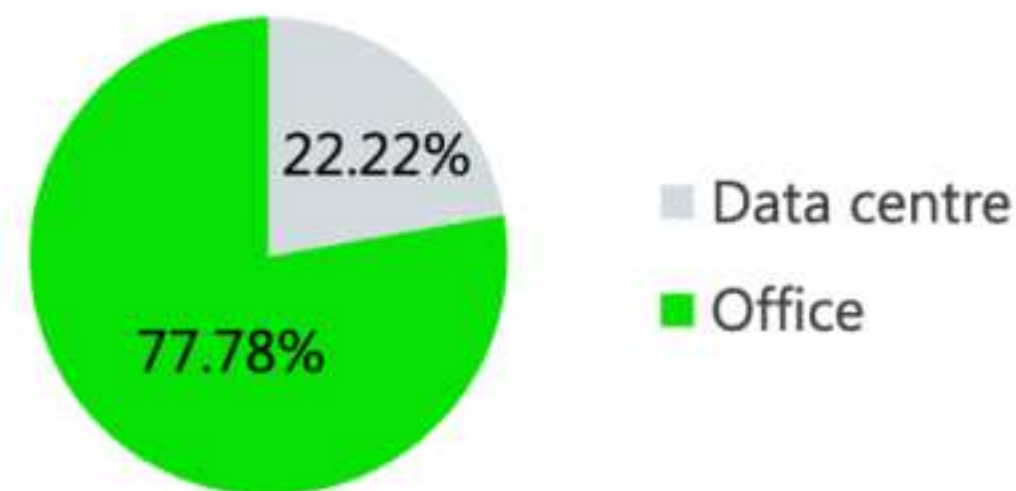


0.1 Carbon footprint

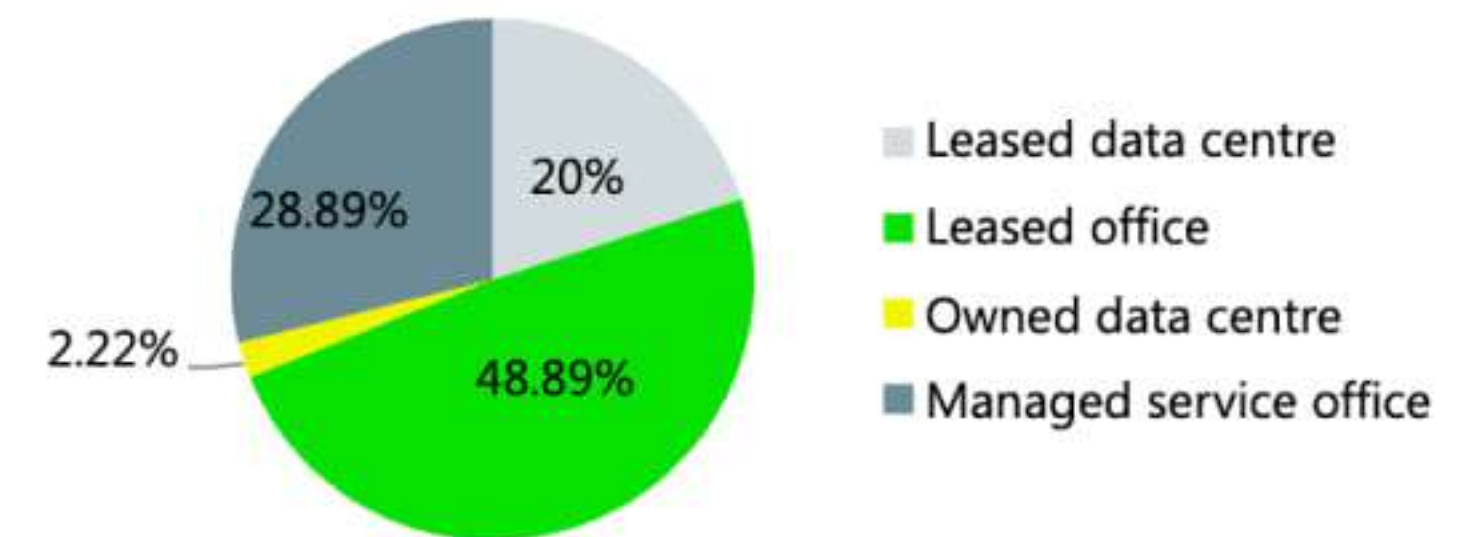
Getronics facilities 2024 & the type of control on data

At Getronics, our facilities are a mixture of owned and leased assets.

Type of facilities	Total	%
Data centre	10	22.22%
Office	35	77.78%
	45	



Control type	Total	%
Leased data centre	9	20.00%
Leased office	22	48.89%
Owned data centre	1	2.22%
Managed service office	13	28.89%
	45	



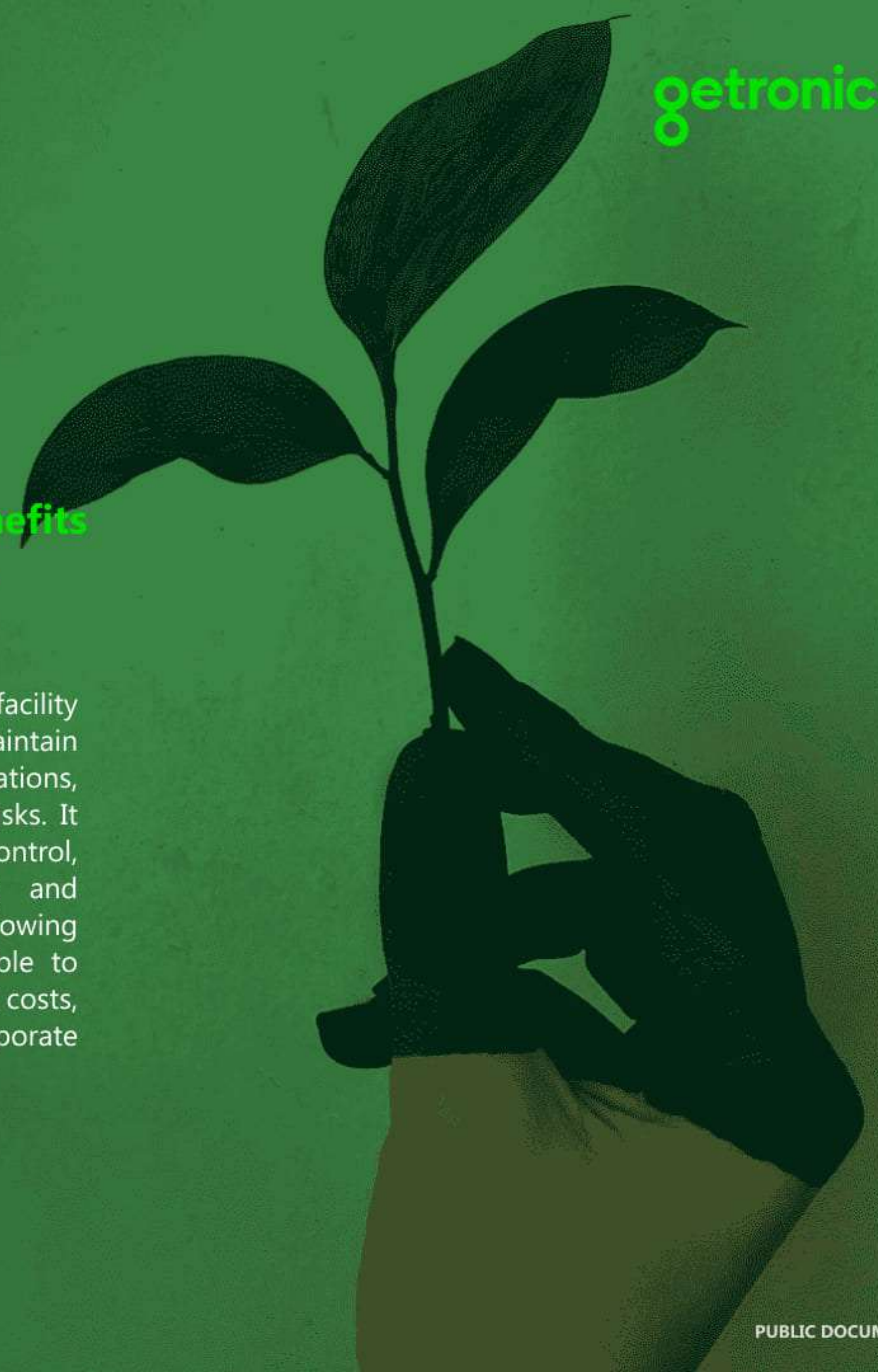
0.1 Carbon footprint

Facility management policy

In August 2024, we implemented a **Facility Management Policy**, designed to streamline how we manage office spaces and ensure all aspects of our facilities align with our operational and strategic objectives. This policy encompasses health & safety, physical security, business continuity, and ESG criteria. It applies to anyone involved in selecting or managing Getronics office locations (either managed service offices or traditional leases).

The importance and benefits of a centralised process

A centralised approach to facility management ensures that we maintain consistent standards across locations, improve efficiency, and minimise risks. It also strengthens financial control, enhances sustainability practices, and supports business continuity. Following this structured process, we are able to streamline decision-making, control costs, and uphold our commitment to corporate responsibility.



0.1 Carbon footprint

Calculation

The carbon footprint calculated via an **automated reporting platform**, using real-time data from the offices and data centres where we have a direct contract with utilities providers; and estimated values (based on the size of the facilities in sqm) for the facilities we do not have control over the data.

Environmental selected factors

- Direct energy (natural gas, diesel and petrol)
- Indirect energy (electricity)
- Refrigerants
- Waste generation
- Water consumption



Methodology

An **estimation method calculation** was used based on **the environmentally selected factors / square footage metres**. To reach this calculation, we used the data points from the offices where we had good quality data (Buenos Aires, Santiago – Chile, and Budapest) versus the size of the offices, excluding company cars (we do not have a car fleet in all our locations), and business travel consumption since it is being directly reported on each unit and office material (refers to new hardware emissions).

The estimation calculation and the coefficients to perform the carbon footprint are based on **location-based emissions factors**.

In 2023, carbon footprint was calculated using real-time data reported by all data centres, and 22 Office locations as well as estimations for 13 managed service offices. In total 71.11% of our overall reporting was based on live data, as well as real time data for all locations on business travel and company cars.

0.1 Carbon footprint

2024 results

Total tCO2e calculated	3 673	SCOPE 1	435
tCO2e Offsetting Project	N/A	SCOPE 2	2 062
Total tCO2e	3 673	SCOPE 3	1 157

CONTROL DATA

Data centres	tCO2e
Barcelona data centre*	99.00
Frankfurt*	229.00
Madrid data centre*	85.20
Milan data centre*	251.00
Paris Bessieres*	20.10
Paris Les Ulis*	26.80
Powergate London*	112.00
Princes Court London**	2.19
Runcorn data centre	797.3
Rushden data Centre	143.43
Welwyn Garden City*	26.10

Offices	tCO2e
Amsterdam*	65.44
Barcelona Office	42.28
Bilbao	25.66
Brussels*	55.30
Budapest	132.50
Buenos Aires	35.91
Carnaxide	1.30
Courbevoie	4.84
Glasgow	0.80
Kuala Lumpur	24.84
Kuala Lumpur Storage	0.11

Offices	tCO2e
Madrid Office	141.40
Milan Office	0.56
Oviedo	3.20
Runcorn Office	63.20
Rushden Office	2.72
Santiago	13.30
Seville	11.15
Sibiu	1.96
Singapore	16.81
South Africa	90.2
Valencia*	16.41
Valladolid	3.19

*Office square meters reduced during 2024.
 **Closed during 2024.

Getronics total carbon footprint is 3 673 tCO2e

NO CONTROL DATA

Managed Service Offices	tCO2e reported	tCO2e estimated	tCO2e Total
A Coruña*	13.42	1.70	15.12
Bangalore	0.01	61.46	61.47
Berlin	181.56	75.15	256.71
Brasilia	76.61	2.97	79.58
Bron	0.00	27.13	27.13
Bucharest*	1.80	2.22	4.02
Chennai	0.00	0.79	0.79
Gurgaon	0.00	33.16	33.16
London Office	278.36	63.46	341.82
Luxembourg*	77.55	3.97	81.52
Milton Keynes	0.00	1.90	1.90
Sao Paulo	93.10	20.36	113.46
Seoul	0.07	0.71	0.78

0.1 Carbon footprint

Greenhouse gas emissions intensity: Target achieved

For **2024**, Getronics has the GHG emissions intensity of **13.60 grams CO2 /EUR revenue**.

This means we are ahead of the target (17.19 g/EUR) with a **13.87% decrease** from 2023, and with no carbon offsetting project needed. In 2023, the GHG emissions intensity was 15.79 g/EUR (value with the offsetting project) versus the target of 17.72 g/EUR.

Baseline	Targets		
	April 2024	April 2025	April 2026
Apr 2023 18.27 g/EUR	17.72 g/EUR	17.19 g/EUR	16.67 g/EUR
Achieved values	15.79 g/EUR	13.60 g/EUR	To be determined

Getronics carbon footprint target

Target setting is calculated based on a 3% yearly decrease from the baseline, and the performance against this target will be evaluated on an annually basis (up to April 2026). Getronics will continue to set carbon footprint targets after this date.

0.1 Carbon footprint

Office space reduction

Getronics adopted a **hybrid work model** before the COVID-19 crisis, which is still in place. However, due to the lifting of the pandemic restrictions, experienced more colleagues returning to their local office.

Moreover, based on a continuous analysis for improvement, we further adjusted our ESG archive regarding the space of our locations with more precise data.

In 2024, we closed one data centre and reduced the space for another 13 facilities, which resulted in an overall **4.67% decrease**.



Getronics locations	Number of active offices	Squared metres in total	Closed offices (2021-2024)	Number of data centres
2024	35	14.882 m2	15	10



0.1 Carbon footprint

Intelligent monitoring tools

Getronics has implemented a tool, **which monitors the energy consumption** of its hardware fleet, which includes our **remote working environment**. The application helps us track the sources that impact our carbon footprint, as well as the potential energy savings by showing how much electricity was used, how much CO2 was produced, and the amount of wasted electricity during the use of electronic devices at work. This feeds back into the way we educate our staff on hardware and technological set-ups. It also informs our hardware fleet updates schedule.

Centred around **end user** digital experience, digital insights utilises cutting-edge AI operations technology to provide deep data-driven, actionable **automation** & powerful **IT operational insights** which is carefully managed by the specialist Getronics **digital insights team**. We also provide this type of service for our customers.



0.1 Carbon footprint

We are thrilled to announce the successful completion of the Cold Aisle Containment project at the Runcorn data centre (UK) in the Machine Room 1 POD. This achievement marks a significant milestone in our ongoing commitment to enhancing energy efficiency and sustainability within our operations.

The project

The Cold Aisle POD comprises two rows of 10 cabinets facing each other, with a 1.2-meter gap in between. Grill tiles are installed in this gap, allowing cold air to pass through and be pulled through the racks by fans within the IT devices. The air then exits the other side of the cabinet into the hot aisle, recirculating through the air handling units via the ceiling void.

The energy savings from this project have been calculated with a fully loaded kWh cost of £0.1433, and the results are impressive:

Yearly savings: 31,276.63 kWh, translating to £4,481.94

Monthly savings: 2,577.74 kWh, translating to £369.39

Weekly savings: 601.47 kWh, translating to £86.19

Daily savings: 85.92 kWh, translating to £12.31

Hourly savings: 3.58 kWh, translating to £0.51

While these figures are based on estimates due to the variable nature of cooling systems and IT load, as well as limited metering capabilities, they represent a substantial step forward in our energy efficiency efforts.

Congratulations to our colleagues in data centre management for their dedication and hard work in bringing this project to fruition. Your efforts not only contribute to significant cost savings but also reinforce.

0.1 Carbon footprint



European Data Centre Code Of Conduct

Getronics UK has **Participant Status** in the **European Data Centre Code Of Conduct**, which aims to inform and stimulate data centre operators and owners to reduce energy consumption in a cost-effective manner without hampering the mission critical function of data centre. As an official participant, Getronics is committed to following the intent of this Code of Conduct and abide by a set of agreed obligations.

All participants have the obligation to continuously monitor energy consumption and adopt energy management in order to look for continuous improvement in energy efficiency. One of the key objectives of the Code of Conduct is that each participant benchmark their efficiency over time, using the Code of Conduct metrics (or more sophisticated metrics if and when available) in order to produce evidence of continuous improvement in efficiency.

0.1 Carbon footprint

Energy Savings Opportunity Scheme (ESOS)

Getronics has successfully fulfilled the compliance requirements for the UK Energy Savings Opportunity Scheme (ESOS) across all phases, reaffirming our commitment to sustainability and energy efficiency. Our data centres in Runcorn and Rushden have completed the ESOS report submissions for the 1st, 2nd, and 3rd phases, with the latest amendments.

Getronics' adherence to the ESOS requirements underscores our dedication to environmental responsibility and reinforces our position as a leader in sustainable practices. We remain committed to pursuing innovative energy-saving strategies and fostering sustainable growth.



0.1 Carbon footprint

Renewal of the ISO 50001 Certification: Energy Management System

Getronics operates an ISO 50001:2018 registered Energy Management System (URS certificate ENMS 133678/A/0001/UK/En, Bureau Veritas certificate ES143597-1) for its data centres in the UK, and Spain's offices, which supports organisations in all sectors.

In Q4 2024, Spain renewed the ISO 50001 certification for offices operations.

The Energy Management System helps the organisation to use energy more efficiently through the planning and review of energy performance, and the setting of objectives and targets for improvement. We consistently monitor and measure results, in order to focus on continually improving our energy management and reducing our environmental impact.



0.1 Carbon footprint

Car fleet

Fuel consumption in Getronics is mostly generated by our **car fleet** and some backup generator usage.

The countries where we have car fleets are Belgium, France, Germany, Hungary, Luxembourg, Netherlands, Spain, and the United Kingdom.

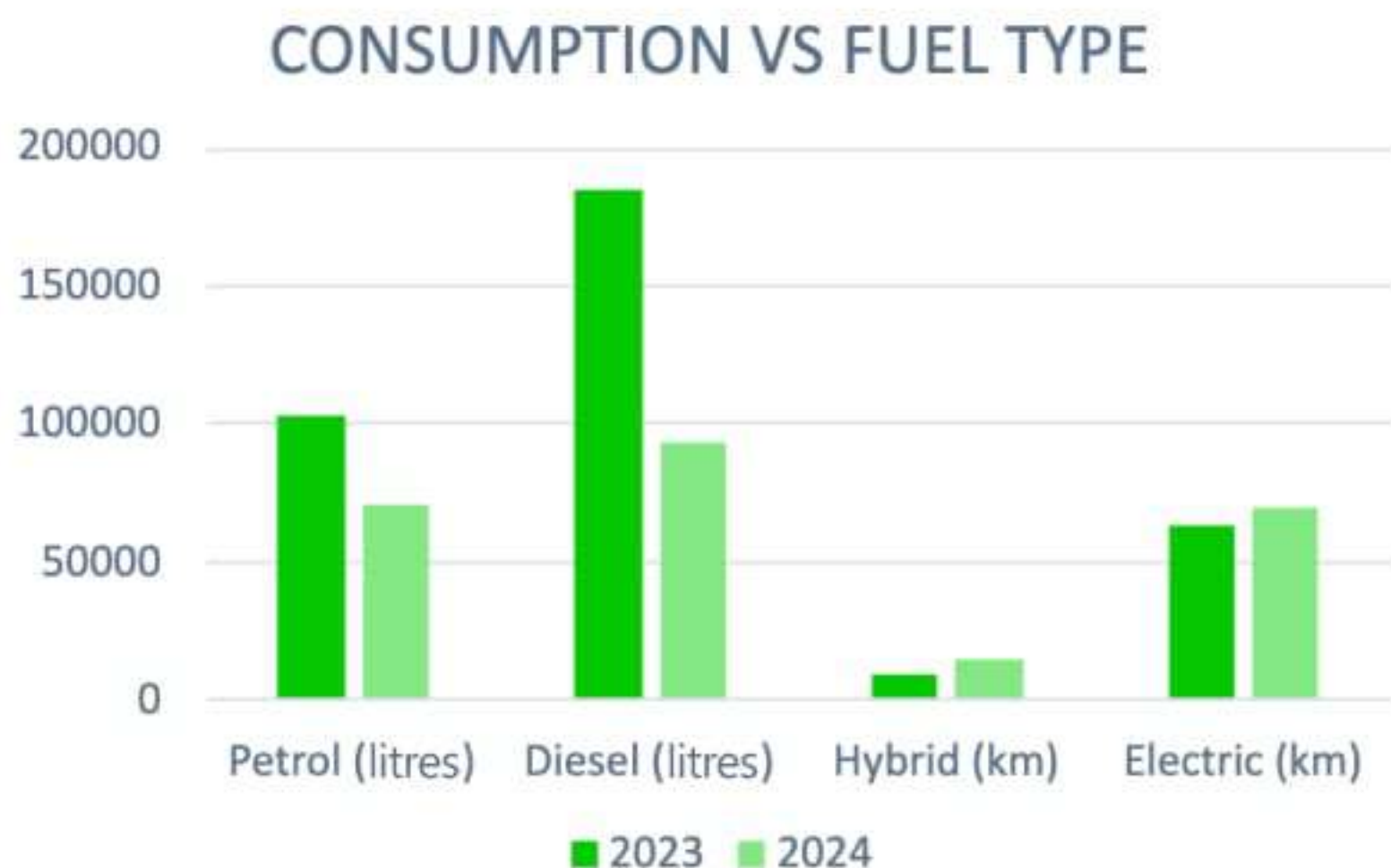
Company car policy

The provision of a company car is considered a **business tool** and necessary for eligible colleagues to **carry out their duties**.

We formalise the car usage within company car policies adapted to each location but following the same responsible usage practices.

0.1 Carbon footprint

Company cars



Country	Petrol	Diesel	Hybrid	Electric	Total
Belgium	12	3	2	8	25
France	3	3	0	0	6
Germany	0	39	0	0	39
Hungary	2	9	0	0	11
Luxembourg	6	7	3	2	18
Spain	0	0	5	0	5
Netherlands	11	0	1	9	21
UK	2	2	5	5	14
Total no. of cars per fuel	36	63	16	24	139

As of Q4 2024 we had an **overall reduction of 89 cars** compared to 2023, most of them being petrol or diesel cars. Overall decrease of petrol and diesel fuel, which generate the highest carbon footprint.

0.2 Waste, including e-waste

The waste generated by Getronics is recycled in 87.27% of all our locations that we have data reported (only 20% of our total locations).

The 80% left are managed services offices, where we do not have access to waste data or cannot control the selective garbage collection. Getronics will strive to engage with such types of offices' landlords, in order to negotiate to implementing a selective waste disposal process.

Getronics IT equipment management

Getronics ensures that it buys its electronic equipment only from **green manufacturers**, who provide **energy-efficient devices**. All IT assets are procured as per the **Getronics procurement policy** and technical assessment is performed to evaluate that **the asset will meet organisational objectives and support our environmental requirements**.

Asset disposal (e-waste)

We have a process in place that ensures that at the end of life, all assets are disposed of in an **ethical, responsible and appropriate manner**. We engage with specialised e-waste disposal companies in all of our locations who are in charge of collecting the assets and dispatching them as per our agreement, as well as offering a **disposal certificate**.

0.3 Water conservation

Water stress means the amount of water per capita of a certain territory is insufficient to supply the population’s basic needs.

Most of the countries where Getronics offices are located are under water stress, however, the majority of Getronics water consumption stems from normal office usage (restrooms and office kitchens) and water is consumed in data centres.

Water stress by country

Low stress	Brazil, Hungary and Romania.
Medium stress	Argentina, Netherlands, France, Germany, Luxemburg, UK and Malaysia.
High stress	Chile, Belgium, Italy, Portugal, Spain, India, Korea, Singapore and South Africa.

For this reason, **Getronics focuses on reinforcing the actions that are already in place**, in order to save water, following the SDG 6 recommendation related to clear water and saturation, ensuring the availability and sustainable management of water and sanitation for all, and avoiding its unnecessary use.

0.3 Water conservation

This information is **based on accurate real-time data** reported by the locations where we have access to the water consumption numbers.

As a result, the **total annual water consumption has increased** because we now **have access to accurate data from a larger number of reporting units**.

Water consumption (m ³)	EoY 2024	EoY 2023	EoY 2022	EoY 2021	EoY 2020	EoY 2019	EoY 2018
UK (Runcorn & Rushden DC)	758.00	553.00	529.00	890.00	1230.00	1288.00	1453.00
Chile	92.90	131.80	142.00	169.00	163.00	408.00	639.00
Romania (Sibiu)	6.43	13.37	14.60	22.02	-	-	-
Argentina	104.00	104.40	28.00	76.00	-	-	-
Malaysia (Storage)	432.00	432.00	-	209.20	-	-	-
Hungary	421.00	438.00	520.00	-	-	-	-
Singapore	12.80	16.30	8.90	-	-	-	-
Belgium	1.50	5.64	5.80	-	-	-	-
Luxembourg	76.55	-	-	-	-	-	-

0.3 Environmental objectives

What we achieved in 2024

- We have decreased our unused facility space by closing one data centre and decreased office space by 729.54 sqm, a 4.67% decrease.
- In FY 2024 we initiated an annual newsletter to suppliers touching on relevant topics related to sustainability in order to create awareness and enhance collaboration.
- We have launched a Facility Management Policy which encompasses ESG criteria on selecting new office locations. The purpose is to ensure that we operate in sustainable buildings and that we will have access to the necessary sustainability data.
- We have successfully achieved being ahead of our carbon intensity target.
- We have decreased our car fleet by 89 cars which use less environmentally friendly fuel types.
- In Spain, we have switched to LED lighting in all of the traditional leased offices in Madrid, Sevilla, Oviedo, Bilbao, Barcelona, Valladolid and Valencia. In the other three offices, A Coruna, Murcia, Salamanca, where we are restricted to apply our desired changes.
- We have successfully fulfilled the compliance requirements for the UK Energy Savings Opportunity Scheme across all phases.
- By installing a Cold Aisle POD at Runcorn data centre we're saving over 30,000 kWh or £4,400 yearly.
- We have successfully implemented and obtained certification for ISO 14064 Standard in Spain. The standard helps organisations to quantify, monitor, report and verify greenhouse gas emissions.

0.3 Environmental objectives

What we will focus on

- Continue reducing unused facility space or moving to more sustainable buildings.
- Continue to decommission redundant equipment to save energy.
- Continue to train our colleagues as well as our partners on how to become more sustainable in their day-to-day activities.
- Continue to gradually replace the car fleet to modern vehicles, which use cleaner energy and are more energy efficient (e.g. electric cars/hybrid cars).
- Encourage our colleagues to minimise their business travel by leveraging unified communication and productivity tools like Microsoft Teams and route planners.
- Create sustainable services guidelines to inform clients about our available ESG-related services.

Appendix

0.1 SASB index

0.2 Highlights of EcoVadis Scorecard

0.1 SASB index



Sustainability Accounting Standards Board

SASB Standards response

TC-SI-220a.1. Description of policies and practices relating to behavioural advertising and user privacy.

Getronics does not engage in behavioural advertising. Getronics engages in B2B marketing in accordance with GDPR.

TC-SI-220a.2. Number of users whose information is used for secondary purposes.

Personal Identifiable Information PII is collected primarily for the purposes of direct marketing and HR purposes and is not used for secondary purposes.

TC-SI-220a.3. Total amount of monetary losses as a result of legal proceedings associated with user privacy.

0

TC-SI-220a.4. (1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure.

Zero.

TC-SI-220a.5. List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.

In the European Union, the Digital Services Act applies to all online platforms starting from February 17, 2024. This can, under certain circumstances, require the blocking or censoring of unlawful or harmful content.

0.1 SASB index



Sustainability Accounting Standards Board

Getronics has not recorded any personal data breaches requiring notification to a Supervisory Authority

SASB metrics

TC-SI-230a.1. (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected.

TC-SI-230a.2. Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.

1. The entity shall describe its approach to identifying vulnerabilities in its information systems that pose a data security risk.

Getronics employs both perimeter security which include firewalls with enhanced filtering and security capabilities as well as cloud security. Getronics subscribes to DDoS and Flooding prevention services.

Additional web-filtering, email filtering and local defensive measures have been taken by using multi-vendor, multi-layer protection which are constantly monitored. Getronics only allows Corporate Operating Environment (COE) devices, with all security measures based on the CIS Critical Security Controls model in place, to connect to its network. Getronics has its own Security Operations Center, including a full lifecycle vulnerability management program.

0.1 SASB index



Sustainability Accounting Standards Board

- 2. The entity shall describe its approach to addressing data security risks and vulnerabilities it has identified, including operational procedures, management processes, structure of products, selection of business partners, employee training, and use of technology. Staff is required to go through the Security Awareness Trainings upon entering the company, followed by a mandatory yearly review. Periodic tests are conducted to help employees distinguish between legitimate and suspicious email (Phishing email tests), with a mandatory short training if failed.

Getronics is committed to following best practices and standards within the industry. For this purpose, various certifications are maintained.

These can be found at:

<https://www.getronics.com/policy-pages/iso-itil/>

Business partners and description can be found here:

<http://www.getronics.com/partners/>

- 3. The entity shall describe its use of third-party cybersecurity risk management standards.

Getronics adheres to the International Standard for Information Security ISO/IEC 27001:2013. It has successfully completed the Service Organization Control (SOC) 2 Type II attestation report audited by a CPA. This attestation demonstrates Getronics' firm commitment to providing a trusted and secure platform with information security practises, policies, procedures, and operations that meet SOC 2 security and availability standards. Getronics UK has also received Cyber Essentials Certification. This accreditation certifies that Getronics UK has been independently assessed and verified by a UK Government-approved external body, and that we have put in place the necessary systems and controls to ensure our company's security.



0.1 SASB index



Sustainability Accounting Standards Board

TC-SC-520a.1. Intellectual Property Protection & Competitive Behavior.

The way an organization balances the protection of their intellectual property and its use to spur innovation while also ensuring their business practices do not unfairly restrict competition.

We continue to develop intellectual property across multiple areas of our portfolio, owned by ourselves, developed for our customers and partners, with no instance of third-party infringement claims.

TC-SI-130a.2. (1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress.

1. The entity shall disclose the amount of water, in thousands of cubic meters, that was withdrawn from all sources.
2. The entity may disclose portions of its supply by source if, for example, significant portions of withdrawals are from non-freshwater sources.
3. The entity shall disclose the amount of water, in thousands of cubic meters, that was consumed in its operations.

Please see pages 79 and 80 of the report to see what is Getronics doing in this area

0.1 SASB index



Sustainability Accounting
Standards Board

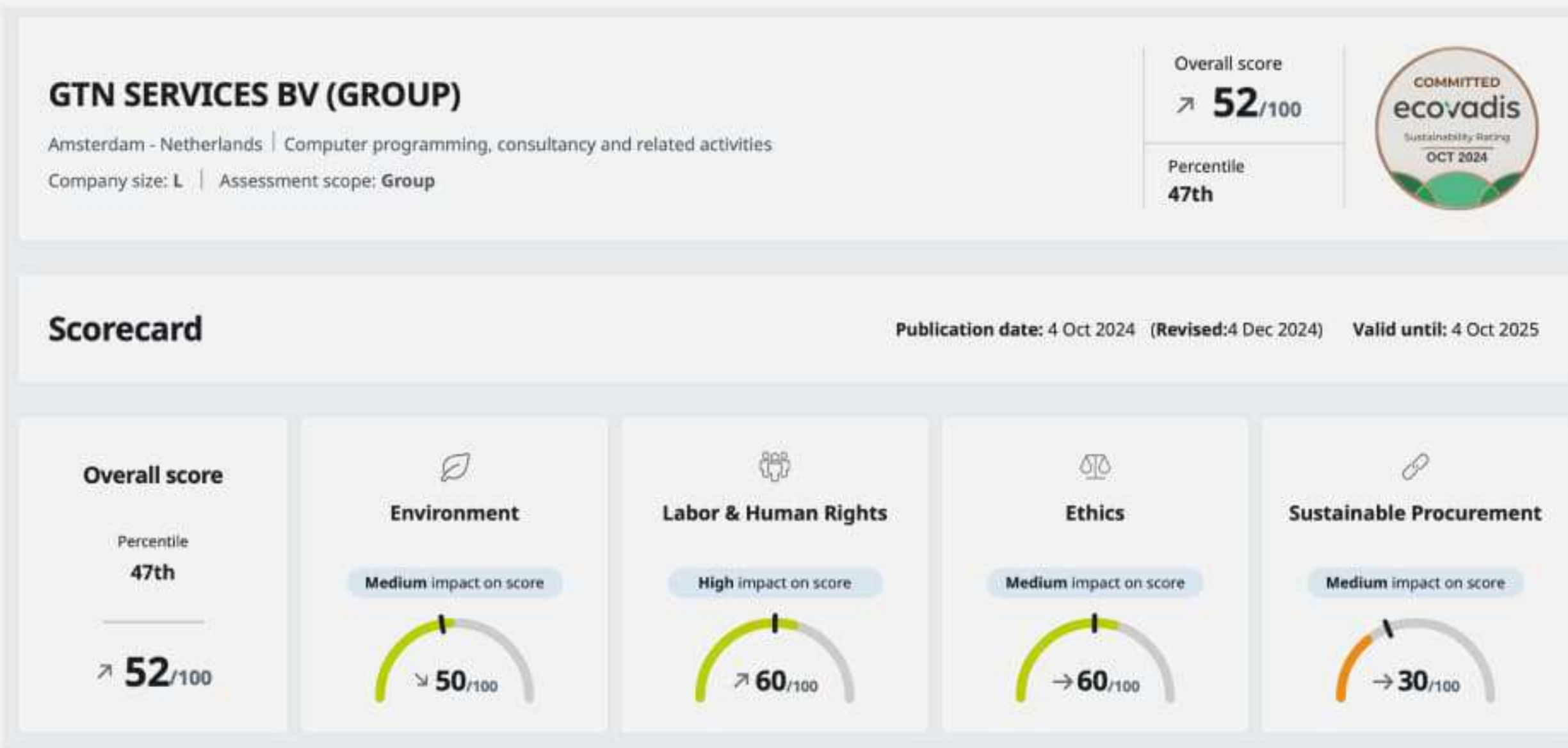
TC-SI-130a.1. (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable.

1. The entity shall disclose (1) the total amount of energy it consumed as an aggregate figure, in gigajoules (GJ).
2. The entity shall disclose (2) the percentage of energy it consumed that was supplied from grid electricity.
3. The entity shall disclose (3) the percentage of energy it consumed that is renewable energy.
4. The entity shall apply conversion factors consistently for all data reported under this disclosure, such as the use of HHVs for fuel usage (including biofuels) and conversion of kilowatt hours (kWh) to GJ (for energy data including electricity from solar or wind energy).
5. The entity may disclose the trailing twelve-month (TTM) weighted average power usage effectiveness (PUE) for its data centers.

Please see pages 64-77 of the report to see what is Getronics doing in this area

0.2 Highlights of EcoVadis Scorecard

In 2024, Getronics was assessed on sustainability matters by EcoVadis, a globally recognized standard that rates businesses' sustainability based on key categories such as: environmental impact, labor, and human rights standards, ethics, and procurement practices. We are proud to have obtained the **Committed** Badge, and we will continue to further improve.



0.2 Highlights of EcoVadis Scorecard



Environment | Measures High impact on score

75/100

Measures are your company's actions to support your sustainability policies and commitments.

- Reduction of energy consumption of IT infrastructure
- Reduction of internal wastes through material reuse, recovery or repurpose
- Internal sorting & disposal of waste according to waste streams
- Use of efficient HVAC (heating, ventilation, and air conditioning) equipment
- Purchase of verified carbon offset credits

Environment | Certifications Medium impact on score

100/100

Certifications confirm your compliance with international standards (for example, ISO 14001). They must be issued by an external certification body.

Strengths

ISO 14001 certified

0.2 Highlights of EcoVadis Scorecard



Environment | Reporting Medium impact on score

75/100

Reporting is based on quantitative KPIs that measure your implementation of sustainability practices.

Strengths

Comprehensive reporting on environmental issues
Reporting on total energy consumption
Reporting on total gross Scope 3 GHG emissions
Reporting on total weight of waste recovered
Total gross Scope 3 GHG emissions reporting value confirmed in supporting documentation
Reporting on total gross Scope 1 GHG emissions
Reporting on total gross Scope 2 GHG emissions (market or location based)
Reporting in accordance with SASB
Company communicates progress towards the Sustainable Development Goals (SDGs)
Materiality analysis in sustainability reporting
Reporting on total amount of renewable energy consumed
Total gross Scope 2 reporting value confirmed in supporting documentation
Total gross Scope 1 reporting value confirmed in supporting documentation

Environment | 360° Watch High impact on score

75/100

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.

0.2 Highlights of EcoVadis Scorecard



Labor & Human Rights | Measures High impact on score

● → 100/100

Measures are your company's actions to support your sustainability policies and commitments.

Strengths

Collective bargaining agreement on working hours, overtime, or leaves
Employee representatives or employee representative body (e.g. works council)
Skills development program tailored to employee needs
Other actions on career management & training
Training of employees on health and safety risks and best working practices
Regular assessment of individual performance
Actions to promote wage equality in the workplace
Women development, mentorship, and/or sponsorship programs in place
Grievance mechanism on discrimination and/or harassment issues
Actions to prevent discrimination during recruitment phase
Awareness training regarding diversity, discrimination, and/or harassment
Flexible organization of work (eg. remote work, flexi-time)

0.2 Highlights of EcoVadis Scorecard



Labor & Human Rights | Reporting Medium impact on score

75/100

Reporting is based on quantitative KPIs that measure your implementation of sustainability practices.

Strengths

Report on average unadjusted gender pay gap
Reporting on the percentage of women employed in relation to the whole organization
Reporting on number of recordable work-related ill health
Comprehensive reporting on labor and human rights issues
Reporting in accordance with SASB
Company communicates progress towards the Sustainable Development Goals (SDGs)
Materiality analysis in sustainability reporting

Labor & Human Rights | 360° Watch High impact on score

75/100

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.

0.2 Highlights of EcoVadis Scorecard



Ethics | Policies High impact on score

● → 75/100

A policy is a set of objectives that addresses specific sustainability issues. It shows a company's intention to reduce impact, mitigate risk or improve performance.

Strengths

Comprehensive policies on ethics issues
Policies on corruption
Policy on fraud
Disciplinary sanctions to deal with policy violations
Policy on anticompetitive practices
Policy on information security
Policy on money laundering
Policy on conflict of interest
Dedicated responsibility for ethics issues

0.2 Highlights of EcoVadis Scorecard



Ethics | Measures High impact on score

● → 75/100

Measures are your company's actions to support your sustainability policies and commitments.

Strengths

Specific approval procedure for sensitive transactions (e.g. gifts, travel)
Implementation of a records retention schedule
Information security risk assessments performed
Whistleblower procedure for stakeholders to report information security concerns
Awareness training to prevent information security breaches
Information security due diligence program on third parties in place
Whistleblower procedure for stakeholders to report corruption and bribery
Measures for gaining stakeholder consent regarding the processing, sharing and retention of confidential information
Awareness training performed to prevent corruption
Incident response procedure (IRP) to manage breaches of confidential information
Measures to protect third party data from unauthorized access or disclosure
Provision of competitor interaction guidelines to key employees
Whistleblower procedure for stakeholders to report anti-competitive practices
Awareness training performed to prevent anticompetitive practices

0.2 Highlights of EcoVadis Scorecard



Ethics | Certifications Medium impact on score

● → 75/100

Certifications confirm your compliance with international standards (for example, ISO 14001). They must be issued by an external certification body.

Strengths

ISO 27001 certified (certification of information security management system)

Ethics | 360° Watch High impact on score

● → 75/100

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.

0.2 Highlights of EcoVadis Scorecard



Sustainable Procurement | Measures High impact on score

● → 75/100

Measures are your company's actions to support your sustainability policies and commitments.

Strengths

- Supplier sustainability code of conduct in place
- Training of buyers on social and environmental issues within the supply chain
- Regular supplier assessment (e.g. questionnaire) on environmental or social practices
- Sustainability risk analysis (i.e. prior to supplier assessments or audits)
- Capacity building of suppliers on environmental or social issues (e.g. corrective actions, training)

Sustainable Procurement | 360° Watch High impact on score

● → 75/100

The 360° Watch Findings indicator is scored based on the data we gather by scanning thousands of sources in the public domain. This allows us to get a broader overview of your company's sustainability management.