

PUBLIC DOCUMENT

ESG Report 2023

GetResponsible

getronics



Letter from the Chief Executive Officer



As the Chief Executive Officer, it is a privilege to lead an organization that values sustainability, ethical practices and social responsibility as integral components of business plans and strategy.

At Getronics, we believe in the significance and importance of our people. Throughout our 135-year history, our people have been at the centre of our transformation from, over 100 years ago, installing public electricity to, today, being a leading IT managed services provider. Currently, we employ nearly 4,000 people dispersed across 22 countries spanning Europe, Asia Pacific, Latin America, and Africa.

We operate in a constantly evolving technology landscape. Having courage, an inquisitive and innovative mindset, and a willingness to embrace and adapt to change are thus deeply ingrained in our ethos. Also engrained is a commitment to authenticity, integrity and a desire to uphold robust Environmental, Social, and Governance (ESG) standards in any actions.

With people and technology at the core of everything we do, we understand the value of an adaptive, diverse and inclusive environment. We strive to unlock the power of diverse thinking in diverse teams to develop innovative integrated IT solutions that elevate performance and productivity well above the sum of individual parts. We work tirelessly on **bringing it all together**.

Through this report, we aim to showcase our commitment to redefining the digital landscape whilst being accountable and acting responsibly towards our people, planet, stakeholders and society. We outline the structure and progress of initiatives underway; our short, mid, and long-term objectives, and the strides we've taken on our ESG journey.

Environmental Responsibility:

At Getronics, we recognize the importance of protecting our planet and reducing our environmental footprint. Our ongoing endeavor is to minimize the environmental impact potentially stemming from our company's operations. To achieve this, we diligently track our carbon footprint - primarily generated through office

operations, business travel, and data center activities - and proactively enhance energy efficiency of our equipment and facilities. We invest in training initiatives to heighten our colleagues' environmental consciousness and empower them to recognize the influence of their actions on the planet. We actively seek out and collaborate with responsible suppliers or partners who share our commitment to sustainability principles.

Social Responsibility:

Getronics places significant emphasis on generating value for all stakeholders - including customers, colleagues, investors and the communities in which we operate. Across all regions, we uphold fair labor standards and human rights principles, and ensure that our suppliers or partners adhere to the same standards. We prioritize the protection of data privacy and security through comprehensive policies, guidelines, and training for both our internal teams and external partners.

As an equal opportunity employer, Getronics values and fosters an inclusive and diverse workplace environment. We strive for health and safety, respect, equality and well-being in our workplaces and invest in various initiatives to support our colleagues' happiness, health and open communication with leadership. We believe in giving back and support various initiatives that promote education, diversity and inclusion. Through partnerships with local organizations and volunteering efforts, we try to make a positive impact on society and create opportunities for those in need.

Governance Excellence:

Maintaining the highest standards of corporate governance is fundamental to our long-term success and sustainability. We adhere to principles of transparency, accountability and integrity in all our business dealings. We embrace a mindset of continual improvement in all our people, and emphasise the need to constantly refine systems, processes, and capabilities whilst ensuring these are backed by rigorous standards of governance and internal controls.

As a conscientious corporate citizen, we commit to prioritizing initiatives that not only mitigate any environmental and social impact but also contribute to a more inclusive global economy whilst ensuring we apply sound governance in our decision-making processes.

At Getronics, we are driven by an unwavering dedication to our ESG strategy and are fueled by belief in being stronger together and that every action and interaction, whether inside or outside our organization, is an opportunity, one step at a time, to inspire positive change for all.

Andre Ribbens
Chief Executive Officer

ESG Material topics for Getronics

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



0.1 Materiality assessment process

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

The Process

Stakeholder input

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

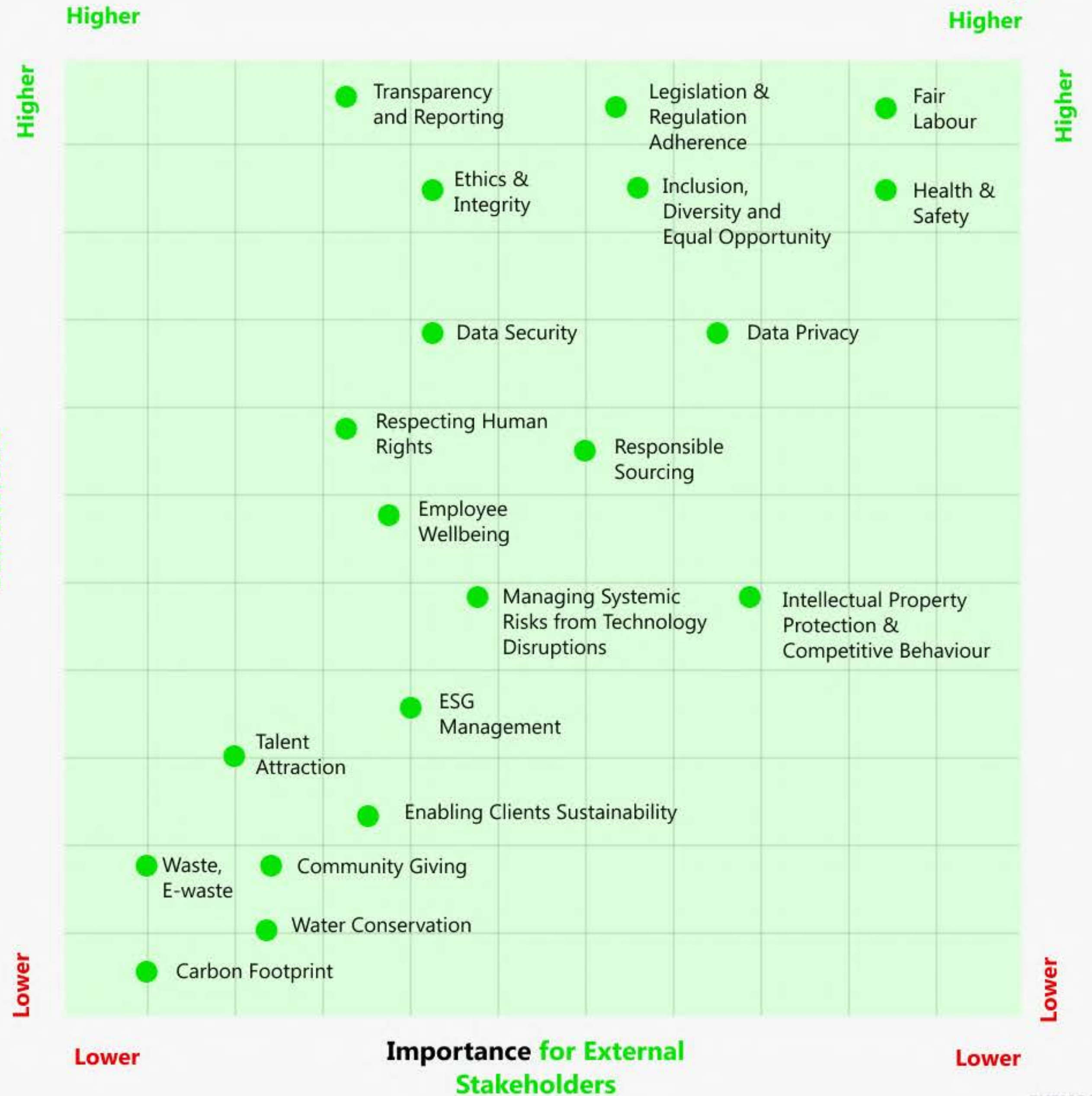
Business inputs

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

0.2 Materiality matrix



Importance for External Stakeholders



0.3 Material topics definitions

Carbon Footprint

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

Employee Wellbeing & Engagement

Colleagues' wellness, including physical health, emotional or psychological well-being and the ability to be present, focused, and energized.

Fair Labour Practices

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

Community Giving

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

Enabling Clients' Sustainability

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

Health & Safety

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

Data Privacy

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

Inclusion, Diversity and Equal Opportunity

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

Data Security

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

Ethics and Integrity

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

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

0.3 Material topics definitions

Intellectual Property Protection & Competitive Behaviour

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

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

Respecting Human Rights

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

Responsible Sourcing

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

Water Conservation

Practice of using water efficiently to reduce unnecessary water usage.

Waste, including e-waste

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

Legislation & Regulation Adherence

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

Talent Attraction, Retention & Development

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

Managing Systemic Risks from Technology Disruptions

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

Transparency and Reporting

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

Social Disclosure Topics

- 0.1** Data Privacy
- 0.2** Data Security
- 0.3** Inclusion, Diversity and Equal Opportunity
- 0.4** Employee Wellbeing & Engagement
- 0.5** Talent Attraction, Retention & Development
- 0.6** Fair Labour Practices
- 0.7** Health & Safety
- 0.8** Community Giving
- 0.9** Respecting Human Rights
- 0.10** Responsible Sourcing
- 0.11** Social Objectives

0.1 Data Privacy

Getronics recognizes that the correct and lawful treatment of Personal Data will maintain confidence in the organization and will provide for successful business operations critical responsibility that we always take seriously.

The group processes 3 main types of personal and confidential data:

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

Our Data Protection Policy is kept under regular review, and it was last updated in July 2023, but it does not override any applicable national data privacy laws and regulations in countries where the Company operates.

Supplier Selection Process in regard to Data Privacy

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

Ethical and Prohibited Practices

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

0.1 Data Privacy

Number of users whose information is used for secondary purposes.	0
Total amount of monetary losses as a result of legal proceedings associated with user privacy.	5000 €
The total number of unique requests for user information, including user content and non-content data, from government, or law enforcement agencies.	0
Percentage of government and law enforcement requests that resulted in disclosure to requesting party.	0%

0.2 Data Security



Getronics has formalized a cybersecurity policy at Group Level as part of the ISO 27001 certification, the **Information Security Management System (ISMS)** policy.

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

GETRONICS HAS NOT RECORDED ANY PERSONAL DATA BREACHES REQUIRING NOTIFICATION TO A SUPERVISORY AUTHORITY.

0.2 Data Security



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

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

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

98% of our colleagues have **completed the security awareness masterclass**, an increase of 8% since last year (the balance of 2%, are new joiners and will be completing it during the probation period).

0.3 Inclusion, Diversity and Equal Opportunity

Diversity among the total workforce

Gender

- 74,20% of our colleagues are male, 25,8% are female
- Our Senior Management total number is 23, out of which 13,04% are women

Senior Management



■ male ■ female

Internship 2023

Q1	Q2	Q3	Q4
81	40	45	40



Global distribution of Colleagues

Head count	Total	WCE*	UK*	IBERIA*	LATAM*	APAC*	BELUX*	AFRICA
Dec-23	4018	503	367	1635	815	550	132	16

* **APAC:** India, Korea, Malaysia, Singapore | **BELUX:** Belgium, Luxembourg, Netherlands
Iberia: Spain, Portugal | **LATAM:** Argentina, Brasil, Chile | **UK:** United Kingdom
WCE: France, Italy, Germany, Hungary, Romania

0.3 Inclusion, Diversity and Equal Opportunity

Diversity among the total workforce

Type of contract

In average 2,92% of our colleagues are not performing a full-time contract. This includes contractual part-time but not maternity leave nor career break

Colleagues breakdown

Colleagues at 31.12.2023

	Male	Female	Total
Senior Management	20	3	23
Management	181	67	248
Technical Colleagues	2.554	749	3.303
All Other Colleagues	193	211	404
Interns	31	9	40

Current headcount

Headcount	Total	Operations	CTO	Finance	People Services	Group Transformation	Sales & Marketing
Dec-23	4.018	3.576	180	66	79	28	89

0.3 Inclusion, Diversity and Equal Opportunity

Some of our initiatives are

Leadership course program for women **495 participants** to date.

This course will help the female colleagues from Getronics learn how to **navigate professional challenges** and **leverage their unique strengths** as a female leaders so they can build a **thriving career**.

In Q3 2023 we launched a new **Diversity Training for managers** which focuses on providing insights on how to manage a diverse team. We strongly believe that a diverse team allows for different points of view to be understood and provides greater creativity and innovation.

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

Getronics Onboarding - Colleagues awareness LGBTQ training

This training has been in place starting Q4 2021, with **784 participants** so far.



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New generations will look up to us. It's our responsibility as professionals with strong ethical values to work on building the best version of ourselves. We've come so far and have promoted multiple initiatives to integrate and give voice to minorities within the field of Science, Technology, Engineering, and Mathematics (STEM), presenting future professionals with referents to look up to. The road ahead is exciting to explore and our ambition to integrate diversity into all our operations is what drives us forward.

Laura Garcia
Culture and Talent Director

0.4 Employee Wellbeing & Engagement

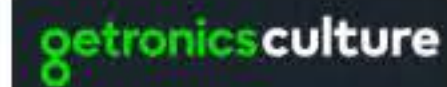
North Star

Wellbeing Program NorthStar

A platform which provides courses on the following topics:

- Mindfulness.
- Financial wellbeing.
- Changing your perspective on Mental health.
- Managing Stress and Anxiety.
- Depression.

We started this program in **2021** and until to date we have had **2462 participants**.



Referral Program

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

We started this program in **2021** and until to date we have had **407 successful Referrals**

recogniseme

RecogniseMe

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

RecogniseMe nominations:
2023 477

Our RecogniseMe program continues its tradition. It is used regularly by many of our colleagues to recognize those who go beyond and above **to offer a seamless service**.

0.4 Employee Wellbeing & Engagement

GetVibes programme

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

In 2023 more than **73% of our colleagues would recommend Getronics** as a great place to work considering they are in a healthy work environment which facilitates work-life balance

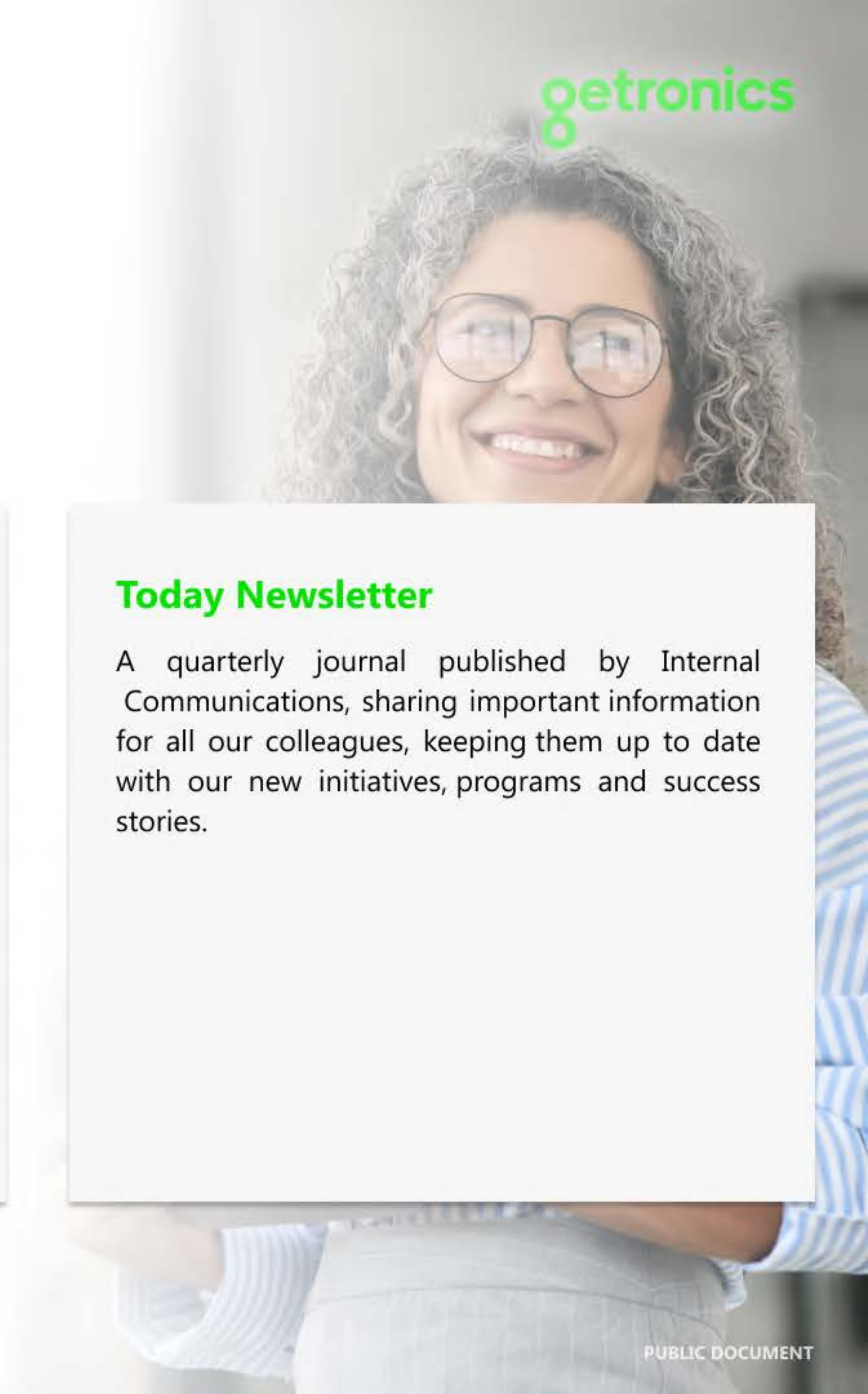
Getranet Portal

In 2023 we migrated to the new global Getranet homepage.

The Getranet is a collaborative space, which includes dedicated microsites such as marketing, people services, ESG, compliance and many more. This revamped format delivers timely updates on company news, ensuring colleagues stay informed no matter where or when they choose to connect.

Today Newsletter

A quarterly journal published by Internal Communications, sharing important information for all our colleagues, keeping them up to date with our new initiatives, programs and success stories.



0.5 Talent Attraction, Retention & Development

Getronics Initiatives

Social media strategy: LinkedIn Life

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

GetJoin

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

Leadership Transformation

GetLead

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

In **2023** out of the total number of participants in the program **44%** are **women** and 56% are men. This is an increase from last year when the female participation rate was just 20%.

People Management

GetConnect

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

0.5 Talent Attraction, Retention & Development

Career and Promotion

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

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

Wage Policy Remuneration & Benefits

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

In 2023 we update our **Business Incentive Plan (BIP)** which provides the opportunity for participating colleagues to receive a **financial award**, aligned with the Getronics Group achieving its profitability, growth and financial success.

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

Training

In 2023 we have had **37,687 hours** of training. 9.4 training hours / headcount average.

This does not include:

- external training.
- mandatory or security compliancy training, which all our colleagues complete.

0.6 Fair Labour Practices



Getronics Global Gender diversity report 2023

	Men	Women
Headcount	74,20%	25,80%
Senior Management	87,00%	13,00%
Management	73,00%	27,00%
Technical Colleagues	77,30%	22,70%
All Other Colleagues	47,60%	52,40%

It is important to acknowledge there is a difference between a **Gender Pay Gap** and **Equal Pay**. We are confident then, when roles are compared like for like, and allowing for differences in **knowledge, experience** and **performance**, we pay our colleagues equitably.

The IT industry overall is heavily male-dominated, and we recognise that, of the proportionately fewer women entering the industry, even fewer continue to progress to the most senior roles.

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

- Evolving our **internal leadership development** programme accredited by **ILM**, with a dedicated pathway for female colleagues to progress within the Company.
- Supporting the empowerment of a diverse and inclusive work environment, our recent **Diversity roundtable** event focusing on **Women in Technology**.
- **Our Diversity Training Program**, in which all of our managers are invited to participate, as an interactive learning experience to ensure positive experiences for all candidates and colleagues.
- Promoting flexible working, successfully enabling colleagues to fit work around their own individual circumstances.

0.6 Fair Labour Practices

Gender Pay Gap Management Positions

There are a few countries where there are no women managers **due to an overall low population of management headcount** such as Singapore , Korea, Luxembourg, Italy and France. In Portugal we have no management.

The countries where the **percentage is negative** are the countries where **women managers are paid on average more than men managers** such as Argentina, Brazil and Romania. **Positive percentages** mean that **the average pay for men is higher than the average pay for women.**

However, the fluctuation in percentages and differences on pay are also due to the different seniority level of management. All management functions were taken into account from Team Leader positions to Executive Committee positions.

Argentina	-37.86%	Korea	<i>no women manager</i>
Belgium	22.68%	Luxembourg	<i>no women manager</i>
Brazil	-101.30%	Malaysia	53.59%
Chile	22.65%	Netherlands	4.32%
France	<i>no women manager</i>	Portugal	<i>no managers</i>
Germany	11.53%	Romania	-45.02%
Hungary	29.40%	Singapore	<i>no women manager</i>
India	29.84%	Spain	5.97%
Italy	<i>no women manager</i>	UK	37.12%

For this specific exercise all management positions were taken into account regardless of level of seniority.

0.6 Fair Labour Practices

Gender Pay Gap Technical Positions

There are a few countries where there are no women on technical positions due to an overall **low population of technical headcount** such as Italy, Korea and Portugal.

The countries where the **percentage is negative** are the countries where **women technical staff are paid on average more than men technical staff** such as India, Singapore and Spain. **Positive percentages** mean that **the average pay for men is higher than the average pay for women**.

However, the fluctuation in percentages and differences on pay are also due to the different seniority level of technical staff and different skill set which was taken into account.

Argentina	9.07%	Korea	<i>no women technical</i>
Belgium	27.41%	Luxembourg	12.83%
Brazil	7.61%	Malaysia	4.96%
Chile	1.66%	Netherlands	7.40%
France	2.99%	Portugal	<i>no women technical</i>
Germany	10.87%	Romania	4.64%
Hungary	14.77%	Singapore	-1.77%
India	-13.56%	Spain	-0.34%
Italy	<i>no women technical</i>	UK	21.93%

For this specific exercise all technical positions were taken into account regardless of level of seniority.

0.6 Fair Labour Practices

Gender Pay Gap Other Positions

There are a few countries where there are no women on other type of positions (which are not managers or technical staff) **due to an overall low population of other headcount** such as Belgium, Italy as well as some countries where there are no men on other type of positions such as Portugal and Luxembourg, and lastly countries where there are no colleagues on support functions such as Korea.

The countries where the **percentage is negative** are the countries where **women other staff are paid on average more than men other staff** such as Malaysia. **Positive percentages** mean that **the average pay for men is higher than the average pay for women**.

However, the fluctuation in percentages and differences on pay are also due to the different seniority level of other type of positions which were taken into account.

Argentina	15.14%	Korea	<i>no other</i>
Belgium	<i>no women other</i>	Luxembourg	<i>no men other</i>
Brazil	37.55%	Malaysia	-29.09%
Chile	51.17%	Netherlands	20.35%
France	13.62%	Portugal	<i>no men other</i>
Germany	0.39%	Romania	19.04%
Hungary	31.90%	Singapore	8.41%
India	38.47%	Spain	15.25%
Italy	<i>no women other</i>	UK	33.07%

For this specific exercise all other positions were taken into account regardless of level of seniority such as e.g: support functions, administrative functions, sales and marketing, etc. (not an exhaustive list).

0.6 Fair Labour Practices

Supplier Selection Process

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

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

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

- Collective bargaining.
- Freedom of association.

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

- Discrimination.
- Child labor.
- Forced labor.

Getronics **suppliers will:**

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



0.6 Fair Labour Practices



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

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

We currently have **141 part-time contracts** in place. (internship not included).

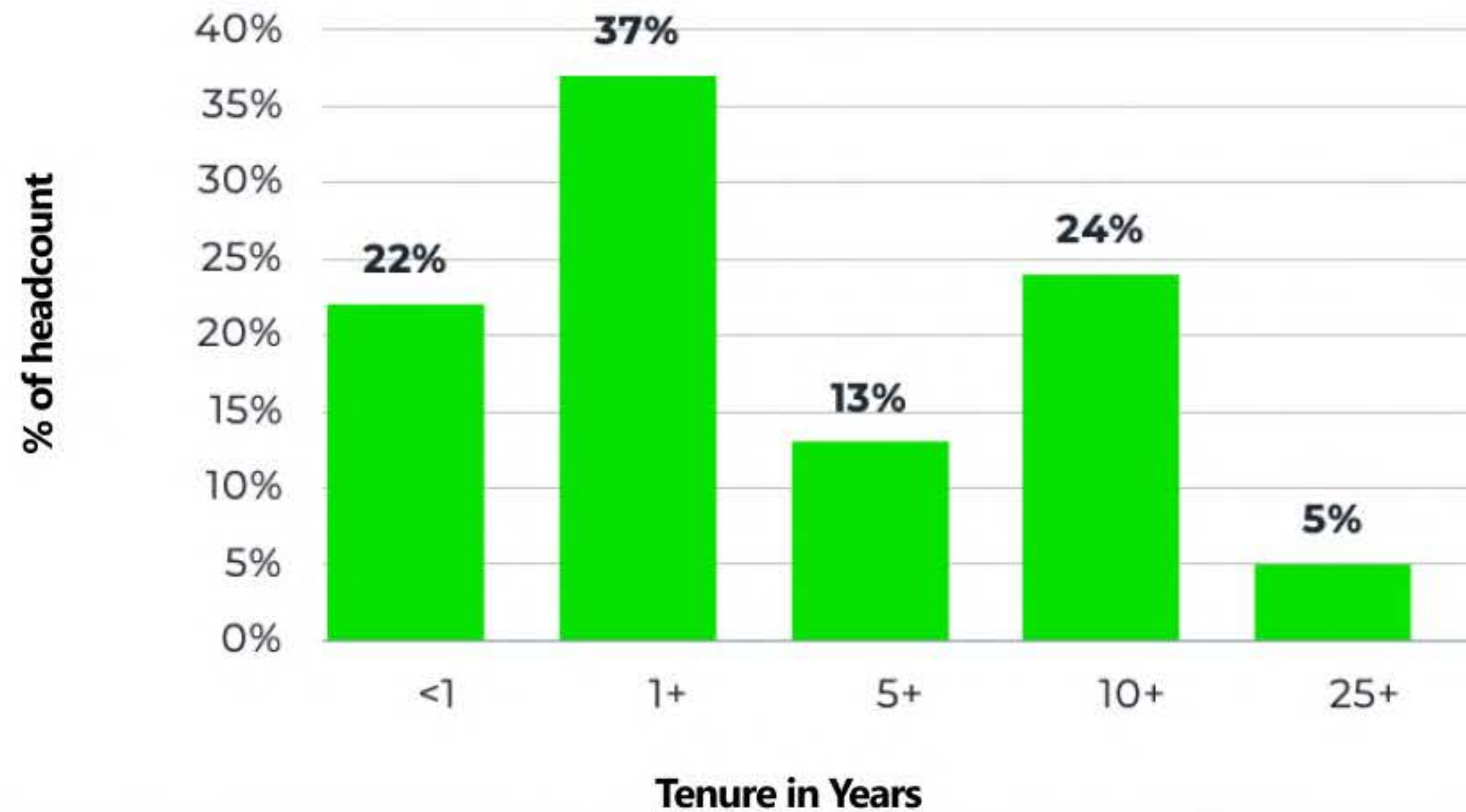
0.6 Fair Labour Practices

Working conditions

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

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

Colleagues tenure whitin Getronics 2023



0.7 Health & Safety

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

SafeContractor

- A third-party accreditation scheme in the UK that assesses Health and Safety **arrangements, policies, and qualifications** of contractors. The SafeContractor accreditation allows us to access and work on sites that we wouldn't have had the opportunity to access before.
- Getronics has renewed this accreditation in 2023 and intends to continue to renew yearly.



Supplier Selection Process

Contractors and suppliers must not be authorized by any colleague, to complete work or provide goods, products or services, where the **Procurement Department** has not issued approval. The most important steps are to:

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

0.7 Health & Safety



In 2023 we have extended the Health & Safety courses which we piloted in UK (2022) to the following countries: France, Germany, Italy, Netherlands, Portugal, Romania.

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

Ongoing Risk Factors and Mitigation

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

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

In recording, reporting and investigating of health and safety related incidents Getronics undertakes to adhere strictly to the requirements of the Data, The General Data Protection Regulation (GDPR), Protection Act to safe guard the confidentiality of all personal health information.

0.8 Community Giving

2023 projects



0.8 Community Giving

Empowering Communities and Reducing Carbon Footprint

SafeWater for Uganda

As part of our 2023 Sales Kick-Off event, we embarked on a collective mission, seeking input from our Sales colleagues to select an offsetting project that would align with our ESG initiatives. The team selected with virtual voting to support the 'Safe Water for Uganda' cause, an inspiring charity endeavour committed to collaborating with local communities in the identification, restoration, and maintenance of numerous dilapidated wells. This transformative effort ensures the consistent flow of clean, secure water to those in need.

We successfully executed the charitable donation, marking a significant milestone in our collective journey towards positive environmental impact. This will not only provide a lifeline to countless individuals in Uganda, granting them access to a safe and reliable water source, but also result in a commendable **reduction of 678 tonnes of Carbon Dioxide** from our 2023 total carbon footprint at Getronics.

0.8 Community Giving

Argentina



Reducing the digital divide to contribute to a sustainable society with greater well-being for all.

The **Potenciar Solidario** digital breach program was born in 2021 and, so far, has contributed to 6 NGOs that work with more than 3,500 beneficiaries. The Foundation that accompanies more than 350 social organizations in the development of social programs aimed at the most vulnerable people.

Within this framework, Connectis Argentina (part of the Getronics group) has signed an agreement to permanently transfer hardware to the Foundation. In a first instalment, a significant contribution of equipment such as CPUs, notebooks, monitors, keyboards and other accessories has been transferred, implementing digital learning for their enrolled participants (children, youth and adults) and digitizing processes to be more efficient.

Radiotherapy with love: a mobile application to accompany patients and promote self-care

The project was developed jointly by the **Pergamino Cancer Center (COP)**, within the framework of the national program "Transform Health". How to support, accompany and improve the results of a radiotherapy treatment? This was the question that prompted the idea of developing a tool to help patients facing radiation therapy.

Considering the low retention rate of this type of information after the diagnostic from the patients, the COP professionals thought of a tool that would be very easy to use and increase patients' trust/engagement.

The application favors the treatment and its results to the extent that it increases adoption rate that is, more patients continue to attend the sessions until the end of the prescription. Secondly, it has therapeutic benefits because the adverse effects that therapy can have are diminished, such as toxicity, which is key in some types of cancer such as pelvic or breast cancer.



0.8 Community Giving

United Kingdom

Getronics UK - Volunteers Week

The first week of June was the Volunteers Week, an annual celebration of the contribution people make through volunteering in their communities. Some of our colleagues helped their local communities, which provided some inspiration for others to use their volunteering day.

Our colleagues volunteered in:

- Local food bank to distribute essentials to 400 – 500 struggling families every weekend.
- Local Reading Running Club: 10k event attracting up to 900 runners and 4 x Junior Races for children aged between 4-15 years. All profits from the event go to local charitable causes.
- Redcar Development Trust, who aim to tackle social isolation by opening their doors to over 250 elderly people once a month, with plans to do this weekly.
- Cub Scout Leader which involves dedicating time every week to run groups for young people aged 8 and over, plus 6 or 7 weekends every year to help to run activity camps for them.

0.8 Community Giving

Chile



Getronics (formerly under the Connectis brand in Chile) has established an alliance with Fundación Chilenter

According to the UNESCO, 45% of lower-income children in Chile did not have access to a computer during the years of the pandemic when they had to study remotely. By 2027, it is estimated that in Chile we will generate 14 kilos of electronics scrap per inhabitant in Chile. And if we do not make transformations, electronic scrap will increase by 46.5% for that year.

We have established an alliance with [Fundación Chilenter](#), which seeks to build a society where technology is an effective and sustainable means for the inclusion and development of people. In our first transfer to Chilenter, we have delivered 29 notebooks, 27 CPUs and 30 notebook chargers, among various other components. At Connectis, we are very happy for this opportunity to contribute to the children of Chile and sustainability.

Spain



AEC: industry professionals go to schools to give lectures on Science, Technology, Engineering, and Mathematics topics

A coworker from Bilbao took part in the STEM Professional Orientation Day coordinated by Innobasque, designed specifically for 4th year ESO (Compulsory Secondary Education) students. The aim was to assist them in making informed decisions about their educational path after ESO, with a particular emphasis on encouraging female participation in the science and technology domain. During the event, volunteer workers from various sectors and companies related to the scientific field provided interviews, sharing their experiences and addressing any queries the students had regarding different professions.

0.8 Community Giving

Getronics India Activities 2022-2023

Scholarship Aid for the Underprivileged & Meritorious Students

This program provides financial assistance for the education of under privileged students, scholarship was awarded to the students who are in their 10th and 12th grades and who had secured good marks in the academic session. **26 meritorious students** were benefitted from in and around Bengaluru Rural area.

Dedication of computer Lab at Surabi Seva Dhama

Dedication of computer Lab at Surabi Seva Dhama

It provides an opportunity to access computers for more than 100 opportunity deprived children to improve their academic and digital skills during its 1st phase. Surabhi Seva Dhama students will currently use this computer lab for their online classes and for basic computer education. Getronics India provided **15 Desktop** assembled Systems i5 processor with 20-inch Monitor along with keyboard and Mouse, and **Hp Laser Jet 108W printer** and other necessary infrastructure items.

0.9 Respecting Human Rights



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

- Equal Pay
- Disability Discrimination
- Sex Discrimination
- Race Relations
- Employment Equality.

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

Our supporting policies include:

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

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

0.10 Responsible Sourcing

Sustainable Procurement

In order to mitigate the risks, **Performance reviews for the Business-Critical Suppliers** are conducted regularly.

Service and Performance Reviews:

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

Sustainability Assessments on the top suppliers:

In 2023 we updated our Procurement Policy to include Sustainability Risk assessments. Thereby we started conducting an annual sustainability risk assessment for our critical suppliers, in an incremental manner.

The assessment covers 8 main topics on which suppliers need to disclose information:

- Energy Consumption and Saving Practices
- Environmental Practices
- Health Safety and Wellbeing Practices
- Human Rights and Labour Standards Practices
- Anti-Corruption Practices
- Business Ethics and Leadership
- Overall Sustainability Approach
- Sustainable Sourcing Methodologies in place

0.10 Responsible Sourcing

Procurement Policy

Supplier Selection Process

Supplier Selection is led by the Vendor Management Organization, in a joint discussion with the requestor, and based on requirements and economics terms that are in Getronics's best interest.

To onboard any new Supplier, the Procurement Team sends a **Supplier Onboarding Form** and **Supplier Disclosure of Conflict-of-Interest Form** to the supplier for completion as well as the **Getronics Business Code of Conduct** and the **Supplier Code of Conduct** to be signed.

The due diligence on suppliers from procurement includes:

- Agreement on terms and conditions.
- Payment terms.
- Send Supplier Onboarding Form and Supplier Disclosure of Conflict-of-Interest Form to the Supplier for completion to validate.
- Check supplier for US and EU sanctions.

Contractual requirements shall consider among others also the following ESG related areas:

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

0.11 Social Objectives

What we achieved in 2023

- We included two new locations - Singapore and Brazil - in our ISO 27001 Group certification.
- We have acquired the ISO45001 Group certification (Health and Safety Management System framework).
- We have renewed our Safe Contractor accreditation.
- In 2023 we have extended the Health & Safety courses which we piloted in UK (2022) to the following countries: France, Germany, Italy, Netherlands, Portugal, Romania.
- In Q3 2023 we launched a new Diversity Training for managers which focuses on providing insights on how to manage a diverse team. In addition to this, the Getronics' Diversity, Inclusion and Equal Opportunities commitments were updated in 2023.
- We have increased our Security Awareness Masterclass completion to 98%.
- In 2023 we migrated to the new global Getranet homepage which helps us keep our colleagues updated.
- We increased our female participation rate in the Global Talent program by approximately 20%. The participation rate of female talent is now 44%.
- We performed community giving projects in the following countries: Argentina, Chile, Spain, UK, India and Netherlands.
- We updated our Procurement Policy to include Sustainability Risk Assessments for our top suppliers and conducted the first round of assessment with our top 50 suppliers.

What we will focus on

- We will continue to include more Getronics locations in the ISO 27001:2013 Group level certificate
- We will continue renewing our Safe Contractor accreditation on a yearly basis.
- We intend to extend the Health and Safety courses to more countries, following adaptation to local rules and regulations as well as languages.
- We will continue to promote the Diversity Training for managers internally.
- We will continue to invest in recognition programmes; celebrating the contribution and success of team members from diverse backgrounds and experiences, promoting our strength together as One Team.
- We will continue to create opportunities for female talent development as well as continue to increase our diversity talent pools.
- We intend to continue performing community giving projects for the communities where we operate.
- We will continue assessing our top suppliers on Sustainability Risks and extend the pool of assessed suppliers to top 100 suppliers.



Governance Disclosure Topics

0.1 Ethics & Integrity

- Intellectual Property Protection & Competitive Behaviour
- Legislation & Regulation Adherence

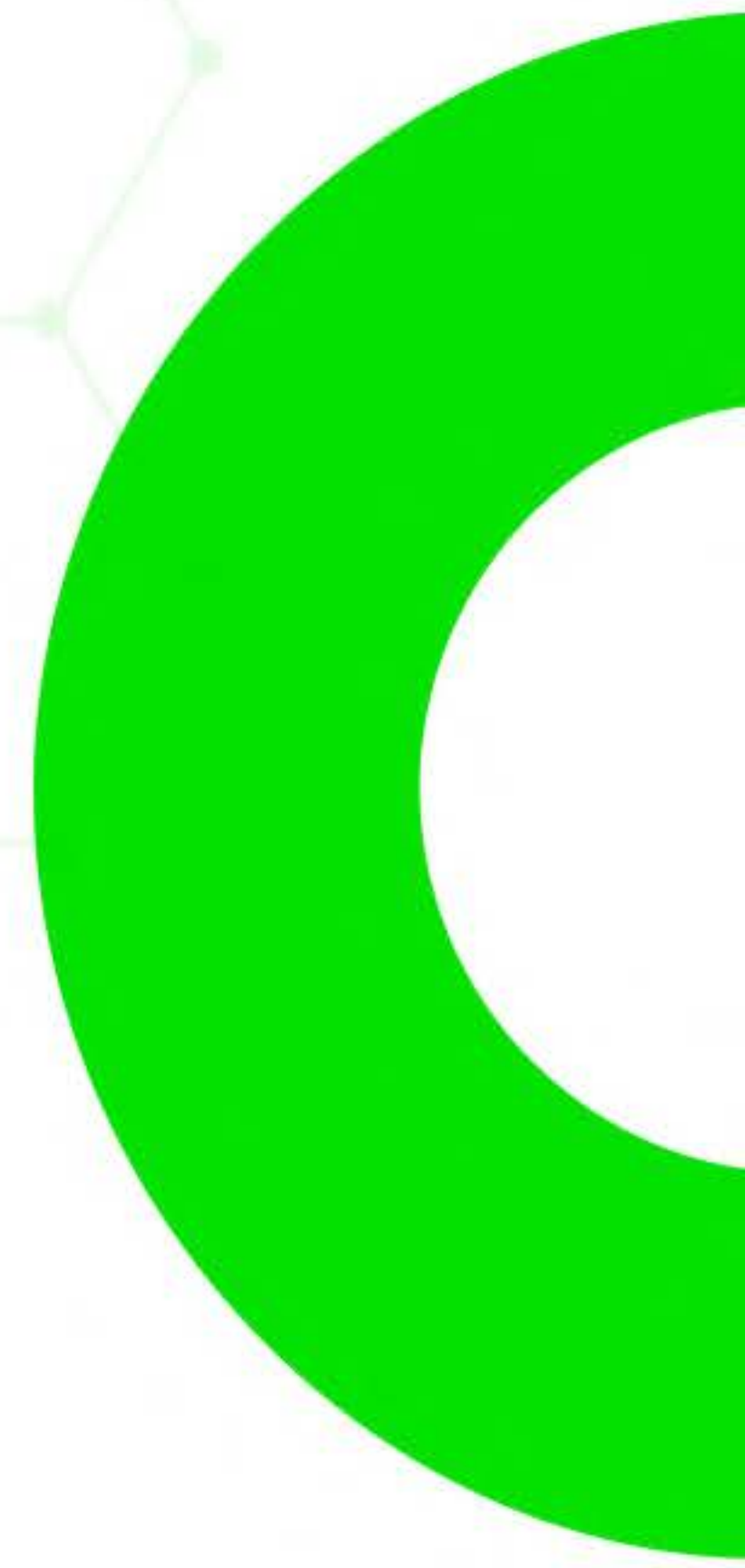
0.2 Enabling Clients' Sustainability

0.3 Transparency and Reporting

0.4 ESG Management

0.5 Managing Systemic Risks from Technology Disruptions

0.6 Governance Objectives

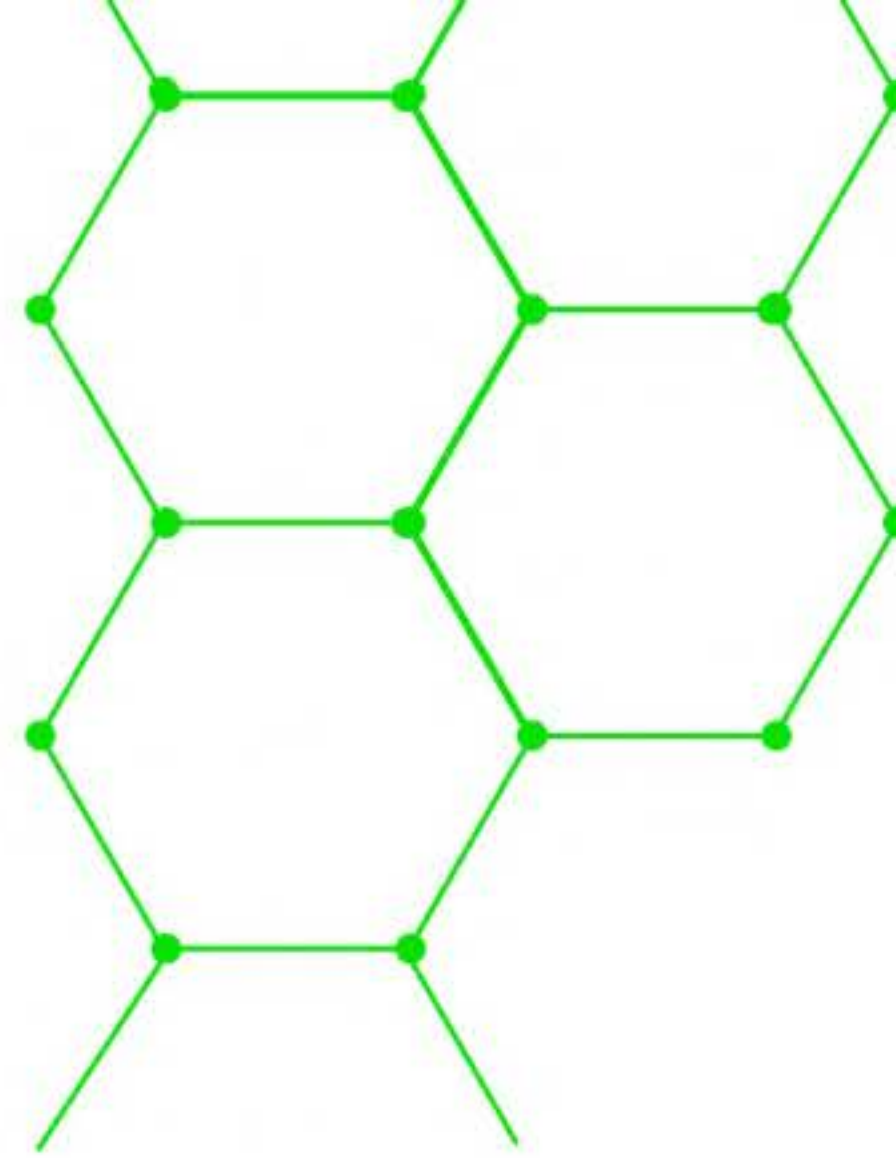


0.1 Ethics & Integrity

Why Ethics & Integrity matters to Getronics

Each of our **4000 colleagues** in Getronics, regardless of their position or role, has a common goal: to earn and maintain our customers trust and respect, by always applying our common set of **Core Values** to everything they do, in every part of the world Getronics has a presence.

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



All decisions reflect the following principles:

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



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

Graham Brown
General Council, Legal Department

0.1 Ethics & Integrity



Mitigating Anti-Corruption, Anti-Bribery, Anti-Money Laundering

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

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

Ensuring Human Rights and Mitigating Discrimination

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

Ensuring Freedom of Association and Mitigating Modern Slavery

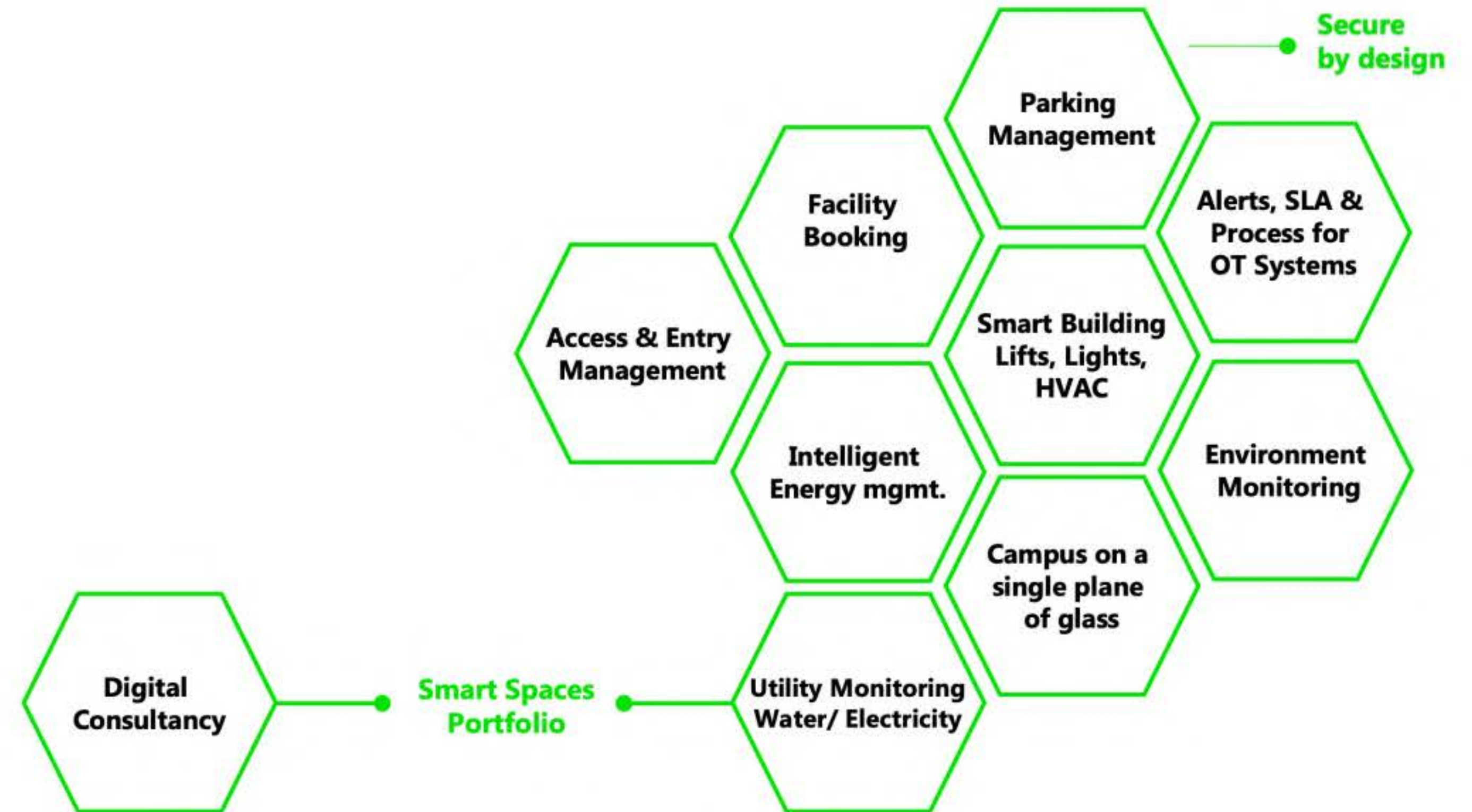
At Getronics, we recognise our colleagues' rights to freedom of association and collective bargaining. We have colleagues that are represented by unions and workers councils in a number of the countries where we operate, including a number of our colleagues who are covered by collective bargaining agreements. We engage directly with our colleagues through these associations to discuss issues such as health and safety, remuneration, working hours, training, career development, work-time flexibility, and equal opportunity. Information related to freedom of association is communicated to our colleagues through our COBC colleague handbooks, and our internal intranet.

0.2 Enabling client's sustainability

Smart Spaces

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

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



Case Study 1

Boustead Singapore



Client Overview

Boustead Projects Limited ("BPL") is a leading real estate solutions provider in Singapore, with core engineering expertise in the design and development of smart eco-sustainable business parks and industrial developments.

Customer Challenge

- Boustead has embarked on the development of 15 smart buildings that redefine user experience and improve operational efficiency.
- These offer new services to tenants, employees and visitors and avoid cumbersome & manual operational tasks, manpower redundancy and facility management overload.

Our Solution

- Deploying **Getronics** modular smart building solution: **Integration Hub Smart** building Mobile app, Smart Access control, Facilities booking (desk, meeting rooms, parking, lockers etc), Fault report, Concierge, FitOut, Visitor management.
- Integrated with **Electronic Parking System**, BMS (from **Schneider-Electric and Honeywell**), Payment & Billing systems

Benefits

- Access control via Face recognition & check compliance on new normal (Body temperature+face mask)
- Automated operational processes and building control infrastructure.
- Energy consumption optimisation.
- Seamless facilities booking and payment

Case Study 2

AENA Airport



Client Overview

- AENA is one of the oldest airport operators globally.
- Handles more than 200 million passengers each year.

Manages more than 50 airports in 7 countries.

Customer Challenge

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

Our Solution

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

Benefits

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

Case Study 3

Perth Children's Hospital



Client Overview

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

Customer Challenge

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

Our Solution

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

Benefits

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

Case Study 4

GAP Mexico Airport

Client Overview

- GAP manages and operates 12 airports in the Pacific and Central Mexico regions and 2 in Jamaica.
- Guadalajara Airport was the first airport where Getronics has deployed a Smart Airport solution

Our Solution

- Implement a unified Single Pane of Glass for the 12 GAP airports in Mexico
- Deploy Getronics Integration Hub to integrate multiple systems and manage workflows.
- Install multiple PLC's throughout airport to monitor & Control end points
- Machine learning algorithm

Customer Challenge

- **Integrate many third parties systems** in all the GAP airports, starting by Guadalajara, Puerto Vallarta, Tijuana y Los Cabos. Systems like HVAC, lighting, water, escalators, one-way corridors, transformers, UPS, jet bridges.
- Challenge in managing multiple systems operating in silos

Benefits

- Unified monitor & control of all airport infrastructure in single pane of glass.
- Building automation for improved airport efficiency adjusting some systems (like lighting and HVAC)
- Predictability: identifying assets and passenger behaviour patterns



0.3 Transparency and Reporting

Why reporting & transparency matters to Getronics

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

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

Our management adopts a continuous improvement mindset in its pursuit of excellence and, as a result, continues to

enhance and refine its systems, processes, and reporting capabilities in order to develop robust data and business insights, that are underpinned by **high standards of governance and internal control**.

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

0.3 Transparency and Reporting

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

0.3 Transparency and Reporting

	Colleagues	Investors/ Lenders	Customers	Vendors	Authorities and Regulators
Debt covenant reporting	<i>Not applicable</i>	The Group is obligated under its Senior Facility Agreement to provide the lenders with certifications, financial reports and reporting against specified performance metrics on a regular basis.	<i>Not applicable</i>	<i>Not applicable</i>	<i>Not applicable</i>
External Assurance	<i>Not applicable</i>	The Group's lenders will have access to the Group's audited financial statements which will provide them with assurance over the financial performance and position of the Group. During 2022 and 2023 the Group refinanced its external borrowings, and it was subject to 5 different due diligence ("DD") processes. Financial DD; Tax DD; Commercial DD; Operational DD, and Legal DD.	<p>Getronics' services and operations are aligned with the world's most respected standards and frameworks. Our processes are based on the IT Infrastructure Library (ITIL®) service management framework, and our organization is ISO-certified with a focus on continual service improvement and customer satisfaction.</p> <p>Getronics is certified to:</p> <ul style="list-style-type: none"> • ISO 9001: Quality Management • ISO 14001: Environmental Management • ISO 20000: IT Service Management • ISO 22301: Business Continuity Management • ISO 27001: Information Security Management • ISO 50001: Energy Management • ISO 45001: 2018 Occupational Health & Safety Policy Management Systems 		

0.3 Transparency and Reporting

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

0.3 Transparency and Reporting

Integrity of data and the Internal Control environment

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

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

Such controls include

- Regional CFOs, supported by qualified financial controllers take accountability for their respective legal entity on a monthly basis.
- The majority of Getronics Group legal entities maintain their financial records on the SAP ERP system.
- The Group Financial Control team provides a monthly timetable to all Regional Finance teams.
- The use of the Hyperion Consolidation System is used to control the integrity of the financial consolidation process through an automatic upload file which

- ensures the integrity of information in the system.
- The Group Financial Control team conducts a thorough month-end review of the Balance Sheet and Income Statement for each region.
- All balance sheet accounts are reconciled to underlying sub-systems monthly.
- Once the monthly review is completed the Regional leadership teams (MDs, CFOs and Controllers) complete a monthly certification declaring the completion of the month end controls.

0.3 Transparency and Reporting

Approach to managing tax arrangements

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

This consists of the following:

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



0.3 Transparency and Reporting

Approach to managing tax arrangements

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

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

0.3 ESG

Management

Our Timeline

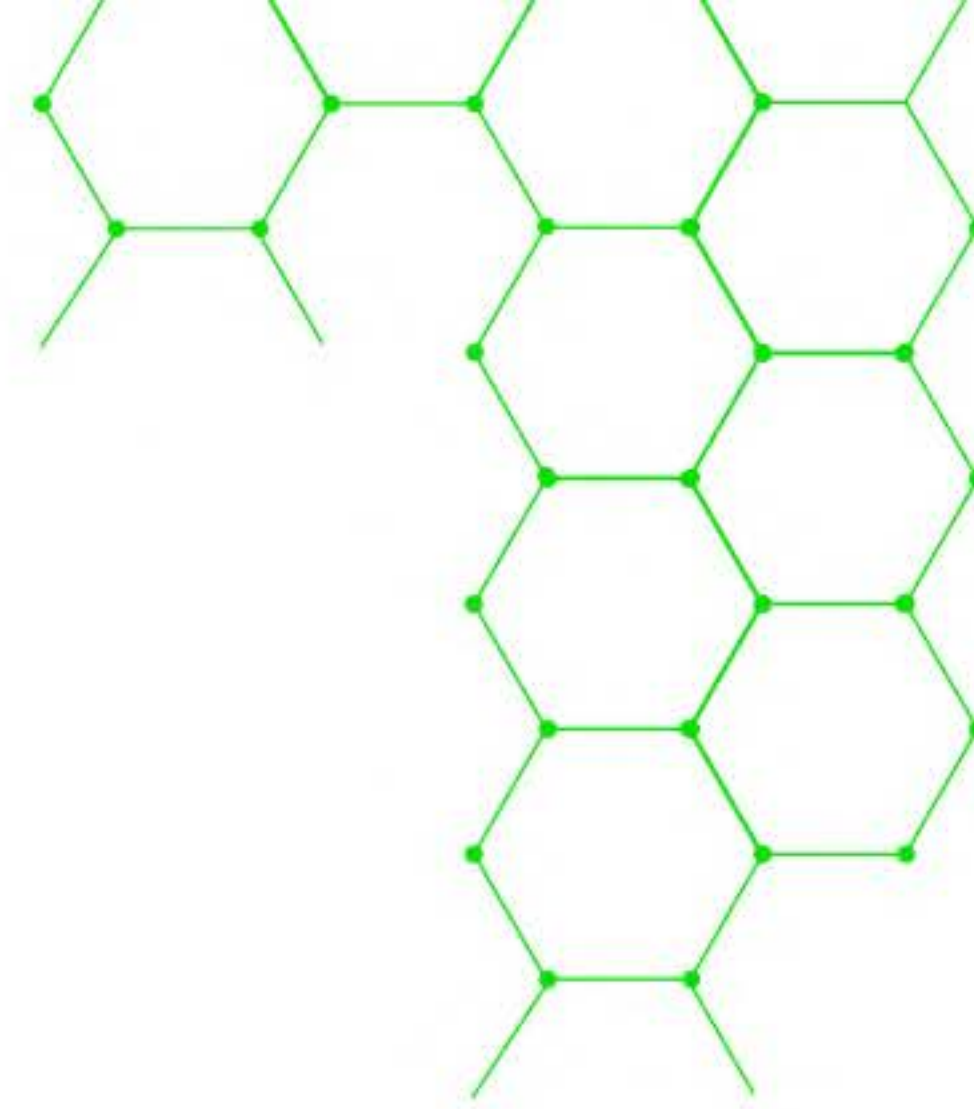


- Issued our first ESG report for FY 2022
- Launched our ESG training which is part of our onboarding process
- Moved to ESG Business as usual process (BAU)
- Launched ESG assessments for our top 50 suppliers
- Created dedicated ESG news and updates page on our Getranet
- Migrated to an upgraded version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



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

- Issue ESG report for FY 2023
- Continue promoting our ESG training and informing our colleagues, investors and customers on results and objective status
- Continue operating our BAU ESG process
- Extend the pool of ESG assessments for our top 100 suppliers
- Continue developing on all key ESG objectives and practices



0.3 ESG Management

How we integrate it in every day life

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

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

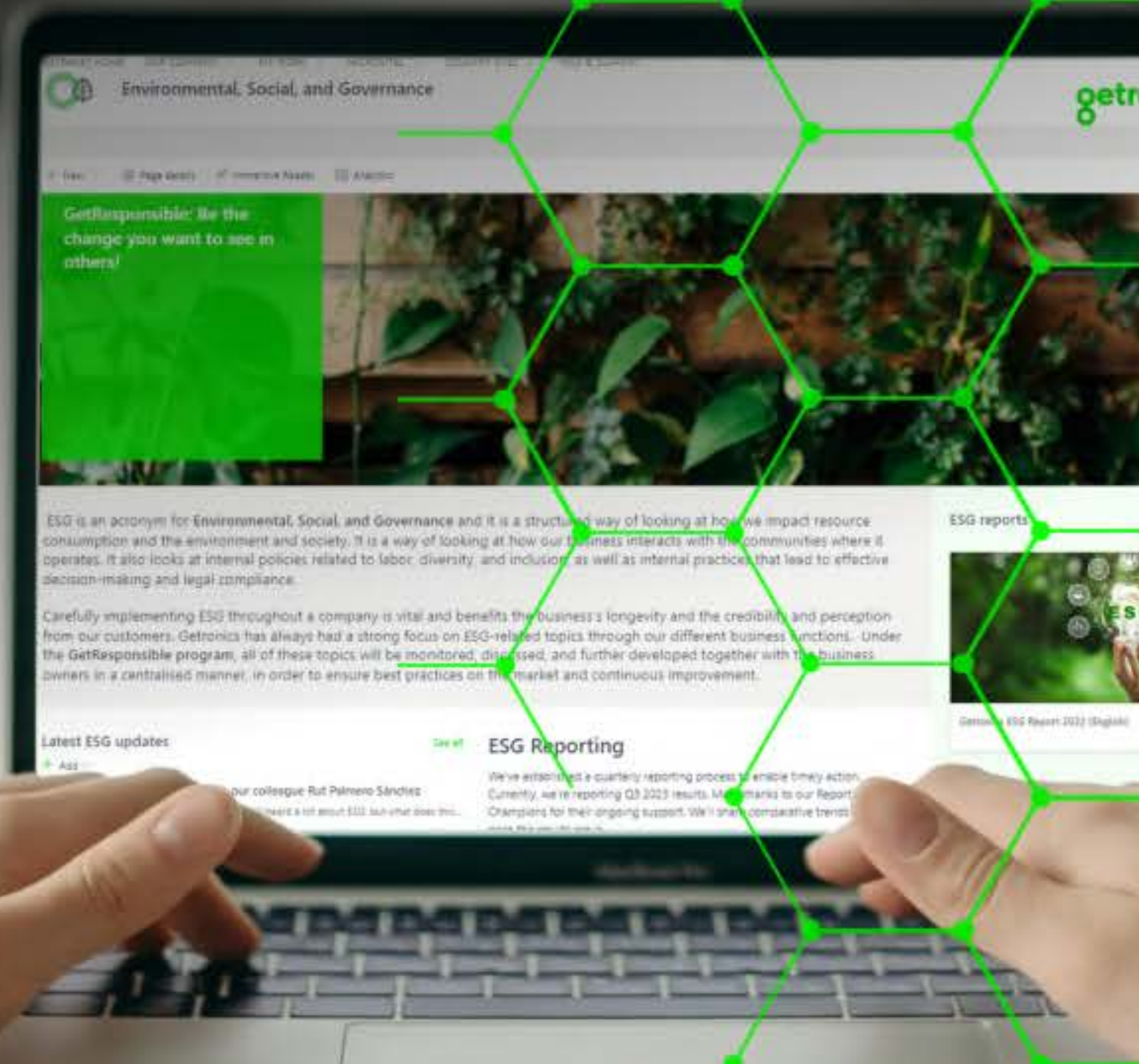
Getronics will issue a public annual ESG report in the first week of the second quarter, for the previous year

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

Please find our ESG Policy here:
<https://www.getronics.com/policy-pages/environmental-social-and-governance/>



0.4 ESG Management



Our main achievements

In **Q1 2023** we launched an internal **ESG training** available to all our staff to ensure they understand our common sustainability goals and to help them gain a better view of how they can contribute to a more sustainable approach both as a colleague of Getronics as well as private citizens. This training is now part of our onboarding process and so far 643 colleagues registered for the course.

In **Q2 2023** we promoted ESG as a key topic in our annual **Sales Conference** and decided to reutilise our marketing collateral budget for the event, in order to sponsor a **clean water project in Uganda**, thus obtaining our first Carbon Offsetting Certificate.

In **Q3 2023** we created our **dedicated ESG Getranet** page where we regularly posted updates, achievements, ideas and news for our colleagues in order to keep them engaged in our sustainability journey.

In **Q4 2023** we **migrated** to a newer version of the **World Favor Supplier Management Module** which will allow a more in depth analysis of our top suppliers sustainability practices and approach.

0.3 ESG Management

The Tool

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

World Favor key components for sustainability management

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



WorldFavor will facilitate

- Data collection from offices and data centers (60 reporting units).
- Designated users in each reporting unit or per function.
- ESG and customized KPIs information collected on a regular basis.
- Real-time reports extraction (quarterly/biannually/yearly).
- Assessment of top 250 suppliers on ESG related topics.
- Regular reassessment of suppliers.
- Continuous updates related to legislation changes/ new trends/ new requirements / best practices/ reporting frameworks.

0.5 Managing Systemic Risks from Technology Disruption

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

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



0.5 Managing Systemic Risks from Technology Disruption

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

- Getronics Global Sites & Locations.
- Information Assets.
- Infrastructure Supporting Client.
- DR Provision for Client Systems.
- IT Service Continuity Management.
- Internal and Client Support Operations.

Business Continuity (BC) and IT Service Continuity (ITSCM) Accounting Metrics

2023

TC-SI-550a.1		
Performance Issues	Service Disruptions	Total Downtime (days)
1583	5564	127

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

0.5 Managing Systemic Risks from Technology Disruption

Risk Assessment & Risk Treatment

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

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

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

Business Impact Analysis (BIA)

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



0.6 Governance Objectives

What we have achieved in 2023

- Launched ESG training for all colleagues - 643 colleagues registered for the course since launch. The ESG training is now integrated into our onboarding curriculum, with the goal of acquainting our colleagues with our ESG strategy, disclosure topics, and how they can contribute to achieving them. The course also includes a module aimed at educating participants to become responsible citizens, which we have made publicly available on our LinkedIn platform.
- We launched a new online onboarding and assessment process which will better screen any potential contractor against the principles we adopt in our ESG framework – the first 50 top suppliers were invited to take part in the assessment.
- Migrated to an updated Supplier Management Module in our ESG Reporting tool (World Favor). The new version allows for a more comprehensive assessment of suppliers on key topics such as: Energy Consumption and Saving Practices; Environmental Practices; Health Safety and Wellbeing Practices; Human Rights and Labour Standards Practices; Anti-Corruption Practices; Business Ethics and Leadership; Overall Sustainability Approach and Sustainable Sourcing Methodologies in place.
- Implemented an automated report that tracks all performance issues and service disruptions registered in our Service Now database on the provision of cloud-based services to customers.

What we will focus on

- Continue promoting our ESG training and dedicated ESG Getranet Page to our colleagues and educating them regarding the importance of adopting sustainable practices.
- We intend to continue training our colleagues on our Global Code of Business Conduct to increase our colleague's awareness and understanding of the principles addressed in the Global Code of Business Conduct.
- Extend our supplier ESG assessment process to our top 100 suppliers during FY 2024 and continue our regular yearly review for the suppliers who already participated in the first round of assessment last year.
- Make a submission to a globally recognized assessment platform that rates businesses' sustainability based on key categories such as: environmental impact, labor, and human rights standards, ethics, and procurement practices – in order to gain a better view of our company's ESG performance.
- Continue to develop our Business Continuity capabilities by ensuring at least 50% of the team are CBCI certified.

0.3 Environmental Disclosure Topics



- 0.1** Carbon footprint
- 0.2** Waste, including e-waste
- 0.3** Water Conservation
- 0.4** Environmental Objectives

0.1 Carbon footprint

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

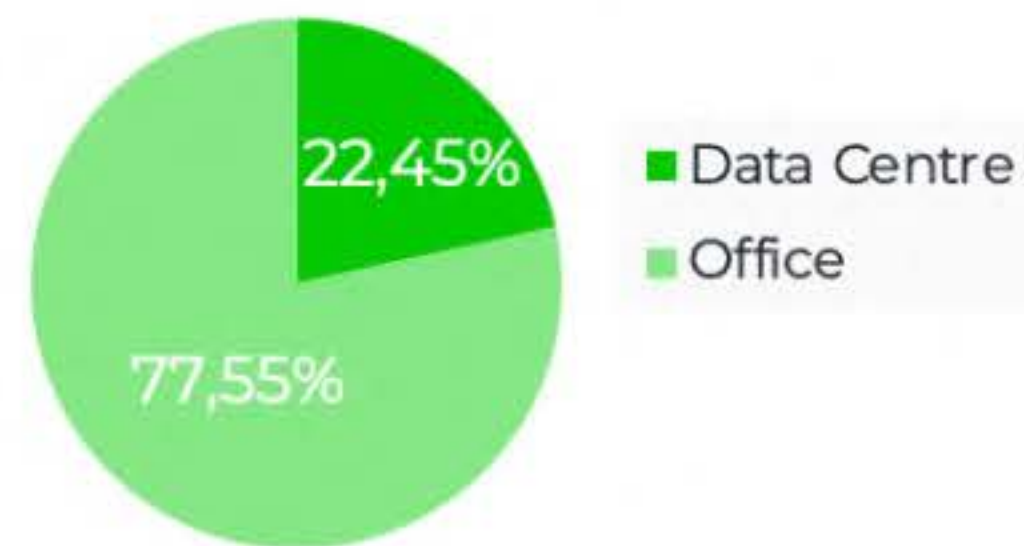


0.1 Carbon footprint

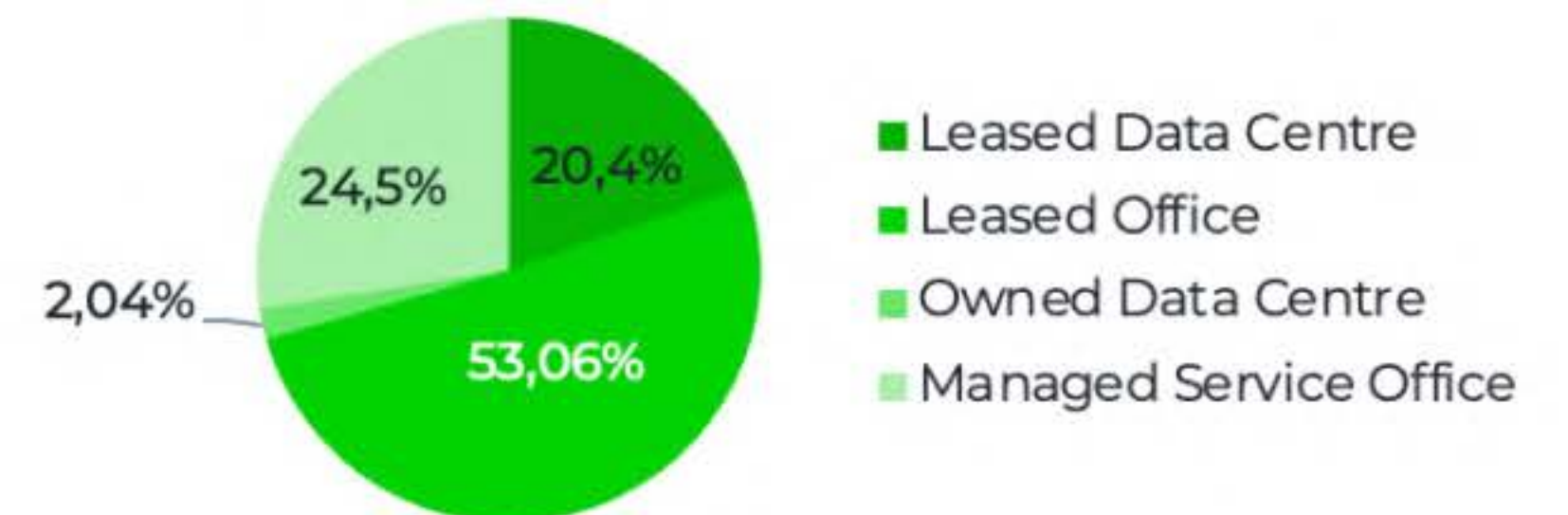
Getronics Facilities 2023 & the type of control on data

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

Type of facilities	Total	%
Data Centre	11	22,45%
Office	38	77,55%
	49	



Control type	Total	%
Leased Data Centre	10	20,40%
Leased Office	26	53,06%
Owned Data Centre	1	2,04%
Managed Service Office	12	24,50%
	49	



0.1 Carbon footprint



Calculation

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

Environmental selected factors

- Direct energy (Natural Gas, Diesel and Petrol)
- Indirect energy (Electricity)
- Refrigerants
- Waste generation
- Water consumption

GHG emissions estimation, tCO2e x sqm Exkluding Car travel + Business travel



Methodology

An **estimation method calculation** was used based on **the environmentally selected factors/ square footage meters**. To reach this we used the data points from the offices where we had good quality data (Buenos Aires, Brussels, and Budapest) vs the size of the offices, excluding Company Cars (we do not have a car fleet in all our locations), and Business Travel consumption since it is being directly reported on each unit.

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

In 2023 the calculation of the Carbon Footprint was based on real time data reported by all Data Centers and 26 Office locations as well as estimations for 12 Managed Service Offices. In total 75,51% of our overall reporting was based on real time data, as well as real time data for all locations on business travel and company cars.

0.1 Carbon footprint

Total tCO2e calculated	4.975	SCOPE 1	762,73
tCO2e Offsetting Project	- 678	SCOPE 2	2.607,66
Total tCO2e	4.297	SCOPE 3	926,78

Results

CONTROL DATA

Data Centers	tCO2e	Offices	tCO2e	Offices	tCO2e
Barcelona Data Center	186,61	A Coruña	20,34	Madrid Office	165,24
Frankfurt	461,45	Almeria	0,07	Milan Office	0,57
Madrid Data Center	154,95	Amsterdam	109,28	Oviedo	10,17
Milan Data Center	385,24	Barcelona Office	52,33	Runcorn Office	63,44
Paris Bessieres	46,97	Bilbao	24,04	Rungis	0,32
Paris Les Ulis	67,83	Brussels	142,37	Rushden Office	1,90
Powergate London	227,16	Budapest	259,39	Santiago	27,20
Princes Court London	8,78	Buenos Aires	40,64	Seville	7,41
Runcorn Data Center	893,57	Carnaxide	1,10	Sibiu	11,50
Rushden Data Center	199,76	Courbevoie	13,46	Singapore	13,67
Welwyn Garden City	84,96	Cuenca	0,05	South Africa	5,01
		Glasgow	1,00	Valencia	40,18
		Kuala Lumpur	46,47	Valladolid	5,69
		Kuala Lumpur Storage	0,12	Vigo	4,21

NO CONTROL DATA

Managed Service Offices	tCO2e reported	tCO2e estimated	tCO2e Total
Bangalore	12,67	105,40	118,07
Berlin	272,98	128,80	401,78
Brasilia	-	5,53	5,53
Bron	-	35,57	35,57
Bucharest	-	7,48	7,48
Chennai	0,11	1,36	1,47
Gurgaon	4,48	56,85	61,33
London Office	210,43	108,80	319,23
Luxembourg	155,61	34,00	189,61
Milton Keynes	-	3,26	3,26
Sao Paulo	37,80	8,29	46,09
Seoul	0,09	1,22	1,31

0.1 Carbon footprint

Offsetting Project Certificate



0.1 Carbon footprint

Office space reduction

Getronics adopted a **hybrid work model** before the Covid19 crisis, which was still in place in 2023. However, due to the lifting of the pandemic restrictions, we noticed that more of our colleagues started returning to the office.

However, based on a continuous analysis and careful data interpretation on office presence, we continued to **reduce the sqm and closed 2 more office locations** in 2023 which were not being utilized. This resulted in a **28% decrease rate** compared to 2022



Getronics Locations	Number of active offices	Squared meters in total	Closed offices (2021 - 2023)	Number of data centres
2023	38	13.573 m2	10	11

0.1 Carbon footprint



Intelligent monitoring tools

Systrack

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

Centered around **End User** Digital Experience, Digital Insights utilizes cutting-edge A.I. Ops technology to provide deep data-driven, actionable **automation** & powerful **IT Operational insights**, carefully managed by the specialized Getronics **Digital Insights Team**. We also provide this type of service for our customers.

0.1 Carbon footprint

Significant Energy Savings at Runcorn Data Center

In a major stride towards enhancing environmental sustainability, Runcorn Data Center (which Getronics leases but is under the contractual obligation to maintain), has achieved a key ESG objective by replacing aging air conditioning equipment with state-of-the-art, high-efficiency units. This strategic move aims to optimize our carbon footprint and demonstrates our steadfast commitment to sustainable operations.

The previous configuration comprised of five 200kW free cool rooftop chillers, which were showing signs of corrosion and inefficiency. These have now been replaced with **three new 315kW free cool chillers**, representing a significant upgrade in reliability and performance.

While precise energy savings at the Runcorn facility cannot be quantified due to the absence of mains monitoring and inherent variables, snapshot readings indicate a substantial reduction in consumption. The chillers **were drawing 60kW per hour**, whereas after the replacement, this figure had plummeted to **a mere 22kW per hour**.

Notably, this overhaul also resulted in a reduction in system capacity, aligning it more closely with the current heat gain generated by the data halls' occupancy. **The £350k project makes a successful milestone in our ongoing sustainability efforts.**

0.1 Carbon footprint



European Data Centre Code Of Conduct

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

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

0.1 Carbon footprint

Car fleet

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

The countries where we have car fleets are Hungary, France, Netherlands, Spain, the UK, Belgium, Luxemburg, and Germany.

Company Car Policy

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

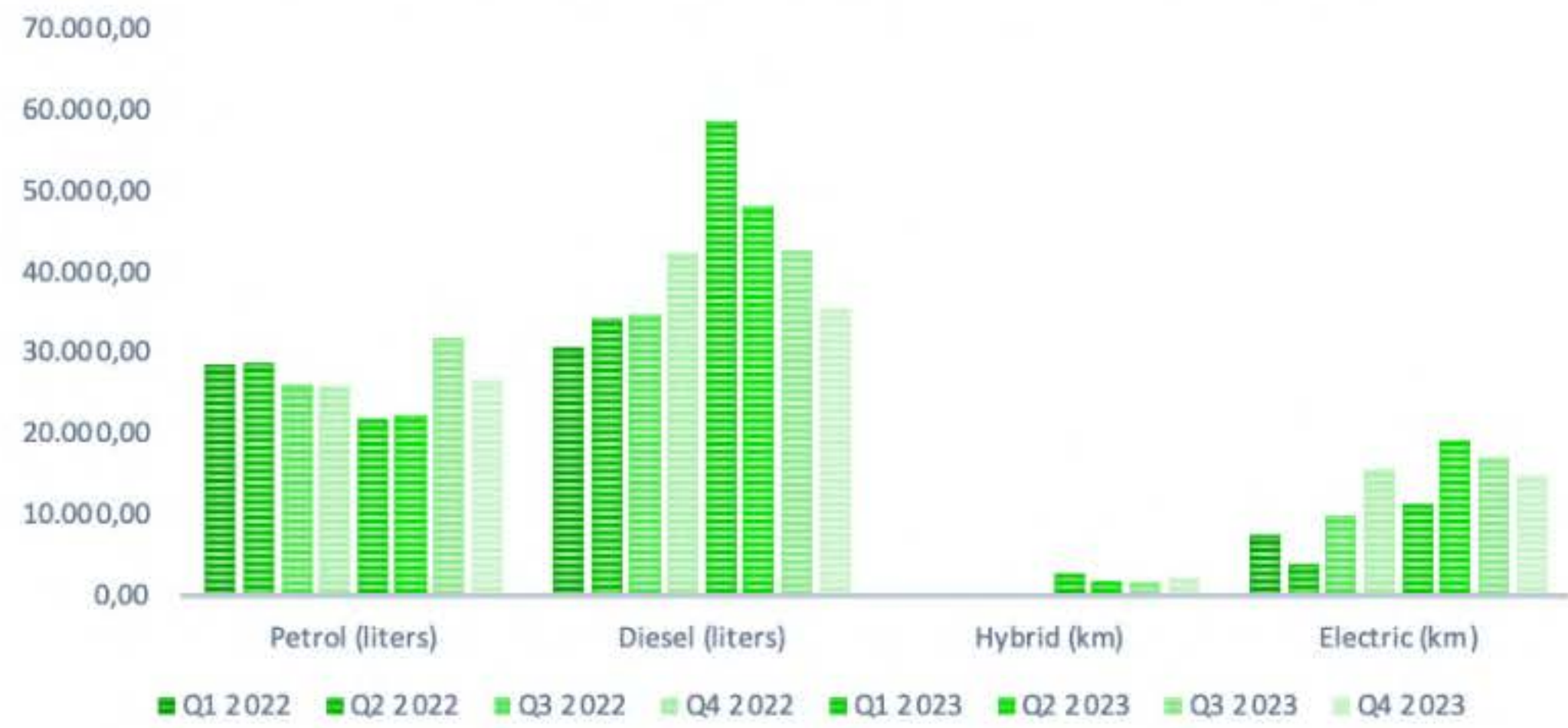
We formalize the car usage within company car policies adapted to each location but following the same responsible usage practices.



0.1 Carbon footprint

Company cars

CONSUMPTION VS FUEL TYPE



Country	Petrol	Diesel	Hybrid	Electric	Total
Belgium	23	9	2	8	42
France	3	15	1	0	19
Germany	4	46	0	2	52
Hungary	2	22	0	0	24
Luxembourg	17	14	4	3	38
Spain	0	0	5	0	5
The Netherlands	22	0	0	5	27
UK	3	5	9	4	21
Total cars per fuel	74	111	21	22	228

In 2024 we will look closely at our Car Fleet and analyze how we can migrate more of our cars to electric or hybrid.

0.2 Waste, including e-waste

The waste generated by Getronics is recycled in 51,4% of all our locations that we have data reported (only the 18% of our total locations).

The 82% left are managed services offices, where we do not have access to waste data or can not control the selective garbage collection. Getronics will strive to engage with such types of offices' landlords, in order to negotiate to implementing a selective waste disposal process.

Getronics IT equipment management

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

Asset disposal (e-waste)

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

0.3 Water Conservation



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

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

Water stress by country

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

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



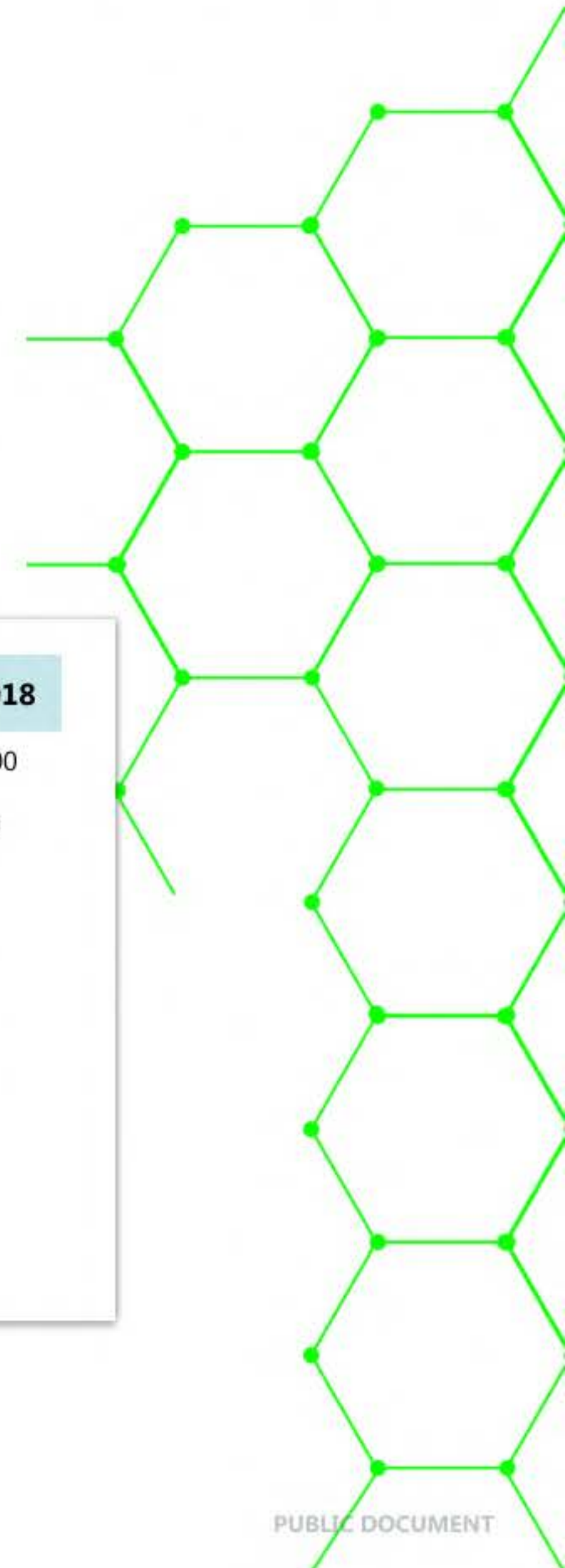
This information **is based on accurate real time data** reported by the locations where we have access to the water consumption.

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

However, we can notice **a decrease in water consumption** compared to the historical data which was available in the past for UK and Chile.

Water Consumption (m ³)	Eoy 2023	Eoy 2022	Eoy 2021	Eoy 2020	Eoy 2019	Eoy 2018
UK (Runcorn & Rushden DC)	553,00	529,00	890,00	1.230,00	1.288,00	1.453,00
Chile	131,80	142,00	169,00	163,00	408,00	639,00
Romania (Sibiu)	13,37	14,60	22,02	-	-	-
Argentina	104,40	28,00	76,00	-	-	-
Malaysia (Storage)	432,00	-	209,20	-	-	-
Hungary	438,00	520,00	-	-	-	-
Singapore	16,30	8,90	-	-	-	-
Belgium	6,64	5,80	-	-	-	-

*Location in Malaysia became a storage facility, therefore new data reported in 2023.



0.3 Environmental Objectives

What we achieved in 2023

- We have decreased our unused facility space by closing two locations in 2023 as well as reducing existing office spaces (7346 sqm reduced office space)
- In Q1 2023 we have launched the ESG Training for internal colleagues in order to continue to educate colleagues to be more energy conscious by switching off lights, printers, monitors, phone chargers, etc.. We have also made the "How to be a responsible citizen" training available to the public, free on our Linked-in platform
- We have successfully decommissioned 678 Tonnes of Carbon Dioxide from our annual Carbon Footprint by contributing to a Safe Water project in Uganda.
- Runcorn Data Center has achieved a key ESG objective by replacing aging air conditioning equipment with state-of-the-art, high-efficiency units.

What we will focus on

- Continue reducing unused facility space.
- We will continue to decommission redundant/ old equipment to save energy.
- Continue to train our colleagues as well as our partners on how to become more sustainable in their day to day activities as well as more responsible citizens.
- Gradually replace car fleet to more modern type of vehicles which are more energy efficient (e.g. electric cars/ hybrid cars).
- Encourage our colleagues to reduce the business miles that they fly or drive by using unified communications and productivity tools, such as Microsoft Teams and route planners.

Appendix



0.1 SASB index



0.1 SASB index



Sustainability Accounting Standards Board

SASB Standards response

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

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

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

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

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

5.000€

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

Zero.

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

Not applicable to Getronics core services.

0.1 SASB index



Sustainability Accounting Standards Board

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

SASB metrics

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

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

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

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

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

0.1 SASB index



Sustainability Accounting Standards Board

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

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

These can be found at:

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

Business partners and description can be found here:

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

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

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

0.1 SASB index



Sustainability Accounting Standards Board

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

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

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

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

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

Please see pages 74 and 75 of the report to see what is Getronics doing in this area

0.1 SASB index



Sustainability Accounting
Standards Board

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

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

Please see pages 62-72 of the report to see what is Getronics doing in this area