Conscia
Secure progress

ESG Report 24/2025

1 October 2024 – 30 September 2025

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Conscia A/S
Founded in Denmark in 2003 and backed by private equity investor Nordic Capital, Conscia has grown into a pan-European leader, serving clients in multiple sectors including finance, healthcare, manufacturing, utilities, retail, and the public sector.

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Contents

Report glossary

This report is based on the ESRS (European Sustainability Reporting Standards) and uses its standardised abbreviations for disclusure agreements. Throughout the report each disclosure agreement will be marked with its ESRS abbreviation.

General abbreviations

BP	Basis Preparation
BP-1	General basis for preparation
BP-2	Specific circumstances for preparation
GOV	Governance
GOV-1	The composition and role of management
GOV-2	Sustainability information provided to management
GOV-5	Risk management and internal controls
SBM	Strategy and Business Model
SBM-1	Strategy, business modal and value chain
SBM-2	Stakeholder views and interests
SBM-3	Material impacts in relation to strategy
IRO	Impacts, Risks and Opportunities

Environment

E1	Climate change
E1-1	Transition plan
E1-2	Policies
E1-3	Actions and resources
E1-4	Targets
E1-6	GHG scope 1, 2 and 3 emissions
E5	Resource use and circular economy
E5-1	Policies
E5-2	Actions and resources
E5-3	Targets

Social

S1	Own workforce
S1-1	Policies
S1-2	Process: Worker engagement
S1-3	Process: Remediate impacts
S1-4	Taking action on impacts
S2	Workers in the value chain
S2-1	Policies
S2-2	Process: Engagement with value chain workers
S2-3	Process: Remediate impacts
S2-4	Taking action on impacts

Governance

G1	Business conduct
G1-3	Corruption and bribery detection
G1-4	Corruption and bribery incidents
G4	Responsible supply chain management

Setting the scene

A message from our CEO

At Conscia, we secure and run complex digital infrastructure. Our services empower our customers to focus on creating value for their communities, employees, and stakeholders. As technology continues to evolve, so does our responsibility—to operate ethically, protect data, and reduce our environmental footprint while growing our business.

This year marks a pivotal moment in our sustainability journey. We have embedded our ESG strategy into our business strategy and stepped up our efforts to deliver on clear, measurable targets. Our refreshed approach is built on three pillars: decarbonisation, vendor engagement, and data transparency.

There are three highlights I am particularly proud of this year. First, we are embedding sustainability into our operations. With a rapidly growing team reaching more than 1,700 colleagues, we are turning group ambition into local action. Our people are taking responsibility for setting ESG targets that align with science as well as team priorities, and for implementing solutions that solve ESG as well as business challenges. These efforts are not just technical; they reflect our people-first mindset and our shared commitment to long-term impact.

Second, we have committed to the Science-Based Targets initiative (SBTi), joining a global movement of companies that are using science and data to drive climate action. This commitment is supported by a clear decarbonisation roadmap and stronger engagement with our value chain partners.

Third, we have strengthened our vendor management tools to help our customers meet their climate and transparency goals. By aligning expectations and sharing data across our supply chains, we help ensure that the products and services we deliver reduce emissions and support workers' well-being.

Our work is far from finished. The year ahead will be equally ambitious, with a focus on increasing employee engagement, achieving SBTi validation and collaborating with our partners to address Scope 3 emissions.

Sustainability is not a side project—it is part of who we are. I truly appreciate the ongoing support of our employees, customers, and partners throughout this transformation. Together, we are shaping a secure, sustainable digital future.

Thank you for your trust in Conscia.

Kind regards,

Erik Bertman
Chief Executive Officer

"
Sustainability is not a side project—it is part of who we are. Together, we are shaping a secure, sustainable digital future.

Introduction and basis for preparation

BP-1

General basis for preparation of sustainability statements

This report describes the sustainability progress and initiatives of Capnor Connery HoldCo A/S and its subsidiaries, excluding Open Line,covering 1 October 2024 to 30 September 2025, as well as the strategies and actions Conscia A/S (referred to as Conscia) is undertaking to prepare for compliance with the Corporate Sustainability Reporting Directive (CSRD) issued by the European Union, which will be mandatory for our reporting starting in 2028.

ESRS status

The CSRD will require companies to report on their environmental and social impact activities. To meet these requirements, the European Union has adopted the European Sustainability Reporting Standards (ESRS). At the time of writing, the standards are under revision.

Preparing for 2028

As we prepare for the 2028 deadline, we are taking steps to integrate ESRS topics into the structure of our 2024/25 reporting, referencing disclosure requirements for each section as a guide for readers. However, content and datapoints are not yet fully aligned with the standards due to uncertainty about the outcome of the revision.

2030/2050 SBTi targets

The GHG baseline, established in accordance with the GHG Protocol, will serve as the basis for calculating and validating our SBTi targets for 2030 and 2050.

UN Global Compact

Additionally, the report comprises information for communicating progress to the UN Global Compact and underlines Conscia's ongoing commitment to the principles of human and labour rights, environment, and anti-corruption.

EU Taxonomy reporting

The EU Taxonomy is a classification system for which economic activities can be considered environmentally sustainable.

It is a cornerstone of the EU's sustainable finance framework and an important market transparency tool, defining criteria for economic activities aligned with a net-zero trajectory by 2050 and broader environmental goals beyond climate.

In this way, it serves to help redirect investments to the economic activities most needed for the transition, in line with the European Green Deal objectives to reduce greenhouse gas emissions in the EU by at least 55% by 2030, compared to 1990 levels.

EU Taxonomy

We have conducted a preliminary screening of our company activities according to the EU Taxonomy, and we have assessed that none of our activities fall under the scope of the Taxonomy.

We are in a sector with no significant environmental impacts, and our activity does not contribute to the six environmental objectives. However, we regularly reassess our position in line with evolving regulation.

BP-2

Disclosures in relation to specific circumstances

We use assessments and estimates for the reporting of some data points, e.g. metrics concerning Scope 3 GHG emissions in the upstream and downstream value chain, which were calculated using indirect sources and estimates. We regularly reassess our assumptions and estimates based on experience, evolving ESG reporting requirements, and other factors.

An external independent review of our scope 1 and 2 emissions results, as well as KPIs on diversity and information security, has been conducted in relation to our financial commitments under the sustainability linked loan we entered into in 2024/25.
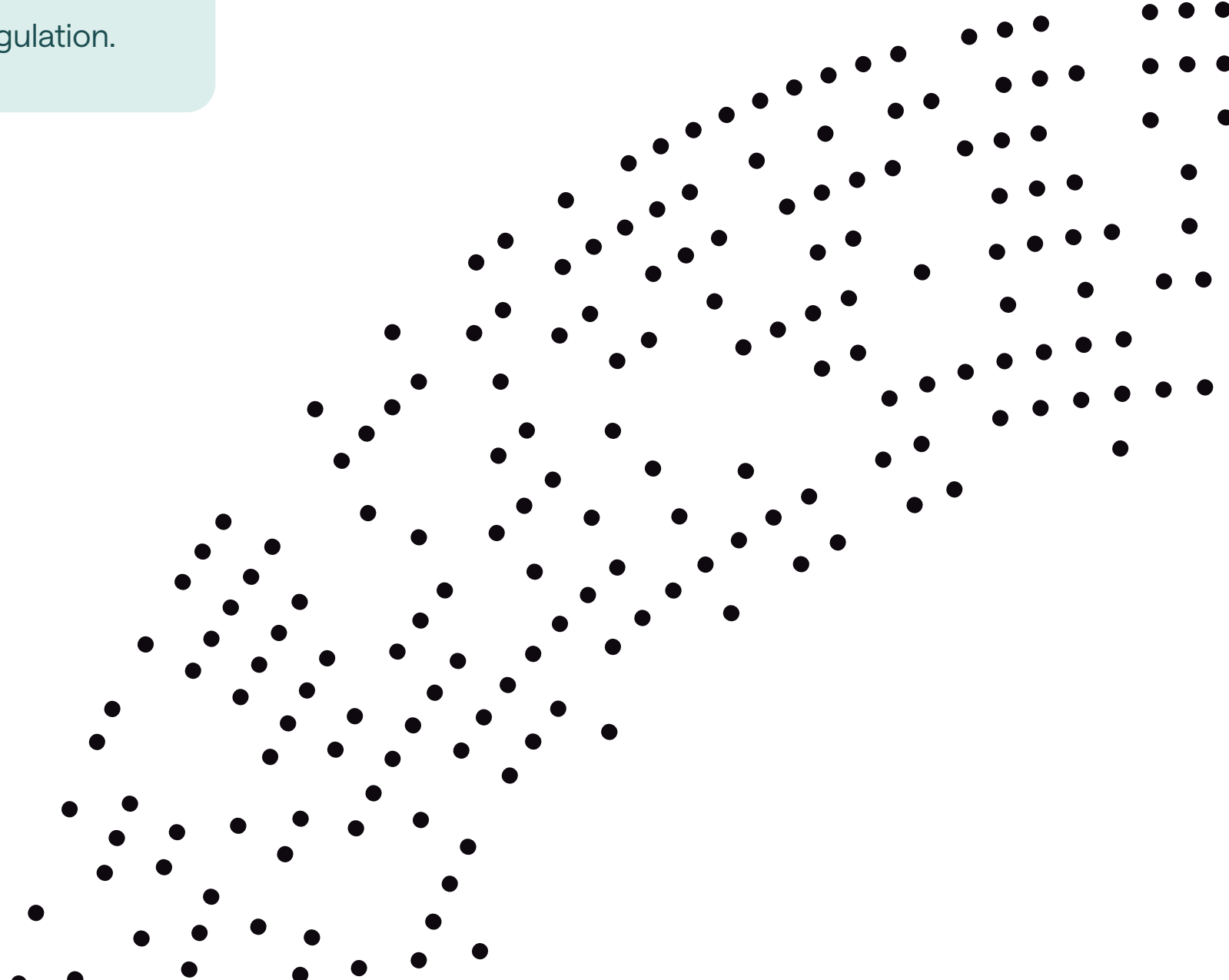
Governance framework for ESG

`GOV-1` `GOV-2`

The role of the administrative, management and supervisory bodies

Governance is embedded in Conscia's operational structure through a well-defined framework that aligns with its country model autonomy. The Executive Management and Group Leadership Team oversee the ESG strategy, ensuring continuous progress aligned with our ESG policies.

The Board of Directors is regularly consulted via Group Leadership Team to ensure timely action and strategic alignment. Group Strategy and Business Development holds overall accountability, with execution led by country-specific teams and coordination provided by relevant functional areas, including People & Culture, Compliance, and Finance.

`GOV-5`

Risk management and internal controls over sustainability reporting

ESG risks have been identified through Conscia's Double Materiality Assessment (DMA). In alignment with our CSRD preparations, we are making progress towards integrating the ESG risk management process into our group risk management framework.

Our ESG reporting control systems follow an approach similar to the financial reporting control system and aim to mitigate and manage the risk of material misstatements, as well as ensure data accuracy, completeness, and comparability.

During 2024/25, we have completed the necessary improvements of our internal control systems to encompass the full scope of our ESG reporting process with a broader set of data and disclosure requirements.

About Conscia

Founded in Denmark in 2003 and backed by private equity investor Nordic Capital, Conscia has grown into a pan-European leader.

Headquartered in Denmark, the company now employs 1,743 people across Belgium, Finland, Germany, Ireland, Norway, Slovenia, Sweden, the Netherlands, the UK, and Spain serving clients in multiple sectors including finance, healthcare, manufacturing, utilities, retail, and the public sector.

[conscia.com ⬏]

1,743 Employees
across the Group

765 EURm
revenue in 2025

66 eNPS
Group-wide employee satisfaction

100% Employees
trained in Code of Conduct

20% Female
leaders excl. Board of Directors

90% Retention rate
for employees

SBM-1

Strategy, business model and value chain

Conscia secures and runs complex digital infrastructure for large organisations. We combine global expertise with local insights to secure progress. Conscia safeguards customers' data and operations so they can prioritise what matters most to them—safeguarding society, growing their business, and delivering the services people count on. We act as part of their organisation, adding the insights and executional power to tackle today's challenges and secure tomorrow's opportunities.

Conscia's offerings support four customer needs:

1. **Cybersecurity:** We embed security into every layer of customers' infrastructure, blocking threats before they disrupt

2. **Networking:** We design and manage robust, reliable, and scalable networks, from first rollout to everyday performance

3. **Hybrid cloud:** We combine on-premises and cloud infrastructure into a secure, scalable environment, tailored to today's needs and tomorrow's challenges

4. **Observability:** We give customers full visibility across their IT landscape to detect issues early, resolve them fast, and prevent them from happening again.

SBM-2

Interests and views of stakeholders

At Conscia, our stakeholders are integral to shaping a resilient and responsible business. They include internal teams, customers, vendors, investors, and broader societal actors. We engage with them through structured

and informal channels to understand their expectations and assess how our operations and value chain create both positive and negative impacts. This dialogue informs strategic decisions across talent development, DEI, sustainability, procurement, and partnerships. Our double materiality assessment, conducted in 2024, was a cornerstone of this approach, involving interviews with internal leaders across all markets and external stakeholders such as Cisco, peers, and investors.
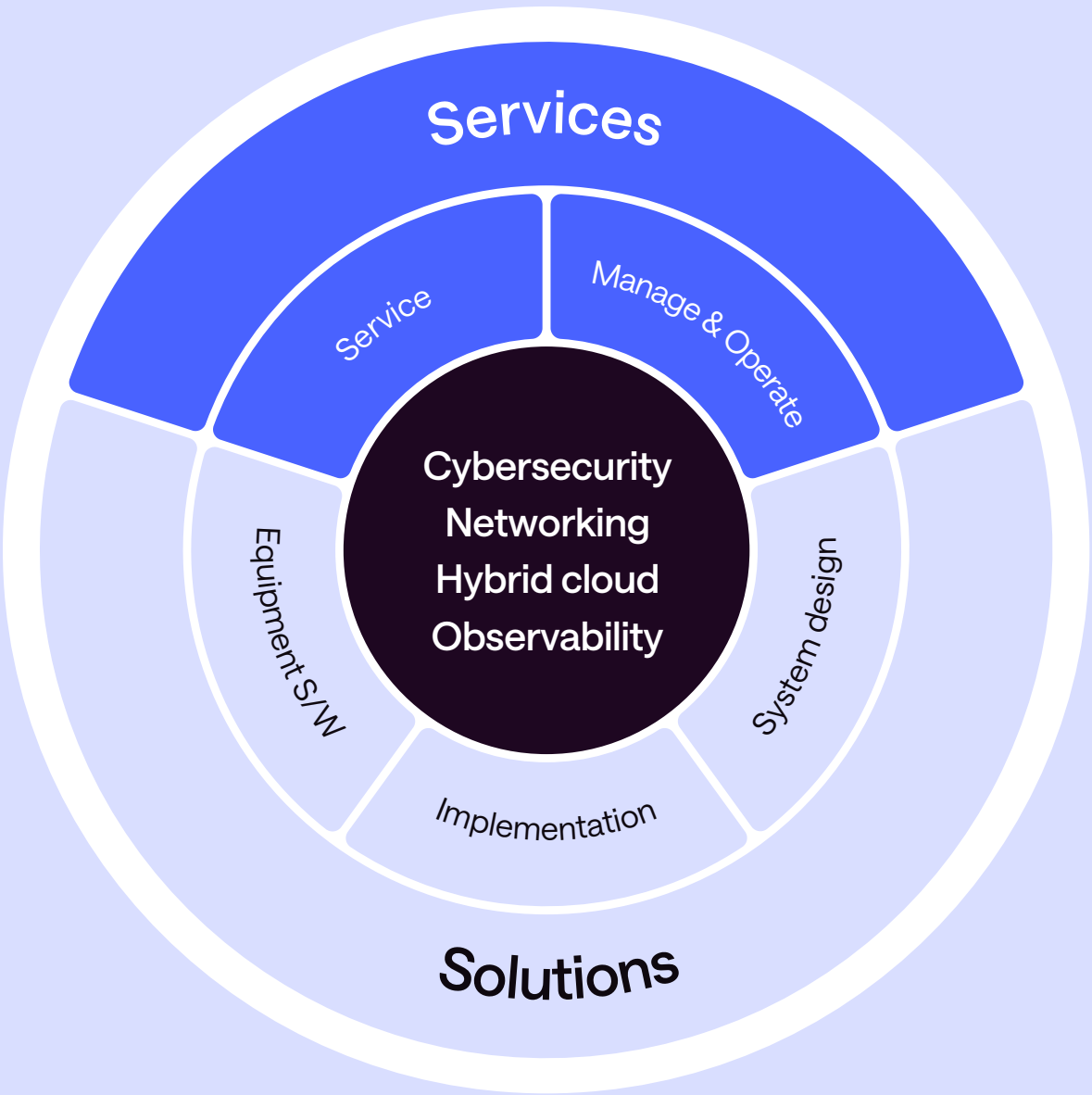
Stakeholder views are embedded in our ESG strategy and business model. For example, feedback from internal experts and external partners helped refine our materiality matrix and prioritise topics such as responsible supply chain management, employee well-being, and business ethics. These insights also led to the reclassification of certain sub-sub-topics under ESRS S1 and G1 as non-material, ensuring our focus remains on areas with the greatest impact. The Board of Directors is regularly consulted via the Executive and Group Leadership Team to ensure timely action and strategic alignment.

Our engagement methods vary by stakeholder group. Clients are engaged through continuous dialogue across the project lifecycle, formal satisfaction surveys (e.g. cNPS), and strategic discussions on risks and opportunities. Employees contribute through feedback mechanisms and local initiatives tailored to country-specific needs. We also collaborate with external advisors on sustainability topics such as environmental impact and human rights in the value chain. These engagements are not one-off exercises—they are part of our ongoing due diligence and compliance with evolving regulations, such as the Corporate Sustainability Due Diligence Directive.

Stakeholder expectations are diverse but converge on key themes: ethical conduct, transparency, and excellence. Clients expect domain expertise

Trusted partner

Delivering cybersecurity, networking, cloud and observability solutions to enterprise customers.

Services

Service · Manage & Operate

Equipment S/W · System design

Cybersecurity
Networking
Hybrid cloud
Observability

Implementation

Solutions

Outstanding customer experience

- Local customer care with a global network of experts
- Data-driven insights
- Security first
- Superior domain expertise and industry relevance
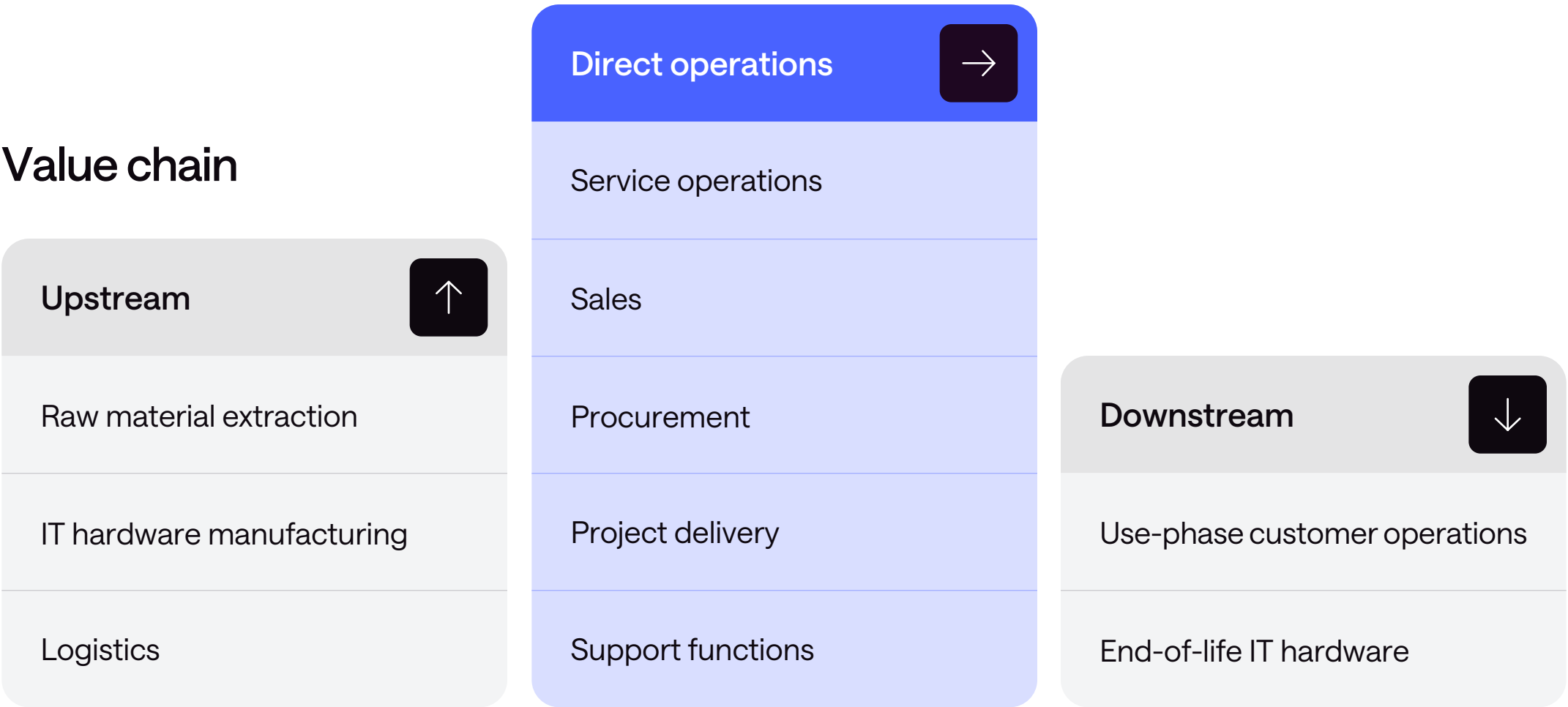- Custom solutions

and reliability; employees seek development, well-being, and fair compensation; vendors value clarity and collaboration. Our ESG strategy reflects these expectations, with initiatives such as vendor engagement programmes, local decarbonisation targets, and governance frameworks that ensure accountability across all markets. By integrating stakeholder views into our strategy and operations, we aim to create long-term value and strengthen our role as a trusted partner in the digital infrastructure ecosystem.

SBM-3

Material impacts, risks and opportunities and their interaction with strategy and business model

The results of the double materiality assessment inform the list of IROs depicting material topics that, if not managed adequately, could affect our business negatively (risks) or result in adverse consequences (negative impacts). Impacts could also be positive, and potential positive financial effects (opportunities) can also be derived from sustainability matters. Each IRO is described under the relevant topical standard, with the associated policies, actions, and targets.

The findings from the double materiality assessment laid the foundation for aligning ESG priorities with strategic and operational decision-making in four areas:

1. **ESG strategy:** shaping the pillars that guide our targets and initiatives

2. **Decarbonisation:** offering input to prioritise initiatives and targets based on data

3. **Implementation:** ensuring that ESG considerations are prioritised across the group and in each function, supporting a consistent and responsible growth trajectory.

4. **Due diligence:** enabling us to evaluate the attractiveness of potential targets not only from a financial perspective but also through an ESG lens.

Value chain

Direct operations →

Service operations

Sales

Procurement

Project delivery

Support functions

Upstream ↑

Raw material extraction

IT hardware manufacturing

Logistics

Downstream ↓

Use-phase customer operations

End-of-life IT hardware

Impacts, risks and opportunities

Description	Value chain location			Time horizon for impacts or actions*		
	Up-stream	Direct operations	Down-stream	ST	MT	LT
E1: Transition risk (Risk) Not living up to customer expectations with respect to credible decarbonisation plans and emission reduction targets poses the risk of being excluded from future tender processes		•	•	•	•	
E1: Energy consumption (Actual negative impact) Conscia sells solutions that demand substantial amounts of IT equipment and are energy-intensive during their use phase	•	•	•			
E5: Responsible use of resources (Actual negative impact) Conscia's offerings rely on the deployment of technology hardware, which consumes a significant volume of virgin materials and contributes to e-waste at end of life	•	•	•			
S1: Talent attraction and retention (Risk) Failing to meet the expectations of current and potential future employees by not having robust ESG strategies in place, leading to retention and recruitment difficulties		•			•	
S1: Health and well-being (Risk) Stress and sickness of office employees can be heavily influenced by working conditions from their employer		•			•	
S1: Training and development (Risk) Potential risk to lose tenders if employees are not equipped with the necessary certifications, upskilling beyond core knowledge into strategic growth areas and new technology		•			•	
S1: Hiring diversity (Actual negative impact) Despite dedicated recruiting efforts aimed at hiring more female employees, Conscia is facing challenges in raising the proportion of women within the company		•		N/A		
S2: Supply chain management (Risk) Failing to meet regulatory requirements by not having a robust supply chain due diligence process in place	•	•				•
S2: Value chain workers' health and safety (Actual negative impact) Exposure to accidents for subcontractors during the installation of hardware sold by Conscia			•	N/A		
G1: Corruption and bribery (Risk) Corruption and bribery incidents, as well as failure to uphold competition laws, can result in significant fines for Conscia		•		•		
G1: Incidents (Risk) Exclusion from tenders, especially from public ones, if incidents have occurred		•		•		
G1: Violations and fines (Risk) Risk of GDPR violation/data breach and related financial fines		•		•		

* ST: Short-term. MD: Medium-term. LT: Long-term

↑ → ↓

Sustainability-linked loan agreement

To reinforce our commitment to ESG priorities, in 2024/25, we entered into a sustainability-linked loan agreement with our lenders, tying financial incentives to three Sustainability Performance Targets (SPTs).

The targets are aligned with our ESG strategy and will be assessed annually through limited assurance until FY30.

1 Reduction of Scope 1 and 2 emissions across the business

2 Increased percentage of new hires in underrepresented gender

3 ISO27001 certification for relevant entities

✓ On target
The outcome of the 2024/25 SPT assessment was positive, with 3 of 3 SPTs delivered on target.

IRO-1

Description of the process to identify and assess material impacts, risks and opportunities

In preparation for the CSRD reporting requirements, the first double materiality assessment was conducted in 2024 to identify the most important sustainability topics to address in our journey forward.

The scope considered Conscia Group and all subsidiaries at the time of the assessment and evaluated the company's impact on the environment and on people, as well as how these sustainability topics impact Conscia.

Conscia's double materiality assessment was conducted in three stages.

IRO-2

Disclosure requirements in ESRS covered by the undertaking's sustainability statement

Conscia's sustainability disclosures are guided by the outcomes of our 2024 double materiality assessment, which was conducted in three stages to identify and prioritise topics with both impact and financial materiality. This process informed the selection of ESG topics and data points most relevant to our operations, stakeholders, and strategic ambitions. In 2024/25, we have chosen to report selectively on data points that reflect our current capabilities and priorities. This approach ensures that our disclosures are both meaningful and actionable, while allowing us to build robust data systems and governance structures over time.

Three-stage double materiality assessment

Step	1 Topics — Define the long list of potentially material topics →	2 Evidence — Gather impact evidence and financial materiality →	3 Impact — Assess and rate impact and financial materiality
Process	• Identification of topics in accordance with EU disclosure regulation (ESRS). • Addition of topics from other frameworks e.g., SASB. • Insights from existing material and previous analysis.	• Value chain mapping to gather evidence of Impacts, Risks and Opportunities (IROs). • Evidence gathered through internal and external stakeholder interviews.	• Scoring of all Impacts, Risks and Opportunities (IROs) against several dimensions. • Collating of results of impact and financial materiality to find material topics. • Management meeting to align on materiality matrix.
Result	• Long list of 18 potentially material ESG topics.	• Mapped Value Chain. • Long list of more than 50 IROs.	• Conscia material topics identified and placed on matrix. • Conscia management agreement on identified material topics.

Materiality at Conscia

Environmental responsibility

In this section

- GHG emissions across scopes 1, 2 and 3

- Strategy, key initiatives, and progress towards targets

- Strategic partnerships aiding impact reduction

As a rapidly growing company in the digital space, we recognise the need to decrease the negative climate-related impact of our business, in alignment with our commitment to the Science-Based Target initiative (SBTi) and to the UN Global Compact.

Conscia's primary environmental impact arises from our value chain, rather than from direct operations. As we do not manufacture any physical products, the most significant sources of greenhouse gas (GHG) emissions in our own operations are company-owned vehicles (Scope 1) and electricity consumption and heating in our offices (Scope 2). Value chain emissions (Scope 3) derive mostly from hardware, primarily manufacturing by vendors and use at customers' sites. In our environmental reporting, we focus on reducing climate impacts from energy use, advancing product lifecycle management, and integrating circularity into our processes in alignment with partner expectations. Across our geographies, we use established international standards to manage stakeholder expectations and promote the sustainable use of resources, including ISO 14001, EcoVadis, and the Cisco Sustainability Specialization.

E1 Climate change

GHG emissions are the direct and indirect emissions across an organisation's value chain. Conscia has limited direct emissions but sells solutions that require substantial amounts of IT equipment and are energy-intensive during the use phase. Consequently, these two areas offer the greatest potential for Conscia to reduce emissions by focusing on value chain collaboration.

E1 SBM-3

Material impacts, risks, and opportunities and their interaction with strategy and business model

We have identified two material IROs related to climate change mitigation. The first IRO is a material risk of not meeting customer expectations regarding credible decarbonisation plans and emission reduction targets, which could result in exclusion from future tender processes. We have been managing this risk by launching our decarbonisation strategy and plan in 2024/25, with actionable initiatives to achieve emissions reductions in scopes 1 and 2. During 2025/26, we aim to develop additional decarbonisation initiatives that extend to scope 3 and to validate our targets with SBTi.

The second IRO is a material, actual negative impact related to Conscia selling solutions that demand substantial amounts of IT equipment and are energy-intensive during their use phase. As this encompasses scope 3 emissions in the downstream value chain and

we have prioritised scope 1 and 2 emissions reductions, management of this impact will be addressed in the near future. For example, our efforts to improve energy efficiency are transferable to customers and will help us reduce emissions from use of sold products in scope 3.

E1-1

Transition plan for climate change mitigation

In 2025, Conscia introduced a Transition plan that shares our approach to decarbonisation and outlines how our plan aligns with the Paris Agreement's goal of limiting global temperature rise to 1.5°C above pre-industrial levels. Our climate transition plan for climate change mitigation is embedded in our strategy and business model. We have significantly increased our focus on our decarbonisation efforts by developing a decarbonisation strategy and plan supported by local initiatives and targets.

Conscia's Group Strategy & Business Development department is responsible for developing the business

strategy and group ESG strategy. The Executive Management and Group Leadership Team oversee the group ESG strategy and the embedment of climate change mitigation in the business strategy, business model, and new acquisitions.

Following these steps, we will continue assessing and incorporating the necessary actions to complete our transition plan integration, including allocation of CAPEX and OPEX.

E1-2

Policies related to climate change mitigation and adaptation

Conscia's Corporate Sustainability Policy, updated in 2024/25, sets out the Group's priorities and commitments to advance its performance in environmental and social responsibility and good governance. The policy covers the nine material topics for Conscia, informing the key focus areas for Conscia's policy. On climate change, Conscia's key objective, as outlined in the policy, is to minimise greenhouse gas (GHG) emissions, specifically on reducing our scope 1 and 2 emissions. We review and monitor our environmental performance regularly and report on this at least annually.

Furthermore, to ensure greater data transparency and to monitor and track progress toward our decarbonisation goals, we have adopted two new policies.

Internally, the GHG emissions reporting policy underpins our commitment to effectively track and reduce emissions and meet customer expectations, while adhering to international standards such as the GHG Protocol.

Externally, the Supplier and Business Partner Code of Conduct emphasises tracking, documenting and publicly reporting energy consumption and GHG emissions. Vendors are encouraged to enhance energy efficiency and reduce their emissions.

E1-3

Actions and resources in relation to climate change policies

In 2024/25, our scope 1 emissions were attributable to emissions from company-owned cars and vans, and scope 2 emissions originated from electricity consumption, district heating, and electricity consumed by company-owned electric vehicles. Consequently, we have identified three focus areas for decarbonisation.

Impacts, risks and opportunities

Description	Value chain location			Time horizon for impacts or actions*		
	Up-stream	Direct operations	Down-stream	ST	MT	LT
E1: Transition risk (Risk) Not living up to customer expectations with respect to credible decarbonisation plans and emission reduction targets poses the risk of being excluded from future tender processes		•	•			•
E1: Energy consumption (Actual negative impact) Conscia sells solutions that demand substantial amounts of IT equipment and are energy-intensive during their use phase			•			

* ST: Short-term. MD: Medium-term. LT: Long-term

Additionally, we have designed initiatives to support decarbonisation across all scopes through behavioural change and training activities internally and in collaboration with supply chain partners.

Focus areas for decarbonisation

- Energy sourcing through Guarantees of Origin (GoOs) certificates and on-site production of green energy across offices, specifically for high-potential office locations.

- Energy efficiency in local infrastructure and on-prem data centres, by increasing transparency and reducing consumption, including upgrade of legacy networks and equipment for higher energy efficiency.

- Fleet transition through clear reduction targets and initiatives at group and country level, including a policy for the electrification of our fleet supported by changes in user behaviour.

The implementation of our decarbonisation plan is dependent on the availability and allocation of resources to successfully implement the local roadmaps in line with the targets detailed in the climate transition plan. Resources will be evaluated on a case-by-case basis, with involvement from the Group and country leadership teams.

E1-4

Targets related to climate change mitigation and adaptation

In 2024/25, Conscia has committed to the Science-Based Target initiative (SBTi), joining a global movement of companies that are using science and data to drive climate action. This commitment is supported by a clear decarbonisation roadmap and stronger engagement with our value chain partners.

Our decarbonisation strategy aims to reduce scope 1 and 2 emissions by ~50% by 2030, with targets for scope 3 to be set during 2025/26 in alignment with the guidance provided by SBTi for companies in the ICT sector. We focus on activities with the highest potential for emissions reduction across all business locations. Decarbonisation levers for reducing scope 1 and 2 emissions comprise energy sourcing, energy efficiency, and fleet transition. Additionally, we maintain a list of additional decarbonisation levers which countries can implement to support local decarbonisation efforts where feasible.

Conscia's targets are set at group level and reported accordingly throughout this report. GHG emissions are calculated in accordance with the GHG Protocol for all sites under our operational control. Scope 2 emissions are market-based. These are absolute reduction targets established in accordance with SBTi guidelines.

In 2024/25, we entered into a sustainability-linked loan agreement with our lenders, embedding financial incentives directly into our ESG strategy. The loan margin is linked to three Sustainability Performance Targets (SPTs), one of which tracks the annual decrease of Scope 1 and Scope 2 emissions in alignment with the methodology defined by the Science-Based Target initiative (SBTi). This SPT supports our commitment to decarbonisation in core operations, aligning our environmental progress with tangible financial benefits and signalling investor confidence in our ESG direction. Local ESG teams are actively engaged in implementing targeted actions to meet this goal in collaboration with the business.

> ⊘ **On target**
> The outcome of the 2024/25 SPT assessment was positive, with a reduction of 12.2% for countries in scope for the SPT.
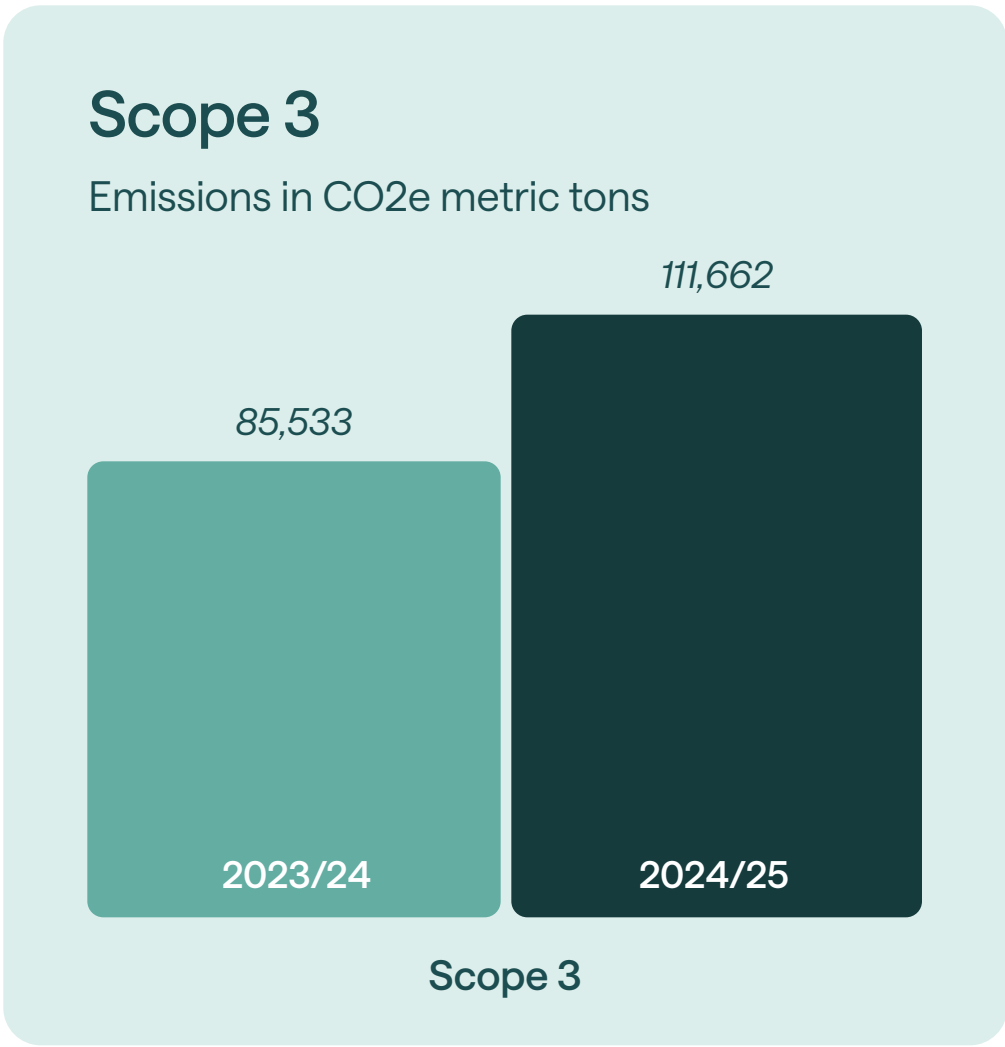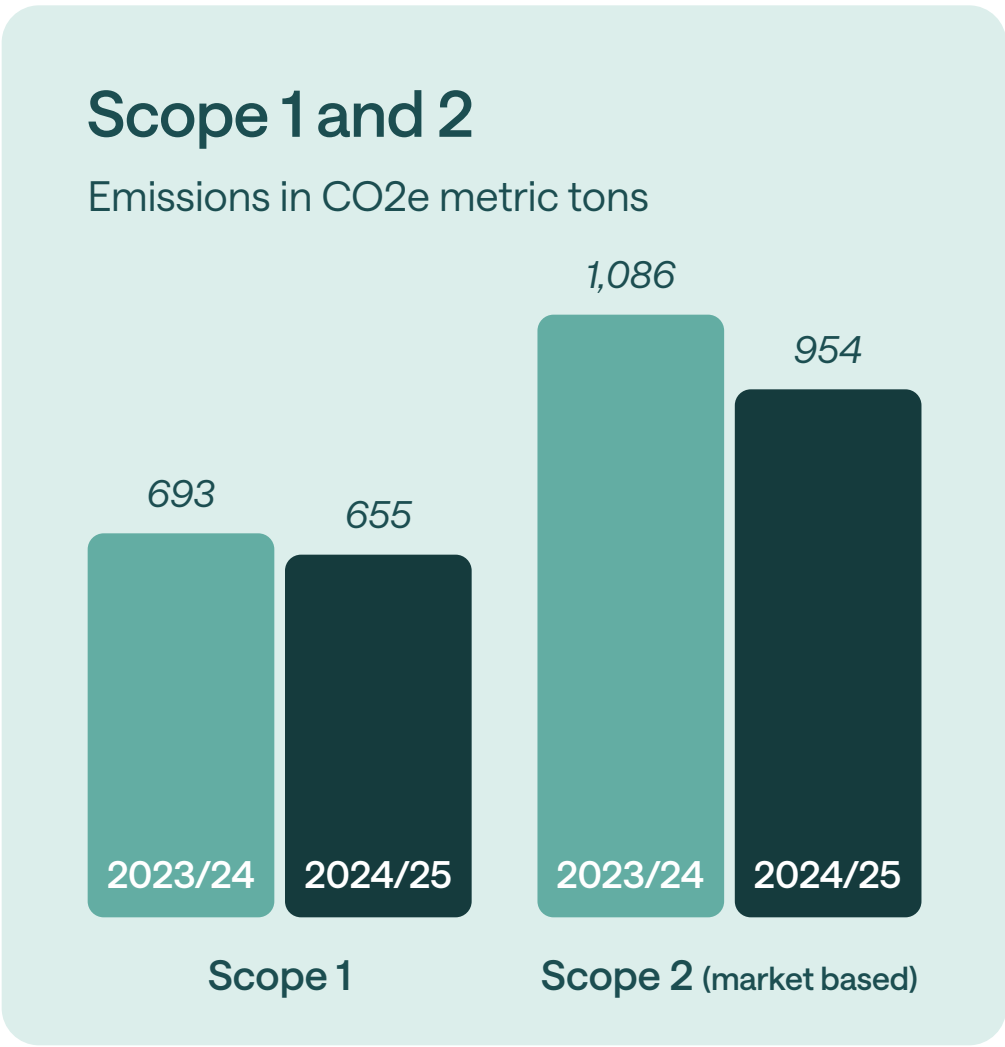
Our GHG emissions profile

In 2024/25, we completed our third comprehensive GHG emissions report across all scopes, with scopes 1 and 2 undergoing limited assurance by a third party.

Scope 1 and scope 2 amounted to 655 and 954 (market based) metric tons of CO2e covering Conscia's headquarters and all subsidiaries, excluding Open Line.

Due to the nature of our business model, where we do not manufacture physical goods, our biggest emission factors are company-owned vehicles (Scope 1) and the energy consumption of our offices (Scope 2).

Within scope 3, CO2e emissions amounted to 111,662 metric tons, with category 11 from scope 3 "Use of sold products" accounting for 51% of total scope 3 emissions and representing the customers' use of hardware, solutions and services we provide. The power consumption is therefore dependent on numerous factors, including customer choices on how the infrastructure and services are used.

E1-6

Our GHG emissions profile includes

Scope 1

Emissions from company-owned vehicles, the primary source of direct emissions due to the absence of manufacturing.

Scope 2

Emissions from energy use for office heating and electricity.

Scope 3

Emissions arising from hardware manufacturing and customer use of products.

Scope 1 and 2
Emissions in CO2e metric tons

1,086

954

693

655

| 2023/24 | 2024/25 | 2023/24 | 2024/25 |

Scope 1   **Scope 2** (market based)

Scope 3
Emissions in CO2e metric tons

111,662

85,533

| 2023/24 | 2024/25 |

Scope 3

Total emissions 2024/25

- **50.79%** Scope 3: Use of sold products
- **36.49%** Scope 3: Purchased goods and services
- **5.31%** Scope 3: Employee commuting
- **4.84%** Scope 3: Downstream transportation & distribution
- **0.84%** Total scope 2 emissions*
- **0.80%** Scope 3: Business travel
- **0.58%** Total scope 1 emissions
- **0.31%** Scope 3: Fuel and energy related activities*
- **0.02%** Scope 3: Waste generated in operations
- **0.02%** Scope 3: End-of-life treatment of sold products

* Market based
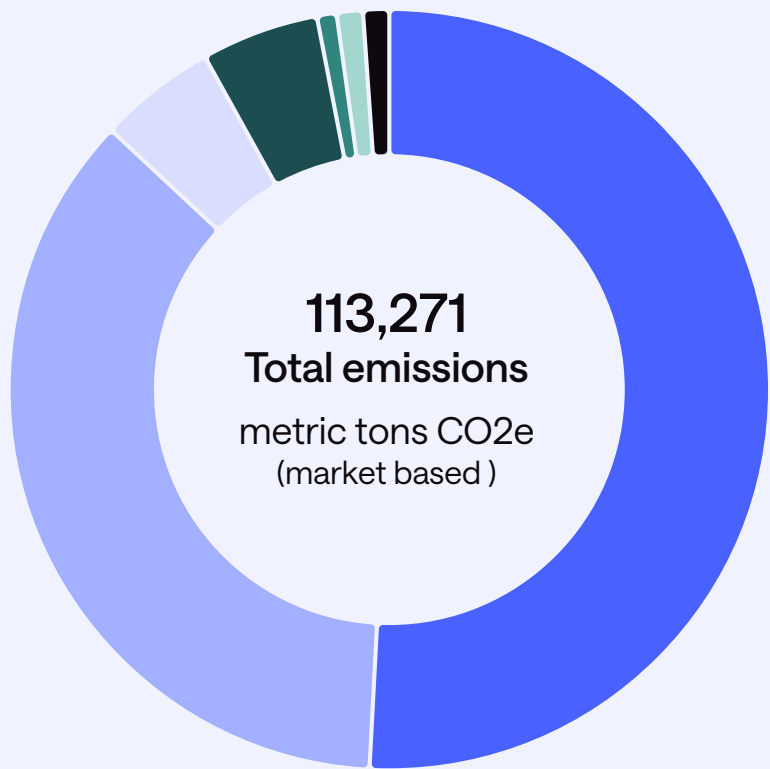
113,271
Total emissions

metric tons CO2e
(market based)

Case study Europe

Customer perspective

SBTi as a tool for value chain decarbonisation

At Conscia, collaboration is a cornerstone of our ESG strategy. We actively seek and integrate customer perspectives to ensure our sustainability efforts are both ambitious and aligned with stakeholder expectations.

As part of this approach, we invited a key customer to provide feedback on the role of the Science Based Targets initiative (SBTi) in our cooperation. Their insights offer a valuable view of how our ESG efforts are received and where we can further improve.

SBTi is important for our cooperation

The Science Based Targets initiative (SBTi) provides a transparent and credible framework for decarbonisation, which is essential for long-term supplier relationships.

For us, it is not just about compliance—it is about shared ambition. When suppliers commit to SBTi, it signals a serious intent to align with climate science and build resilience into their operations. That alignment is foundational to our cooperation.

We believe that a company's sustainability ambition will increasingly influence the decisions of both customers and investors. Aligning to those expectations and delivering against them is

not only important—it is becoming essential. This is therefore both an opportunity to gain market share and to remove future risk.

SBTi improves customer-vendor engagement

SBTi creates a common language and measurable goals that elevate the quality of engagement between customer and vendor. It allows us to move beyond generic sustainability statements and into meaningful dialogue about emissions, targets, and progress. This transparency fosters trust and enables us to collaborate more effectively on solutions that benefit both parties.

From our perspective, the supply chain contributes a significant proportion of our overall emissions. Therefore, in delivering our own Net Zero ambitions, it is pivotal that we align with suppliers who demonstrate the same level of commitment and ambition.

Statement from the customer

What we hope to see Conscia develop

We are keen to see Conscia continue building on its ESG commitments—particularly around Scope 3 emissions and data transparency.

As Conscia's strategy matures, we hope to see robust governance around target validation, clear reporting pathways, and integration of climate risk into decision-making. These developments will not only strengthen Conscia's position but also enhance the value of our partnership.

Customer statements are anonymous for confidentiality reasons.

E5 Circular economy

Conscia's ambition to minimise environmental impact is reflected in our commitment to reduce virgin material consumption, support responsible sourcing, and disposal of electronic equipment, and collaborate with vendors to promote hardware reuse and recycling initiatives.

E5 SBM-3

Material impacts, risks, and opportunities and their interaction with strategy and business model

The responsible sourcing and disposal of electronic equipment is of particular concern to Conscia. Our offerings rely on the deployment of technology hardware by skilled employees. There is a risk of consuming a significant volume of virgin materials while contributing to e-waste at end of life.

Circularity and product lifecycle management are key to maintaining the value of products, materials, and other resources in the economy for as long as possible, enhancing their efficient use in production and consumption and thereby reducing their environmental impact.

E5-1

Policies

Conscia's Corporate Sustainability Policy, updated in 2024/25, sets out the Group's priorities and commitments to advance its performance in environmental and social responsibility and good governance. The policy covers the nine material topics for Conscia, informing the key focus areas for Conscia's policy. On resource use and circular economy, Conscia's key objective, as outlined in the policy, is to minimise the environmental impact of its activities by understanding and improving the use of technology in its operations.

E5-2

Actions

Conscia's ambition is to minimise the environmental impact of our activities by understanding and improving the use of technology in our operations. We believe we can positively impact the recovery and recycling of technology hardware by supporting end users in making the right end-of-life choices. Consistent with our business model, waste in our operations is minimal, quantified as 17 tons CO2e in our emission reporting.

Conscia services

Conscia services are aimed at preventing the waste of materials and raw materials from the first interaction to the end-of-life of network components. Our track record shows a high level of cases solved by our remote teams, limiting on-site service and further reducing travelling and work outside core business hours. Our RMA level is very low, which means a low rate of

hardware replacements for faulty equipment. Devices are kept up to date, ensuring efficiency and less need for hardware replacement. Where possible, we recommend equipment with longer expected service life, and promote the use of refurbished products through the Cisco Takeback and Reuse programs. We also extend the life of non-technical components, including cables and mounting brackets.

In our offers, we recommend alternatives to reduce energy consumption. For example, we consider software for occupancy monitoring, which makes lighting, ventilation, temperature control, and cleaning smarter and more energy efficient.

ISO14001

Maintaining environmental certifications such as ISO 14001 is an essential element in managing stakeholder expectations and working towards more sustainable operations. By conducting regular internal and external audits, continuous improvements, training, and effective communication, we demonstrate our commitment to environmental management, and we maintain the trust of our stakeholders.

Our offices in Belgium, Denmark, Ireland, the Netherlands, Norway, Sweden and the United Kingdom are ISO14001 certified, formally ensuring that our processes, including waste and hardware disposal, adhere to stringent environmental standards.

Donations

Conscia offices are encouraged to donate functioning equipment, including office supplies and high-quality marketing collateral such as branded apparel and metal flasks, to local institutions, fostering our commitment to circular resource use and social responsibility towards our communities.

> **The Supplier and Business Partner Code of Conduct**
>
> The Supplier and Business Partner Code of Conduct emphasises tracking, documenting and publicly reporting energy consumption and GHG emissions. Vendors are encouraged to enhance energy efficiency and reduce their emissions.

Impacts, risks and opportunities

Description	Value chain location			Time horizon for impacts or actions*		
	Up-stream	Direct operations	Down-stream	ST	MT	LT
E5: Responsible use of resources (Actual negative impact) Conscia's offerings rely on the deployment of technology hardware, which consumes a significant volume of virgin materials and contributes to e-waste at end of life	•	•	•	N/A		

* ST: Short-term. MD: Medium-term. LT: Long-term

Vendor initiatives

Vendors offer valuable tools to reduce the consumption of new raw materials and extend the lifespan of network equipment. By structurally embedding these processes into project implementation, usable resources are prevented from being written off prematurely or becoming waste.

Cisco's support and initiatives

Our local offices are working on a range of initiatives with Cisco's support. With the Environmental Sustainability Specialization certification, Conscia teams have the possibility to offer our customers new ways to use Cisco technology to achieve their sustainability goals.

In 2024/25, we continued to promote our customers' uptake of the Cisco Takeback and Reuse Program, making it simple and secure to recycle end-of-use gear.

Cisco is also working on several other projects to reduce energy use and waste, which will impact our circularity targets through our customers. They include circular packaging solutions, zero-waste on components and a 30% absolute reduction in Cisco supply chain-related scope 3 GHG emissions by 2030.

E5-3

Targets related to resource use and circular economy

We have not yet identified measurable material targets at group level. Several country offices have already established targets, and we plan to develop a group approach as our understanding of the topic evolves.

Case study   The Netherlands

A circular approach to rebranding

Creative reuse for sustainable giveaways

Conscia Netherlands implemented a targeted waste-reduction initiative following our company's 2025 rebranding. The team conducted an internal audit to identify surplus promotional materials, including banners and roll-ups rendered obsolete by the updated brand identity.

The banners and roll-ups were collected, sorted, and transferred to certified local upcycling partner EcoGiving.nl. The partner processed PVC and textile-based materials into 200 durable tote bags, which were then distributed as customer giveaways.

This approach not only extended the lifecycle of existing resources but also reduced the environmental footprint associated with producing new promotional items. The bags spark positive conversations around reuse and environmental responsibility and demonstrate the team's proactive ESG mindset.

♻ Reuse

Rather than disposing of these materials as landfill, the team initiated a reuse strategy consistent with the principles of circular product lifecycle management.

Social responsibility

In this section

- Strategy, key initiatives, and progress towards targets
- An overview of how we prioritise initiatives aimed at our employees and talent
- Our strategy to extend our people-centric approach to value chain workers

We are a people business: our success depends on our employees being trusted advisors to our customers. Thus, it is key for Conscia to attract the best people in the industry and keep them at the forefront of digital innovation through personal development, technical upskilling, and a healthy working environment.

As technology continues to evolve, so does our responsibility—to respect local legislation, operate ethically, and ensure that our value chain partners uphold the principles established by the UN Global Compact. We seek to extend our social responsibility approach to workers in our value chain, and firmly denounce all use of child labour, human trafficking, or any other form of forced or compulsory labour. We wish to positively influence society through our employees and workers, and through the way Conscia's solutions are applied.

S1 Own workforce

Our social responsibility efforts under our own workforce encompass employee well-being, talent attraction and retention, training and development and the cultivation of a diverse, inclusive work culture.

S1 SBM-3

Material impacts, risks and opportunities and their interaction with strategy and business model

Impacts, risks and opportunities

Description	Value chain location			Time horizon for impacts or actions*		
	Up-stream	Direct operations	Down-stream	ST	MT	LT
S1: Talent attraction and retention (Risk) Failing to meet the expectations of current and potential future employees by not having robust ESG strategies in place, leading to retention and recruitment difficulties		•			•	
S1: Health and well-being (Risk) Stress and sickness of office employees can be heavily influenced by working conditions from their employer		•			•	
S1: Training and development (Risk) Potential risk to lose tenders if employees are not equipped with the necessary certifications, upskilling beyond core knowledge into strategic growth areas and new technology		•			•	
S1: Hiring diversity (Actual negative impact) Despite dedicated recruiting efforts aimed at hiring more female employees, Conscia is facing challenges in raising the proportion of women within the company		•		N/A		

* ST: Short-term. MD: Medium-term. LT: Long-term

Employee working conditions, including talent attraction and retention

Conscia is focused on health and job satisfaction and ensures that a safe working environment is in place. We believe in fair and sustainable employment practices, including secure employment, reasonable working hours, adequate wages, and work-life balance. We seek to comply with relevant international conventions as well as applicable laws on safety and working conditions in each of our operating countries.

S1-1

Policies

Our Group Code of Conduct is supported by local HR policies and employee handbooks to provide guidance on how we maintain a safe and positive working environment.

These policies reach beyond national health and safety legislation to promote the emotional and physical well-being of our employees.

We apply our internal principles in our collaborations with partners, vendors, and other stakeholders to ensure our values align with those we engage with.

S1-4

Actions

Our ambition is to maintain high rates of satisfaction despite our rapid expansion, which can be measured through the employee Net Promoter Score (eNPS).

In 2024/25, Conscia reached an average employee eNPS of 66 on a scale of 1 to 100. With an increase of 9 points compared to 2023/24, the new score exceeds our internal target score of 60 and remains in the industry's top 10%.

Our employee turnover in 2024/25 was at 10%, which is considered low. Going forward, we aim to maintain or improve these scores, particularly in countries where we do not outperform the industry average. We plan to do this by ensuring our communication channels are open and by taking country-specific actions that align with the wishes of our employees.

Our talent attraction and retention strategy is closely linked to our rebranding through the new Employee Value Proposition, which will be launched in 2025/26 and drive our recruitment efforts.

The support of Employee health and well-being initiatives and DEI strategy is fundamental to attract and retain a diverse pool of talent.

Stress-related illness is considered a significant risk to our operations in the increasingly competitive market.

Key indicators
2024/25

66 eNPS
6 points improvement compared to last year

10% turnover
1% percentage point improvement compared to last year

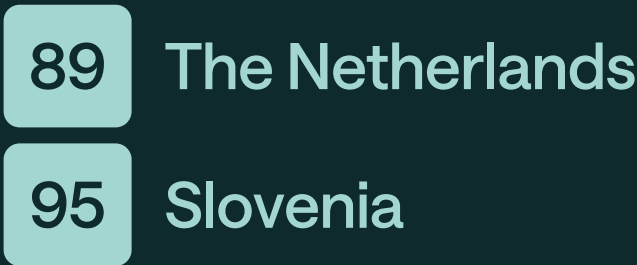**Case study** The Netherlands and Slovenia

From recognition to impact

How local excellence supports our global ESG goals

In 2025, Conscia Slovenia and Conscia Netherlands were recognised as Great Places to Work, reflecting their commitment to inclusive, supportive, and high-performing environments. Based on employee feedback and culture audits, the certification highlights Conscia's strong work culture built on trust, respect, and confidence in leadership.

This success supports Conscia's talent strategy. Initiatives like flexible working, stress awareness training, inclusive hiring, and mentorship programmes show how local actions drive global progress. The certification is not a goal, but a validation of our way of working—where trust, inclusion, and development are lived values. We are proud to place people and culture at the heart of our growth, aiming to create a workplace where employees thrive, stay engaged, and help shape the company's future.

Trust index scores

| 89 | The Netherlands |
| 95 | Slovenia |

With trust index scores of 89 in the Netherlands and 95 in Slovenia, Conscia stands out as a workplace where people want to stay and thrive.

Employee health and well-being

At Conscia, employee health and well-being encompass the physical as well as psychological working environment, including work-related illnesses and injuries, and policies to mitigate their impact. We know that stress and sickness at the office can be heavily influenced by working conditions, so it is important that our employees are both doing and feeling well. The ongoing dialogue with employees helps us understand how the working environment can be improved.

S1-1

Policies

Our Group Code of Conduct is supported by local HR policies and employee handbooks to provide guidance on how we maintain a safe and positive working environment. These policies go beyond national health and safety legislation to promote the emotional and physical well-being of our employees through flexible hybrid working, enhanced healthcare packages, and family-friendly behaviours. We apply our internal principles in our collaborations with partners, vendors, and other stakeholders to ensure our values align with those we engage with.

S1-4

Actions

Our ambition is to achieve a consistent experience for Conscia employees across countries, which implies understanding and acting locally to reduce the sickness rates for markets that are obvious outliers.

The sickness absence rate varies across Conscia's locations and indicates room for improvement in some countries. As a basis, we offer all employees a good pension and healthcare plan, and we are in continuous dialogue with our colleagues to understand how we can monitor and improve outcomes.

We seek to offer flexibility in terms of either mobility (location-based) or hybrid work, allowing employees to partially work from home, and helping to lower costs, CO_2 emissions, and time spent commuting, while also providing more flexibility to enhance a better work-life balance.

In addition, we have local healthcare initiatives in each country to create community, team spirit, and a sense of belonging, based on an ongoing dialogue with employees to understand how the working environment can be improved. In 2024/25, some of the activities across offices included: yearly sporting events, stress awareness training, initiatives to increase healthy habits at work and outside, first aid training, effective communication workshops, as well as best-practice sharing through internal newsletters.

Case study Norway

Mobilising expertise for good

Norway's commitment to global infrastructure development

As part of its commitment to global solidarity and sustainable development, Norway has initiated sponsorship of Engineers Without Borders (EWB), a global movement of over 40 organisations dedicated to mobilising engineering expertise for social good.

EWB's mission to address critical global challenges—such as access to clean water, sanitation, energy, and housing—resonates strongly with Norway's broader sustainability agenda. By supporting EWB's work in developing countries, Norway is helping to build essential infrastructure that empowers communities and fosters long-term societal resilience.

The sponsorship extends to EWB's operations in in the Middle East and Africa, where engineers are contributing to the construction of vital infrastructure. This can include efforts to restore critical infrastructure, or support local capacity-building through technical training and collaboration. Norway's backing not only enables EWB to scale its impact but also reinforces the

role of engineering in humanitarian response and sustainable recovery. Through this initiative, Norway demonstrates how targeted support for technical expertise can drive meaningful change in regions facing adversity, while advancing the global movement towards a just and sustainable future.

This partnership reflects Norway's strategic ESG priorities, aligning our service offering with our values and our mission to secure and simplify technology use in society.

Community initiatives

Besides our own workplace, we strive to deliver impact to the communities we live and operate in. For many years and across local offices, Conscia has been initiating and supporting numerous sustainability and community projects.

Many of these activities are conducted in cooperation with regional and local partners, such as UNICEF, industry organisations, and local business chambers. It is a continued ambition of Conscia to be a part of the local communities where employees live and work. Conscia is a member and donates resources to a range of charities and funds, with a particular focus on vulnerable communities, environmental causes and advancing standards for business conduct through industry associations. We are particularly proud of our initiatives aimed at upskilling young people in IT and raising their awareness of online activity.
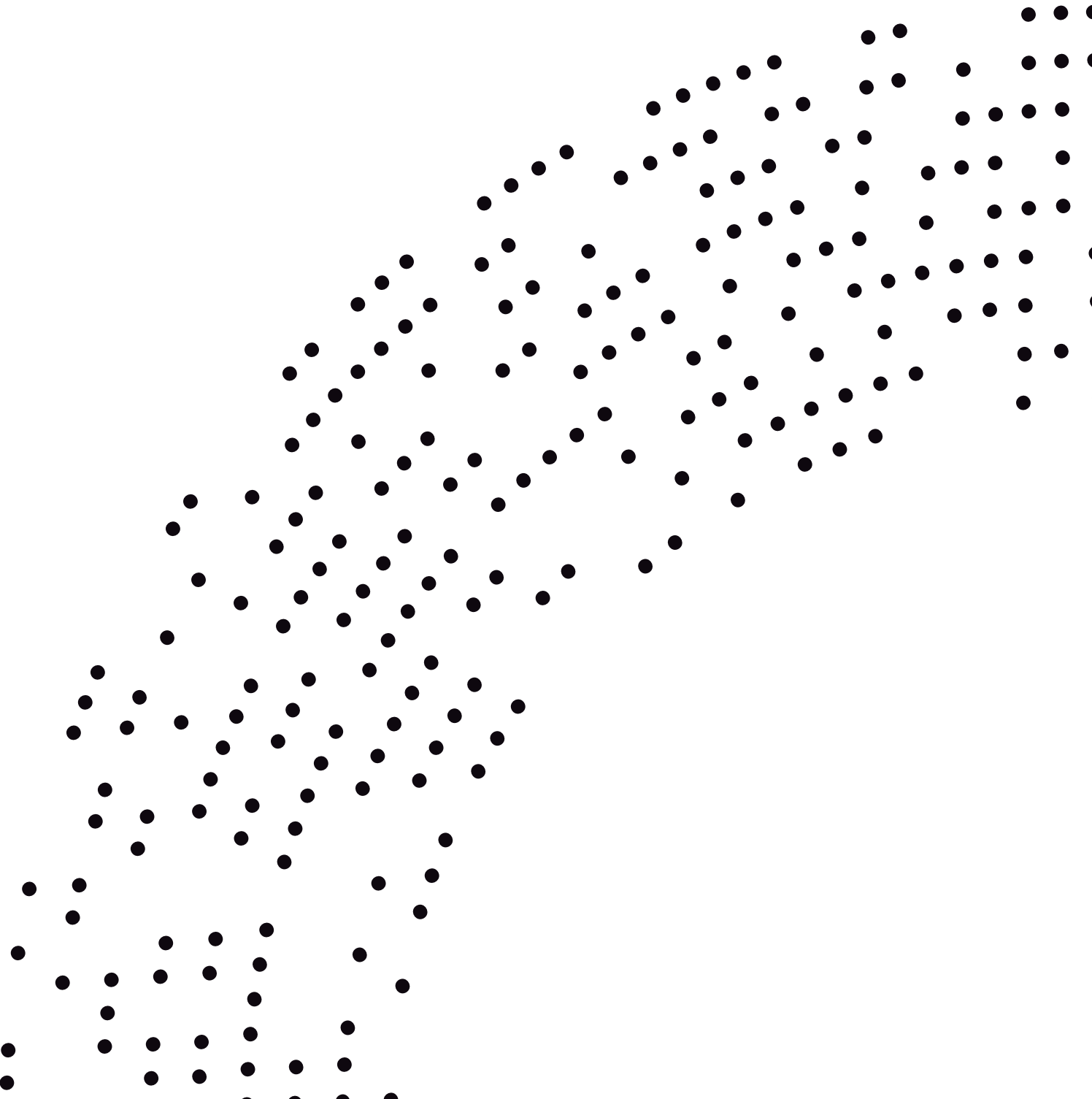
Diversity, Equity, Inclusion

At Conscia, we embrace the principles of diversity, equity, and inclusion (DE&I) as fundamental to our core values, and want to build a Conscia that attracts, retains, develops, and excites the best people in the industry.

S1-1

Policies

Our DE&I policy guides the organisation on our determination to break down systemic obstacles and eliminate biases that could hinder equitable access to opportunities and resources within our organisation.

We apply our internal principles in our collaborations with partners, vendors, and other stakeholders to ensure our values align with those we engage with.

S1-4

Actions

Our ambition is to build a supportive environment that values and respects differences in gender, race, ethnicity, age, disability, sexual orientation, and other protected characteristics. We are committed to measuring our progress so we can continue to learn from our experiences and continually evolve our strategies to advance our DE&I goals.

Acknowledging the challenges of our industry

We recognise that the journey toward a fully diverse, equitable, and inclusive business at all levels requires ongoing effort and growth. Our approach is to employ and promote the most qualified people and give all qualified candidates equal access to leadership positions. It is obvious that there is an over-representation of males in the industry, so we actively strive to ensure balance in line with European benchmarks for our industry.

Supporting DEI through SPTs

To reinforce our commitment, in 2024/25, we entered into a sustainability-linked loan agreement with our lenders, embedding financial incentives directly into our ESG strategy. The loan margin is linked to three Sustainability Performance Targets (SPTs), one of which tracks the annual percentage of new hires from underrepresented genders across the Group. This SPT supports our commitment to inclusive hiring practices, aligning our DEI actions with tangible financial benefits and signalling investor confidence in our ESG direction. Local People & Culture teams are actively engaged in implementing targeted actions to meet this goal in collaboration with the business.

The outcome of the 2024/25 SPT assessment was positive, with 31% of new hires in underrepresented genders.

Investing in talent and education

To ensure we continue to build capacity supply of a diverse pool of candidates, our DEI strategy starts from the root of the problem: we invest in IT talent and education to unfold digital capabilities. We nurture engagements with schools and universities to develop digital skills throughout society and across businesses.

Different student programs are established to meet local needs and engagements in most countries. The programs target underrepresented categories and span activities like traineeships, mentor support, company visits, presentations at universities, lectures, and job positions targeting students with the aim of offering full-time jobs after graduation.

Women in teams and leadership

Beyond attracting diverse talent, our efforts are showing results in retention. By the end of 2024/25, female workers constituted 20% of all employees. A total of 20% of managers and team leads were women, with no changes from last year. Across the group, we have several examples of successful DEI initiatives tailored to local needs: collaborations with universities to attract more female students, and events to present female role models; adapting the work environment and policies to fit an increasingly diverse set of needs; bias training and internal events to build a stronger culture, and promotion of family-friendly habits.

Future aims

In parallel with investing in talent and education, our dedicated recruiting efforts aim at hiring more employees from underrepresented categories.

In 2025, the percentage of female new hires reached 31% against an EU average of 25-30% for the tech industry, setting us on par with the EU average.

Key indicators

Female workers by the end of 2024/25.

20% of employees
are women

20% of management
are women (incl. team leads)

Employee training and development including certifications

Certifications, standards, and expertise are a 'license to operate' for Conscia, critical to continuing to win work in the public and private sectors, so it is only natural that learning has always been a priority for Conscia. We encourage our employees to learn from the largest, most complex projects, from collaborating with the largest customers and high-calibre peers, a network of highly skilled individuals.

S1-1

Policies

Our Group Code of Conduct provides guidance on how we support our learning philosophy. Every employee has access to an Employee Development Process (EDP) designed for dialogue and continuous talent management. This is a mandatory process which informs talent development and succession planning and regulates compensation.

S1-4

Actions

Our ambition is to continue learning, growing, and sharing our knowledge. It can be challenging to balance growth with quality, but this is an absolute priority for Conscia. In our hiring processes, we always consider this

aspect as a key priority, and we continue to invest in our people throughout their career.

That's how we have become the European partner with the most Professional and Expert level Cisco certifications, including the CCIE (Cisco Certified Internetwork Expert), and have been recognised as a leading partner across many countries. NIL Learning (part of Conscia Slovenia) is also a Cisco Platinum Learning Partner with over 30 years of experience training and certifying individuals on Cisco technologies, and with a large community of alumni.

Cybersecurity expertise

As cybersecurity continues to grow as a strategic service area, Conscia has developed a strong certification portfolio as a Palo Alto Networks Diamond tier partner, including 5 Product Specialisations and 87 Certified Full-Time Engineers across Europe. Certifications cover core solutions such as Next-Gen Firewalls, Prisma Cloud, Cortex XDR, and SASE.

Case study · Slovenia

Project 525

Developing the next generation of IT experts

Project 525 is a joint initiative between NIL Learning (part of Conscia Slovenia) and Cisco Learning & Certification, designed to build the next generation of CCIE-level professionals across Europe and Africa.

NIL Learning, a Cisco Platinum Learning Partner based in Ljubljana, Slovenia, is the exclusive provider of Project 525 in Europe. With more than 30 years of experience delivering advanced Cisco education, NIL Learning ensures that each participant receives personalised support, professional mentorship, and access to official Cisco learning resources.

The program's impact is already tangible, with over 100 delegates, a CCIE pass rate of 78.5%, 82% program completion rate, and an average completion time of 19 months. New cohorts are currently running across multiple CCIE tracks, including Enterprise Infrastructure, Security and Data Centre.

Through Project 525, NIL Learning and Cisco are helping to close the IT skills gap by enabling over 500 aspiring engineers to reach expert-level certification and contribute to digital transformation across regions.

Combined approach

The one-year, structured and mentor-led program combines self-paced study through Cisco U., expert mentoring, hands-on labs, and continuous progress tracking to prepare engineers for the CCIE certification.

Our certification efforts support Conscia's talent promise by encouraging continuous learning and the growth of specialist expertise, while enabling engineers and architects to help organisations improve their security posture, adopt cloud technologies securely, and enhance visibility across networks and endpoints.

Strategic upskilling

In 2024/25, we are focusing our efforts on upskilling our employees in strategic areas that will help accelerate our business performance. On October 1st, we will launch a new Learning Management System (LMS) to standardise our learning and development approach across the group, reinforcing upskilling and data management in alignment with the requirements of CSRD reporting. It will be supported by a Group Learning and Development policy linking our values to transparent processes and performance.

Training and development in Norway

Norway provides an example of the importance of this topic, not only from a competitiveness angle, but also for compliance. In response to new government requirements introduced in June 2024, Conscia Norway have updated all employment contracts to explicitly include provisions for employee training and development. By embedding training obligations into employment terms, we aim to ensure compliance while fostering continuous professional growth across the organisation. These updates reflect Conscia's strategic emphasis on certifications and skills development, which are increasingly critical for securing public- and private-sector tenders.

Investing in talent and local education

Moreover, Conscia invests in IT talent and education to unfold digital capabilities. The Group has engagements with schools and universities to develop digital skills throughout society and across businesses.

Different student and graduate programs are established to meet local needs and engagements in our countries, and they help us expand the talent pool while also providing practical work experiences for talented students.

Processes for engaging with own workforce and workers' representatives about impacts

At present, Conscia follows a country model and does not have a group-wide process for engaging with workers' representatives on sustainability-related impacts. However, we do engage with several stakeholders on a regular basis. In particular, we engage with our employees through formal and informal mechanisms, including regular employee satisfaction surveys led by group, local People & Culture dialogues, and feedback gathered through the Employee Development Process (EDP). In 2024/25, our employee Net Promoter Score (eNPS) reached 66, and our turnover rate remained low at 10%, indicating a generally positive employee experience and openness to dialogue.

Engagement on sustainability topics is primarily conducted through internal surveys and local initiatives. For example, our double materiality assessment (DMA) included input from internal stakeholders, which helped identify key social risks such as stress-related sickness, challenges in hiring diverse talent, and the need for upskilling.

While these engagements are not yet structured as formal consultations, they have informed our material IROs and helped prioritise actions across the Group. Country-specific initiatives, such as the pilot exchange programme between the Netherlands and Slovenia, also

reflect our commitment to listening and responding to employee needs.

Currently, responsibilities for workforce engagement are shared between local and group People & Culture teams, in frequent interaction with the Strategy and Business development Function, which leads ESG topics. While we track some workforce-related KPIs, such as sickness absence and gender diversity, we do not yet have a systematic process for involving workers' representatives in decision-making.

We recognise this as an area for improvement and are working to build a more structured and inclusive approach, while we develop a process to assess the effectiveness of engagement activities.

Processes to remediate impacts and channels to raise concerns

Conscia has established processes to enable employees and other stakeholders to raise concerns and report adverse impacts.

The Group's Whistleblowing Policy outlines a secure and confidential channel for reporting serious misconduct, including harassment, discrimination, and violations

A solid foundation

While Conscia does not yet have a formalised grievance mechanism beyond the whistleblowing system, the current framework provides a solid foundation for addressing adverse impacts and is aligned with ESRS S1-3 requirements.

of the Code of Conduct. The whistleblowing system is accessible to employees, applicants, contractors, and other stakeholders, and allows for anonymous reporting. All reports are handled by a designated Whistleblower Committee composed of case managers across operating countries, ensuring local responsiveness and impartiality in the investigation process. The whistleblowing process is structured to ensure timely and fair remediation. Upon receiving a report, the system acknowledges it within seven days and aims to provide feedback within three months.

The process includes a thorough investigation and, where necessary, corrective actions to address the reported issue. Importantly, the policy includes strong protections against retaliation, reinforcing Conscia's commitment to a safe and respectful working environment. This mechanism complements other informal feedback channels and supports the organisation's efforts to identify and remediate negative social impacts.

Conscia's Code of Conduct supports remediation by clearly stating the rights and responsibilities of employees, including the right to raise concerns without fear of reprisal.

It promotes ethical behaviour and compliance with international labour standards, including the right to join labour associations and participate in collective bargaining.

S2 Workers in the value chain

Our social responsibility efforts extend beyond our own employees to encompass all workers in the upstream and downstream value chain who are or can be materially impacted by Conscia's business.

S2 SBM-3

Material impacts, risks and opportunities and their interaction with strategy and business model

Conscia purchases substantial amounts of networking equipment each year to deliver on client projects. Therefore, it is important to us that we minimise our impact on value chain workers, especially those in manufacturing and mining.

In addition, our subcontractors might also face various health hazards while providing services on behalf of Conscia. We have identified two material IROs related to mitigating these concerns.

S2-1

Policies

We are committed to providing a secure, safe, and healthy work environment for all employees and expect our business partners to uphold the same standards for their workers. Our internal principles outlined in S1-1 Policies extend to our collaborations with partners, vendors, and other stakeholders to ensure our values align with those we engage with.

UN Global Compact

Conscia is a signatory of the UN Global Compact and adheres to the United Nations' Declaration of Human Rights. We firmly denunciate all use of child labour, human trafficking, or any other form of forced or compulsory labour.

Conscia operates in countries that have ratified the ILO Fundamental Conventions, which cover freedom of association, the right to collective bargaining, the elimination of forced labour, the abolition of child labour and the elimination of employment discrimination. While our policies may not directly address the prevention of workplace accidents, they indirectly do so through alignment with these international standards.

Supplier and Business Partner Code of Conduct

The newly launched Supplier and Business Partner Code of Conduct requires vendors to uphold internationally recognised human rights, prohibit modern slavery and child labour, ensure safe working conditions, respect freedom of association, and provide fair wages and working hours throughout the value chain. It also mandates that these standards apply across vendors' own supply chains, promoting consistent worker protections.

Group Whistleblowing Policy

The Group Whistleblowing Policy outlines a secure and confidential channel for reporting serious misconduct, including harassment, discrimination, and violations of the code of conduct. The whistleblowing system is accessible to employees, applicants, contractors, and other stakeholders, and allows for anonymous reporting. All reports are handled by a designated Whistleblower Committee composed of case managers across operating countries, ensuring local responsiveness and impartiality in the investigation process.

S2-4

Actions

Our ambition is to become a responsible buyer of networking equipment and services, with a set of policies and processes in place that we can be proud of. We continue to be selective in our choice of vendors, selecting partners that set high standards for supply chain due diligence and that perform regular desktop assessments of their ESG policies and performance. We address questions and concerns during our regular review meetings.

To ensure our standards are upheld at every step, and challenges are handled responsibly rather than avoided, we are stepping up our vendor engagement efforts. We are in the initial stages of implementing a vendor risk assessment framework that includes environmental, social and governance criteria, which will help us prioritise actions and follow up on targets. Where risks to value chain workers have been identified—such as through vendor assessments or third-party audits— we expect vendors to take corrective actions aligned with our Code of Conduct.

Taking it further

We are actively exploring opportunities to collaborate with industry groups and partners to better understand and solve the challenges of our value chain, which reflects our value to Commit to collaborate. Our long-term goal is to integrate social performance into vendor evaluations and to collaborate on capacity-building initiatives that improve working conditions across our value chain.

Impacts, risks and opportunities

Description	Value chain location			Time horizon for impacts or actions*		
	Up-stream	Direct operations	Down-stream	ST	MT	LT
S2: Supply chain management (Risk) Failing to meet regulatory requirements by not having a robust supply chain due diligence process in place	•	•				•
S2: Value chain workers' health and safety (Actual negative impact) Exposure to accidents for subcontractors during the installation of hardware sold by Conscia			•	N/A		

* ST: Short-term. MD: Medium-term. LT: Long-term

S2-2

Processes for engaging with own workforce and workers' representatives about impacts

Conscia's engagement with value chain workers is currently limited and guided by our Supplier and Business Partner Code of Conduct, which outlines expectations for ethical labour practices, including freedom of association and safe working conditions.

While we do not yet have direct engagement mechanisms with workers in our value chain, we rely on our vendors to uphold these standards and encourage them to cascade similar expectations throughout their own supply chains.

Our ambition is to strengthen collaboration with key vendors to better understand and address the social impacts experienced by their workers.

S2-3

Processes to remediate impacts and channels to raise concerns

To support remediation of adverse impacts in the value chain, Conscia provides a whistleblowing channel accessible to external stakeholders, including vendors and their workers.

This channel allows anonymous reporting of serious concerns such as forced labour, discrimination, or unsafe conditions, and is managed by a cross-country Whistleblower Committee to ensure impartiality and timely resolution. While we do not yet have a formal grievance mechanism tailored specifically to value chain workers, the whistleblowing system serves as a first step in enabling access to remedy.

Governance

In this section

- Our approach to governance

- An overview of how we prioritise ethics, data privacy and responsible supply chain management

- Initiatives aimed at maintaining and improving our track record

Our commitment to good corporate governance is a prerequisite for being a valued partner to our customers and a trusted actor in society. We focus our governance practices on maintaining ethical business conduct across all the countries in which we operate, with a high focus on data privacy and cybersecurity.

Conscia has established a governance and corporate compliance program covering anti-bribery, competition, data protection, and trade sanctions. We have based our corporate governance on a two-tier system where the Board of Directors and the Executive Management Team have two distinct roles. The Executive Management Team undertakes the operational management of the company, whereas the Board of Directors determines the overall company strategy and acts as an active sparring partner to the Executive Management Team.

G1 Business conduct

Anti-corruption, anti-bribery, anti-trust and data privacy

We aim to provide services that satisfy the highest professional and ethical standards of the industry, avoiding conflicts of interest, misrepresentation, bias and negligence, and data leaks. To achieve this, we need each of our employees to know how to act, anticipate or manage situations in accordance with our principles.

G1 SBM-3

Material impacts, risks and opportunities and their interaction with strategy and business model

Impacts, risks and opportunities

Description	Value chain location			Time horizon for impacts or actions*		
	Up-stream	Direct operations	Down-stream	ST	MT	LT
G1: Corruption and bribery (Risk) Corruption and bribery incidents, as well as failure to uphold competition laws, can result in significant fines for Conscia		•		•		
G1: Incidents (Risk) Exclusion from tenders, especially from public ones, if incidents have occurred		•		•		
G1: Violations and fines (Risk) Risk of GDPR violation/data breach and related financial fines		•		•		

* ST: Short-term. MD: Medium-term. LT: Long-term

Corruption and bribery risk in operational countries

Conscia's operational countries show a low risk of corruption and bribery. Out of the 180 countries assessed in the Corruption Perceptions Index, Conscia's markets are showing good performance, with 5 out of 9 Conscia markets ranking in the top 10. All Conscia markets are positioned in the top one-third, indicating limited potential for negative impact.

Data security involves safeguarding personal and sensitive information collected from customers, end-users, and employees. Data privacy and cybersecurity are essential to Conscia for protecting individuals', businesses', and customers' data and ensuring the integrity and confidentiality of sensitive information.

Since Conscia is not processing sensitive client data, the impact of a potential data breach is not considered material.

Nevertheless, we place significant importance on business conduct topics, and we continue to make data security and the potential of data breaches a priority for our employees and business partners.

G1-1

Policies

We place significant emphasis on compliance with the Code of Conduct, which sets forth our core principles and related policies.

Anti-bribery Policy

The Anti-bribery Policy covers topics such as the exchange of gifts, interaction with public sector representatives, and assessment of third parties.

Competition Manual

The Competition Manual outlines rules to prevent anti-competitive behaviour such as cartels, abuse of market dominance, and restrictive agreements, aiming to ensure fair competition and compliance with EU and similar laws.

Data Protection Manual

The Data Protection Manual sets out principles and responsibilities for handling personal data in compliance with GDPR, focusing on lawful processing, data subject rights, and organisational safeguards to protect privacy.

Trade Sanctions Manual

The Trade Sanctions Manual provides guidance on complying with international sanctions and export control laws, aiming to prevent illegal trade, mitigate geopolitical risks, and uphold ethical standards in global operations.

Information Security Policy

The Information Security Policy defines measures to protect the confidentiality, integrity, and availability of company information assets, with clear roles, access controls, and incident response protocols.

Acceptable Use Policy

The Acceptable Use Policy for artificial intelligence governs ethical and secure use of AI tools, prohibiting unsafe practices and ensuring compliance with data protection, copyright, and internal security standards.

Supplier and Business Partner Code

The Supplier and Business Partner Code of Conduct outlines expectations for ethical behaviour, human rights, environmental responsibility, and compliance with laws, ensuring vendors uphold Conscia's values and standards.

Whistleblowing Policy

The Whistleblowing Policy establishes a secure and confidential channel for reporting serious misconduct, ensuring protection against retaliation, and promoting transparency and accountability within the organisation.

The whistleblowing system is accessible to employees, applicants, contractors, and other stakeholders, and allows for anonymous reporting.

All reports are handled by a designated Whistleblower Committee composed of case managers across operating countries, ensuring local responsiveness and impartiality in the investigation process.

There were 3 cases recorded in 2024/25.

G1-3

Prevention and detection of corruption, bribery, and data privacy breaches

Our ambition is to continue to excel and maintain our track record by complying with applicable laws and conducting our business ethically. Therefore, we continue to train employees from day one and implement policies and procedures to ensure employees provide services free from bias and error. The same approach applies to our integration work with new acquisitions.

For training purposes, we leverage the KnowBe4 training platform, the world's largest integrated platform for business conduct and security awareness training, combined with simulated phishing attacks. The platform is available to ensure employees are informed about our principles, governance, and processes, and to guide interactions with all stakeholders and compliance with regulations. The training is mandatory for newcomers, and a yearly refresher with updated content is required for all employees.

In 2025/26, Conscia will launch a new Learning Management Platform which will include governance training to ensure employees prioritise learning on strategic topics including business conduct. Security learning will be included in the new LMS, transitioning away from KnowB4 to a more tailored solution, and training tools like Microsoft Sentinel will replace external tools.

Sweden provides an example of how data privacy and environmental performance reinforce each other. The local team has conducted a campaign to raise awareness of digital waste, also reducing the risk of breaching GDPR regulations. Employees received training and

performed a cleanup activity, now scheduled as an annual recurring exercise.

The whistleblowing service is now an established tool in the company and provides a safe and secure channel for employees to report any concerns they may have about unethical or illegal behaviour in the workplace.

To ensure anonymity, the service is operated by WhistleB, a third-party provider and handled by local case managers in each country.

To reinforce our ESG commitment, in 2024/25, we entered into a sustainability-linked loan agreement with our lenders, embedding financial incentives directly into our ESG strategy. The loan margin is linked to three Sustainability Performance Targets (SPTs), one of which tracks the successful certification process for ISO 27001 across Conscia countries.

This SPT supports our commitment to information security and its importance for our customers, aligning our governance progress with tangible financial benefits and signalling investor confidence in our ESG direction. Local ISO specialists are actively engaged in implementing targeted actions to meet this goal in collaboration with the business.

The outcome of the 2024/25 SPT assessment was positive, with all 6 countries in scope obtaining ISO 27001.

Additional certifications are in progress across the group. For example, Conscia Germany is preparing for the TISAX - AL2 (Trusted Information Security Assessment Exchange) certification, a standardised assessment and exchange mechanism developed by the automotive industry to ensure secure handling of sensitive information, especially among OEMs, suppliers, and service providers.

G1-4

Incidents of corruption or bribery

As a result of these activities, Conscia saw no corruption, human rights or bribery incidents, or violations of competition law in 2024/25.

All employees had completed data privacy and cybersecurity training.

Certifications and assessments are one of the most important tools to demonstrate our commitment to customers, investors, and external stakeholders.

See next page for more

Key achievements

2024/25

Zero incidents
related to corruption, bribery, nor human rights.

100% employees
have completed data privacy and security training

Certifications and assessments

ISO 27001

A specification for an information security management system (ISMS), which is a framework of policies and procedures that includes all legal, physical, and technical controls involved in an organisation's information risk management processes.

In 2025, Conscia Germany joined our list of ISO 27001 certified organisations. Read more in the case study on the

ISO 14001

International standard that sets out the requirements for an environmental management system.

It helps organisations improve their environmental performance through more efficient use of resources and waste reduction, gaining a competitive advantage and the trust of stakeholders.

ISO 9001

International standard that specifies requirements for a quality management system.

Organisations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

ISO 45001

International standard that sets out the requirements for compliance with health and safety law at work.

ISO 22301

International standard that provides a framework for organisations to develop and maintain a comprehensive system to anticipate, mitigate, and recover from disruptions, ensuring business operations remain resilient.

ISAE 3402

A guideline for documenting that a service organisation has sufficient internal controls for fiscal management.

Socially Responsible Employer certificate

Certification based on the principles and essential content of the ISO 26000 Standard on Corporate Social Responsibility.

Cisco Sustainability Specialization

Partner certification that recognises organisations for helping customers achieve environmental goals through circular economy practices, such as recycling and reusing IT equipment, while integrating sustainable technology solutions.

Ecovadis

International standard for assessing the sustainability of companies, covering four key areas: environment, society, ethics, and supply chain.

Great Place To Work®

Award that recognises companies with a positive, high-trust employee experience, based on employee feedback and independent analysis.

This global recognition provides a recruitment advantage by verifying a company's commitment to its workplace culture.

	Belgium	Germany	Denmark	Ireland	Netherlands	Norway	Sweden	Slovenia	United Kingdom
ISO 27001	•	•	•	•	•		•	•	•
ISO 14001	•		•	•	•				•
ISO 9001	•	•		•				•	•
ISO 45001								•	
ISO 22301								•	
ISAE 3402		Type II	Type II		Type II				
Socially Responsible Employer certificate, based on ISO 26000								•	
Cisco sustainability specialisation	•	•		•			•	•	•
Ecovadis		•		•	•	•			
Great Place to Work®			•					•	

Case study   Germany

Securing trust

Germany's ISO 27001 reinforces our ESG strategy

In 2025, Conscia Germany achieved ISO 27001 certification, marking a significant milestone in its commitment to safeguarding sensitive information and enhancing cyber resilience.

This certification reflects Conscia's strategic focus on data protection and its proactive stance against the evolving cyber threat landscape.

While Germany also holds ISO 9001 and performs annual ISAE 3402 Type II audits, the addition of ISO 27001 reinforces its compliance posture and aligns with Conscia's broader ambition to meet NIS-2 requirements.

Conscia Germany supported the certification by onboarding the group's Governance, Risk, and Compliance (GRC) platform, aligning with the organisation's management of regulatory requirements, operational risks, and information security, including risk management and vendor management.

An ISMS governance structure was established specifically for Germany, laying the foundation for TISAX compliance in 2025/26. The certification also enabled a reduction in controls within the internal control system, which is subject to the ISAE 3402 audits, demonstrating how ISO 27001 compliance streamlines and strengthens existing frameworks. By linking these milestones to our sustainability-linked loan, we have embedded ESG accountability into our financial structure—demonstrating that our sustainability ambitions are backed by measurable action.

What is ISO 27001?

ISO 27001 is a specification for an information security management system (ISMS). With a framework of policies and procedures for managing an organisation's risk. ISO 27001 contains legal, physical and technical controls to limit risk and involves many layers of the organisation.

UN Global Compact

We support the UN Global Compact and its ten principles, and we are committed to leveraging our knowledge and business to contribute to the transformations needed to achieve the UN Sustainable Development Goals (SDGs).

Our eight SDGs

Based on our business model and materiality assessment, we have identified eight SDGs where our efforts have the greatest potential for impact. Initiatives relevant to fostering progress on relevant SDGs are reported under each material topic section.

- Quality education
- Gender equality
- Decent work and economic growth
- Industry, innovation and infrastructure

- Responsible consumption and production
- Climate action
- Peace, justice and strong institutions
- Partnership for the goals

G4 Responsible supply chain management

Responsible supply chain management, especially the impact on workers in the value chain, covers all workers in the upstream and downstream value chain who are or can be materially impacted by Conscia's business.

The results of the Double Materiality Assessment concluded that impacts, risks, and opportunities in this material topic are related and addressed as part of S2 Workers in the value chain. We are preparing to comply with the supply chain monitoring and reporting requirements outlined in the Corporate Sustainability Due Diligence Directive (CSDDD) and with the requirements of the European Union's Corporate Sustainability Reporting Directive (CSRD).

Impacts, risks and opportunities

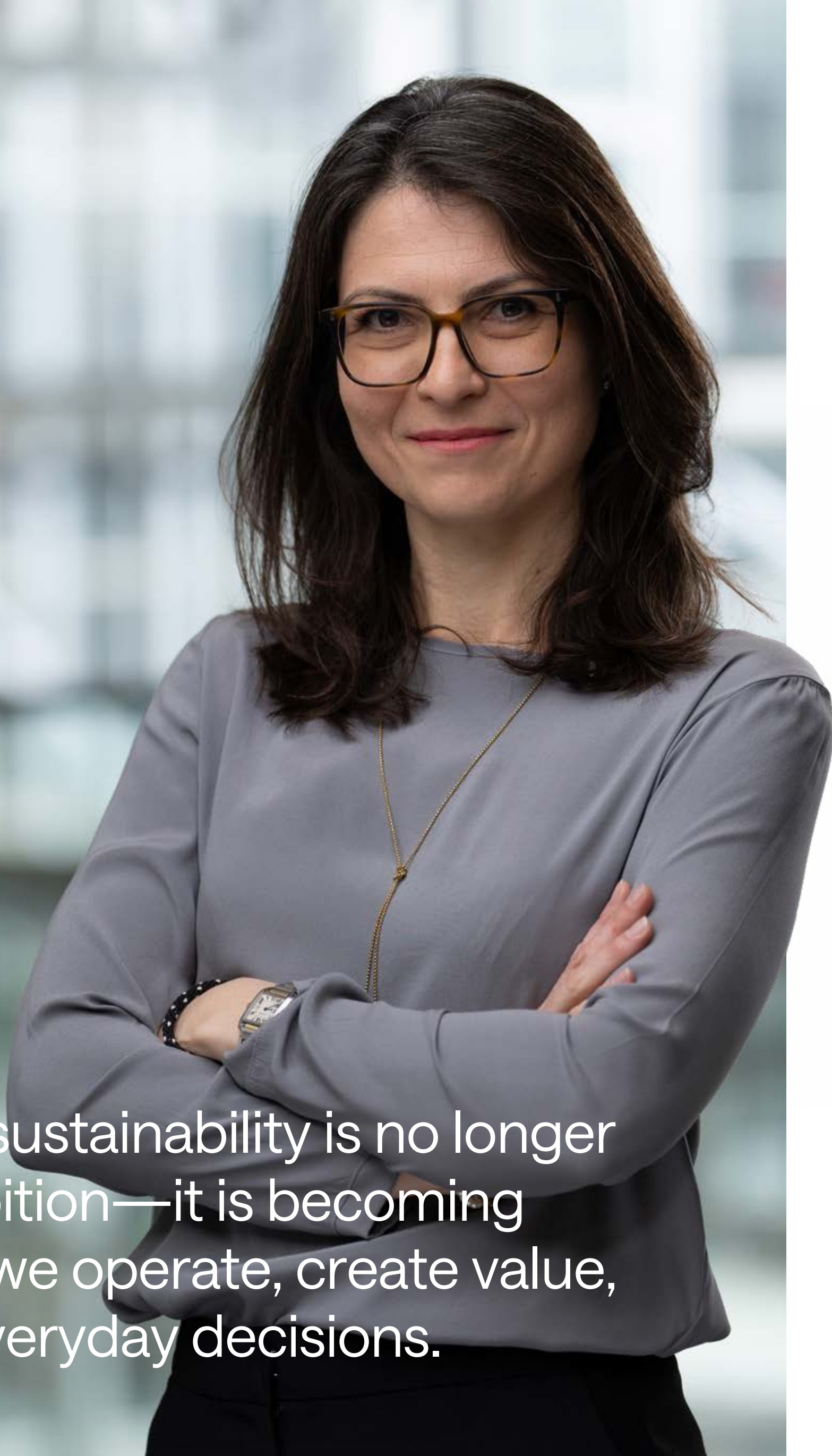| Description	Value chain location			Time horizon for impacts or actions*		
	Up-stream	Direct operations	Down-stream	ST	MT	LT
S2: Supply chain management (Risk) Failing to meet regulatory requirements by not having a robust supply chain due diligence process in place	●	●			●	
S2: Value chain workers' health and safety (Actual negative impact) Exposure to accidents for subcontractors during the installation of hardware sold by Conscia			●	N/A		

* ST: Short-term. MD: Medium-term. LT: Long-term

"

At Conscia, sustainability is no longer a siloed ambition—it is becoming part of how we operate, create value, and make everyday decisions.

Looking ahead

A message from the Head of Group ESG

As we close this year's ESG report, it's natural to reflect on how much has changed in the past twelve months. At Conscia, sustainability is no longer a siloed ambition—it is becoming part of how we operate, create value, and make everyday decisions.

This shift mirrors a broader societal movement that continues to gain momentum, even amid regulatory uncertainty. We see it in the surge of companies aligning with science-based targets, in the growing awareness of AI's environmental impact, and in the rising importance of ESG in procurement and credit assessments.

This year, we have made rapid and tangible progress: from piloting data centre consumption monitoring to measuring the success of our renewable energy strategy, from deepening our ESG collaboration with vendors to investing in our people's diversity. These achievements are not just milestones—they are the foundation for what comes next.

The ESG team will continue to set the direction and enable action, but it is our people who bring this strategy to life. Through the choices they make every day, the advice they give to customers, and the ownership they take of local targets, they turn ambition into action – step by step, together.

Thank you,

Giulia Modolo
Head of Group ESG

Appendix

ESG performance data

Data point	Unit	2023/24	2024/25
Company overview			
Countries	Number	7	9
Number of full-time employees	Headcount	1,114	1,743
Total revenue	EURm	612	764.7
Environment			
Total electricity consumed	MWh	3,999	6,952
— Percentage of electricity consumed that is grid-sourced	%	69.00%	71
— Percentage of electricity consumed that is renewable	%	31.00%	29
Scope 1 GHG emissions	Metric tons CO2e	693	655
Scope 2 GHG emissions (market based)	Metric tons CO2e	1,086	954
Scope 2 GHG emissions (location based)	Metric tons CO2e	869	889
Total Scope 3 GHG emissions	Metric tons CO2e	85,533	111,662
— Use of sold products	Metric tons CO2e	53,485	57,528
— Purchased goods and services	Metric tons CO2e	25,601	41,331
— Employee commuting	Metric tons CO2e	1,185	6,018
— Business travel	Metric tons CO2e	881	909
— End-of-life treatment of sold products	Metric tons CO2e	10	20

Data point	Unit	2023/24	2024/25
— Downstream transportation and distribution	Metric tons CO2e	3,984	5,487
— Fuel and energy related activities	Metric tons CO2e	388	327
Total GHG emissions (market based)	Metric tons CO2e	87,312	113,271

Social

Employee working conditions, incl. talent attraction and retention

Number of new hires (excl. M&A)	Headcount	145	156
Retention rate	%	90.30%	90.00%
eNPS	Score of 100	57	66

Employee health and wellbeing

Student programs	Number of countries	6	Not included

Employee training and development

Social community activites	Number of countries	7	Not included

Diversity, Equity and Inclusion

Percentage of new hires in underrepresented gender	%	23%	31%
Share of female employees	%	20%	20%
Share of female leaders	%	20%	20%
Share of female executives	%	0%	20%

Governance

Business ethics and integrity

Employees who have completed code of conduct training	%	100%	100%

Data point	Unit	2023/24	2024/25
Employees who have completed cybersecurity training	%	96%	100%
Reports related to whistleblower procedure	Number	0	3
Convictions for violation of anti-corruption and anti- bribery laws	Number	0	0
Fines for violation of anti-corruption and anti- bribery laws	Number	0	0
Data privacy			
Employees who have completed data privacy training	%	100%	100%
Substantiated data breaches involving employee sensitive data	Number	0	0
Substantiated data breaches involving customer sensitive data	Number	0	0
Customers affected by data breaches	Number	0	0
Countries holding ISO 27001 certifications	Number of countries	4	8
Countries holding ISO 14001 certifications	Number of countries	5	7
Countries holding ISAE 3402 certifications	Number of countries	3	3
Countries holding Cisco sustainability specialization	Number of countries	5	6