

An aerial photograph of a modern city skyline, featuring several tall, glass-clad skyscrapers with green roofs and balconies. The buildings are interspersed with lush green trees and parks. The lighting suggests a late afternoon or early morning setting, with long shadows and a warm glow. The overall scene is a vibrant, sustainable urban environment.

# ESG Report 2025

GetResponsible

getronics

# Letter from our Chief Executive Officer

ESG reports can feel like a box-ticking exercise. I want ours to feel different because at Getronics, the commitment is real, even when the progress is incomplete.

We've been delivering technology for 139 years. That longevity comes with responsibility. The decisions we make about how we operate, who we employ, how we source and what we build have consequences; for our people, our customers and the world we're all operating in. We don't take that lightly.

**On the environment**, we're making tangible changes; reducing energy consumption in our offices and data centres, rethinking business travel and holding our supply chain to higher standards. We're not where we want to be yet, but we're moving in the right direction and we're being honest about the distance still to travel.

**On our people**, diversity, inclusion and fair labour practices aren't initiatives, they're how we expect to operate. We're investing in education, closing digital divides in the communities we work in, and building a workplace where people can do their best work regardless of where they come from.

**On governance**, we hold ourselves to high standards because our customers and colleagues deserve that. Ethical decision making, transparency and accountability aren't aspirations – they're the baseline. I'm proud of what this report reflects. I'm also clear-eyed about what it doesn't yet show. The work continues.

**Stuart Deignan, CEO, Getronics**

*Stuart Deignan*



Agile, nimble, flexible and highly responsive.

# Our values

How we act, every day

## **We are authentic**

We act with integrity, trust each other, and are honest about what we commit to.

## **We are customer obsessed**

We understand our customers deeply and respond with agility, delivering outcomes that create real value.

## **We are courageous**


We think long term, challenge when it matters, and make decisions that move us and our customers forward.

## **We are curious**

We explore and challenge ideas, using innovation to solve real problems and create meaningful impact.

## **We believe in people**

Our people are at the heart of our success, and we create an environment built on respect, accountability and wellbeing.

A photograph of a single, vibrant green leaf with a serrated edge and a prominent vein structure, resting on a dark, layered, and textured rock surface. The lighting creates a soft shadow of the leaf on the rock.

# ESG Material topics for Getronics

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



## 0.1 Materiality assessment process

After launching our first Materiality assessment exercise in Q2 2022, we have relaunched our double materiality assessment in Q4 2025, in order to understand the importance of our highest priority ESG topics to our stakeholders and to our business. This exercise aligns with the Corporate Sustainability Reporting Directive (CSRD), new EU regulations that mandates companies to report on their real-world impact on how sustainability impacts them and how it impacts the world around. The double materiality assessment is considered as the starting point for effective sustainability reporting.

### The process

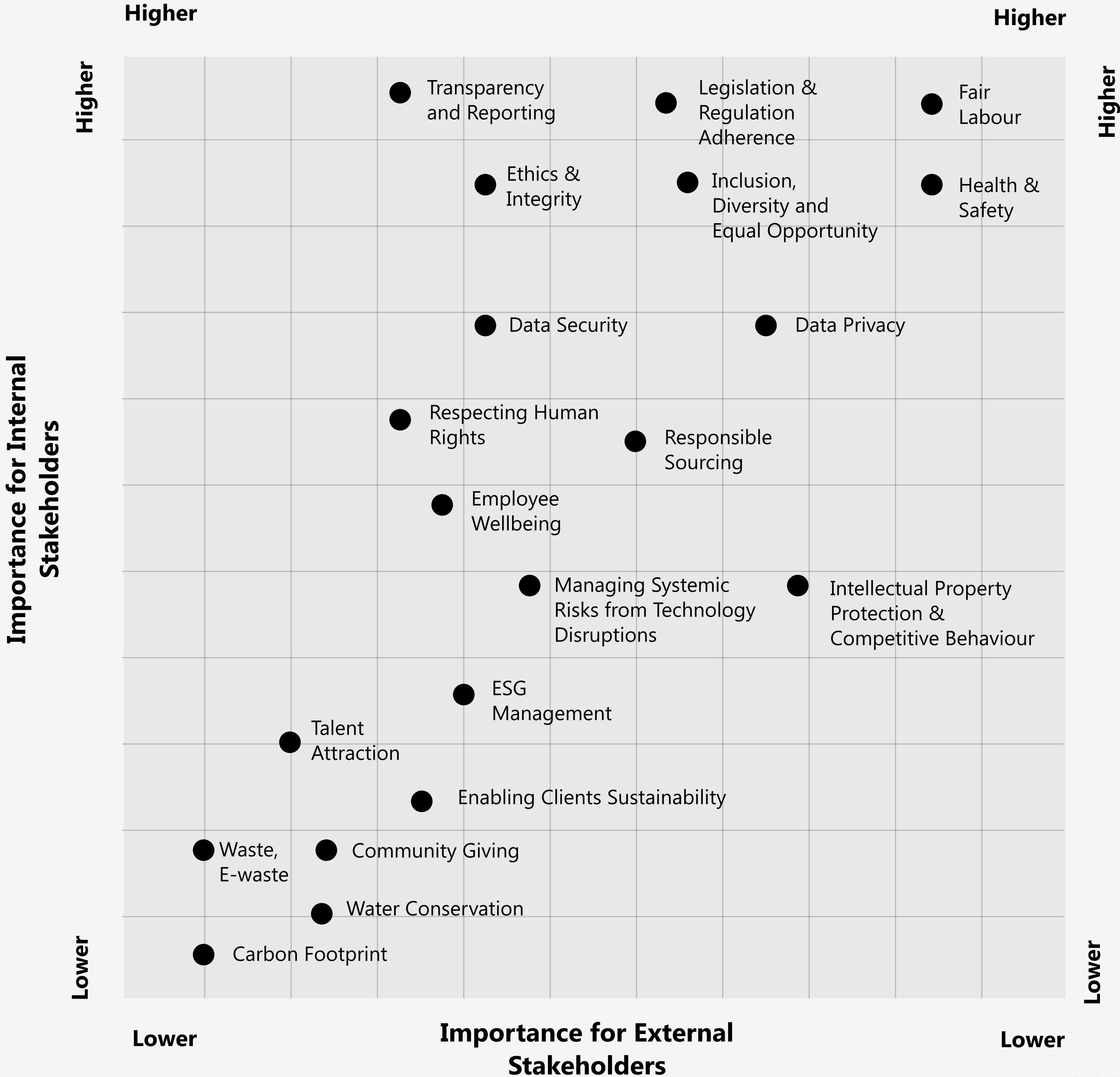
#### Stakeholder input

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 colleagues including 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 inviting all colleagues to do the same prioritisation

# 0.2 Materiality matrix



# 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.

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### Employee wellbeing & engagement

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

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### 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.

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### Community giving

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

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### Enabling clients' sustainability

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

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### 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.

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### 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.

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### 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.

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### Data security

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

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### 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.

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## 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.

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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.

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### 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.

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### 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.

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### 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.

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### Responsible sourcing

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

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### 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.

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### 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.

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### Water conservation

Practice of using water efficiently to reduce unnecessary water usage.

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### Waste, including e-waste

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

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## Social disclosure topics

- 0.1** Data privacy
- 0.2** Data security
- 0.3** Inclusion, diversity & 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

**Our Data Protection Policy is kept under regular review, and it was last updated in September 2025, but it does not override any applicable national data privacy laws and regulations in countries where the company operates.**

**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.

## **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.	<b>0</b>
Total amount of monetary losses as a result of legal proceedings associated with user privacy.	<b>0</b>
The total number of unique requests for user information, including user content and non-content data, from government, or law enforcement agencies.	<b>0</b>
Percentage of government and law enforcement requests that resulted in disclosure to requesting party.	<b>0%</b>

## 0.2 Data security

Getronics maintains a Group-wide Information Security Management System (ISMS) certified to ISO/IEC 27001:2022, supported by formal cybersecurity and data protection policies.

Our ISMS provides the framework and controls necessary to ensure the confidentiality, integrity, availability, privacy of information and data across our operations, including access control, incident management, supplier security and business continuity.

**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.

**94.78%** of our colleagues have completed the security awareness masterclass (the balance 5.22% are new joiners and will be completing the same during their probation period).



# 0.3 Inclusion, diversity & equal opportunity

## Diversity among the total workforce

### Gender representation by business levels

- Our Executive Committee is composed of 4 males and 1 female.
- Our **male to female diversity ratio** in 2025 was **74.70%** to **25.30%** wherein, female ratio has dropped from 26.10% in 2024 by 0.80%.
- Although this ratio is aligned with industry norms for the IT sector, we recognize the need for greater balance and will ensure to set focused efforts to increase female representation, particularly in technical roles, where majority of our colleagues are.

Business levels	Male (HC)	Male (%)	Female (HC)	Female (%)	Total
Executive Committee	4	80.00%	1	20.00%	5
Senior Management	26	68.42%	12	31.58%	38
Middle Management	207	71.38%	83	28.62%	290
Technical Colleagues	2556	78.12%	716	21.88%	3272
All Other Colleagues	165	46.48%	190	53.52%	355
<b>Headcount</b>	<b>2958</b>	<b>74.70%</b>	<b>1002</b>	<b>25.30%</b>	<b>3960</b>

### Headcount by towers

No significant changes in headcount spread across towers when compared to 2024 with most colleagues working in Operations and CTO.

Towers	CEO & EA	CTO	Operations	Finance	People Services	Group Transformation	Sales & Marketing	Legal	Total
Headcount	2	245	3441	83	76	5	98	10	3960





# 0.3 Inclusion, diversity & equal opportunity

Global distribution of full time employees

Region	Headcount	Headcount %
APAC	491	12.40%
BeNeLux	73	1.84%
DACH	146	3.69%
Iberia	1502	37.93%
LATAM	959	24.22%
UK	351	8.86%
US	64	1.62%
WCE	354	8.94%
South Africa	20	0.51%
<b>Total</b>	<b>3960</b>	<b>100.00%</b>

\*APAC: India, Malaysia, Singapore | Benelux: Belgium, Netherlands, Luxembourg, DACH: Germany | Iberia: Portugal, Spain | LATAM: Argentina, Brazil, Chile | UK: United Kingdom | US: United States | WCE: France, Hungary, Italy, Romania

Intern hires

Country	Interns
Germany	5
Hungary	4
India	2
Malaysia	22
Spain	178
<b>Total</b>	<b>211</b>

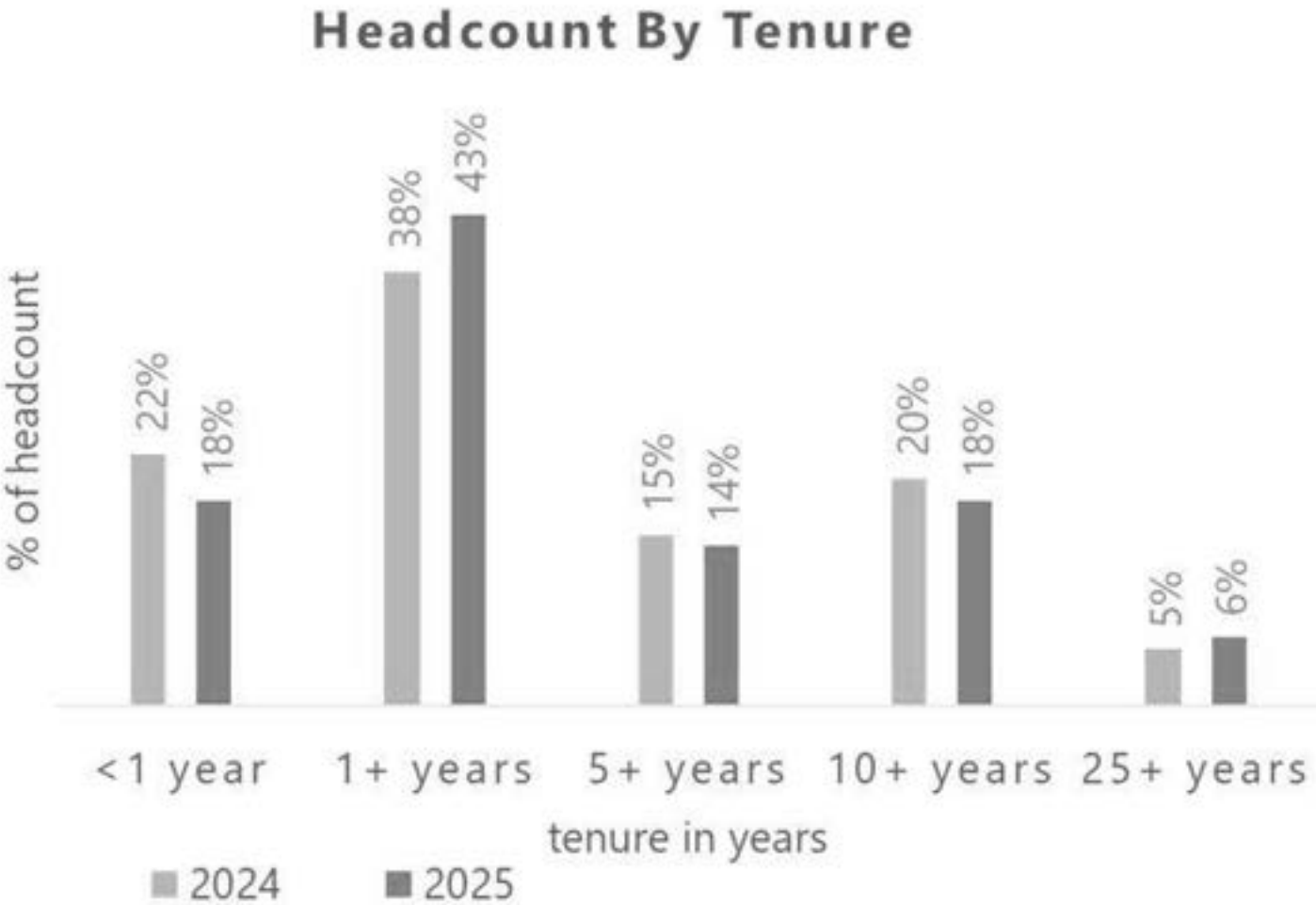
**Contractors**  
 We have on an average, 4% of our colleagues compared to 2.95% in 2024, who were engaged as contractors in 2025.

# 0.3 Inclusion, diversity & equal opportunity



## Headcount by tenure

- Our composition of headcount with tenure **less than 1 year** has dropped to 18% in 2025 when compared to 22% in 2024.
- **One plus year tenure we had 43%** of our headcount compared to 38% in 2024
- Less than one year and one plus year tenure constitute 61% of our headcount in 2025 & 2024, when compared to the remaining wherein the composition trend remains with no major deviation.



# 0.3 Inclusion, diversity & equal opportunity

## Initiatives

**Leadership programmes for women: 571 participants to date**

This programme helps female colleagues navigate professional challenges and leverage their unique strengths as leaders so they can build a thriving career. We focus on leadership foundation and leadership strategies for long-term career growth as they embark their transition to leadership roles with the objective of promoting long-term growth and developing tomorrow's leaders.

**Diversity training for Managers** 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: LGBTQ awareness training** has been in place starting Q4 2021, with **1190** participants so far. We consider such trainings serves as a strategic driver for innovation, talent retention, and business performance. In a sector defined by rapid evolution and competition for skilled labour, these programmes move beyond compliance to provide tangible competitive advantages.

### Getronics recognised for inclusive talent leadership

We're delighted to share that Getronics has been named **Best Company for All Talent 2025**, officially earning the title of **Diversity Leading Company 2025 in Spain**. This award is a testimony to our ongoing commitment to diversity, equity, and inclusion.



# 0.4 Employee wellbeing & engagement

## Corporate culture transformation

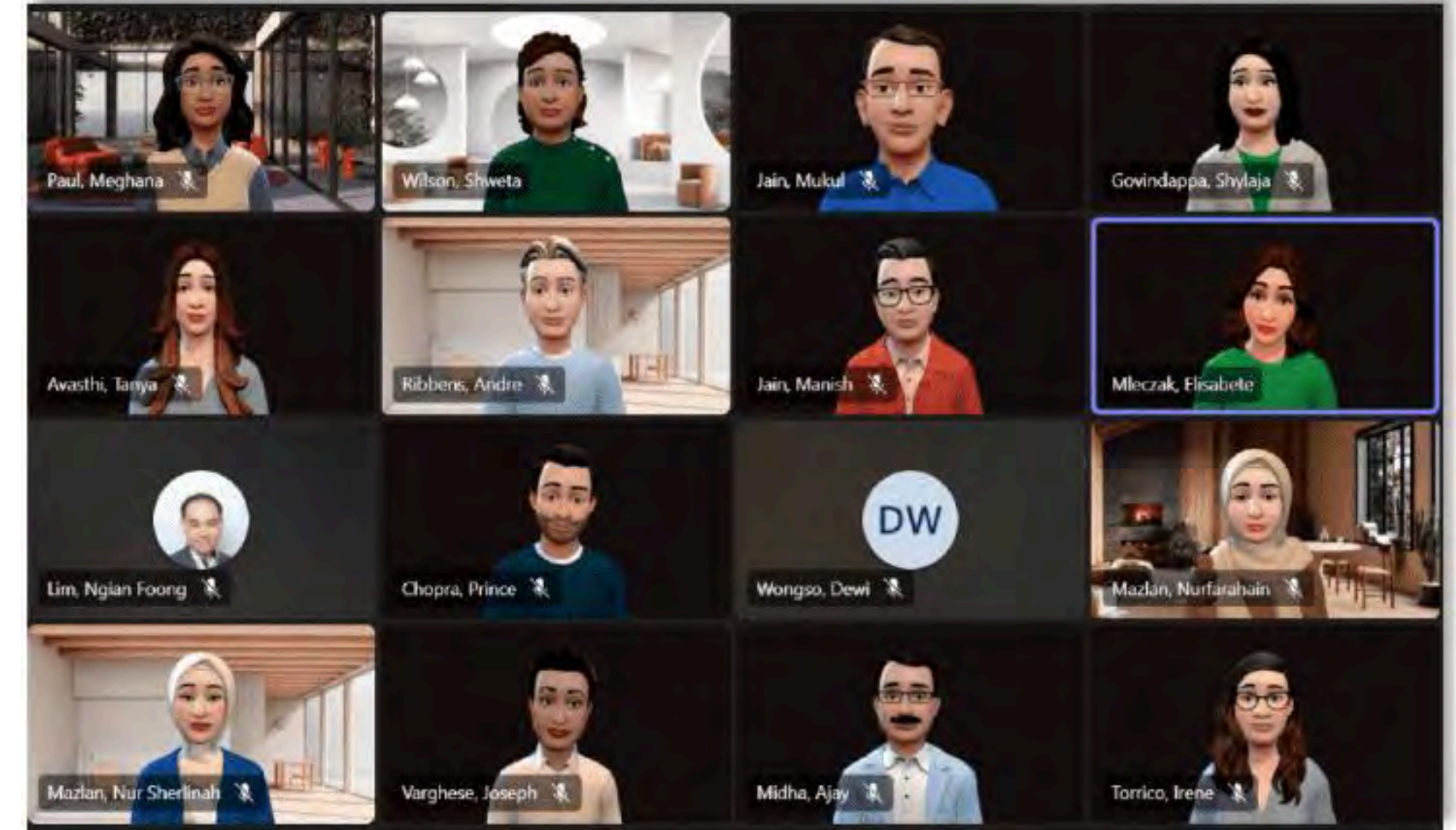
The programme seeks to build a **dynamic, inclusive, and high-performing** workplace where individuals collaboratively design and collectively embody our desired culture.

Our goal is to align our ongoing business transformation with our organisational culture, creating sustainable value 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 2025 we held 12 **corporate culture workshops** in continuation to our culture transformation initiative since 2024, in which we engaged with our culture volunteers on themes such as: **Decision making & accountability, communication & information flow, empowering people and innovative thinking.**

Through these workshops, colleagues from around the world shared their unique experiences and perspectives on how these topics shape their daily work. Together, they defined key results that guide the way they collaborate and contribute, fostering stronger alignment between our culture and our people.



# 0.4 Employee wellbeing & engagement


## North Star

### Wellbeing support programme

Through our learning platform, we support the overall wellbeing of our people. All colleagues have access to training on topics such as wellbeing, mental health, financial health, and emotional management, among others.

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

We started this programme in 2021 and we have had **2837** participants to date – reflecting strong engagement and sustained interest in our wellbeing initiatives.



### 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 programme in 2021 and we have had **645** successful referrals to date.



### Colleague recognition programme – RecogniseMe

This programme offers the unique opportunity for our colleagues to recognise and award their peers 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:

In 2025, **690** colleagues were felicitated when compared to 396 in 2024.

Our RecogniseMe programme gives colleagues a meaningful way to celebrate those who go the extra mile 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 2025, **79%** of our colleagues recommended Getronics as a great place to work thanks to a healthy workplace that encourages work-life balance, increasing our score when compared to last year by 4%.

## 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

### GetJoin

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

We have filled **211 roles** via our intern programme in the last 12 months, which shows an increase 15% when compared to last year intern hiring.

Our Internship programme is central to the social pillar by fostering diversity, equity, and inclusion. This programme taps targeted recruitment to reach underrepresented groups, bridging the digital divide and creating equitable career pathways.

## Leadership transformation

### GetLead

Through GetLead, our internal leadership programme, we foster a strong and human-centred leadership culture in which our managers develop the skills to become outstanding people leaders. With small groups, participative dynamics, and real-life examples, we nurture a healthy culture across all levels of the organisation. In 2025, **47.6%** of participants were women compared to 32% in 2024.

## People management

### GetConnect

Our updated performance management process is built on guided, structured, and high-impact conversations between managers and colleagues, designed to inspire everyone to perform at their best across the company.

As part of our constant efforts to promote a culture of personal and professional growth, we are working on new development initiatives. Moreover, we plan to pilot three workshops focused on calibration, succession planning, and talent pool management.

### GetConnect quarterly check-ins

GetConnect quarterly check-ins were introduced in Q2 2025 with the aim of building stronger teams, clearer goals and greater professional momentum. They are designed to be a natural part of regular conversations for managers and colleagues – providing an opportunity to gain real insights for smarter decision making through building stronger relationships.

# 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.

**Make it Matter** - boosting individual success through collective efforts.

Our performance management process is designed to be a catalyst for growth. In 2025, we strengthened that commitment by amplifying the voices of colleagues with inspiring development journeys.

Through the Make It Matter initiative, we have identified and spotlighted colleagues from around the world, celebrating their dedication and the vital support of their managers in driving continuous development.

These stories highlight what is possible when individual ambition meets collective encouragement. We will continue to feature and share the inspiring journeys of colleagues across Getronics, and we are certain there will never be a shortage of remarkable stories to tell.

## Wage policy remuneration & benefits

The **Job Family System Manual (JFS)** contains details of the Getronics grade system, which has been developed to provide insight into the job title, job grade, experience range and the job family across functions within Getronics.

In 2026, we will continue to update our job grading methodology to point factor methodology to standardize our job roles. This process will help to ensure fairness and transparency within the organisation.





## 0.5 Talent attraction, retention & development

### Incentive plans – financial reward

Performance incentive plans are critical strategic tools that drive high-impact behaviours, such as innovation, project efficiency, and client satisfaction. Certain roles within our organisation are eligible for incentive plans and the factors taken into consideration for the reward payout are the **annual performance assessment, contribution to the function**, as well as the financial performance of the organisation.

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### Training

In 2025 we hit **37,364 hours** of training. This represents an average of 9.20 hours of training per employee.

This figure does not include the external training programmes that we sponsor based on business and role requirements.

At Getronics, learning goes far beyond mandatory or security compliance training, which all colleagues complete. It is founded on a mindset of continuous development that enables us to deliver the most innovative and up-to-date results to our clients, while also equipping our people with the skills they need for their future growth.

# 0.6 Fair labour practices

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.

## Getronics global gender diversity report 2025

Business levels	Male (HC)	Male (%)	Female (HC)	Female (%)	Total
Executive Committee	4	80.00%	1	20.00%	5
Senior Management	26	68.42%	12	31.58%	38
Middle Management	207	71.38%	83	28.62%	290
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# 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 employees equitably.

From 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 quartiles, with an equal number of employees in each one:

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

**The negative results mean that female colleagues and male colleagues are better paid than male employees.**

Our results indicate that in the three quartiles where most of our colleagues are represented, female colleagues have a higher average pay than their male counterparts. The only exception is the upper quartile, where male colleagues earn more on an average than their female counterparts. This is attributed to the nature of IT industry and the associated skills and experience, which is dominated by male professionals. However, the difference in percentage is low, which **affirms that Getronics is an equal opportunity employer** and that we maintain the principle of equity in our pay structure.

### Global overview

<b>Upper Quartile</b>	6.50%
<b>Upper Middle Quartile</b>	-1.60%
<b>Lower Middle Quartile</b>	-0.20%
<b>Lower Quartile</b>	-2.50%



## 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:

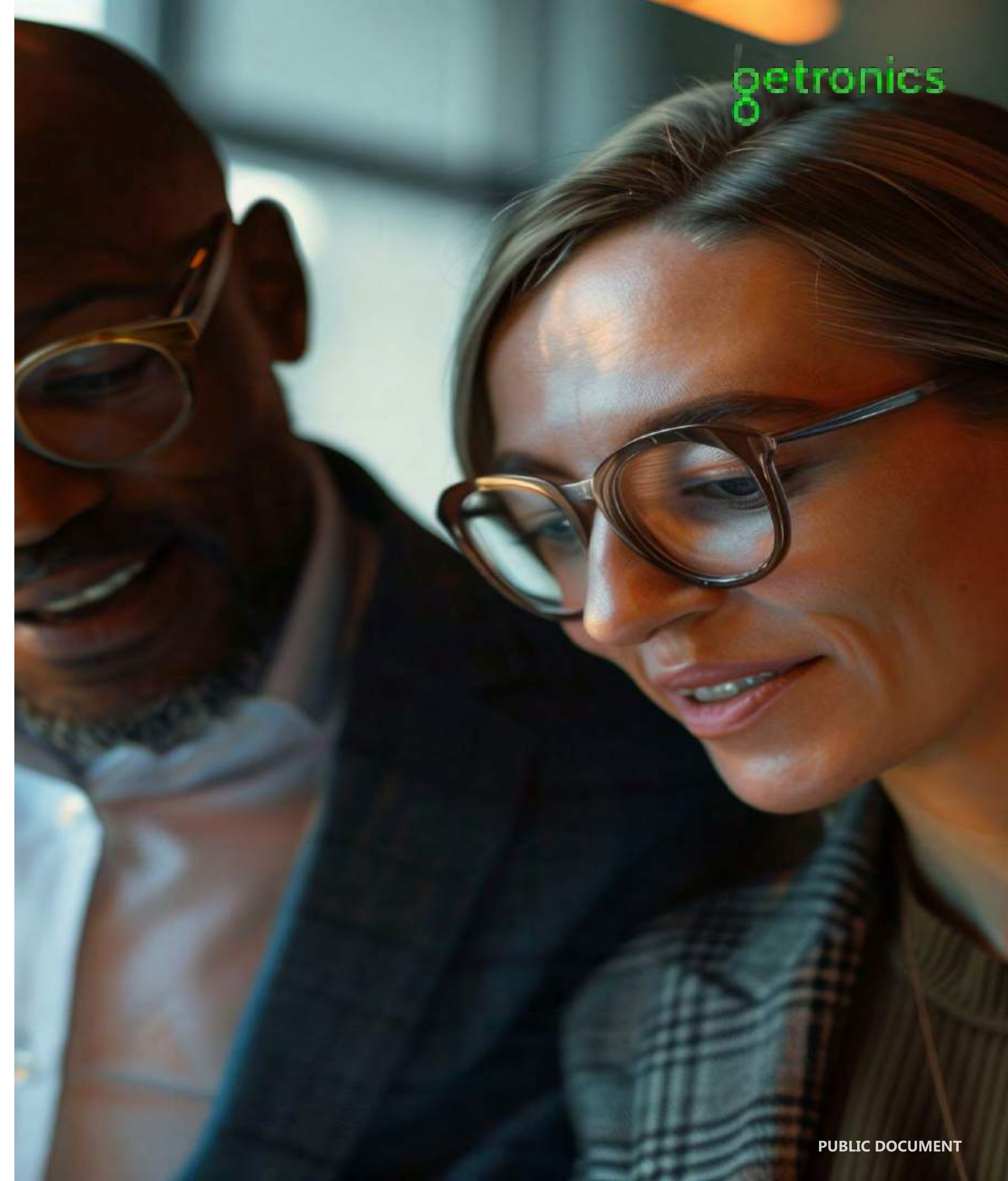
- Collective bargaining
- Freedom of association

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 extent permitted by applicable legislation
- Ensure a safe and healthy 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 **162 contractors** engaged.

## 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 weekend 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 highest standards of health & safety, operating a safe, compliant, and ethical business aligned with Getronics core values.

## Key programmes and controls:

### UK safe contractor accreditation

- Safe Contractor renewal achieved March 2025.
- Alcumus SafeContractor is a leading third-party accreditation recognising rigorous health and safety management standards.
- Provides assurance to clients and positions us as a safe-to-use, trusted contractor.

### Supplier and contractor selection process

- No contractor or supplier may be engaged without **Procurement Department** approval.
- All suppliers must comply with our **“Supplier Code of Conduct”**, including strict health and safety requirements.

### Core safety practices

- Select, coordinate and monitor competent contractors **with effective supervision.**
- Implement fit-for-purpose design specifications, and safety plans.
- Proactively manage health and safety risks at every phase of work, proportionate to scope and complexity.





## 0.7 Health & safety: Training and risk management

### Global health & safety training

In 2025, we expanded health & safety training to our LATAM countries, including **Argentina, Brazil, and Chile**, in addition to our existing coverage across: **UK, Belgium, France, Germany, India, Italy, Luxembourg, Malaysia, Netherlands, Portugal, Romania, and Singapore.**

### Training programmes include:

Healthy working training • Safe driving training • Fire safety training • Fire marshal training

### Ongoing risk management and mitigation

Getronics is committed to ensuring that colleagues and others are not exposed to risk and that, as far as reasonably practical, the working environment is safe and does not pose a risk to health.

### Governance & oversight

- The **Global Safety Committee**, together with designated **Health & Safety Representatives** in each applicable country, reviews all work-related accidents and cases of ill health.
- Identifies unsafe conditions or work practices and recommends corrective actions.

### Incident reporting & data protection

- Health & safety incidents are recorded, reported, and investigated in line with internal procedures.
- All personal health information is handled in compliance with GDPR and applicable data protection legislation, always ensuring confidentiality.

# 0.7 Health & safety: ISO 45001 certification

Getronics has achieved **Global ISO 45001** certification, reinforcing our commitment to the highest standards of workplace health, safety, and employee wellbeing.

In **2025**, Getronics successfully implemented **ISO 45001 certification in the Netherlands**, adding to our certified locations in the **United Kingdom** and **Hungary**. In addition, Getronics **Spain** operations successfully renewed their ISO 45001 external certification, marking over 16 years of continuous compliance.

**ISO 45001** is the globally recognised standard for Occupational Health & Safety Management Systems, demonstrating our systematic and proactive approach to:

- Identifying and managing health & safety risks.
- Ensuring regulatory compliance.
- Promoting a culture of continuous improvement.

### Key achievements

- 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 **ISO 45001** into our operational framework, we have strengthened our governance model and reinforced our social responsibility to provide a **safe, secure, and supportive workplace**.



# 0.7 Health & safety: bizSAFE level 3 certification, Singapore

Getronics has achieved bizSAFE Level 3 certification for its Singapore office in July 2025, issued by the Workplace Safety and Health (WSH) Council, Singapore.

## About bizSAFE

bizSAFE is a nationally recognised certification that strengthens Workplace Safety and Health (WSH) systems through a structured five-level framework (Level 1 to Star), focusing on:

- Management commitment.
- Risk management.
- Health promotion.

## Business impact

- Enhances workplace safety standards.
- Strengthens client confidence and trust.
- Improves competitiveness in tenders.
- Supports talent attraction and retention.

Achieving bizSAFE Level 3 reinforces our commitment to building strong WSH capabilities and positions Getronics as a safe, trusted, and preferred business partner.



# 0.8 Community giving 2025 projects



## 0.8 Community giving India

In 2025, Getronics India supported Surabhi Seva Dhama, a home for underprivileged children in Bengaluru, India, operated by the Surabhi Foundation Trust, with whom we have partnered for that past three years through our community programmes.

On 24th July 2025, colleagues from Getronics India, together with Stuart Deignan, Chief Executive Officer and Chief Technology Officer Harsha Gowda, visited Surabhi Seva Dhama. During the visit, two students who achieved the highest marks in their tenth and twelfth grade examinations were recognized with cash awards. The team also donated monthly groceries to support the children's hostel, contributing to their basic needs and nutritional wellbeing.

We also planted tree saplings around the hostel facility with the aim providing children access to more greener spaces as a small way of giving back for a better and healthier ecosystem.

During the visit, the team engaged with the children, shared stories, and witnessed the positive effects of our previous donations of setting up the computer lab facility by donating IT equipment (desktops) for the lab.

## 0.8 Community giving Spain

Getronics Spain team works in partnership with the Juan 23 Association, a non-profit organisation focused on supporting and promoting the inclusion of people with intellectual disabilities. They offer support to improve the quality of life of people with disabilities and their families.

In 2025, the team at Juan 23 prepared Christmas gifts for our clients and provided catering services for events held at our offices, directly supporting employment opportunities for people with intellectual disabilities.

## 0.8 Community giving Hungary

### **Community support – School project for children with disabilities**

Our colleagues in the Budapest office spent a meaningful day volunteering at Gennaro Verolino Általános Iskola, Készségfejlesztő Speciális Szakiskola és Kollégium supporting children with disabilities on 25 March 2025. We helped the school authorities to fix benches and raised garden beds together. The day also included a sensitisation training, gaining a deeper understanding into the everyday realities faced by the students and teachers. Although only a handful of colleagues participated, the experience had a profound emotional impact and strengthened the bond between us, leaving a lasting impression through the teachers' inspiring words.

### **Integrom mentorship programme**

On 15 November 2025, colleagues from our People Services team and Technical Managers from our Budapest team participated in a day-long Integrom programme, interviewing and mentoring educated Roma students to support their transition into employment. The programme covered CV consultation, mock interviews, feedback sharing, and identification of development areas. Learning from this positive impact created by the team, we plan to continue this initiative and extend our involvement by joining the multi-week mentorship programme in the coming years.

**Christmas donation drive** – Hungarian Red Cross (Magyar Vöröskereszt) As in previous years, our Getronics Budapest team joined the Hungarian Red Cross (Magyar Vöröskereszt) Christmas donation (Shoebox) campaign. Colleagues came together to support children in need by preparing and donating Christmas gift boxes, thereby contributing to make their holiday season brighter.

## 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 2025

- Successfully completed recertification for ISO 50001:2018 and ISO 22301:2019 during 2025 with zero non-compliance. All certified locations continue to operate under the existing group-level certifications.
- Continued certification was maintained with no non-compliance across ISO 9001:2015, ISO 14001:2015, ISO 20000-1:2018, ISO22301:2019, ISO 27001:2022, ISO 50001:2018, and ISO45001:2018, demonstrating sustained effectiveness of the integrated management system.
- In addition to ISO certifications, Getronics maintains Cyber Essentials Basic and Plus, Esquema Nacional de Seguridad (ENS) – Spain and Streamlined Energy and Carbon Reporting (SECR) – UK and has achieved continued assurance through independent SOC 1 Type 2 and SOC 2 Type 2 reports, with no material exceptions noted.
- The overall percentage of female employees is now 25.30%, slightly decreased by 0.80% when compared to 2024.
- Participated in community giving projects in India, Hungary and Spain.
- Obtained an increased employee satisfaction – 79.00% would recommend Getronics as a good place to work and 82.3% believe that Getronics is committed to diversity and inclusion.
- Acquired ISO 45001 group certification (health & safety management system framework). In 2025 we certified Netherlands along with our renewals for UK, Hungary and Spain.
- We have renewed our safe contractor accreditation (March 2025).
- In 2025, we introduced health & safety courses in our LATAM countries like Argentina, Brazil & Chile, additional to our existing country list of UK, France, Germany, Belgium, Italy, Netherlands, Luxembourg, Portugal, Romania, India, Malaysia and Singapore.
- bizSAFE Certification Level 3 completed for Singapore in July 2025.
- Through our Corporate Culture Transformation programme, we held twelve 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

- Recertification of ISO 9001:2015 and ISO 27001:2022, with planned audits scheduled in 2026 to ensure continued effectiveness of quality and information security management systems.
- Expansion of certification scope by adding new sites in Brazil to the ISO 9001:2015 and ISO 27001:2022 group certificates.
- Continued strengthening of the integrated management system, focusing on consistent implementation, audit readiness, and sustained compliance across all certified locations.
- In 2026, we will continue to update our job grading methodology to point factor methodology to standardise our job roles. 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 3960 colleagues – regardless of their position or role – shares a common goal: to earn and maintain our customers' trust and respect. We 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.

As part of our commitment to maintaining the highest standards of integrity and ethical behaviour, we launched our Getronics Code of Business Conduct training in Q3 2025.

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.



“

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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 Counsel, 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.

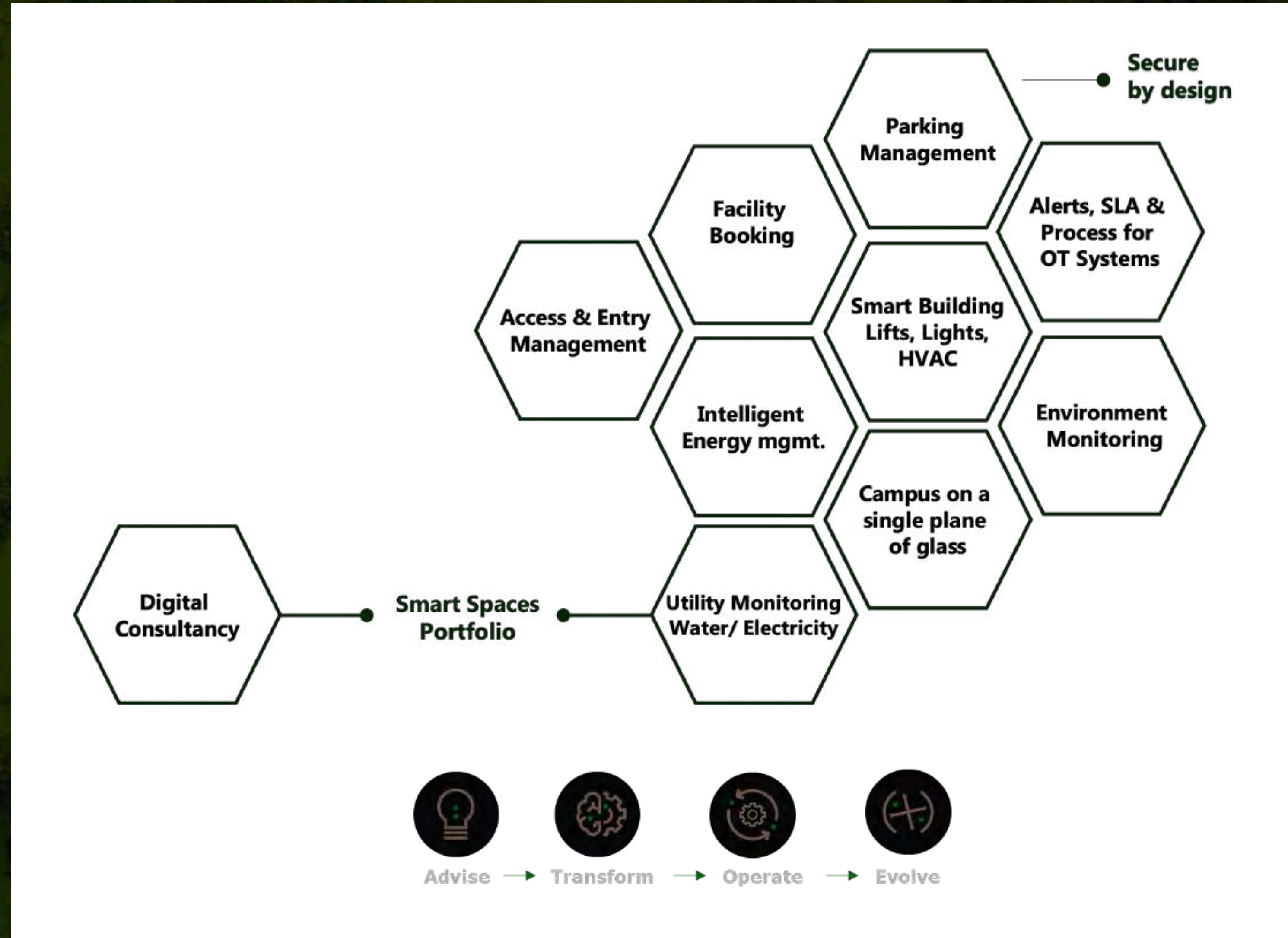
We engage directly with our colleagues through these associations to discuss issues such as health & safety, remuneration, working hours, training, career development, work-time flexibility, and equal opportunity. Information related to freedom of association is communicated to our colleagues through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

# 0.2 Enabling client 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.





## **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 1

## Mori Building



### Client overview

Mori Building is a renowned Japanese real estate developer known for its innovative approach to urban development. The Jakarta Mori Tower marks Mori Building's first venture in Indonesia. This Mori office tower hosts around 15,000 employees, and 5000 guests in 58 floors.

### Customer challenge

Deliver a world-class smart office environment focused on health, safety, and innovation. In response to the intensified hygiene demands due to COVID, Mori fast-tracked their smart building strategy to introduce touchless access for both tenants and guests. The main challenge was health, and safety compliance under a rapid timeline to launch a large greenfield project in record time.

### Our solution

- Deploying Getronics Integration Hub with mobile app, facial access control and visitor management.
- Integrate with building access control system and lift management system for seamless access.
- Getronics solution also encompassed data centre, Network and security complaint with PDPA and GDPR requirements.

### Benefits

- Access control via Face recognition & check Compliance on new normal (Body temp+ face mask).
- Ensuring the solution directly improves efficiency and user experience.
- Integration of smart building technology enhanced user experience and operational efficiency.
- Digital transformation journey, elevating safety, streamlining operations, and delighting tenants and visitors.

# Case study 2

## AENA Airport



### Client overview

- AENA is one 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 adaption 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.

## Moeve Innovation Centre: Digital Twin for energy optimisation

The Moeve Innovation Centre has implemented a Digital Twin to improve visibility and control over energy consumption across the building, including laboratories and shared spaces. Using a 3D model, energy use is geolocated by area and device, enabling more detailed monitoring and analysis over time.

The solution combines real-time data, automated alerts and predictive modelling to help identify unusual consumption patterns and support more informed operational decisions. Dashboards bring together energy use, environmental conditions and space utilisation, enabling teams to better understand how the building performs and where efficiencies can be gained.

The Digital Twin also enables simulation of different scenarios, allowing potential changes to be assessed before implementation. This supports a more proactive approach to energy management and continuous optimisation.

At the site, this approach has contributed to an estimated reduction in energy consumption of approximately 500,000 kWh. This is equivalent to around 130 tonnes of CO<sub>2</sub> emissions, based on standard conversion factors. Results vary depending on site conditions and should be considered indicative.

The project also highlighted the importance of data quality and integration. Multiple data sources and devices are connected through a central platform, enabling consistent analysis and supporting the development of predictive models using AI.

This use case demonstrates how data-driven insights can support more efficient building operations and provides a scalable approach for other locations.

# 0.3 Transparency & 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 & reporting

	Colleagues	Investors / lenders	Customers	Vendors	Authorities and regulators
<b>Regulator's business review (including strategic initiatives and direction)</b>	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.
<b>Financial performance</b>	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 & cash flow forecasts; 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 & reporting

	Colleagues	Investors / lenders	Customers	Vendors	Authorities and regulators
<b>External assurance</b>	Not applicable	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>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"> <li>ISO 9001: Quality Management;</li> <li>ISO 14001: Environmental Management;</li> <li>ISO 20000: IT Service Management;</li> <li>ISO 22301: Business Continuity Management;</li> <li>ISO 27001: Information Security Management;</li> <li>ISO 50001: Energy Management;</li> <li>ISO 45001: 2018 Occupational Health &amp; Safety Policy Management Systems</li> </ul>		
<b>ESG reporting</b>	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. We also share our annual ESG report with our colleagues.	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.	We periodically engage with customers to understand what the material ESG topics are for Getronics, as well as answer ESG supplier evaluation forms. We also share our annual ESG report with our customers.	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.	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.

# 0.3 Transparency & reporting

## Integrity of data and the internal control environment

The establishment of the Board, Executive Committee (ExCo) 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.
- Regions have various key monthly controls including the review of results vs budget and prior months, key balance sheet account reconciliations and certain standard controls around key account risk areas (including revenue recognition).
- 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.
- Once the monthly review is completed, CFOs sign off the final monthly GL closure for their regions, while the Group CFO and Head of Group reporting signs off the consolidated results before reporting consolidated results to stakeholders.

## 0.3 Transparency & 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 & 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



### 2022

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

### 2023

- 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.
- Launched ESG assessments for our top 50 suppliers.
- Created a dedicated ESG news and updates page on our Getranet.
- Migrated to an upgraded version of the Worldfavor Supplier Management Module.
- Successfully passed an independent ESG evaluation obtaining a Bronze Medal.

### 2024

- Issued ESG report for FY 2023.
- Promoted our ESG trainings and this translates into a **59% positive ESG awareness** among our employees, according to GetVibes insights.
- Successfully passed EcoVadis with **Committed badge**.
- Extended the pool of ESG assessments for our top 100 suppliers.
- Continued developing on all key ESG objectives and practices.
- We created a Facility Management Policy encompassing ESG criteria.

### 2025

- Issued ESG report for FY 2024.
- Submitted our EcoVadis assessment and was awarded **Bronze Medal**.
- Relunched the materiality assessment- double materiality.
- Enhanced our ESG awareness – internally and externally which translated into **63.4% positive ESG awareness** among our employees, according to GetVibes insights.
- Extend the pool of ESG assessments for our top 100 suppliers.
- Continued implementing a CSRD-compliant reporting process and report structure for FY 2025.

### 2026

- Issue ESG report for FY 2025.
- Continue implementing a CSRD-compliant reporting process and report structure for FY 2026.
- Resubmit for EcoVadis assessment.
- Continue ESG awareness – internally and externally.
- Extend the pool of ESG assessments for our top 200 suppliers.

# 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 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 and annual basis via our ESG reporting tool Worldfavor and we also evaluate our top suppliers' performance on sustainability yearly.

**Getronics** issues a public annual ESG report.

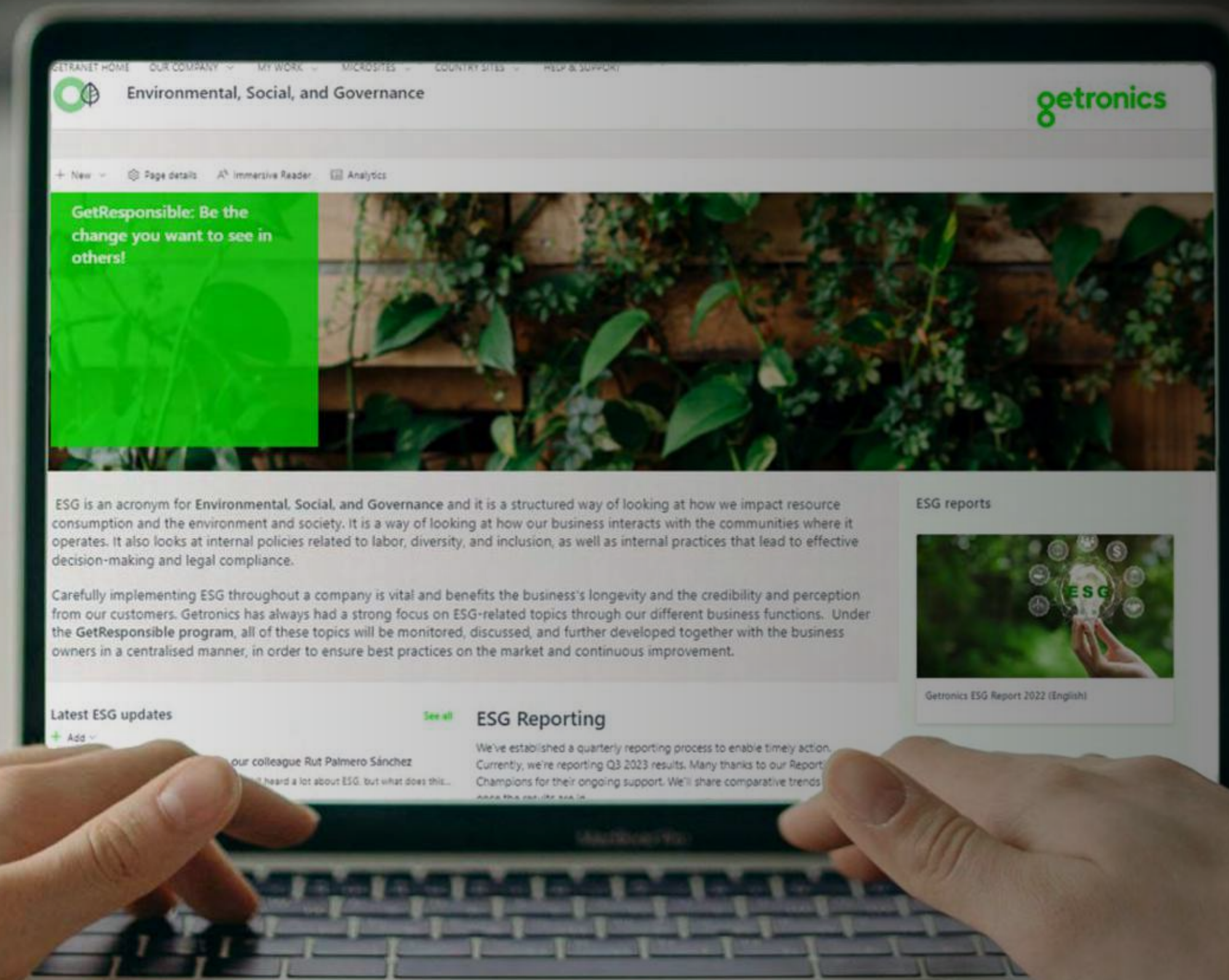
**You can contact us directly at [esg@getronics.com](mailto:esg@getronics.com)**

**Please find our ESG Policy here:**

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



# 0.4 ESG management



## Communication initiatives

In 2025, we continued our ESG-focused communication efforts to raise awareness among colleagues and partners. Our preferred channels for these initiatives include:

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

## 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 trainings have resulted in 63.4% positive ESG awareness among employees.

## Sustainability assessment : EcoVadis

In 2025, 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 Bronze medal and placing us in the 79th percentile. This represents core strength in areas such as comprehensive sustainability reporting, certifications, measurements and policies.

## 0.3 ESG management

### The tool

**Worldfavor'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.

### Worldfavor 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 200 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 Management (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 training has an 85.90% completion rate among our colleagues, achieving our target of 80% by the end of 2025.

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**

2025	
TC-SI-550a.1	
Performance Issues	Service Disruptions
1248	5660

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 achieved in 2025

- ESG awareness training for all colleagues – 1090 colleagues completed the course since launch. 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 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 **Bronze medal**.
- We launched our all employee Getronics Code of Business Conduct training in Q3 2025, we have achieved a completion rate of 50%.
- 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.
- Our Business Continuity Management training has a 85.90% 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.
- 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

## What we will focus on

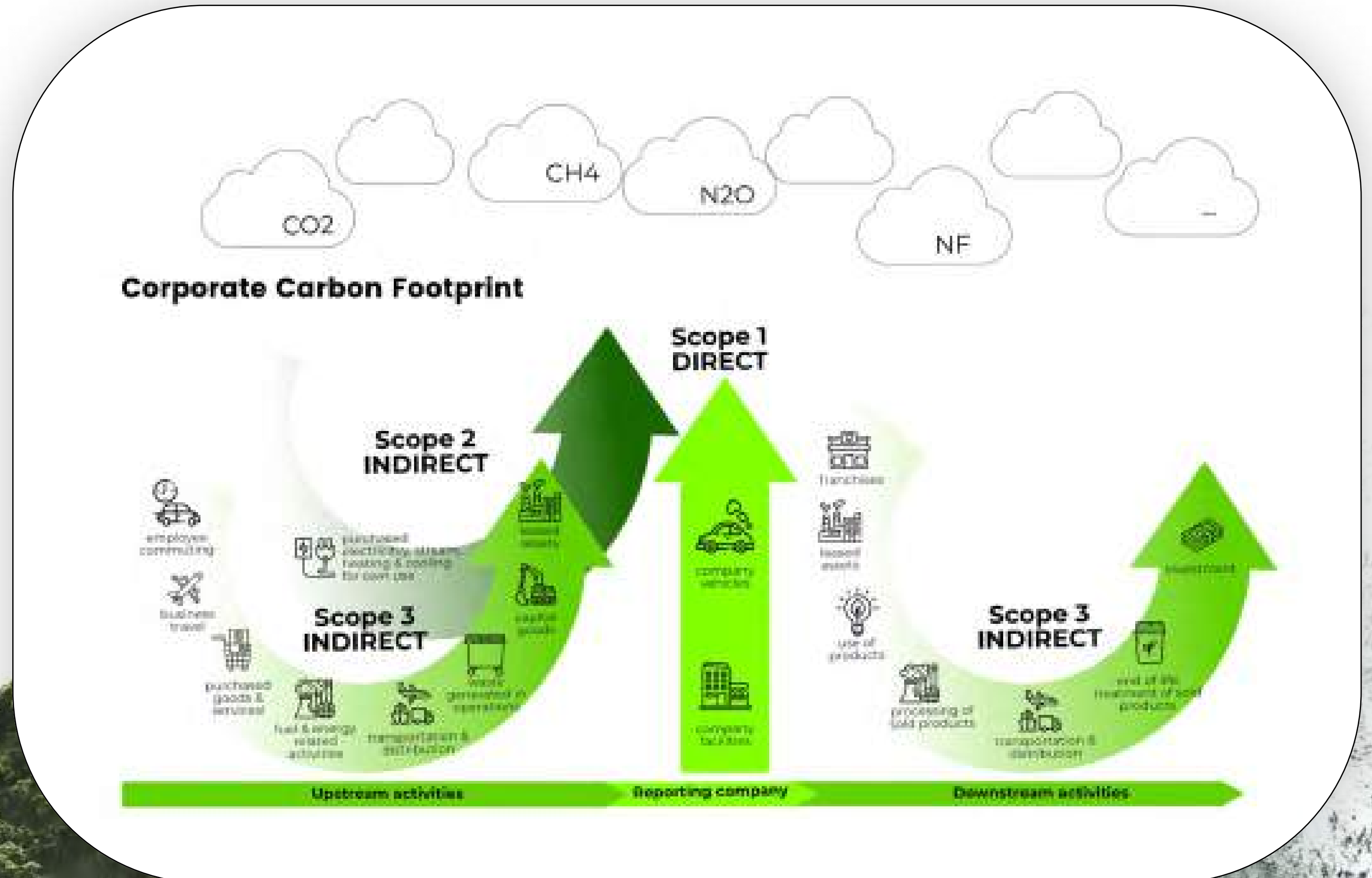
- Adapt our ESG processes to CSRD standards.
- Continue promoting our ESG training and dedicated ESG Getranet microsite to our colleagues and educating them on the importance of adopting sustainable practices.
- Continue training our colleagues on our Global Code of Business Conduct to increase our colleague' 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 2026 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 all 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

## 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

## Getronics facilities

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

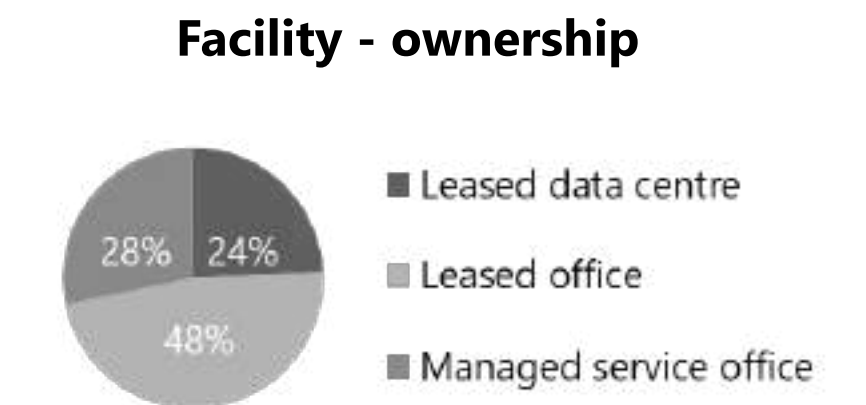
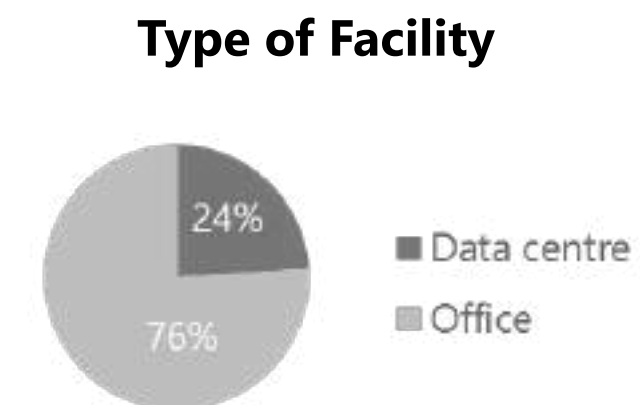
- We have 46 facilities including office and data centres.

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, we experienced more colleagues returning to their local office. Moreover, based on a continuous analysis, we further adjusted our ESG archive regarding the space of our locations with more precise data. In 2025, we still decreased our **overall facility space by 1% (110 sqm)**.

Type of facilities	Number	Percentage (%)
Data centre	11	24%
Office	35	76%
<b>Total</b>	<b>46</b>	

Facility ownership	Total	Percentage (%)
Leased data centre	11	24%
Leased office	22	48%
Managed service office	13	28%
<b>Total</b>	<b>46</b>	

Year	Number of active facilities	Squar meters in total	Closed offices (2021 – 2025)
2025	46	13 195 m2	16



# 0.1 Carbon footprint

## Calculation

The carbon footprint is calculated via WorldFavor - **an automated reporting** platform, using real-time data from the offices and data centres where we have a direct contract with utilities providers and on reported 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 at Calculation level

An **estimation method calculation** was used based on the **environmental selected factors / square footage metres**. To reach this calculation, we used the data points from the offices where we had good quality data (Argentina - Buenos Aires, Chile - Santiago and Hungary - Budapest) versus the size of the offices, excluding company cars (we do not have a car fleet in all our locations), business travel (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**.

Carbon footprint was calculated using real-time data reported by all 11 data centres, and 35 office locations including estimation method for 13 managed service offices (due to lack of real time data availability). In total 72% of our overall reporting was based on actual reported live data.



# 0.1 Carbon footprint

Total tCO2e calculated	2720	SCOPE 1	387
tCO2e Offsetting Project	N/A	SCOPE 2	1418
Total tCO2e	2720	SCOPE 3	915

## 2025 results

Controlled Data*								
Location	Type	TOTAL CO2 Emission (S1+S2+S3) 2025	Location	Type	TOTAL CO2 Emission (S1+S2+S3) 2025	Location	Type	TOTAL CO2 Emission (S1+S2+S3) 2025
Barcelona DC	Data Centre	59.42	Argentina - Buenos Aires	Office	19.19	Oviedo	Office	0.42
Frankfurt DC	Data Centre	133.36	Barcelona Office	Office	17.59	Portugal - Carnaxide	Office	1.98
Hamburg DC	Data Centre	23.31	Belgium - Brussels	Office	58.47	Runcorn Office	Office	47.65
Madrid DC	Data Centre	57.65	Bilbao	Office	8.41	Rushden Office	Office	5.97
Milan DC	Data Centre	144.10	Chile - Santiago	Office	31.54	Seville	Office	3.79
Paris Bessieres DC	Data Centre	48.29	France - Puteaux (ex Courbevoie)	Office	7.60	Singapore	Office	23.00
Paris Les Ulis DC	Data Centre	10.34	Glasgow	Office	1.11	South Africa	Office	71.06
Powergate London DC	Data Centre	41.82	Hungary - Budapest	Office	136.94	Spain - Madrid Office	Office	196.52
Runcorn DC	Data Centre	593.52	Italy - Milan Office	Office	3.98	The Netherlands - Amsterdam	Office	49.71
Rushden DC	Data Centre	85.35	Kuala Lumpur Storage	Office	0.02	Valencia	Office	5.53
Welwyn Garden City DC	Data Centre	8.43	Malaysia - Kuala Lumpur	Office	42.29	Valladolid	Office	1.40

\*Locations where we have real-time data from the offices and data centres.

**Getronics total carbon footprint is 2720 tCO2e**

# 0.1 Carbon footprint



## 2025 results

Non - Controlled Data*				
Location	Type	TOTAL CO2 Emission (S1+S2+S3) 2025	Estimation 2025	TOTAL CO2 Emission (S1+S2+S3) +Estimation 2025
A Coruña	Office	0.00	1.85	1.85
Brazil - Brasilia	Office	38.89	1.65	40.54
Bron	Office	0.00	15.04	15.04
Chennai	Office	0.01	1.06	1.07
Germany - Berlin	Office	134.43	41.67	215.49
Gurgaon	Office	5.12	20.44	25.56
India - Bangalore	Office	38.76	66.36	105.12
Luxembourg	Office	68.89	2.03	70.92
Milton Keynes	Office	0.00	1.06	1.06
Romania - Bucharest	Office	3.84	0.92	4.77
Sao Paulo 2	Office	5.37	15.04	20.41
Sao Paulo Regus	Office	13.64	4.08	17.72
UK - London Office	Office	261.13	3.07	264.20

\*Most of our managed service office locations where we do not have real-time data from the offices - estimated values (based on the size of the facilities in sqm) for the facilities are considered plus the reported values.

**Getronics total carbon footprint is 2720 tCO2e**

# 0.1 Carbon footprint

## Greenhouse gas emissions intensity: Target achieved

For 2025, Getronics GHG emission intensity was **9.91g**/EUR revenue.

- We are ahead of our target **16.67g**/EUR revenue and **27%** decrease from 13.60 g/EUR revenue achieved in 2024, with no carbon offsetting project.
- In 2024, the GHG emissions intensity was 13.60 g/EUR versus the target of 17.19 g/EUR.

### Getronics carbon footprint target

Target setting is calculated based on a 3% yearly decrease from the baseline set in 2023 which is 18.27 g/EUR and the performance against this target will be evaluated on a yearly basis (up to April 2026).

Getronics will continue to set carbon footprint targets after this date as well.

Year	Target Value	Achieved Value (previous year-end)
2024	17.72 g/EUR	15.79 g/EUR
2025	17.19 g/EUR	13.60 g/EUR
<b>2026</b>	<b>16.67 g/EUR</b>	<b>9.91 g/EUR</b>

# 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 utilizes cutting-edge AI operations technology to provide deep data-driven, actionable automation & powerful IT operational insights which is carefully managed by the specialist in Getronics digital insights team. We also provide this type of service for our customers.

# 0.1 Carbon footprint

We confirm the successful completion of the aged UPS replacement as part of the upgrade project at our Runcorn (UK) data centre. During 2025, Getronics UK Data Centre Management team delivered a significant upgrade to the uninterruptible power supply (UPS) infrastructure at the Runcorn National Data Centre. The project replaced ageing monolithic UPS systems with high-efficiency modular technology, improving energy performance, reducing cooling demands, and supporting broader ESG objectives. The project was completed between August and December 2025. All the aged UPS at the data centre were replaced with new, efficient systems as part of a £950,000 upgrade project. This achievement marks a significant milestone in our ongoing commitment to enhancing energy efficiency and sustainability within our operations.

## Project scope:

- Replacement of six existing monolithic UPS systems with a combined capacity of 2.8 MW.
- Installation of new modular UPS systems of equal total capacity, manufactured by Socomec.
- New configuration is comprised of two pairs of 400 kVA Socomec MODULYS UPS in parallel, and two standalone 600 kVA Socomec MODULYS UPS.
- Relocation of the two 600kVA units.
- Connection and configuration of new systems to the Trend IQ Vision BMS.

## Energy performance improvements UPS efficiency gains:

- Old UPS efficiency: 79.7%
- New UPS efficiency: 95.6%

The efficiency uplift reduces electrical losses and supports energy-reduction targets.

## Benefits:

- Reduced energy consumption due to higher UPS efficiency.
- Lower cooling demand and associated carbon reductions.
- Space optimisation through smaller UPS footprint.
- Reduced ongoing maintenance and operational overhead.

Congratulations to our colleagues in data centre management for their dedication and hard work in bringing this project to fruition.

# 0.1 Carbon footprint

## Energy Savings Opportunity Scheme (ESOS)

Getronics is compliant with the UK Energy Savings Opportunity Scheme (ESOS) requirements. We successfully completed ESOS compliance for Phase 1, 2, & 3 and is currently preparing for Phase 4 submissions. Annual ESOS Update 1 was submitted in 2025.

Our data centres in Runcorn and Rushden have been included within the ESOS assessment scope, with reports submitted in line with applicable phase requirements and subsequent amendments were required.

Getronics' continued adherence to the ESOS framework demonstrates our commitment to energy efficiency, environmental responsibility, and regulatory compliance. We remain focused on identifying and implementing energy-saving opportunities and supporting sustainable growth across our operations.



# 0.1 Carbon footprint

## Car fleet

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

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

## Company car policy

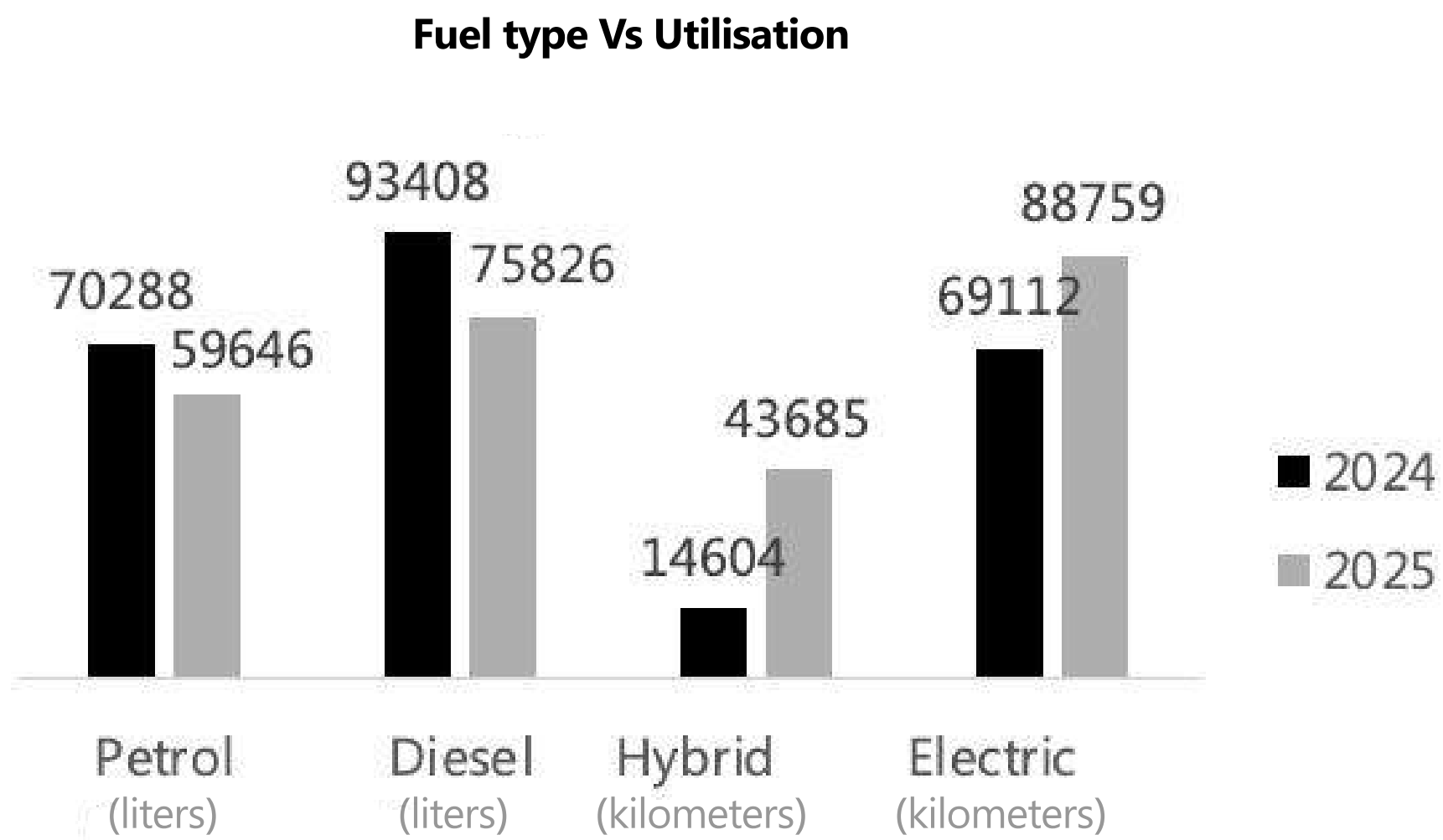
The provision of a company car is considered as a business tool necessary for eligible colleagues to carry out their duties.

We formalise the car usage within company car policies adapted to each location, which is also in line with uniform usage practices.



# 0.1 Carbon footprint

## Company cars



Country	Petrol	Diesel	Hybrid	Electric	Total	Green Fuel Ratio: (Hybrid + Electric)/Total
Belgium	8	4	2	8	22	45%
France	2	3	1	0	6	17%
Germany	0	38	0	0	38	0%
Hungary	6	2	3	0	11	27%
Luxembourg	6	5	2	3	16	31%
Netherlands	8	0	2	8	18	56%
Spain	0	0	5	0	5	100%
United Kingdom	0	1	2	3	6	83%
<b>Total</b>	<b>30</b>	<b>53</b>	<b>17</b>	<b>22</b>	<b>↓122</b>	<b>32%</b>

- As of Q4 2025, we had a reduction of 17 cars, compared to 89 cars in 2024. This is a significant contribution to carbon footprint reduction by directly cutting Scope 1 emissions.
- Our car fleet constitutes an average 32% of greener energy fuel when compared to 29% in 2024. Our future Car policy should focus on acquiring hybrid/electric cars and decrease our petrol and diesel fleet.

## 0.2 Waste, including e-waste

The waste generated by Getronics is recycled in 86% 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 Sanitation, 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 real time data reported by the locations where we have access to water consumption.

As a result, the total annual water consumption has decreased compared to 2024, because we now have access to more accurate data from our reporting units.

Location	Water Consumption (Cubic Metres) EoY 2025	Water Consumption (Cubic Metres) EoY 2024	Water Consumption (Cubic Metres) EoY 2023	Water Consumption (Cubic Metres) EoY 2022
UK - Runcorn & Rushden Data Center	679	758	553	529
Hungary - Budapest	492	421	438	520
Spain - Sao Paolo	128	0	0	0
Chile - Santiago	120	93	132	142
Luxembourg	110	77	0	0
Argentina - Buenos Aires	83	104	104	28
Kuala Lumpur Storage	69	432	432	0
Singapore	12	13	16	9

# 0.3 Environmental objectives

## What we achieved in 2025

- In 2025, we are ahead of our carbon intensity target.
- Our car fleet has reduced by 17 vehicles, with green fuel types now at 32% of the fleet (up from 29% in 2024).
- We launched a Facility Management Policy embedding ESG criteria into office location decisions, ensuring we operate in sustainable buildings with access to relevant sustainability data.
- Overall facility space decreased by 1% (110 sqm) in 2025.
- We are fully compliant with ESOS Phases 1, 2 and 3, submitted our Annual ESOS Update 1 in 2025, and are preparing for Phase 4.
- A £950,000 UPS upgrade at our Runcorn data centre was completed in December 2025, replacing all aged units with new, energy-efficient systems.
- We have renewed our ISO 14064 certification in Spain, covering the quantification, monitoring, reporting and verification of 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.**

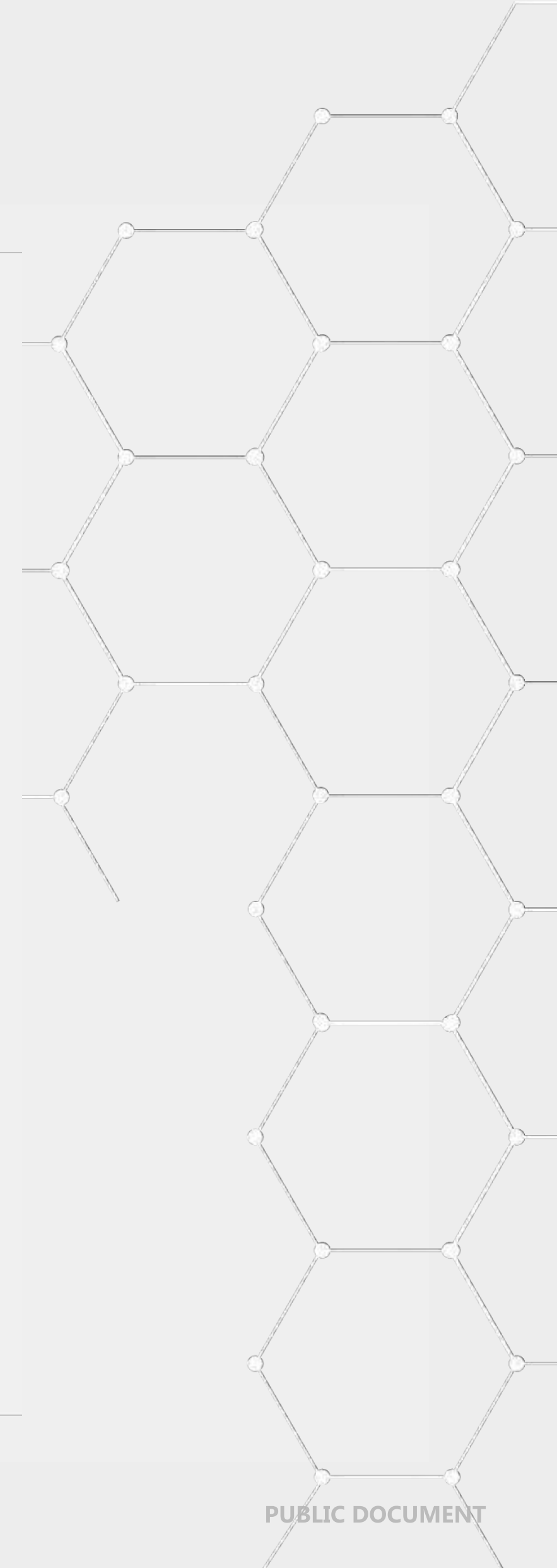
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**TC-SI-220a.4. (1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure.**

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



- 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:

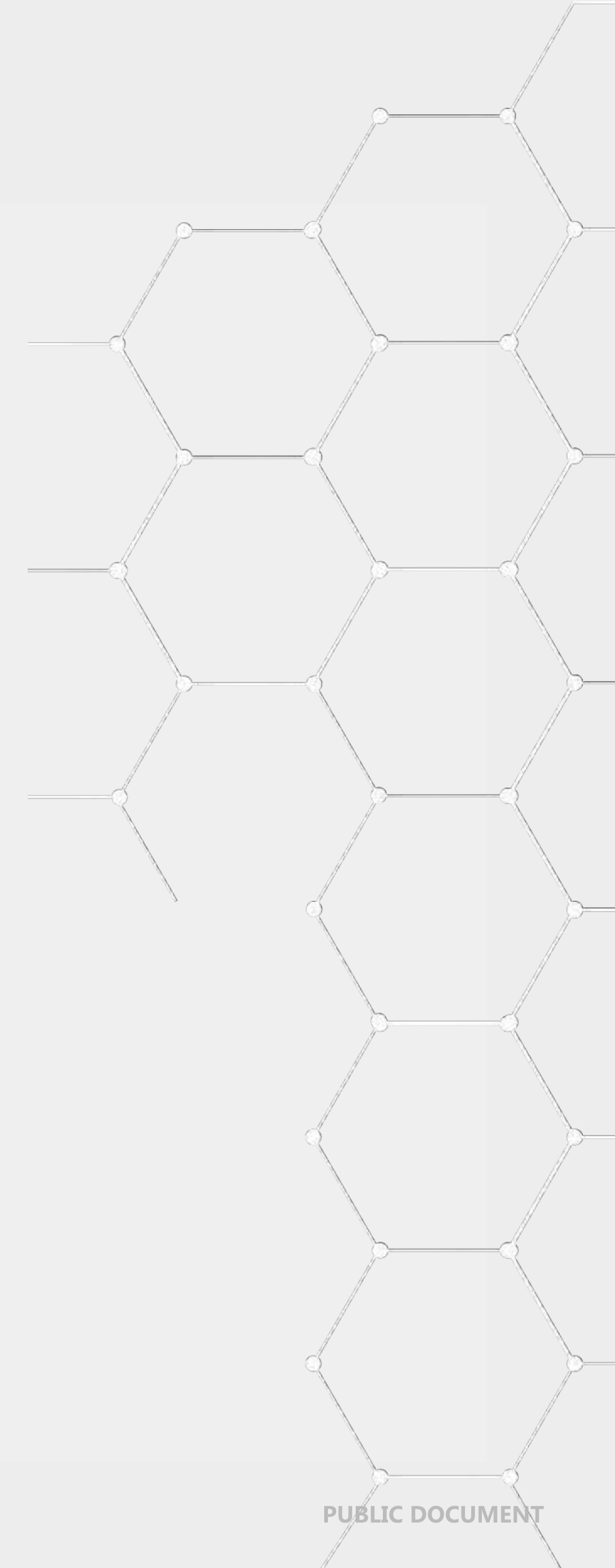
<http://www.getronics.com/partners/>

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

Getronics adheres to internationally recognised information security and cybersecurity risk management standards. The organisation maintains an Information Security Management System (ISMS) certified to ISO/IEC 27001:2022, demonstrating alignment with the latest requirements for managing information security risks, controls, and continuous improvement.

Getronics has also successfully completed a SOC 2 Type II attestation, independently audited by a Certified Public Accountant (CPA). This attestation provides assurance that Getronics' controls related to security and availability are suitably designed and operating effectively over time.

In addition, Getronics UK holds Cyber Essentials certification, confirming that its systems and controls have been independently assessed and verified by a UK Government-approved certification body to protect against common cyber threats.



# 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 it's 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 78 & 79 of the report to see what is Getronics doing in this area

# 0.1 SASB index



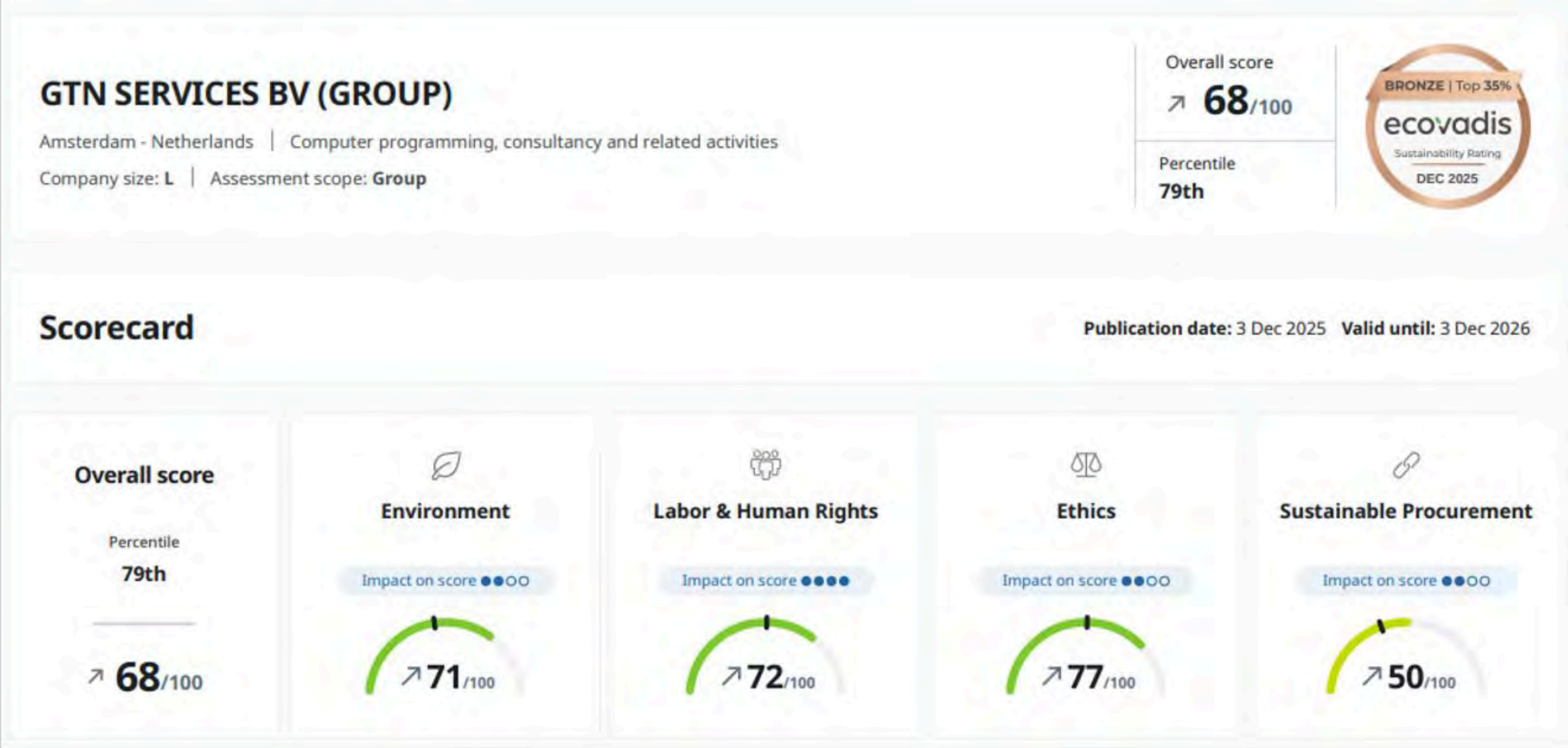
Sustainability Accounting Standards Board

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 65–76 of the report to see what is Getronics doing in this area

# 0.2 Highlights of EcoVadis Scorecard



# 0.2 Highlights of EcoVadis Scorecard



**Environment | Measures** Impact on score ●●●● ● ↗ 100/100

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

**Strengths**

**Environment | Measures** Impact on score ●●●● ● ↗ 100/100

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

**Strengths**

Energy and/or carbon audit
Employee platform available to exchange office supplies between different departments/units
Refurbishing and internal reuse of IT hardware
Purchase and/or generation of renewable energy
Reduction of energy consumption of lighting systems
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

# 0.2 Highlights of EcoVadis Scorecard



**Environment | Certifications** Impact on score ●●●○ ● → 100/100

Certifications confirm your compliance with international standards (for example, ISO 14001, ISO 45001, ISO 37001, SA8000 or FSC Chain of Custody). They must be issued by an external certification body.

**Strengths**

- Environmental management system certification covers between 51% and 75% of the assessed scope
- Specific environmental certification
- ISO 50001 certified
- ISO 14001 certified

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**Environment | Coverage** Multiplying factor ● 75/100

Coverage means the level of deployment of measures and certifications throughout your company. It's a multiplying factor. The higher it is, the higher score will be given to the Measures and Certifications indicators.

**Strengths**

- Supporting documents show a high level of coverage of environmental actions or certification throughout company operations

# 0.2 Highlights of EcoVadis Scorecard



**Environment | Reporting** Impact on score ●●●○ → 75/100

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

**Strengths**

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

# 0.2 Highlights of EcoVadis Scorecard



**Environment | 360° Watch** 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** 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
- Actions to ensure equal pay for equal work
- Grievance mechanism on discrimination and/or harassment issues
- Employee resource or support groups open to all
- Actions to prevent discrimination during recruitment phase
- Employee representatives or employee representative body (e.g. works council)
- Awareness training on discrimination and harassment
- Actions to address stress and psychological wellbeing in the workplace
- Actions to ensure adequate wages
- Flexible organization of work (eg. remote work, flexi-time)
- Grievance mechanism on working conditions
- Actions to manage working hours and overtime
- Skills development program tailored to employee needs
- Training of employees on health and safety risks and best working practices
- Regular assessment of individual performance
- Individual development and career plan for all employees
- Actions to promote internal mobility
- The company declares its main operation(s) is located in a region where the right to freedom of association is not restricted by local law/regulation (not verified)
- Employee health and safety emergency action plan
- Employee health & safety risk assessment
- Actions in place to ensure health and safety of non-employee workers and other contracted workers on premises

# 0.2 Highlights of EcoVadis Scorecard



**Labor & Human Rights | Certifications** Impact on score ●●●○ ● ↗ 100/100

Certifications confirm your compliance with international standards (for example, ISO 14001, ISO 45001, ISO 37001, SA8000 or FSC Chain of Custody). They must be issued by an external certification body.

**Strengths**

- ISO 45001 certified
- Specific labor or human rights certification

**Labor & Human Rights | Coverage** Multiplying factor ● 75/100

Coverage means the level of deployment of measures and certifications throughout your company. It's a multiplying factor. The higher it is, the higher score will be given to the Measures and Certifications indicators.

**Strengths**

- Supporting documents show a high level of coverage of labor and human rights actions or certification throughout company operations

# 0.2 Highlights of EcoVadis Scorecard



**Labor & Human Rights | Reporting** Impact on score ●●●○ ● → 75/100

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

**Strengths**

Reporting in accordance with SASB
Reporting on the percentage of women employed in relation to the whole organization
Report on average unadjusted gender pay gap
Reporting on the percentage of employees from minority and/or vulnerable groups in the whole organization
Reporting on ratio of the annual total compensation of the highest paid individual, to the median annual total compensation for all employees
Reporting on the percentage of women at top management level
Reporting on the number of identified discrimination or harassment incidents or corrective actions
Reporting on number of recordable work-related ill health
Comprehensive reporting on labor and human rights issues
Company communicates progress towards the Sustainable Development Goals (SDGs)
Materiality analysis in sustainability reporting
Reporting on number of average training hours per employee

**Labor & Human Rights | 360° Watch** 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** Impact on score ●●●● ● ↗ 100/100

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**

Exceptional policy on ethics issues
Policies on corruption
Policy on fraud
Disciplinary sanctions to deal with policy violations
Employee signature acknowledgement of ethics policies
Policy on information security
Policy on money laundering
Policy on conflict of interest
Dedicated responsibility for ethics issues

# 0.2 Highlights of EcoVadis Scorecard



**Sustainable Procurement | 360° Watch** ● → 75/100

Impact on score ●●●●

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.

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**Ethics | Certifications** ● → 75/100

Impact on score ●●●○

Certifications confirm your compliance with international standards (for example, ISO 14001, ISO 45001, ISO 37001, SA8000 or FSC Chain of Custody). They must be issued by an external certification body.

**Strengths**

- Specific certification on ethics
- ISO 27001 certified (certification of information security management system)

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**Ethics | Coverage** ● 100/100

Multiplying factor

Coverage means the level of deployment of measures and certifications throughout your company. It's a multiplying factor. The higher it is, the higher score will be given to the Measures and Certifications indicators.

**Strengths**

- Supporting documents show an exceptional level of coverage of ethics actions or certification throughout company operations

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**Ethics | 360° Watch** ● → 75/100

Impact on score ●●●●

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 Impact on score ●●●●

● ↗ 100/100

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

#### Strengths

Integration of social and environmental clauses into supplier contracts
Supplier sustainability code of conduct in place
Training of buyers on social and environmental issues within the supply chain
Supplier assessment on environmental and social practices
Risk assessment of adverse sustainability impacts in the supply chain
Capacity building of suppliers on risks of sustainability adverse impacts