Non-Financial Report

Contents

3 A letter from our CEO

ESG at SoftwareOne
4 Our business model
4 2024 facts and figures
5 Our ESG structure and framework

Double materiality assessment
6 Our process
7 Double materiality matrix

Our ESG strategy
8 Our 5 core commitments

Our ESG progress
9 Our ambitions
10 Risks and opportunities

Our climate commitment
17 Environmental matters and greenhouse gas emissions
17 Climate related risk management
19 Carbon footprint
23 Cutting downstream emissions
24 Spotlight stories

Our social responsibility
26 Our people
27 Social matters
29 Third-party due diligence
32 Employee matters
40 Spotlight stories

Our corporate governance
42 Code of Conduct
42 Human rights
43 Anti-corruption
44 Integrity Line
45 Conflicts of interest
45 Training roadmap
46 Data privacy and cybersecurity
46 Acquisitions and Integrations
47 Labour standards
47 Approach to tax
48 Applied standards, certifications and Indices

Appendix
50 GRI index
54 TCFD recommendations
55 Imprint

A letter from our CEO

We recognise that ESG is not just a corporate responsibility – it is fundamental to our long-term success and industry leadership.

Raphael Erb, CEO

The rapid acceleration of technology brings both opportunities and responsibilities - balancing innovation with ethical considerations, data privacy with transparency, and growth with sustainability.

As trusted advisors, we enhance our clients' ESG strategies with sustainable IT solutions, energy efficiency, data security, governance, and digital inclusion to meet regulations and drive responsible innovation. Our FinOps offering helps organisations manage cloud investments, while Cloud Sustainability reduces the environmental impact of digital technologies and operations.

In an industry powered by energy-intensive data centres, we must also take action within our own operations to minimise our carbon footprint. For society and our employees, we promote diversity, equity, inclusion and belonging to ensure fair and bias-free recruitment, policies and processes. Additionally, as cybersecurity threats and regulatory scrutiny increase, strong governance frameworks are critical to maintaining trust and protecting our customers.

2024 was a pivotal year for SoftwareOne. We announced the acquisition of Crayon and implemented a global go-to-market transformation, allowing us to better align with client needs and optimise our services. Additionally, we have seen changes to leadership and our Board of Directors. We expect these changes to lead us into a new chapter of growth, with a strong emphasis on innovation, sustainability, and responsible governance.

Looking ahead, we are preparing for the Corporate Sustainability Reporting Directive (CSRD), which will take effect in the 2025 reporting year. Our ESG team is actively integrating the European Sustainability Reporting Standards (ESRS) into our reporting processes to enhance transparency and compliance. We are implementing advanced data management systems to ensure we can accurately report on all relevant sustainability metrics, guided by our double materiality assessment. These efforts position us to meet and exceed regulatory requirements while strengthening our sustainability commitments.

At SoftwareOne, we recognise that ESG is not just a corporate responsibility – it is fundamental to our long-term success and industry leadership. This report outlines our progress, challenges and commitments as we strive to be a business that benefits both people and the planet. SoftwareOne's journey towards a more sustainable future is a collective effort. We are grateful for the dedication of our employees, the trust of our clients and partners, and the support of our stakeholders as we continue to advance our ESG initiatives.

Yours sincerely,

Raphael Erb
CEO

ESG at SoftwareOne

Our business model

SoftwareOne is a leading global provider of software and cloud solutions, driving digital transformation for our clients. We offer a comprehensive suite of services to help clients navigate the complexities of cloud, data, and AI. Our end-to-end value proposition spans two synergistic business lines: Software & Cloud Marketplace and Software & Cloud Services.

Serving over 65,000 clients worldwide, including large enterprises, corporates, SMEs, and public sector organisations, SoftwareOne operates across diverse markets such as financial services, consumer goods, retail & wholesale, public services & education, capital goods, automotive, business services, and TMT (technology, media, and telecommunications). More details about SoftwareOne's business model can be found in Our business overview.

In 2024, SoftwareOne continues to collaborate with software developers, industry partners, and community stakeholders to enhance our value chain engagement. We actively participate in community projects and form partnerships that align with our commitment to responsible business practices.

Our purpose

We open a world of opportunity – one locality, one technology, one person at a time. We are SoftwareOne, for all our clients, partners and the communities we engage with, we open up a world of extraordinary opportunities, fuelled by technology.

Our ESG programme aspires to transform our company, lessen our impact on the environment and support the people around us, all while improving our organisational ethics.

2024 facts and figures

1bn revenue in CHF

60+ countries

~9,000 employees

64% men

35% women

1% not declared

1,731 trees planted around the world in 2024

1,920 volunteer hours tracked

73,000 CHF donated

+62 causes supported

5,284,719 Energy consumption in kWh

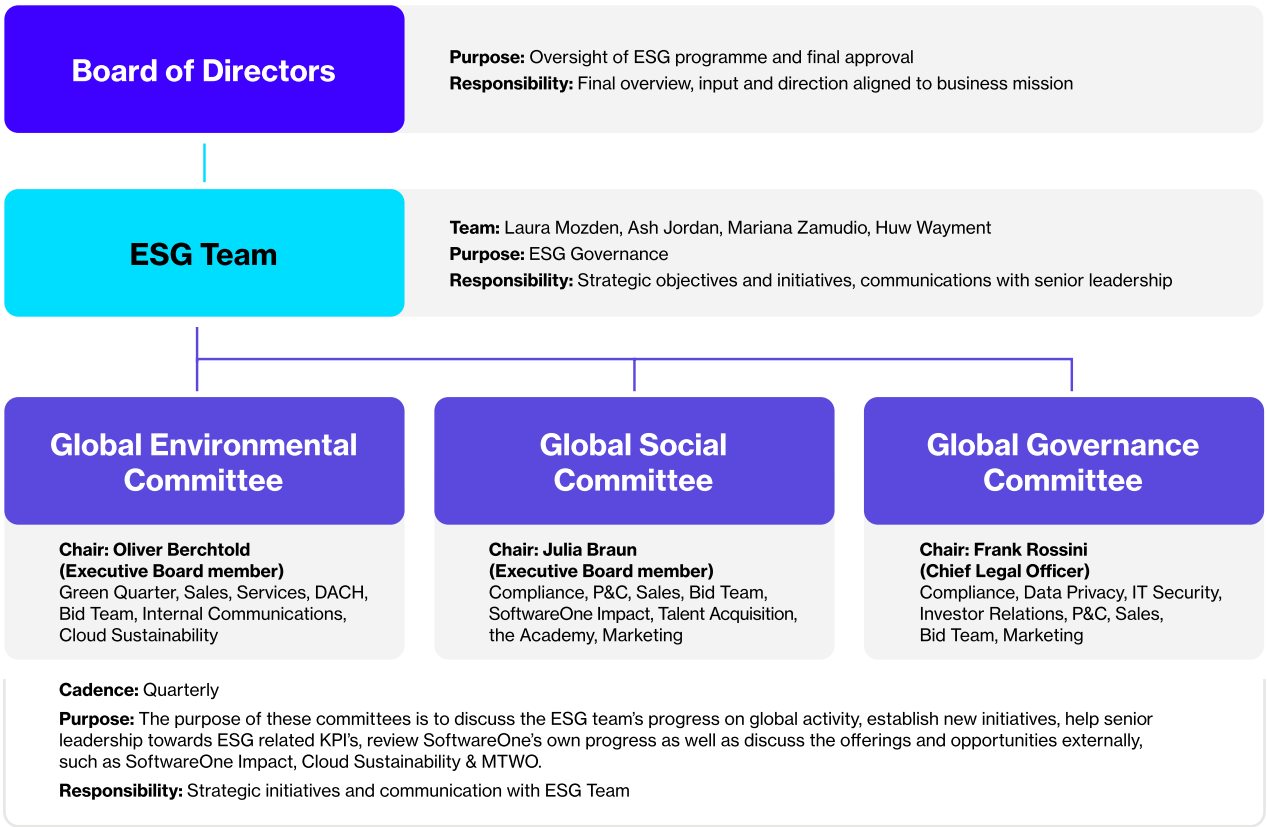
558.8 Energy intensity in kWh/employee

7,506 tCO_2 emissions across Scope 1 and 2

0.79 tCO_2 emissions/employee

Our ESG structure and framework

SoftwareOne's ESG programme has been built on a clear governance framework and structure, emphasising support and coordination from the Board of Directors and global committees across all Environmental, Social and Governance topics.



In 2024, the ad hoc ESG committee of the Board of Directors was fully integrated, transferring its responsibilities to the full Board of Directors. This strategic decision reflects SoftwareOne's commitment to integrating ESG into our core governance structure, ensuring ESG considerations are embedded across all aspects of the Board's oversight and decision-making processes. The Board of Directors oversees, reviews and supports reporting processes and is involved in the identification of material topics. It gathers the input shared by the ESG subcommittees and furthers their efforts by integrating recommendations into business processes.

Our Executive Board oversees the ESG programme as part of its regular quarterly meetings, providing the ESG team with valuable opportunities to obtain input and escalate any concerns. Frank Rossini, Chief Legal Officer, is responsible for the ESG programme at this executive level. Additionally, members of the Executive Board chair separate committees focused on Environmental, Social, and Governance topics. This structure enables them to contribute directly to specific initiatives, leveraging their individual expertise, experience, and interests to drive targeted strategies and outcomes. These members also oversee progress on key performance indicators (KPIs) related to the topics they manage, ensuring accountability and alignment with SoftwareOne's ESG objectives.

Finally, the Nominations & Compensation Committee and Audit Committee Charters now make provision for oversight of the ESG programme, including senior leadership KPIs and risk management. This framework emphasises embedding ESG considerations across all areas of the business and enhancing transparency in both internal and external communications. It also integrates ESG risks into the Enterprise Risk Management process and supports the development of a global strategy, while focusing on local initiatives.

Our Executive Board members each have their own ESG-related KPIs, carefully developed in collaboration with the Board to ensure they are ambitious, achievable and aligned with our 2030 goals.

Double materiality assessment

Our process

SoftwareOne's double materiality assessment is a comprehensive process to evaluate and disclose ESG issues that are likely to materially affect our business (financial) and those areas that our business may materially affect (impact).

Our double materiality assessment is foundational to shaping our ESG programme and, through Datamaran, is quarterly monitored and reviewed to reflect how current trends and issues have shifted in importance. It enables us to identify and prioritize actions that mitigate risks, comply with regulations, and align with stakeholder expectations, thereby enhancing our overall impact.

Datamaran is the leader in Smart ESG, enabling companies to identify and prioritise issues material to their operations, deepen their teams' ESG knowledge, monitor risks and opportunities in real-time and authentically own their ESG strategy in-house.

Datamaran

The assessment process includes:

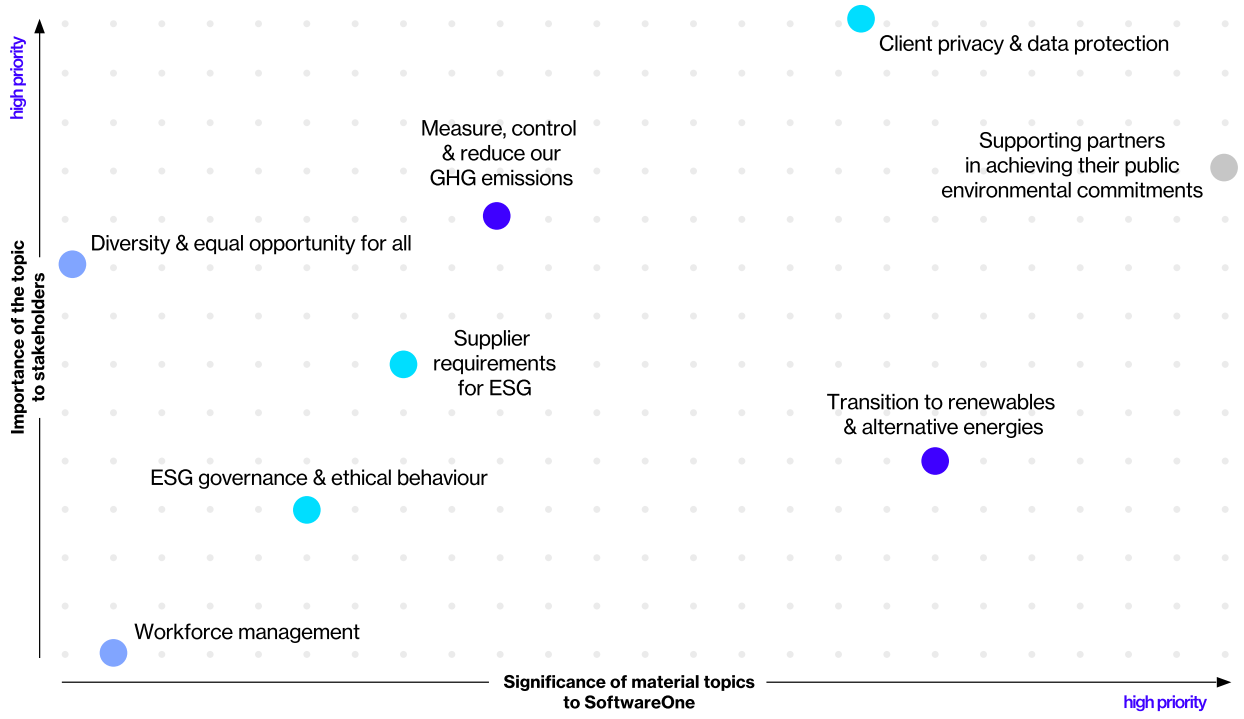
- **Defining the scope:** using in-house expertise and aligning this scope to external frameworks such as the UN Sustainable Development Goals and the Task Force for Climate Related Financial Disclosures (TCFD), amongst others.
- **Data Collection:** Gathering publicly available ESG information, regulations, and news.
- **Benchmarking:** Comparing SoftwareOne's performance against industry peers.
- **Stakeholder Engagement:** Collecting insights from investors and employees.
- **Analysis:** Using AI to analyse data and identify material ESG issues.
- **Prioritization:** Ranking ESG issues based on their significance to our business and stakeholders.

This process aligns with TCFD guidelines by ensuring that our ESG strategy addresses both financial and non-financial risks and opportunities. We align every step of our journey with the priorities of our employees, clients, investors, and other stakeholders. This alignment not only meets their needs but also drives further engagement in our ESG programme.

Double materiality matrix

Material topics were mapped to the business priorities, mission and strategy of SoftwareOne:

Materiality matrix



ESG material topics and description:	Double materiality assessment results:
Climate responsible	
Measure, control & reduce our GHG emissions: Calculating our carbon footprint and efforts to reduce emissions	Slight downward movement in stakeholder importance and decreased significance for SoftwareOne
Transition to renewables & alternative energies: Transitioning from a predominantly fossil-based energy production system and consumption to renewable and alternative energy sources, including policies, goals, accounting instruments and technologies to facilitate that transition	Movement due to decreased significance for SoftwareOne and increased priority for stakeholders
Cutting downstream emissions	
Supporting partners in achieving their public environmental commitments: Launching Cloud Sustainability	Upward movement due to increased significance for SoftwareOne
Inclusive, diverse & caring for our people	
Diversity & equal opportunity for all: Developing our global diversity, equity, inclusion & belonging (DEIB) strategy	Movement due to decreased significance for SoftwareOne and increased priority for stakeholders
Workforce management: Focusing on employee recruitment, retention and development practices	Downward movement in stakeholder importance
Ethical & compliant corporate governance	
Client privacy & data protection: Focusing on how to protect both our clients' data and our own.	Remains highly significant to SoftwareOne and an increased priority for stakeholders
ESG governance & ethical behaviour: Continuing to improve our corporate governance and ethical culture	Downward movement due to decrease in stakeholder importance
Supplier requirements for ESG: Partnering with our supply chain for greater impact	Remains highly significant to SoftwareOne and a high priority for stakeholders

Our ESG strategy

Our 5 core commitments

We have aligned our ESG programme with the broader sustainability agenda set out in the United Nations Development Goals. Our ESG strategy is centred around 5 core commitments:

Being climate responsible

- SoftwareOne's environmental strategy prioritises **carbon reduction and emission avoidance** within its operations.
- As a software and cloud solutions provider, our strategy focuses on **greenhouse gas emissions and waste reduction**, excluding areas like biodiversity and water.
- Efforts to reduce Scope 1 & 2 emissions include **transitioning to renewable energy** for offices, adopting Electric Vehicles (EVs), and **enforcing office recycling practices.**
- **Scope 3 emission reduction** initiatives target business travel and employee commuting impacts.
- Our strategy is tailored to SoftwareOne's operations, **ensuring environmental efforts** are relevant and effective.

Promoting an inclusive and diverse culture

- Our DEIB strategy focuses on **strengthening our policies**, recruiting the best talent and ensuring that our systems and processes are **fair and bias-free**.
- We support our employees with an **attractive work-life balance,** generous benefits, and learning and development opportunities.
- Our clients are **increasingly prioritising DEIB,** opening up the opportunity to support or partner with them on their existing DEIB initiatives and goals.

Our 5 core commitments

Supporting direct positive digital transformation of NPOs and local communities

- We provide a wide range of services to support nonprofit organisations (NPOs) use technology's power to **create positive change.**
- We leverage our core competencies as a services, software & cloud company **to help NPOs gain access and learn** how to deploy and use tools they need to be successful.
- We leverage our partnerships and create new ones to **extend our scope and service portfolio to NPOs.**

Cutting downstream emissions

- We **help clients reduce** their cloud carbon footprint through our Cloud Sustainability programme.
- We provide **precise cloud emissions data** and high-level guidance on cloud sustainability complexities.
- Our services aim **to enhance emissions measurement** and regulatory compliance.

Furthering our corporate governance

- We **mitigate the risk** of exposure to bribery and corruption through a centralised procurement team with tight controls on delivery and services.
- We **continuously review** our IT policies to ensure personal data is obtained properly, kept securely and only used for the business purposes for which it was initially intended.
- Compliance teams are collaborating to **review, remediate and tackle any areas of risk in our due diligence programmes.**

Our ESG progress

Our ambitions

In 2024, SoftwareOne implemented its go-to-market transformation to better align with customer needs, while reinforcing our commitment to innovation and sustainability. These changes provide a foundation for SoftwareOne to strengthen our ESG impact by embedding sustainability and ethical practices more deeply into our operations and customer services. In a year of change and transformation, we made a strong effort to progress towards our 2030 ambitions.

	2030 ambitions	2024 progress
Our climate commitment	**Net zero for Scope 1 & 2: Primarily reducing the carbon footprint for which we are responsible.**	Continued to improve the accuracy of our carbon footprint data, implementing our carbon reduction plan and prioritising our roadmap to net zero. In 2024 we began developing SBTi targets for submission in 2025.
	Help customers reduce their carbon footprint with accurate data in all cloud and application services.	Our Cloud Sustainability programme was offered to clients. Clients were onboarded to the Cloud Sustainability programme.
Our social commitment	**Globally recognised Employer of Choice for Diversity by 2030.**	We expanded our DEIB strategy, reviewed our policies and processes with a DEIB lens, our talent acquisition plan has progressed to attract diverse talent, and our training and development practices have further improved.
	>3,000 Non-profit organisations (NPOs) or communities with digital services.	We grew our teams and improved our services portfolio for nonprofits, leveraging our partnerships to increase our scope and impact.
Our corporate commitment	**Training on Code of Conduct mandatory for all employees, with a targeted completion rate of 90%.**	Recorded a 94.6% completion rate for our Code of Conduct and Anti-Harassment training.
	Fostering awareness and promoting our speak-up culture to increase reported issues year on year.	Experienced a 200% increase in total disclosures on the disclosure platform, reflecting our continued commitment to fostering a strong speak-up culture.
	Obtain over 1,000 fully completed supplier ESG risk assessments.	As part of our Third-Party Due Diligence process, we assessed over 2,366 suppliers on ESG-related topics.
	Improve internal tools for data protection topics, such as training, privacy and data breach tools.	Policy regarding safe use of AI shared internally with employees.

Risks and opportunities

Our process

Identifying ESG risks and opportunities is crucial to SoftwareOne, because these can significantly impact our financial performance, reputation, and long-term sustainability goals. By treating ESG risks with the same rigour as traditional enterprise risks, we better align our ESG strategy with regulatory requirements and with investor and customer expectations.

We conducted a detailed risk assessment by leveraging our own expert knowledge of the intricacies of our business operations and utilising the insights that Datamaran provides. Datamaran uses advanced AI and data analytics to transform vast amounts of information into actionable insights. This comprehensive approach allowed us to identify and prioritise material issues, assess regulatory and reputational risks, and align our strategy with them. They aligned directly with relevant internal stakeholders (such as our Enterprise Risk Management team, Legal & Compliance, Internal Audit and Senior Leaders) to proactively address and mitigate challenges accordingly and capitalise on opportunities. Using real-time insights and a detailed breakdown of risk drivers provided by Datamaran, we make informed decisions and proactively manage our ESG risks. Risks are periodically reviewed and communicated by the ESG team, along with ongoing actions, mitigations, and areas of potential concern for SoftwareOne's business operations.

Management oversight and engagement

All identified ESG risks are systematically reviewed by our dedicated ESG committees, which include representation from Executive Board members, the Board of Directors, and specialised business leaders from key functions such as Finance and People & Culture.

In addition, the risks we identify are proactively communicated to the dedicated ESG committees, creating opportunities for valuable feedback and insights. This collaborative structure has enabled us to establish a dynamic, two-way approach to managing risks and opportunities, ensuring that ESG considerations are fully embedded into every aspect of the business and integrated into strategic decision-making.

2024 ESG risk assessment

Environmental

By identifying and monitoring our climate-related risks, SoftwareOne can better navigate the challenges posed by climate change and contribute to a more sustainable future.

Material Topic	Risks	Magnitude	Mitigation	Opportunities
MEASURE, CONTROL & REDUCE OUR GHG EMISSIONS: This issue refers to managing climate-related risks and opportunities from actual or potential physical and transition impacts, including the increasing energy consumption of digital infrastructure. It also includes the direct and indirect emissions of greenhouse gases (GHGs) and emission reduction.	Failure to effectively reduce greenhouse gas emissions and adapt to climate regulations could increase operating costs, legal liability, and reputational damage.	Medium	Our commitment to measuring, avoiding and reducing our emissions is outlined in our Global Environmental Policy. Our carbon reduction plan and road map to net zero outline our commitments, strategy and reduction goals. The plan includes setting clear, measurable targets for emissions reduction, investing in energy-efficient and renewable technologies, and integrating climate considerations into all aspects of operations. Our Carbon Reduction Think Tanks are designed to support our senior country managers with their specific carbon reduction targets through training, localised strategies and policy enforcement. As we integrate AI and cloud-based solutions into our operations, we recognise the importance of managing their energy consumption. To mitigate their environmental impact, we prioritise partnerships with AI and cloud providers that invest in renewable energy, optimise data center efficiency, and implement carbon reduction strategies. Additionally, we continuously evaluate our digital infrastructure to enhance energy efficiency while maintaining operational effectiveness.	Investing in robust business continuity planning and disaster recovery capabilities can strengthen operational resilience and enable innovative customer experience solutions.
	Failure to further reduce Scope 3 emissions from the supply chain could impact financial performance and reputation.	Medium		Leveraging cloud, AI, and IoT innovations can improve operational efficiency, sustainability, and customer experience, driving revenue growth and market share in emerging sectors. These technologies enable enhanced data-driven decision-making, automation, and optimisation of resource use, contributing to overall business sustainability.
SUPPORTING PARTNERS IN ACHIEVING THEIR PUBLIC ENVIRONMENTAL COMMITMENTS: This issue refers to launching Cloud Sustainability and helping our clients measure and reduce their own carbon footprint.	Failure to support our customers' commitments could potentially lose revenue opportunities and weaken our positioning as a trusted sustainability partner.	Low	Our Cloud Sustainability offering is one of the key contributors that support how our customers measure and reduce their own carbon footprint. SoftwareOne hosts workshops with clients to demonstrate how Cloud Sustainability can improve efficiency and support their carbon reduction goals.	Capturing demand for low-carbon products and services, and optimising energy efficiency can enhance financial value and competitive advantage in a decarbonising market.
				Customers' increasing need for comprehensive solutions in power and utility grid management, carbon capture, and geothermal energy presents opportunities to expand software offerings.
				Providing innovative solutions that enable customers to reduce their carbon footprint through energy efficiency and emissions management can drive revenue growth.
				Developing climate-friendly products and services can drive revenue growth and position the organisation as an industry leader in sustainability.

Material Topic	Risks	Magnitude	Mitigation	Opportunities
TRANSITION TO RENEWABLES & ALTERNATIVE ENERGIES AND SUSTAINABLE OFFICES & RENEWABLE ENERGY: This issue refers to the transition from a predominantly fossil-based energy production system and consumption to renewable and alternative energy sources, including policies, goals, accounting instruments and technologies that facilitate the transition and support strategies for greener offices.	Failure to keep up with new regulations on renewable energy use and environmental impact could lead to stakeholder and financial impacts. Delays in transitioning to renewables across our operations and supply chain could impact emission reduction targets, sustainability commitments, and customer expectations.	Medium	Our ESG team is responsible for monitoring regulatory developments and assessing their impact on our operations, working closely with legal experts and industry specialists to ensure our policies and practices are updated in line with the latest standards. Our ambition to reduce our energy consumption, switch to renewable energy sources and create sustainable offices is outlined in our global carbon reduction strategy, specifically as part of our Green Office Initiative. We are exploring renewable energy procurement strategies and supplier engagement programs to drive Scope 3 decarbonisation efforts.	Investing in renewable energy and sustainability initiatives can generate cost savings, enhance brand reputation, and position the business for long-term success in a low-carbon economy. Transitioning to renewables also mitigates exposure to energy price volatility and regulatory shifts, ensuring greater operational resilience.

Social

Our commitment to our corporate social responsibility and dedication to creating an inclusive culture help address and mitigate various social risks, ensuring a more sustainable and harmonious relationship with both our employees and the broader community in which we operate.

Material Topic	Risks	Magnitude	Mitigation	Opportunities
DIVERSITY & EQUAL OPPORTUNITY FOR ALL: This issue refers to developing our global Diversity, Equity, Inclusion & Belonging (DEIB) strategy.	Failure to prioritise the importance of a diverse workforce and address gender inequality and lack of female representation in leadership could harm reputation and limit talent pool.	Medium	Our global DEIB strategy was created with the vision of attracting a diverse pool of talent, creating a culture where our employees are valued and respected, and ensuring our processes and policies are fair and bias-free. We have set internal goals for various departments and teams that influence our DEIB strategy and milestones.	Advancing gender equality and women's empowerment can drive innovation, enhance employee engagement, and contribute to sustainable economic growth.
	Failure to address discrimination and inequality could lead to reputational damage and loss of talent, impacting financial performance.	Medium		
WORKFORCE MANAGEMENT: This issue refers to the process of ensuring our workforce is functioning at its most productive level and copes with organisational changes. It encompasses employee recruitment, retention and development practices.	Failure to effectively manage leadership transition and talent development could disrupt operations and hinder the organisation's ability to achieve its strategic objectives. Difficulty in retaining top talent, combined with increasing competition for skilled professionals, may lead to higher turnover, loss of critical expertise, and reduced productivity.	High	Our People and Culture (P&C) team have strategies in place to ensure that employee benefits reflect our values, our employees have learning and development offering to upskill our workforce, and processes are in place to cope with organisational change. The P&C team is focusing on retention strategies to enhance employee engagement through career progression frameworks, personalised development plans, and competitive benefits. Our Talent Acquisition (TA) team is focused on building a diverse workforce by integrating ESG and diversity principles into our hiring practices, creating awareness and training hiring managers on the importance of a diverse workforce, as well as analysing the TA data to understand trends and gaps to develop actions that promote diversity.	Successful integration of acquired businesses and strategic partnerships could enhance capabilities, expand the customer base, and increase profitability.
	Failure to remain responsive to changes in recruitment processes could significantly impact the company's future development. Shifts in candidate expectations, digital hiring trends, and regulatory changes may impact our ability to attract and retain key talent, reducing our competitiveness as an employer of choice.	Low		Effective workforce management, including competitive compensation and benefits, training, and fostering a positive culture, can enhance employee engagement and drive business growth. Leveraging digital hiring solutions, workforce analytics, and flexible work models enables us to adapt to evolving workforce expectations while driving business agility and long-term growth.

Material Topic	Risks	Magnitude	Mitigation	Opportunities
ACCESSIBILITY TO TECHNOLOGY FOR NPOS: This issue refers to continuing to expand our SoftwareOne Impact programme to ensure that we consistently give back to the communities we are part of by focusing on our commitment to NPOs.	Fail to live up to our commitments to support NPOs could bring medium financial impacts if we lose this potential revenue stream.	Medium	We have ensured our success through partnership retention and creation, which help us reach our goal of making technology accessible to NPOs and bringing new business to the company through SoftwareOne Impact services to the non-profit sector.	Through this programme we can strengthen and increase partnerships with companies like Microsoft and AWS, diversify revenue streams and increase our indirect impact on local economies and communities.
GIVING BACK & STRENGTHENING LOCAL COMMUNITIES: This issue refers to supporting local & global communities through volunteer and donation efforts.	Failure to engage with local communities could result in financial impacts if relationship with local communities become strained or we lose talent due to lack of commitment.	Medium	Strengthening our relationship with local communities and growing our Gives Back programme allows us to mitigate any risks related to employee engagement, employee turnover or operational continuity. We have focused on providing support to our employees to participate in giving-back activities and tracking the impact.	Investing in community development, education, and sustainability can enhance brand reputation and create long-term value for stakeholders.
TRAINING & EDUCATION: This issue refers to expanding and encouraging the development of the Academy and L&D.	Failure to invest in employee training and development could lead to skills gaps, reduced productivity, and difficulty attracting and retaining top talent.	Low	Our L&D and Academy teams have strategies in place to expand their scope and impact with the future of our industry and our workforce development needs in mind. The dedicated Data & AI team within ITS is actively providing training sessions and resources for educating employees in the use of AI tools eg., Copilot.	Robust training and development programmes can improve employee engagement, productivity and retention, strengthening the organisation's competitiveness and reputation as an employer of choice.
	Failure to upskill employees in digital and AI skills could limit the organisation's ability to adapt to the changing nature of work and customer demands. Falling behind in digital skills development may reduce our competitiveness in a rapidly evolving market.	Medium		Offering world-class training, development and mentoring programmes can enhance employee skills, leadership, and diversity, strengthening organisational resilience.

Governance

SoftwareOne's commitment to high ethical standards and business integrity involves navigating various governance risks but also presents us with opportunities to lead by example and strengthen our position in the market. Additionally, we have a comprehensive third-party risk management process focusing on high-risk partners, which encompasses onboarding, assessments, risk mitigation, and monitoring processes.

Material Topic	Risks	Magnitude	Mitigation	Opportunities
CUSTOMER PRIVACY & DATA PROTECTION: This issue refers to the aspect of information technology that deals with protecting private corporate information, critical information systems and networks from security breaches. The focus is on how to protect both our customers' data and our own.	Cybersecurity breaches may expose sensitive data, leading to system failures and legal claims, regulatory penalties and loss of customer trust, harming operations and brand trust significantly and adversely impacting financial performance.	Low	Ensuring robust safeguards, compliance with regulations, and transparent communication about our approach are important components of our risk management programme. Our dedicated data protection and cybersecurity teams are continuously focusing on new ways to prevent and respond to threats or new trends in this area. We are continuing to ensure that our policies and processes, for both employees and customers are up to date, tracking the data and focusing on KPIs such as our incident response time and data subject requests. Given the B2B market that we operate in, the risk exposure profile is low. In respect of trainings and awareness, SoftwareOne has annual mandatory cybersecurity and data protection trainings, as well as other ad-hoc exercises meant to address phishing attacks awareness.	Proactively addressing data privacy and cybersecurity through robust policies and controls can enhance customer trust, providing a competitive advantage and new business opportunities.
	Stricter consumer protection and data privacy laws may require costly changes, reducing profitability and exposing the business to legal liability and penalties.	Low		
	Failure to sufficiently train and supervise employees on cybersecurity and data protection could result in significant business disruptions, financial losses, and reputational damage.	Medium		
BUSINESS MODEL RESILIENCE: This issue refers to identifying and incorporating risks and opportunities connected to social, environmental, and economic challenges into our business model planning. It focuses on how SoftwareOne responds and adapts to these changes to carry on our activities, grow and create value for shareholders and society in the long-term. This includes the topic of human rights, as outlined in Art 964a CO.	Potential failure to maintain robust risk management and internal control systems could negatively impact financial performance, regulatory compliance and organisational reputation.	High	SoftwareOne has remained proactive in responding to new challenges, such as the future of work, data security, risk management, advancement in technologies, etc. We have strategies in place to identify and minimise risks to ensure our business model remains relevant and forward-facing.	Addressing societal needs and demonstrating commitment to sustainability can enhance customer and employee trust, create new business opportunities, and strengthen underlying systems.
	Rapid advancements in AI and generative AI could disrupt existing business models and require significant investments to maintain competitiveness.	High		Leveraging AI and ML can drive operational efficiencies, improve decision-making, and create new revenue streams through innovative products and services.
SUPPLIER REQUIREMENTS FOR ESG: This issue refers to the partnership we have with our supply chain for greater impact.	Failure to manage anticipated growth and evolving stakeholder expectations for ESG compliance, including human rights, environmental performance, and ethical sourcing, could harm brand reputation, disrupt supply chain operations, and weaken customer trust.	High	Given the ongoing shifts in regulations and increasing pressure on companies to strengthen supply chain ESG compliance, we recognise our responsibility to ensure suppliers align with SoftwareOne's Code of Conduct, responsible sourcing, ethical labour practices, and human rights standards. Through our due diligence tool, IntegrityNext, we assess our third parties on ESG topics, including human rights protection, responsible sourcing, and ethical business conduct.	Proactive alignment and compliance with ESG regulations and supply chain due diligence can enhance brand reputation and stakeholder trust, boosting financial performance. By fostering ESG-compliant partnerships, we can open new customer markets, expand into new industries, and drive business growth through responsible sourcing.

Material Topic	Risks	Magnitude	Mitigation	Opportunities
TRANSPARENCY: This issue refers to the comprehensive management of corporate communication through the systematic recording, reporting, transmission of information and analysis of corporate developments, performance and management.	Failure to remain transparent in our ESG practices could impact our standing with stakeholders who have already placed their trust in us.	Low	Creating a transparent approach to our ESG programme is key to our approach. We not only continue to communicate externally on our progress, but use innovative ways to ensure that our employees remain informed, and that the entire organisation is up-to-date and engaged.	Proactive investor relations enhance shareholder trust, strengthen brand and secure funding for sustainable growth initiatives.
ESG GOVERNANCE & ETHICAL BEHAVIOUR: This issue refers to continuous improvement of our corporate governance and ethical culture including the topic of anti-corruption & bribery, as outlined in Art 964a CO.	Failure to continue reinforcing ethical behaviour within our workforce and partners could result in medium financial impacts due to risks from regulatory and legal implications.	Medium	Our commitment to integrity and ethical behaviour is a core value at SoftwareOne. As outlined in our Code of Conduct, we set high standards and expect that our employees will always act ethically. To ensure that these standards are met, our compliance team rolls out annual training and communication campaigns on a variety of topics including basic business decisions, anti-corruption and anti-harassment. By ensuring all employees are trained on these critical topics, we aim to strengthen our governance framework and minimise the risk of unethical behaviour.	Robust employee training on cybersecurity, compliance, and ethical conduct can strengthen operational resilience, protect sensitive data, and enhance stakeholder trust in the organisation.

Magnitude:
Negligible: minimal financial impact and hardly affecting day-to-day operations
Low: small financial impact and noticeable but not altering business-as-usual
Medium: significant financial impact and influence on operational decisions.
High: major financial impact and likely to affect strategic planning.
Extreme: critical financial impact and could alter market position.

Our climate commitment

Our climate commitment

Environmental matters and greenhouse gas emissions

Our ambition to reach net zero for Scope 1 and 2 by 2030 continues to drive our programme forward.

SoftwareOne's Scope 3 obligations encompass addressing the indirect greenhouse gas emissions that occur across our value chain. These emissions arise from activities outside our direct control, such as the production of hardware components, employee commuting, business travel, data centre energy and water use, and waste generated in operations. We trust our partners and suppliers to be responsible for their own impact. However, to meet our obligations, SoftwareOne actively engages with our partners to encourage sustainable practices and provide tools for employees to reduce their commuting emissions. SoftwareOne, together with its partners, is responsible for creating a more sustainable market with solutions that will require minimal raw materials. Although it is not within our direct responsibility, we acknowledge that data centres in our industry generate a high amount of carbon emissions. Accurate emission measurement, transparent reporting and targeted reduction initiatives are vital to fulfilling these responsibilities while enhancing sustainability credibility.

Climate-related risk management

Climate-related risks are included in SoftwareOne's ESG risk and opportunity management framework, and their management is supported by our double materiality assessment. In 2024, SoftwareOne enhanced our methodologies and tools to better identify, assess, and address climate-related risks and opportunities. An enterprise risk register was used to evaluate the potential impacts of both transitional and physical risk factors on our business. This assessment was spearheaded by an internal working group comprising representatives from various business functions, ensuring a comprehensive and informed approach.

Scenario analysis

Scenario analysis is a key tool that helps SoftwareOne evaluate how climate-related risks and opportunities could impact our business under different plausible future states. To do so, we have identified three potential scenarios:

1) **Low-carbon transition (1.5°C scenario):** Under this scenario, it is assumed that governments and businesses accelerate decarbonisation efforts to limit global warming to 1.5°C. This would mean that cloud providers, such as key partners of SoftwareOne, prioritise data centres powered by renewable energy and that demand for carbon accounting and sustainability management software is high. Transitional risks[1)] for SoftwareOne include scrutiny over our carbon footprint and increased need for investment in sustainable operations.
2) **Moderate transition (2°C scenario):** Assumptions include a gradual global adoption of climate policies and moderate transition to renewable energy sources. Data centres' energy costs rise due to carbon taxes, affecting software pricing. Transitional risks for SoftwareOne include marginal increases in operational costs, for example energy-intensive data centres used for our customer solutions.
3) **High emissions (4°C scenario):** Under this scenario, it is assumed that limited global action on climate change leads to severe physical impacts. There is an increased frequency of extreme weather events and rising energy demand escalates operating costs for energy-intensive software infrastructure such as data centres. Physical risks[2)] affecting SoftwareOne in this scenario include data centre disruptions and increased cooling costs due to higher global temperatures.

1) SoftwareOne defines risks associated with the transition to a low-carbon economy.
They arise from changes in policy, technology, market preferences, and stakeholder expectations related to addressing climate change.
2) These risks are present today and arise from the physical impacts of climate change, including acute events like storms and floods, and chronic changes such as rising temperatures and sea levels.

Climate-related risk assessment

Risk	Current/Anticipated	Magnitude	Time horizon	Score	Financial impact (CHF)
Transition Risks					
Policy and Legal					
Increased pricing of GHG emissions	Anticipated	2	Mid-term	2	Medium (1,000–5,000)
Enhanced emissions-reporting obligations	Current	4	Short-term	4	Very severe (10,000–20,000)
Mandates on and regulation of existing products and services	Anticipated	2	Mid-term	0.8	Medium (1,000–5,000)
Exposure to litigation	Anticipated	4	Long-term	2.4	Medium (1,000–5,000)
Technology					
Substitution of existing products and services with lower emissions options	Anticipated	3	Mid-term	0.6	Low (<1,000)
Unsuccessful investment in new technologies	Anticipated	3	Long-term	0.6	Low (<1,000)
Costs to transition to lower emissions technology	Current	3	Short-term	1.2	Medium (1,000–5,000)
Market					
Changing customer behavior	Current	3	Mid-term	3	Severe (5,000–10,000)
Uncertainty in market signals	Current	3	Mid-term	3	Severe (5,000–10,000)
Increased cost of raw materials	Current	1	Mid-term	1	Low (<1,000)
Reputation					
Shifts in consumer preferences	Anticipated	4	Mid-term	2.4	Severe (5,000–10,000)
Stigmatisation of sector	Anticipated	1	Long-term	0.4	Low (<1,000)
Increased stakeholder concern or negative stakeholder feedback	Current	4	Short-term	4	Very severe (10,000–20,000)
Physical Risks					
Acute					
Increased severity of extreme weather events such as cyclones and floods	Anticipated	3	Short-term	1.2	Low (<1,000)
Chronic					
Changes in precipitation patterns and extreme variability in weather paterns	Anticipated	3	Short-term	1.2	Low (<1,000)
Rising mean temperatures	Current	2	Mid-term	2	Medium (1,000–5,000)
Rising sea levels	Current	2	Mid-term	2	Medium (1,000–5,000)

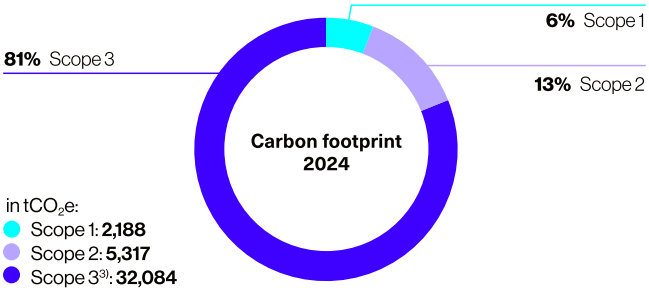
Magnitude:
1 – Negligible: minimal financial impact and hardly affecting day-to-day operations
2 – Low: small financial impact and noticeable but not altering business-as-usual
3 – Medium: significant financial impact and influence on operational decisions.
4 – High: major financial impact and likely to affect strategic planning.
5 – Extreme: critical financial impact and could alter market position.
Score: Magnitude x likelihood

Carbon footprint

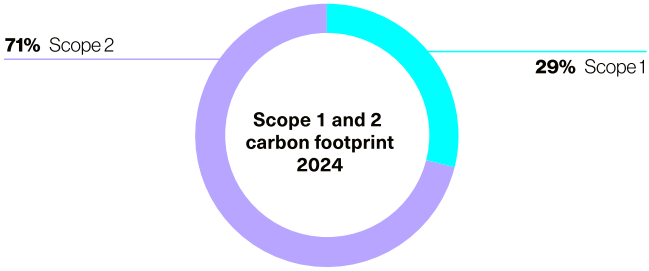
SoftwareOne remains committed to measuring and reducing our carbon footprint in 2024. We aim to improve our carbon emission data accuracy and granularity each year to report a complete carbon footprint.

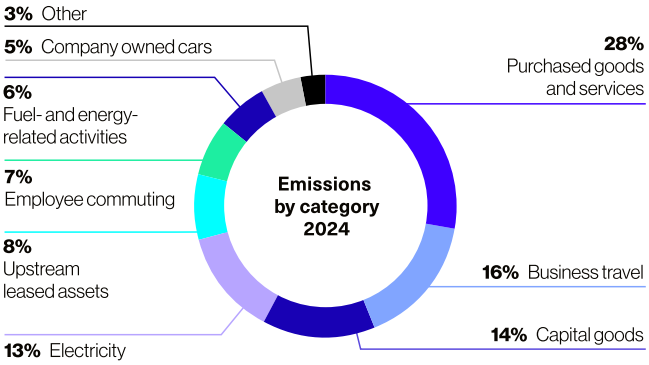
With the help of **Greenly**, we have improved our emissions data accuracy and calculated a more comprehensive carbon footprint. Greenly allows us to simplify the process of calculating Scope 1, 2, and 3 emissions and provides actionable insights to identify reduction opportunities and gaps in our Scope 3 emission analysis. Due to our transition to a new carbon footprint calculator (Greenly), proxies and approaches to emission calculations differ from 2023 to 2024 data.

This may cause discrepancies when comparing year-on-year data. We intend to continue our relationship with Greenly until 2030 to ensure data consistency and allow for better annual emission comparisons.



3) Excluding use of sold products (189,632,880 tCO2e)





In 2024, SoftwareOne saw a decrease in Scope 1 and 2 carbon emissions from 8,559 tCO_2e to 7,508 tCO_2e. This year, for the first time, we covered the complete GHG inventory and more activity data was collected than in previous years. This reduction is due to office closures and downsizing. Our Green Office Initiative had a positive impact on facility emissions as offices relocated to energy-efficient buildings and locations with lower environmental impacts.

SoftwareOne continues to work towards setting our science-based targets and developing customised strategies to achieve net-zero goals, making our carbon reduction strategy both measurable and actionable. Our 2023 emission footprint will act as the baseline footprint for setting science-based targets with SBTi.

Carbon data collection

Our Environmental Data Experts at each of our subsidiaries gathered information on that subsidiary's activity and spend-based data from their country. This data is collated and verified by Greenly.

Our global carbon footprint data collection programme would not be possible without the hard work of our volunteers, our Environmental Data Experts from each country.

Value chain mapping

Value chain mapping helps us to identify potential vulnerabilities in the supply chain or operational processes, allowing us to develop strategies to mitigate risks and enhance resilience. Our supply chain involves establishing partnerships with software developers and vendors to source software licenses.

Due to the nature of our business, we do not transport and distribute finished goods and we do not manufacture goods from raw materials or produce hazardous waste.

Our Scope 1 and 2 emissions come from activities related to our office spaces, energy consumption and company-owned cars. However, much like many other software companies, our Scope 3 emissions are much larger than our Scope 1 and 2 emissions and occur in the indirect upstream and downstream value chain emissions.

Downstream entities include end-users who purchase and use the software licences. SoftwareOne engages with customers to provide support services, manage licence renewals and facilitate upgrades. Activities downstream involve cutting downstream emissions by supporting our partners in achieving their public environmental commitments. These emissions are calculated from spend-based data; they are difficult to measure and cannot be directly influenced by SoftwareOne.

Business travel and our employees' commuting habits contribute to our upstream Scope 3 emissions and are addressed in our carbon reduction strategy. We aim to continue improving our data collection processes until activity-based data can be used and our carbon footprint is as accurate as possible.

Carbon reduction strategy

Our 2030 climate ambition is focused on implementing effective carbon reduction and emission avoidance practices. This includes our objectives to continue measuring our impact and reducing the carbon footprint of our business activities while using our unique expertise to help our clients manage their own environmental impact. Progress towards our climate ambition is measured by our annual carbon emission calculation and carbon footprint reporting. We aim to reduce Scope 1 and 2 emissions by 12.5% year on year, increase activity-based metrics, and measure progress through annual emissions calculations and reporting.

Our carbon reduction strategy takes a localised approach, allowing each country to focus on carbon reduction initiatives that directly align with the activities their emission data demonstrates to be the highest. Country leaders are supported by the centralised committee and budget to ensure they have the necessary resources and expertise to reduce their carbon footprint in their country.

Global Environmental Policy

Our global environmental policy covers a wide range of commitments that SoftwareOne and our employees adhere to every day. These commitments are integral to the way we operate. They include being environmentally responsible, identifying and complying with existing legal environmental regulations, and measuring our carbon footprint. In our offices, we implement our Green Office Initiative and for our people, we commit to training employees in responsible environmental practices and actively encourage their involvement in environmental action.

Education and awareness

Our online learning course is designed to empower employees and leaders with the knowledge and practical tools needed to make a positive impact within SoftwareOne and beyond. The course is available to all employees and covers topics such as the science behind climate change, its global implications for businesses and, most importantly, actionable steps each employee can take to reduce their carbon footprint. These steps are categorised according to employees' level in the hierarchy to ensure leaders take greater responsibility for implementing reduction initiatives while supporting their teams to do the same and ultimately working towards achieving KPIs.

SoftwareOne celebrated Earth Week in April and Zero Emissions Day in September 2024, which formed part of our climate awareness initiative. Earth Week included a variety of events and employee initiatives. We hosted an ESG Talk with special guest Jo Ruxton from Ocean Generation. Jo shared some interesting insights into the state of our oceans, the incredible creatures that inhabit them, plastic pollution and what we can do to help protect our planet. Employees participated in our Nature Photography competition, where they captured images showcasing the beauty and importance of our natural world. We used our SoftwareOne Gives Back programme to donate to Ocean Generation to help achieve their vision of a world where the ocean is freed from human threats.

Earth Week Nature Photography Competition winners – from left to right: Violeta Slavova with Seven Rila Lakes; Michaela Klee with Dandelions Become Ice Flowers; Hugo Quintero with Jiminy Cricket.

At SoftwareOne we celebrate Zero Emissions Day to recognise and accelerate our collective efforts towards achieving a sustainable and resilient future for our planet. SoftwareOne encourages employees to reduce their carbon footprint by playing Zero Emissions Day Bingo which includes eating vegan throughout the day, planting trees, shopping at the local market and turning off the power for one hour.

Our roadmap to net zero

Our roadmap to net zero focuses on four key areas: green offices, energy, fleet and commuting, and business travel.

Green offices and transitioning to renewable energy

The emissions associated with energy used for heating, cooling and electricity in our offices account for 70% of our Scope 1 and 2 emissions. Within our office buildings, we strive to create sustainable and energy-efficient workplaces and, where possible, make use of renewable energy suppliers and obtain green energy certificates. In some instances, such as in the buildings we rent, we have less control over energy suppliers, but we encourage our subsidiaries to rent energy-efficient offices, and we promote energy reduction initiatives such as LED and PIR1 lighting. When offices relocate, we encourage facility managers to consider ESG impacts. At the same time, subsidiaries are encouraged to reduce their energy usage year on year.

Waste management and recycling in our offices form an important part of our Green Office initiative. Our office managers are encouraged to put measures in place to reduce the volume of waste generated through effective waste management and recycling practices. Our waste management commitments are set out in our Global Environmental Policy, which all employees must adhere to. These commitments include minimising our waste through careful and efficient use of materials while reusing and recycling materials and ensuring all offices have recycling bins/facilities available for employees and use recycled printer paper.

Fleet and commuting

Our fleet accounts for 24% of our Scope 1 and 2 emissions, and reducing this number is an important priority for our carbon reduction strategy. In 2024, a new global company car policy was developed to action our transition away from diesel and petrol cars and our move towards electric vehicles (EVs). We developed this new company car policy to accelerate the decarbonisation of our fleet. Employees are incentivised to select EVs and low-emission vehicles, and stricter rules are now applied to determine an employee's eligibility for a company car. Public transport and alternative solutions are promoted where practical, and high-emission vehicles options are limited in the selection process. This new policy, which has been supported and approved by our Executive Board, will be implemented on a global scale in 2025 to reduce the emissions associated with our fleet and support our reduction goals.

To reduce our employees' commuting emissions, many countries already encourage low-emission travel such as cycling and use of public transport. In countries where employees need to travel by car, we have car sharing and EV schemes.

Employee carbon footprint survey

Our employee survey captures employees' work-related emissions such as travel, remote working energy use and even their midday meals. Their footprint is calculated annually, and Greenly provides tailored training to help employees understand their emissions and reduce their footprint.

Business travel

SoftwareOne is a people-centric business, and client meetings are an important part of building business relationships. Business travel accounts for a fair proportion of our Scope 3 emissions and remains an important part of our carbon reduction strategy. We encourage our employees to make mindful travel decisions by being aware of the emissions associated with their mode of travel and by selecting train travel over cars where possible or choosing economy class over business class travel.

Our Global Travel Policy includes specific environmental guidance to help reduce travel emissions and encourage our employees to make climate-conscious travel decisions. Key points include:

- Employees are required to use the travel expense tool to select the most cost-effective and carbon-efficient arrangements.
- Employees must travel by train when the total journey is 400 km or less, even if alternative, less carbon-efficient modes of transport are more cost-effective.
- Lower classes of service have lower emissions and should be considered first even if an upgrade is possible.
- Employees are encouraged to choose sustainable or eco-friendly accommodation options.
- Hybrid or electric vehicles are to be preferred when renting a car.
- Shared car use is encouraged when two or more employees are traveling to a location that can only be reached by car.

By implementing parameters such as these, we expect our business travel emissions to reduce year on year. This policy, together with our new global travel expense tool, will promote less and lower emission travel and provide more accurate travel data.

SBTi

SoftwareOne has committed to setting near-term targets and is now listed on the SBTi website as well as their partners' website.

We have been working with Greenly to develop our science-based targets in 2024. We aim to be net zero for Scope 1 and 2 by 2030, and SBTi commitments form the foundation of our carbon reduction strategy.
To support our science-based targets, we will set specific KPIs in carbon reduction for each country to achieve our overall target.

Cutting downstream emissions

Cloud Sustainability

Cloud Sustainability continues to be a focal point in our Cutting downstream emissions programme, aimed at supporting our clients' own sustainability and ESG journeys. This programme provides accurate and specific emission reduction strategies across the hyperscalers[4)].

Cloud Sustainability provides our clients with fundamental data for each cloud solution and application service, enabling them to reduce their Scope 3 emissions.

FinOps continues to provide organisations with a framework with which to obtain maximum value from cloud investments, and as a logical progression, Cloud Sustainability reduces the environmental impact of digital technologies and operations. While FinOps enables clients to manage their software and cloud spend, Cloud Sustainability takes a broader approach by considering the environmental impact of software development and operations. Both FinOps and Cloud Sustainability aim to optimise the use of resources to reduce waste and increase efficiency. FinOps focuses on cloud resource optimisation; Cloud Sustainability looks at resource optimisation across the entire software development and operations lifecycle.

Cloud Sustainability emphasises the use of energy-efficient technologies and practices in software development and operations. With extensive resources at our disposal, we are making a significant contribution to our market sector. Cloud Sustainability demonstrates SoftwareOne's commitment to supporting our customers in achieving their own ESG goals.

4) Hyperscalers are large cloud service providers that can provide services such as computing and storage at enterprise scale, e.g., AWS and Microsoft

Spotlight stories

Our journey towards green offices: a step towards sustainability and employee wellbeing

During 2024, SoftwareOne France moved into a new space located in the innovative SoPop building. This move reflects our unwavering commitment to sustainability and corporate social responsibility, as highlighted by the environmental certifications of our new space: BREEAM Excellent, HQE, Osmoz, and R2S.

From carpets made of recycled fibres to recyclable bricks, every detail embodies our dedication to sustainability. Even our worktops are crafted from recycled plastics, and the walls are painted with Ecolabel-certified paint.

This commitment to sustainable design extends beyond construction. By reducing waste, maximising energy efficiency while using 100% renewable energy, and using responsible resources, we've created an office that aligns with our Green Office Initiative. Additionally, the office is located in a well-connected area, offering excellent public transport and bicycle access. This ensures that our employees and visitors can enjoy a low-emission commute. Our new French office is more than a workspace; it's a statement of our sustainability values. We look forward to continuing our journey toward a sustainable future in other locations, creating more workplaces where innovation, responsibility, and well-being converge.

SoftwareOne office inauguration with Mayor Karim Bouamrane (first from the left).

A pioneering solution for natural disaster prevention

In response to severe weather events exacerbated by climate change, the State Secretariat for Social Development (SEDESE) in Minas Gerais, Brazil, launched "Mapeia Minas", the nation's first project aimed at predicting natural disasters to mitigate their impact. This initiative, developed in collaboration with SoftwareOne and Amazon Web Services (AWS), focuses on monitoring climate events such as dam failures, floods, and droughts. It integrates data from government databases, particularly concerning vulnerable populations residing in high-risk areas.

Between 2021 and 2022, Minas Gerais faced intensified rainfall, leading to emergencies in over half of its 853 municipalities and displacing approximately 70,000 individuals. This situation highlighted the state's lack of preparedness and the absence of preventive measures, especially for families in landslide-prone regions. Elder Gabrich, Special Advisor at SEDESE, noted the urgent need for proactive strategies to prevent severe impacts on these communities.

The development of Mapeia Minas utilised AWS's "Working Backwards" methodology and was a collaborative effort between SoftwareOne and AWS, with both contributing resources at no cost. AWS provided cloud credits, while SoftwareOne dedicated over 600 service hours to creating the tool. Cleyton Leal, SoftwareOne's Application Services Leader, prioritised the delivery of social benefits through the project, including assisting municipal management in planning and risk mitigation. The system employs various AWS services, such as EventBridge, Lambda, S3, AWS Glue, AirFlow, QuickSight, SNS, Amazon RDS, and Athena, to ensure robust data processing and real-time monitoring. By leveraging these technologies, Mapeia Minas aims to provide timely information to authorities, enabling them to take preventive actions and reduce the adverse effects of natural disasters on vulnerable populations. This pioneering approach not only enhances the state's disaster response capabilities but also serves as a model for other regions facing similar challenges, demonstrating the potential of technology and collaboration in addressing complex social and environmental issues.

Our social responsibility

Our social responsibility

Our people

Attracting the best talent, empowering people to innovate and reinforcing our culture remain key to driving performance and maintaining a highly motivated workforce.

Our People and Culture team use three key pillars to drive our success:

Business partnering

Supporting strategy execution by partnering with the business to drive excellence across our talent pool

Operational excellence and tools

Leveraging global footprint and shared service centres to improve our processes through automation and tooling

Centre of excellence – talent, engagement and rewards

Best-in-class approach to talent, development, engagement and rewards through our centres of excellence

These key pillars allow us to drive operational excellence within all our people interactions, keep us true to our seven core values and help us focus on what truly matters to us: our people.

Our seven core values

Humble	Customer focused	Employee satisfaction	Speed	Passion	Integrity	Discipline
We never forget the importance of our clients and are always looking for ways to deliver more.	We are driven to exceed expectations and ensure a world class experience for all our clients, all over the world.	We love and support our colleagues be-cause we know that happy, empowered colleagues lead to happy, empowered clients.	We believe that fast is better than slow but we will never compromise on quality.	We strive for excellence, go the extra mile for our clients and have fun in what we do.	We are consistent, honest and fair and always do what is right for our clients and their business.	In everything we do, we accept responsibility and deliver on all of our commitments.

Social matters

SoftwareOne Gives Back

In 2024, the SoftwareOne Gives Back programme focused on incentivising our employees to get involved in giving and volunteering activities to support our communities. During this period, we:

Volunteered **1,920** hours

Donated from the company **61,000** CHF

Donated from employees **12,000** CHF

Supported **62** causes worldwide

SoftwareOne Gives Back reinforces our commitment to society and our workforce. We launched the programme in October 2023, and since then we have put strategies in place to increase our positive impact and keep our employees engaged.

Swomies in London volunteered with Beyond Food and Microsoft

Swomies in India volunteered with Marpu Foundation, giving school kits to students

Winners of the Presidents Club volunteered with Seeds of Change in Thailand

Swomies in Melbourne volunteering at a FoodBank

Supporting direct positive digital transformation of NPOs and local communities

SoftwareOne Impact harnesses the transformative power of technology to improve lives and protect the planet. This belief drives our work with nonprofits worldwide, empowering them to achieve their missions and make a lasting difference. Technology plays a critical role in helping them grow and achieve their goals. By providing a wide range of services, solutions, and partnerships, SoftwareOne Impact supports nonprofits in creating positive change and strengthening the communities they serve.

In 2024 we were named **AWS Global Non-Profit Organisation** (NPO) Consulting Partner of the Year. This award reflects our commitment to empowering nonprofits through transformation and cloud innovation.

To meet growing demand, SoftwareOne Impact expanded our global nonprofit team to support customers from over 25 SoftwareOne countries. This growth has strengthened our ability to offer tailored support, helping nonprofits to master the unique challenges of digital transformation. Our operations team also grew, equipping us to deliver faster, more effective solutions to those who need them most.

In 2024, we continued to develop our service portfolio to help nonprofit customers understand and develop Data and AI strategies, launch ready-to-use infrastructure and rapidly deploy scalable and secure AI services, developing and authoring applications to help nonprofit organisations utilise AI and Generative AI tailored to their own specific needs and innovative use cases.

With Microsoft 365 Copilot's launch, we created services to help nonprofits maximise their potential. Our Copilot Envision, Enablement, and Adoption services provide nonprofits with guidance to implement and use the platform effectively. Additionally, we expanded our Rapid Adoption Toolkit with Security and Governance tools, helping nonprofits protect sensitive data and ensure compliance while optimising productivity.

To tackle the challenges of procurement, we launched Strategic Sourcing for Nonprofits. This service simplifies the process of identifying, negotiating, and purchasing software, reducing complexity and saving organisations time and money.

Near the end of 2024, we were awarded supplier agreements under the OCRE 2024 framework for AWS, Google, and Microsoft across 34 European countries. This framework has traditionally supported education research networks, but its latest iteration includes research-focused nonprofits. With over 15,000 eligible organisations, OCRE 2024 provides easy access to pre-negotiated cloud discounts and SoftwareOne's tailored services for the education, government and nonprofit research communities.

SoftwareOne attended and sponsored the NetHope Global Summit in Washington, DC. The summit brought together nonprofit and technology leaders to share knowledge, collaborate, and explore how technology can create positive change.

SoftwareOne employees at the NetHope Global Summit 2024

SoftwareOne employees receiving the Tech for Good 2024 award from Tech to the Rescue

SoftwareOne has deepened our partnership with Tech to the Rescue, an organisation connecting nonprofits with tech support. As a founding member and sponsor of its AI for Changemakers Programme, we have supported nonprofits using AI to tackle global challenges. This commitment earned us the Tech for Good award, underlining our dedication to helping nonprofits amplify their impact.

Third-party due diligence

Our ESG programme is about more than just our own actions. At SoftwareOne we are committed to ensuring responsible supply chain management by embedding ESG principles into our procurement processes, supplier selection and ongoing monitoring. Our third-party due diligence framework, risk-based supplier screening and supplier development initiatives are designed to mitigate risks and uphold high ethical standards across our value chain.

Our process

In 2024, we continued to enhance our third-party due diligence process with IntegrityNext. Through this platform, our suppliers are asked to complete a questionnaire that covers a range of topics such as environmental protection, energy management, data protection, anti-corruption, modern slavery, human rights, child labour, conflict minerals, health & safety, conflicts of interest, diversity & inclusion, quality management and carbon footprint.

Suppliers are divided into categories depending on their sales volume and risk profile, and undergo an assessment that allows us to identify those posing the highest ESG risks. The questionnaire provides a comprehensive assessment of the supplier's practices, policies, and controls, enabling a consistent and objective evaluation of supplier risk. In addition to the questionnaire, we perform supplier screening based on ESG criteria, as well as country-specific and sector-specific risks. Suppliers that are identified as high-risk are subjected to enhanced due diligence. By using this process, SoftwareOne can effectively manage supplier risks, mitigate potential vulnerabilities, and ensure compliance with applicable regulations and industry standards.

To strengthen oversight, our Executive Board is responsible for the governance of supplier ESG implementation, with regular reporting to the Board of Directors.

Supplier risk management and actions

Through our enhanced supplier ESG assessment process, we identify areas of improvement among suppliers. We engage with suppliers when gaps in ESG performance are identified, to encourage alignment with our expectations. As we continue developing our programme, we assess mechanisms to support suppliers in enhancing their ESG practices, including structured follow-up actions, audits or site visits where necessary.

In 2024, we expanded our coverage of suppliers to continue onboarding our Category A, B and C suppliers, including both new and existing. Since we launched this process in 2023, we have monitored 8,550 suppliers, and 2,395 have been assessed for ESG-related topics. Of these, 1,960 were assessed on environmental impacts and 1,921 on social impacts.

To further improve supplier accountability, we are strengthening the integration of ESG criteria into supplier selection and contract awarding processes. While our approach continues to evolve, we emphasise ESG considerations in procurement discussions and seek to engage with suppliers demonstrating strong ESG performance.

As part of our commitment to responsible supply chain management, we are continuously refining our approach to supplier oversight and ESG assessment. Our Compliance Audit function, in coordination with other relevant functions, is working to further develop our process to assess third-party ESG performance and compliance with our standards.

Compliance with local supply chain regulations

SoftwareOne operates in multiple jurisdictions, each with its own regulatory requirements governing responsible supply chain management. We are committed to ensuring compliance with all applicable local regulations, as well as evolving requirements in other key markets. Our approach focuses on risk-based supplier due diligence, transparency, and continuous improvements to meet regulatory expectations.

German Supply Chain Act

Since the introduction of the German Supply Chain Act, we have prioritised the identification, assessment and engagement of suppliers operating in this market. Germany, together with the US, Switzerland and the Netherlands represents a significant portion of our operations, accounting for approximately 49% of our total revenue, with Germany alone contributing 20%.

As part of our compliance efforts in Germany, we have uploaded 5,345 suppliers engaged with our German entity into the IntegrityNext portal and have conducted country and sector specific risk assessments for these suppliers. We identified 199 suppliers including their ESG performance, from which 163 A and B suppliers were invited to participate in our due diligence assessment.

Supplier engagement & awareness

Recognising the importance of supplier awareness in responsible business practices, we have taken steps to enhance supplier understanding of ESG expectations and regulatory obligations across different jurisdictions. As part of our ongoing efforts, we are evaluating digital learning solutions to further support supplier engagement. In this context, we are considering the integration of ESG-related training resources through the dedicated platform to provide accessible learning opportunities.

Integrity Line and grievance mechanisms

To promote transparency and accountability, SoftwareOne's Integrity Line is accessible to all stakeholders across our supply chain. This independent and confidential channel enables reporting concerns related to human rights, environmental risks or ethical business conduct. In addition, we have introduced the first publicly accessible telephone hotline to further facilitate reporting.

Code of Conduct for business partners

The SoftwareOne Code of Conduct for Partners sets clear requirements for all suppliers and business partners. It establishes expectations for labour conditions, fair treatment of employees and prevention of discrimination and harassment.

The Code reinforces human rights protections by strictly prohibiting child and forced labour. It also outlines environmental sustainability commitments, promotes responsible resource use and emissions management, fair competition and ethical business conduct. To support accountability and compliance, the Code includes grievance mechanisms that allow stakeholders to confidentially report concerns related to violations, ensuring that issues are addressed appropriately and in line with our responsible business practices.

Supplier diversity at SoftwareOne

SoftwareOne is committed to enhancing supplier diversity by fostering opportunities for minority-owned and underrepresented suppliers. We actively support initiatives that promote diverse supplier engagement, ensuring that our procurement process remains inclusive and aligned with responsible sourcing principles. By strengthening supplier diversity, we create opportunities within our supply chain and support customers advance in their diversity and inclusion efforts.

Supplier diversity in the IT software and services sector presents unique challenges. Procurement is often concentrated among a few global technology vendors, limiting direct spending with diverse suppliers. Additionally, customer investment decisions are primarily driven by technical and commercial priorities, making it hard to prioritise supplier diversity.

To address this, SoftwareOne collaborates with customers to enhance visibility into supplier diversity. In the US, we partner with Supplier.io to improve diversity reporting and help customers meet disclosure obligations. This enables businesses to track, analyse, and report on supplier diversity, improving procurement transparency.

SoftwareOne remains committed to continuously strengthening our approach to third-party management by integrating ESG principles into supplier assessments, risk mitigation, and procurement decisions. Through our enhanced due diligence framework, supplier risk management processes, and ongoing engagement initiatives, we foster greater transparency, accountability, and sustainability within our supply chain. As we navigate the evolving regulatory landscape, we continue to refine our compliance measures, ensuring alignment with local and international supply chain regulations while supporting our suppliers and customers in meeting their ESG commitments.

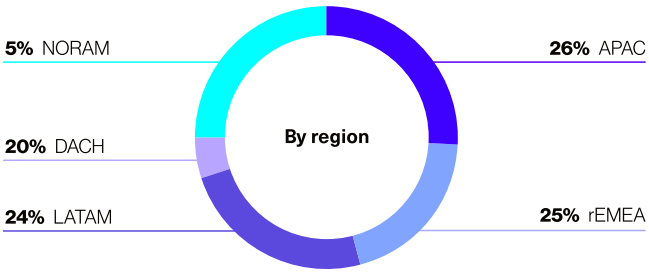
Employee matters

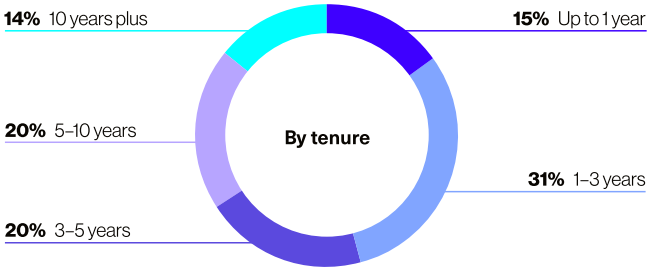
Our workforce profile

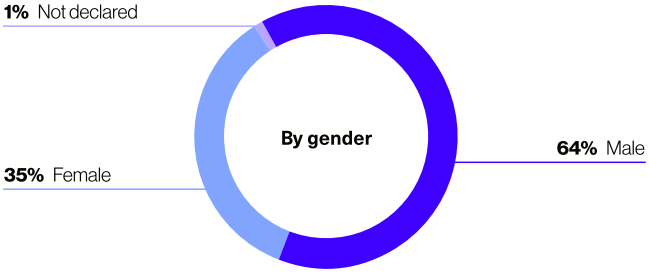
In 2024, SoftwareOne grew to around 9,475 employees across 5 regions. This number is derived from permanent employees and is shown as individual headcount, therefore includes part time workers. Roughly 20% of our workforce are in managerial positions.

We pride ourselves on our diversity, representing people of 60+ nationalities and 30+ languages. The gender distribution is 64% men, 35% women and 1% not declared, and the average age of our employees is 38.

Employees breakdown by region, by tenure and by gender
based on 2024 employees







We will continue to explore ways to gather demographic data, where permitted, to help us measure success and ensure that our programmes and initiatives are meeting our employees' needs both globally and on an individual country basis.

DEIB strategy

This year, SoftwareOne expanded our global DEIB strategy, launched in 2023, to provide further detail and guidance to Swomies on our initiatives and how they can get involved. The DEIB activities and initiatives that make up the DEIB strategy are driven by one or more of our five pillars of diversity, as well as their intersectionality. There is freedom and flexibility within the framework of the DEIB strategy to support global, regional and county-specific initiatives focused on one or more of the pillars.

Ability	Ethnicity	Gender	LGBTQIA+	Social mobility
Valuing and supporting the full range and types of skills and abilities of our colleagues	**Striving** to reflect the communities where we operate and the clients and customers we serve	**Continuing** to measure and report on our statistics and progress globally across a variety of metrics	**Believing** in environments where all our people can proudly bring themselves to work	**Aiming** to provide lasting opportunities for talented people from the broadest range of social and economic backgrounds

Below are some specific initiatives within the expanded strategy:

- **Global DEIB policies:** Our expanding suite of DEIB-related policies includes our Global Anti-harassment and Anti-discrimination Policy. We will continue to work with P&C teams in each country to ensure that our people policies reflect SoftwareOne's values, purpose and local considerations.

- **DEIB recruitment:** Given that our people are our greatest asset, recruiting the best talent from the largest pool is crucial to SoftwareOne's success. Our Academy and Talent Acquisition teams continue to deliver the best talent to our teams around the world.

- **DEIB activities and engagement:** We aim to provide ways for all Swomies to get involved in activities and events, on a global, regional and country level. Mosaic's Women in Tech group is a great example of an initiative that covers multiple countries and regions, and a key element of our DEIB Strategy is to support its geographic expansion. Our clients are increasingly prioritising DEIB, meaning that the ability to demonstrate our commitment and credentials as an organisation in tender requests is a priority. This opens up the opportunity to have conversations with our clients on how we can support or partner with them on their existing DEIB initiatives and goals.

- **Systems, processes and internal initiatives:** to ensure that we retain and promote the best talent, SoftwareOne continues to work with the P&C teams around the world to promote fair and bias-free systems and processes. This includes ongoing policy reviews, as well as monitoring our promotion, performance and remuneration processes. Working with the L&D team, we are beginning to build DEIB content into the SoftwareOne University workshops, online learning and webinars, to help all Swomies maximise their professional development.

Mosaic: our employee resource groups

Mosaic is the umbrella term for SoftwareOne's regional Employee Resource Groups (ERGs), which are dedicated to representing our workforce and the diverse communities and identities within SoftwareOne, in line with our DEIB pillars and organisational goals.

Mosaic was born in 2020 within NORAM and LATAM, and in 2023 it expanded to EMEA and APAC. Our regional Women in Tech Mosaic groups have been particularly active; a focus of our expanded DEIB strategy is highlighting Women in Tech as our flagship group, and encouraging all our people, regardless of gender or background, to get involved with the network as members or supporters.

Below are a few of the activities organised by our Women in Tech groups over the past year:

- **Women in Tech UK:** 2024 activities included talks on "Parenting Tips & Tricks" and a "Demystifying Menopause" webinar and Q&A session. The group also held a Women in Tech UK networking members' day and participated in the Silicone Roundabout Women in Tech community event. One of the group's leaders, Jessica Anthony Malintas, was nominated for the prestigious "Woman of the Year – Tech" award at the Women in Tech Excellence Awards – she was shortlisted out of 18,000 nominees.
- **Women in Tech Denmark:** Our Women in Tech Group in Denmark organised and hosted a networking and business development event entitled "Empowering Women in Technology". The event in Copenhagen featured a variety of speakers from across the tech industry, including a panel of women industry leaders, chaired by our Global Manager of Group Communications, Janine Hensen. Over 50 women attended, including leaders, decision-makers, and up-and-coming talents and influencers.
- **Women in Tech France:** Elles@Tech France was established in October 2024, and is dedicated to empowering women in the tech industry. The group has grown to 56 members and organises monthly events attracting 30–40 participants, with 30% being male allies. Elles@Tech France is focused on developing joint events with partners such as Microsoft and Google.

Pride at SoftwareOne

At SoftwareOne, we strongly believe in cultivating a culture that celebrates and embraces the unique qualities of every employee. We prioritise creating an environment where everyone feels not just accepted but truly valued for their differences. In 2024, we hosted our annual Pride campaign both on a global and local level. Initiatives focus on creating awareness, promoting constructive conversations and giving back to ensure everyone at SoftwareOne feels safe, comfortable, and accepted when at work.

SoftwareOne selected a variety of charities in different countries and matched all Swomie donations as part of the "Celebrate Pride Month 2024!" campaign. The Learning and Development team created the "Pride Learning and Development" suite of courses, which provided tools and tips on adopting an inclusive mindset at work and about LGBTQ+ protection against discrimination. Swomies who participated received a "Pride Learning Champions" badge.

Talent acquisition

The Talent acquisition (TA) team continually strives to enhance and improve attraction strategies and hiring processes to ensure fairness and inclusivity for all communities. Some of the actions taken during 2024 include:

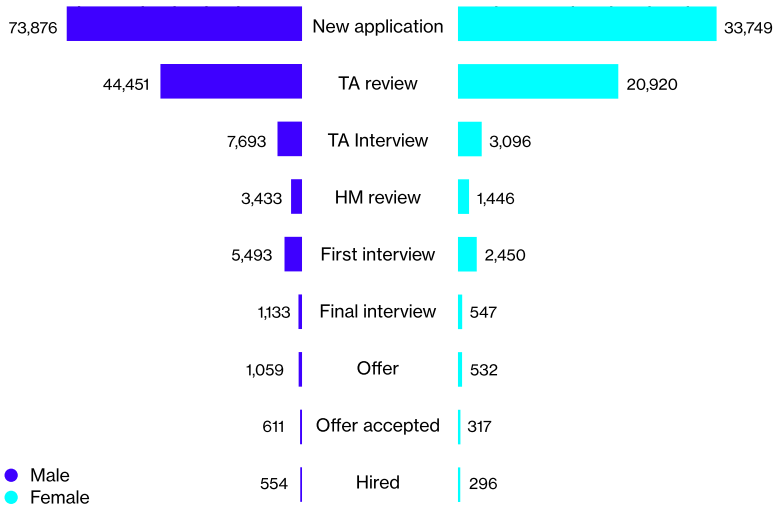
- **Implementation of Textio:** This is an AI-powered writing assistant that analyses language used in job advertisements and suggests changes to improve clarity, diversity, and inclusion. It also helps express our company culture through words and avoids using gender-biased language in job postings and email communications.
- **Inclusive interview panels:** We strive to ensure that every job hiring process has an inclusive interview panel to guarantee a balanced view and eliminate bias.
- **Assessment tools:** All our hiring processes involve market leading assessments such as Pymetrics and Criteria to ensure the assessment process is non-discriminatory and that any subgroup differences are minimised.
- **Hiring manager interview training:** Our vision is that every person who interviews within SoftwareOne has gone through our Global Interview Training programme; so far 650 hiring leaders have been trained. This training programme has been crafted to create a global interview standard that will enhance interviewers' skills, enabling us to assess candidates more effectively, reduce bias and avoid hiring mistakes.
- **Diversity playbook for TA:** Every member of the TA team now has a manual to use when recruiting candidates with a disability. This playbook provides guidance on reasonable accommodations offered, appropriate interaction with candidates, and how to engage with hiring managers around disabilities.
- **Accommodations email:** We created a reasonable accommodations email address for candidates to use should they need any assistance throughout the interview and hiring process. The email address is advertised on every job posting.

The number of female applicants has grown significantly over the past three years, with 22.5% growth in 2024. This demonstrates a 3.4x increase in female participation from 2022 to 2024, highlighting a positive shift in diversity and inclusion efforts.

The increase in female applications has translated into a significant rise in offers extended to female candidates, with a significant growth of 62.7% from last year and a 1.8x increase overall in offers extended from 2022 to 2024, indicating successful conversions of female applications through the hiring funnel. We are seeing a higher percentage of females move from the final interview to the offer stage compared to males, as well as a higher offer acceptance rate among female candidates.

Recognising the need for greater gender inclusivity, we updated our strategy to include "Agender/I do not identify with any gender" as an option. As a result, the Opt-Out rate has decreased in 2024, demonstrating the effectiveness of this initiative in fostering a more inclusive application process.

Talent acquisition statistics 2024



Our talent acquisition teams in different global regions have been working towards our goal of attracting a more diverse pool of candidates. Below are some of the regional initiatives set in montion in 2024 to help achieve this goal.

Region	Initiative / Award	Description
APAC	HR Excellence Awards 2024	The TA team won the Excellence in Talent Acquisition Award in the bronze category at the HR Excellence Awards 2024 in Singapore, competing against 11 top players.
	Sensitisation Session on Inclusive Hiring	We hosted an inclusive hiring session for our APAC TA team and hiring managers, focusing on best practices and strategies to attract diverse talent. This initiative aims to eliminate biases, strengthen our teams, and enrich our company culture.
EMEA	Established the Barcelona Digital Sales Hub	We partnered with the Academy to establish a new digital sales hub in Barcelona as part of our Go-To-Market operating model for the sales organisation. Our efforts were successful, with 40 % of new hires being female, including 3 team leaders (75 %).
LATAM	Established the Colombia Digital Sales Hub	During 2024, we established a digital sales hub in Colombia, with 63 % of new hires being female.
	AWS Tech Alliance Top Employer	TA partnered with AWS, participating in job fairs, workshops, and events of AWS Women in Cloud to present SoftwareOne current job opportunities and our Academy programme. The initiative yielded a pipeline of 300+ women with AWS expertise in Brazil.
NORAM	Established the Nashville Digital Sales Hub	The TA team built a new digital sales hub in Nashville in less than 6 weeks. With our deliberate focus on ensuring an inclusive workspace, 62 % of these new hires were either female or from underrepresented groups, and 50 % of sales leaders were females.
	TIARA Talent Acquisition Awards 2024	The NORAM TA team was honoured to win the TA Team Excellence Award. Additionally, SoftwareOne was recognised as a finalist in 2 categories: the Veriklick DE&I Award and the Network TA Team Excellence Award.

SoftwareOne Academy: strengthening our future talent pipeline

The Academy's mission is to source, recruit, train, support and aid the transition of young and career-changing individuals from local communities worldwide into SoftwareOne, starting at grassroots level. Now in its fourth year, the SoftwareOne Academy exists in over 30 countries and delivers over 50 courses across Sales, Services, IT and Solutions (ITS) and Marketplace Delivery. The SoftwareOne Academy has equipped and helped 180-plus cohorts in more than 30 countries to discover a life-changing career in IT, with 764 Academy hires to date either currently in the programme or transitioned to full-time employees at SoftwareOne. This represens an 87% transition rate into the business. Globally, we had 43% female hiring through the Academy. This has resulted in a significant number of highly skilled and impactful individuals joining our workforce.

SoftwareOne Academy apprentices in Colombia

SoftwareOne Academy apprentices in Germany

In 2024, the SoftwareOne Academy helped 41 learners return to work in their placements with us through our SOAR returnship programme. SoftwareOne is committed to fostering a more diverse and inclusive workplace, aiming for a 12% increase in female representation at all levels. The SOAR programme, with 63% female candidates, is a key driver of this goal, aligning with the organisation's broader ESG objectives.

In addition, SoftwareOne is committed to bringing in 20% of all new hires through the Academy. We managed to surpass that goal in November 2024, reaching 22%.

In 2024, the Academy won Best Place to Learn for the Academy Apprenticeship Programme in Germany. It was also recognised by the EU Pact for Skills, singled out for a Member Spotlight by the European Alliance for Apprenticeships (EAfA) and is a top 100 partner of AWS Educate and Microsoft Philanthropies.

SoftwareOne Germany was Erasmus+ certified in June 2024. In APAC, SoftwareOne Academy participated in AWS's Women Empowering Women Mentorship Programme, where 7 women mentors from SoftwareOne led virtual monthly roundtable sessions with female students from educational institutions across India, guiding on emerging technologies.

The Academy Alumni Group, Amplify, is composed of 764 alumni, with the objective of networking and promoting collaboration. The group organised a series of Expert Talks to gain cutting-edge insights from leading industry experts and connect with the Alumni network.

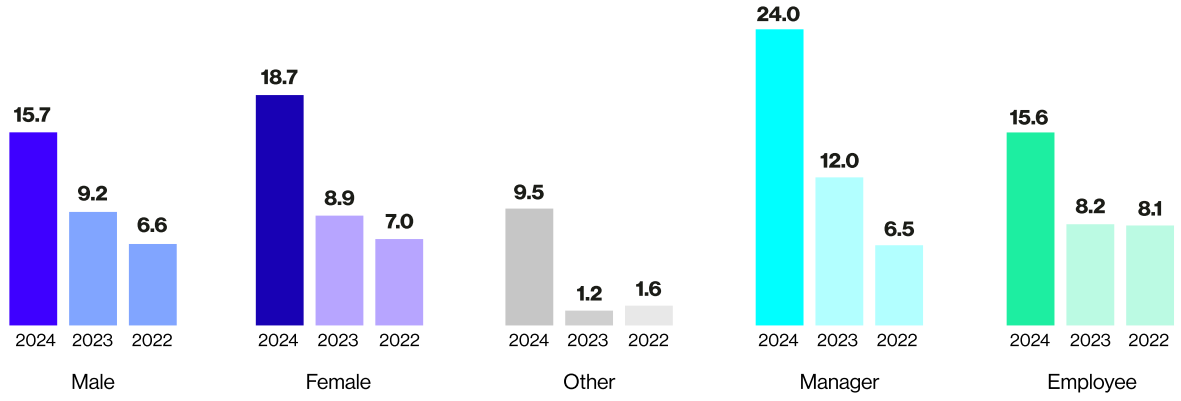
We also introduced the Academy + programme, which provides support to leaders to cross-skill or reskill their existing team members. The content and knowledge shared during the programme are focused on technical skills and functional responsibilities. In 2024, 346 participants from Colombia went through the programme.

SoftwareOne collaborates with leading organisations like AWS, Google Cloud, Microsoft, and ServiceNow to create more opportunities for our learners. Our goal in forging these partnerships is to position SoftwareOne as an employer of choice, enhance the Academy's brand, and develop a robust pipeline of future talent. Through the Academy, SoftwareOne positively impacts local communities on a global scale with a local approach, increasing the employability and career opportunities of people close to our operations.

Learning & Development

During 2024, the average training hours per employee were 16.58. The graphic below disaggregates this information by gender and employee category from 2022 to 2024. Average training hours have increased significantly over the last two years. The biggest increase continues to be with managers, from 12 hours in 2023 to 24 in 2024. This data helps us measure the effectiveness of our L&D strategy and initiatives.

Training hours for 2022 – 2024



Some of the measures taken in 2024 to contribute to this positive trend include:

- **Our digital learning portal:** In 2024, we enhanced our digital learning portal with the addition of various content libraries from external partners like Skillsoft and Big Think Plus. This has allowed us to design and develop extensive self-paced learning resources, both as an add-on to our instructor-led workshops and as standalone learning journeys. We also introduced a cultural intelligence platform, Country Navigator, to promote cultural understanding across the organisation, supporting our cross-functional collaboration efforts. A final addition to our digital learning resources in 2024 was the language learning platform Learnlight, which has provided both self-paced and virtual instructor-led workshops to over 2,500 learners across SoftwareOne. We continue to see a great uptake of our main digital learning portal by 5,000 monthly users: over 50% of our employee population participated in a total of around 150,000 hours of learning.
- **In-person and hybrid learning space:** SoftwareOne expanded our offerings in the in-person and hybrid delivery space with several professional development topics. This benefitted more than 2,500 participants in 100 workshops globally. We aim to scale this offering and increase participation in 2025 with the help of an external facilitation partner, NIIT. A podcast was established under our professional development pillar in late 2024 to allow Swomies to learn from the stories and experiences of their colleagues.
- **Leadership framework:** Under our leadership development pillar, we created a well-defined leadership framework to address the four levels of leadership at SoftwareOne, from Emerging Leaders to Executives. Robust instructor-led solutions were created for the first two levels of this framework, Emerging Leaders and Team Leaders. These learning journeys were delivered to 702 participants across all four regions. In addition, we developed a specific coaching programme, which was delivered to 100 leaders globally. In Q4, we designed an additional learning journey for our senior leaders called Business Leader Journey, to be rolled out in early 2025.

Along with all these efforts, the L&D team at SoftwareOne was engaged in supporting specific local needs and developing tailored solutions for regional-based teams and business functions. We also worked closely with the M&A team to support the appropriate integration of newly acquired businesses like Medalsoft in China and Novis Euforia in Spain.

Remuneration policy

SoftwareOne's general guiding principles on remuneration are rooted in our philosophy and objectives and apply to all compensation and benefit programmes offered within SoftwareOne. The guiding principles aim to ensure alignment with SoftwareOne's business strategy, motivate our people, and remain competitive within the markets in which we compete for talent. Reward programmes are compared with our competitive peer company groups. SoftwareOne uses different comparator groups for the various businesses and markets in which we are active.

Tracking employee satisfaction

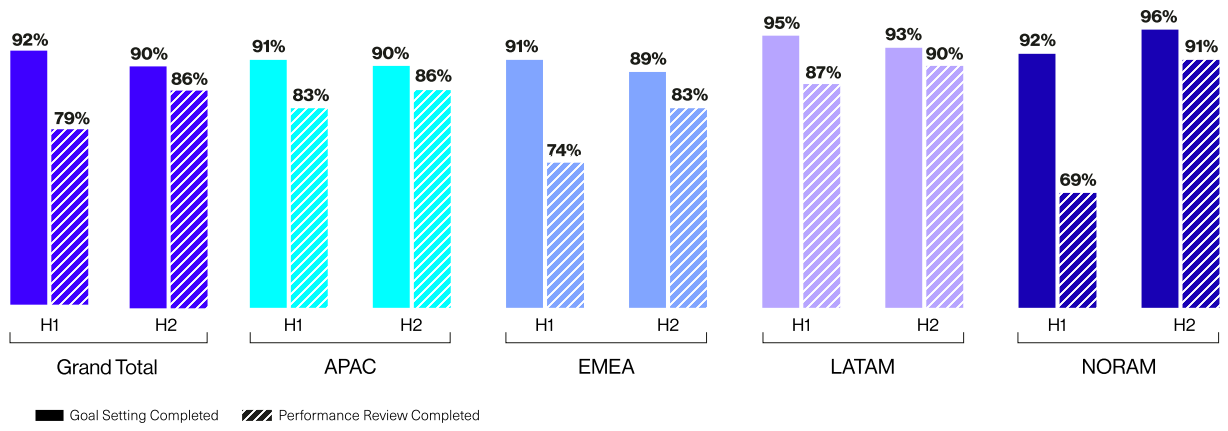
SoftwareOne is immensely proud of its track record of positive response and high employee engagement. In 2024, we are delighted to have been awarded the HR Excellence Award Success for SoftwareOne Philippines in the Engagement category and have been named a Top Company for Employee Experience in Brazil.

We are investing in new tools to enhance our employee engagement and employee listening, and plan on running our next global Employee Engagement Survey in 2025. Ahead of implementing a consolidated platform to support the global engagement initiatives, we continue to work closely with our local P&C teams to ensure that employees have a voice.

Developing our employees

In line with our commitment to fostering a culture of continuous improvement and employee development where we can support the professional growth and success of our employees, SoftwareOne provides our employees with a robust performance review framework designed to aid them and their managers in regular performance and career development reviews. During 2024, 90% of employees within the organisation entered performance goals on the system, and 86% completed the performance management process through goal setting, review and completion. Goals are used to help leaders determine development needs for their team members, rate personal performance and identify high-potential individuals.

Breakdown and completion rates on Performance Management



In 2025, SoftwareOne will migrate performance management to our global HRIS (Workday), which will provide even greater support to our leaders in managing their people. We have also implemented a global job architecture, which will allow us to build career pathways linked to skills and job roles.

Rewarding strong performance

SoftwareOne believes that strong performance deserves recognition and reward. We have a comprehensive employee rewards and recognition philosophy which focuses on target achievement by individuals, teams, and the region they belong to, driven by our company strategy. Bonuses are awarded to every employee at SoftwareOne, driving home the message that success comes from collaboration and teamwork.

To support a high-performance culture, the President's Club celebrates the contribution of our top performers with four days of culture, relaxation, food, fun and partying in some of the most iconic locations in the world. In 2024, we celebrated in Thailand. See more information about this programme in our Spotlight story below.

Health & Safety

SoftwareOne currently manages Health & Safety for our employees at a local level. This allows us to tailor programmes and initiatives to meet the needs of our employees at their local workplaces and ensures that we can provide targeted support in the moment of need. These support roles are carried out by P&C Business Partners alongside dedicated and motivated individuals who go above and beyond to support and mentor their colleagues, promoting good mental health and well-being. This includes Employee Assistance Programmes, where employees can reach out to professionals for support.

In 2024, SoftwareOne updated the Global Mobility Policy to augment our flexible working practices by adding options for employees to apply to work temporarily from a different location or country. This policy supports our commitment to a healthy work-life balance.

1% of permanent employees were recorded as being on sick leave during the course of 2024. Of that 1%, 52% reported absence up to 14 days, with 23% reported as absent over 120 days. Sick leave is defined differently in different regions, and not all countries are reporting sick leave in the system. During 2025, the project to implement single system for reporting absence will be completed. These numbers represent those reported absences which are captured in the system.

Absence report 2024

	% absence of total headcount[5)]
> 14 days	0.45
> 30 days	0.37
> 60 days	0.26
> 90 days	0.21
> 120 days	0.20

5) As of 31 December 2024: Total headcount 9,475

Spotlight stories

President's Club Volunteering 2024

Our winners of President's Club 2024 attended the Seeds of Change campus in Phuket, Thailand, undertaking various improvements and repairs to the school. Employees participated in painting buildings and perimeter walls, fitting windows, building a bamboo fence, creating and planting a garden to grow fruits and vegetables for on-site meals, and general jobs and repairs. After spending the day working hard, the immediate difference in the state of the campus was a sight to behold. Not only did the team put in every effort, but they also had a great time doing it!

Beyond our legacy project, we donated several laptops to Seeds of Change to assist students and volunteers alike in furthering support and education. In addition, two Swomies from our Thailand office hosted four sessions for the Seeds of Change students, focusing on computer and cybersecurity basics.

Swomies working on the garden during the President's Club programme in Thailand

SoftwareOne Digital Communities

In partnership with AWS and the Boys & Girls Club of America, SoftwareOne North America hosted SoftwareOne Recess in July 2024, where we introduced young learners to concepts such as machine learning through the AWS DeepRacer programme. This hands-on initiative helps participants develop critical thinking and collaboration skills while having fun with autonomous racing cars. Programmes like these equip the next generation with essential skills for the future.

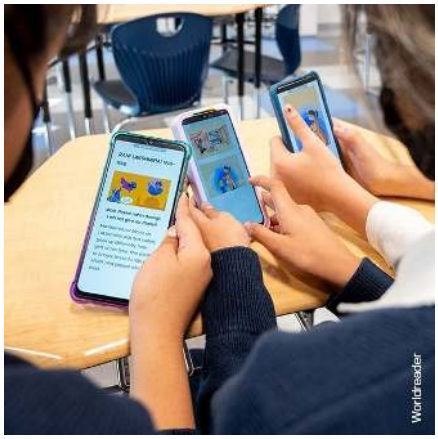
"The AWS DeepRacer programme was an absolute hit with our members! While they had a blast racing cars, they were also gearing up for the future by learning to think critically, creatively, and work collaboratively. We're incredibly grateful for this partnership and the lasting impact it's having on our young innovators."
Mark Knapp, Senior Director of Corporate Giving for Boys and Girls Clubs of Greater Milwaukee.

SoftwareOne Recess event with AWS and Boys & Girls Club of America

Exploring GenAI as a way to improve reader engagement

Worldreader, a global nonprofit with under 100 staff, seeks efficiency gains to focus on its mission: helping children worldwide read 25 books a year with understanding. With AWS grant funding, it partnered with AWS Premier Partner SoftwareOne to develop a machine learning and GenAI-powered solution.

SoftwareOne's system uses Amazon S3, AWS Lambda, Amazon Bedrock, and Claude 3 Opus LLM to generate interactive reading activities from Worldreader's digital books. The solution personalises exercises based on socioeconomic factors and supports multiple languages, including Swahili. It also accelerates language translation from days to under a minute, enhancing accessibility and engagement for diverse readers.



People using Worldreader

Our corporate governance

Our corporate governance

Code of Conduct

At SoftwareOne, we are guided by our Code of Conduct for Board Members and Employees and expect our partners to respect the Code of Conduct for Business Partners. As a useful resource, it is embedded with hyperlinks and references to online documents posted on the internet/intranet. After refreshing both Codes in 2023 to reflect our new corporate identity, we have further refined them in 2024 to clarify our values and responsibilities. Our practical guides to help colleagues interpret the Code also include updated policies enabling both employees and external partners to raise integrity cases. Our employees are required to complete mandatory online training on the Code of Conduct on an annual basis, allowing us to measure their understanding and engagement. We deliver the training in multiple formats, and our latest metrics show a steady increase in participation and completion rates.

Human rights

Our goals and policies

At SoftwareOne, our human rights focus is on modern slavery in our supply chain. Given the nature of our business, other areas of human rights concerns are not pertinent. For example, contamination of drinking water supplies, displacement of communities in the wake of new development projects, or concerns about child labour are not relevant to SoftwareOne, given that we are not a manufacturing organisation, nor do we impact communities with any of the associated risks. To determine this, we reviewed our software and cloud partners against the UN Global Compact Industry-Specific Risk Factors and concluded that there are no significant cases relating to these areas.

Modern slavery

We are doing everything we can to prevent modern slavery in all its forms. Our objective is to ensure that no SoftwareOne employee or anyone in our supply chain is subject to such injustice. To enforce this commitment, we enforce measures such as training and communication on our Code of Conduct with a zero-tolerance policy, a modern slavery statement outlining steps taken to prevent slavery, a Supplier Code of Conduct, due diligence on suppliers, and regular employee training programmes. In May 2024, SoftwareOne published its Global Modern Slavery Statement, reflecting our ongoing commitment to upholding human rights and ethical business practices across all our operations and global supply chains. The Statement covers our commitment to human rights and global frameworks, outlines our supply chain approach, details our Third-Party Risk Management programme and emphasises our commitment to continuous improvement and training. It also includes information pertaining to the German Supply Chain Act, ensuring compliance with current legislative requirements. In 2024, targeted training was provided to key employees in the UK to improve their skills to detect modern slavery and identify and mitigate potential risks. These employees work directly with service providers and suppliers.

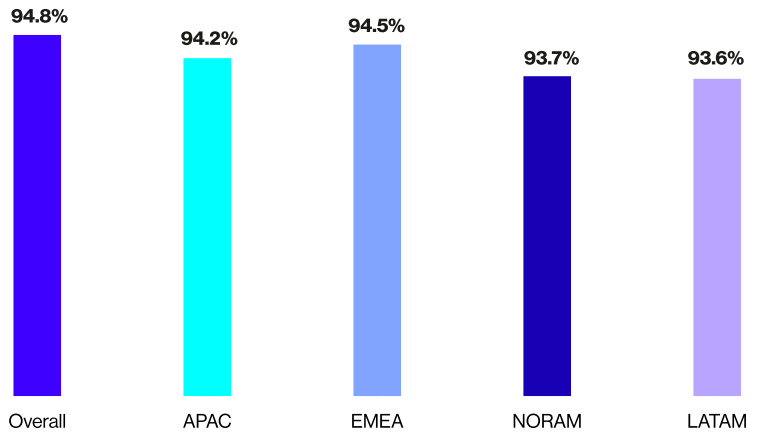
Anti-corruption

Anti-corruption and Bribery programme

Building on our upgraded third-party risk management processes in 2024, we further refined and expanded the platform to keep pace with evolving regulatory demands. These enhancements have strengthened our ability to monitor and mitigate risks effectively, ensuring we maintain the highest ethical standards across our operations.

Alongside our intensified efforts to monitor the compliance of our partners, SoftwareOne is placing additional priority on enhancing the training of our people. SoftwareOne seeks to ensure that targeted training courses are made available to finance, sales, and procurement teams to raise their sensitivity and awareness in all matters relating to anti-bribery and corruption.

Training completed regarding anti-corruption policies and procedures 2024



We do not tolerate any form of extortion or bribery, including improper offers for payments or entertainment to or from our employees or organisations. We forbid bribery of office holders, clients, business partners, suppliers, or any other party, accepting improper payments from such persons or inciting these persons to such behaviour to achieve unfair advantages.

We are committed to complying with all applicable competition and antitrust laws and regulations. We also strive to comply with all applicable export control regulations to prevent the proliferation of software and/or technology that can be used for military purposes.

We expect our third parties to abide by all applicable laws and regulations and adhere to values and principles comparable to our own. To ensure that this is the case, we have introduced a third-party risk management process that entails onboarding for new and existing business partners, with automated workflows for assessments, risk mitigations, reporting, monitoring, and offboarding. Our business partners, including suppliers, distributors, and contractors, will be successively evaluated and undergo a scrutiny process that covers aspects of Compliance, Data Privacy, Procurement and Security and will be rated accordingly. The rollout of this third-party risk management process commenced in 2022, initially targeting third parties with higher risk ratings. Our policies and procedures regarding anti-corruption are shared with our colleagues through our Code of Conduct training. This year we saw an increase in completion of this training, from 85% in 2023 to 95% in 2024.

Integrity Line

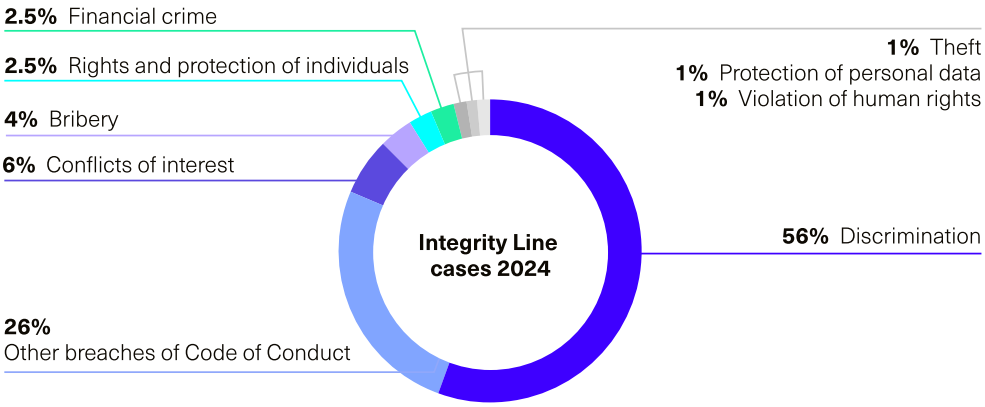
Our Integrity Line is the internal reporting mechanism that allows employees and external third parties to report incidents confidentially and securely. The Integrity Line is operated via EQS, our third-party provider, to ensure anonymity and impartiality. Using the Integrity Line, employees can report a wide range of issues, including bribery, corruption, discrimination, harassment, violence, conflict of interest, theft, and health and safety violations. It provides a comprehensive case management system designed to facilitate the logging, tracking, and resolution of reported cases. This includes interview notes, disciplinary actions and case outcomes. The Integrity Line encourages a culture of openness and transparency within SoftwareOne and demonstrates our commitment to ethical behaviour and compliance with applicable laws and regulations.

In 2023, European countries commenced the adoption of new whistleblowing laws at the national level to align with the EU Directive 2019/1937. In response, we reassessed our whistleblowing approach in 2024 to ensure full compliance with the regulations.

The Compliance Reporting Policy has been updated to reflect our commitment to fostering transparency and ensuring alignment with evolving regulations. External whistleblowing lines have also been established. These initiatives reflect our ongoing commitment to fostering a culture of transparency and accountability. The number of reports received on the Integrity Line in 2024 saw an increase of over 200%, reflecting our continued commitment to fostering a strong speak-up culture.

A key objective of managing grievances is to learn from such cases and prevent their recurrence. The focus is on remediation and conflict resolution, along with prevention of adverse media exposure, reputational damage and involvement in court cases. Remediation processes are tailored to the specifics of each case, involving pertinent departments as required, including, but not limited to, People and Culture for disciplinary measures and Finance Compliance to address procedural flaws. Escalation to the Board of Directors is also undertaken where appropriate. Crucially, our Code of Conduct and Compliance Reporting Policy embody the principle of non-retaliation, ensuring that individuals who report concerns in good faith are protected from any form of retaliation. Our remediation strategy includes developing new policies, sharing ad hoc learnings with business leaders, and incorporating real-life cases into our compliance training materials, reinforcing our commitment to continuous improvement and ethical business practices.

Integrity Line



Conflicts of interest

Our employees and other SoftwareOne representatives must avoid conflicts of interest and, if unable to do so, must disclose conflicts internally so that appropriate action can be taken to avert challenging situations or allegations of impropriety. These principles are set out in our Conflict of Interest Policy issued in 2022, which describes conflicting situations and the disclosure, recusal, and management processes. In 2024, we had 55 disclosures of conflicts of interest at SoftwareOne, which were submitted via our disclosure management tool. This tool covers outside opportunities, close personal relationships, gifts, donations, sponsorships, entertainment, intellectual property, and other potential situations of conflict of interest.

Training roadmap

At SoftwareOne, our training programme demonstrates a lasting commitment to ethical compliance. Over the years, we have continuously evolved our roadmap to address compliance more meticulously and advise employees on our policy landscape, always aligning with their needs.

We expanded our compliance training roadmap, initially in English only, to successively include Spanish and, in 2023, German and Chinese. In the same year, we introduced Conflict of Interest and Anti-Harassment training, offered in all four languages. Targeted training already included many instruction sessions for our employees on how to best use third-party tools that detect risk and ensure overall compliance. The training has raised employee awareness on how to detect potential red flags affecting the company and our supply chain. This work will be further expanded to involve all staff onboarding and management of existing suppliers and will be enhanced with targeted training illustrating human rights violations and cases of modern slavery. Additionally, as part of our due diligence process, we mandate that all onboarding suppliers and entities involved in mergers and acquisitions certify their non-involvement in these issues.

In 2024, we embarked on the next phase of improvement, focusing on targeted training tailored to specific job roles and departments, designed to address areas of risk and compliance. As our programme evolves, we remain dedicated to developing more specialised training and activities specifically designed to address distinct compliance risks and behavioural concerns, ensuring our company stays at the forefront of ethical practices and compliance. As part of this effort, we launched Compliance Data and Security Month, which yielded excellent completion rates as follows:

Training roadmap completion

Data privacy and cybersecurity

In line with SoftwareOne's ongoing commitment to safeguarding personal data, in 2024 SoftwareOne implemented a new Data Protection and Privacy Policy, which aims to ensure regulatory compliance, build customer trust, streamline internal processes, protect individual rights, and foster positive relationships with customers. At the same time, significant efforts have been made to ensure the proper compliance of any newly deployed third-party tool or system so that employee and customer data is appropriately safeguarded. Moreover, SoftwareOne provides annual data protection training to all its employees so that they can understand and comply with data protection laws, preventing breaches and fostering a culture of awareness.

Information breaches in 2024

In 2024, three separate instances were found on the DarkNet[6] where SoftwareOne files were being sold. In each case, the files consisted of outdated quotes or customer offers that had been obtained from breaches at the customer end. There is no evidence that SoftwareOne systems were compromised or that their data was leaked to the DarkNet.

6) The DarkNet is a hidden portion of the internet that is not indexed by traditional search engines.

Data breaches in 2024

During 2024, 22 data breaches were reported to the data protection team and handled appropriately; most breaches were primarily caused by human error that resulted in unauthorised access to personal data. The data protection team, together with the designated Data Protection Officer, promptly investigated each incident, assessed the scope of the breach, and recommended the implementation of appropriate remediation measures to protect impacted individuals.

Artificial intelligence

As AI becomes more important for our customers and our work, we plan to implement an internal AI Governance structure in 2025. AI Governance is a system of rules, processes, best practices and tools for ensuring that AI is used ethically and responsibly.

With AI, SoftwareOne will bring a fundamental shift to every customer environment and unlock a new era of productivity growth. On the other hand, AI will deeply change the work environment internally at SoftwareOne. As AI intersects with the products we sell and the tools we use, AI governance will help our employees and clients understand how to work with this new technology in the most compliant manner.

Acquisitions and Integrations

Launched in 2022, the Acquisitions and Integrations (A&I) team have continued their ESG due diligence process on prospective acquisition targets. As part of the process, the A&I team poses a series of questions to the targets regarding their ESG strategy and impact. The aim is to assess alignment between the target companies and our ESG programme in terms of integrity, strategy, and ambitions. Previously, such due diligence was primarily focused on our compliance and business ethics areas (such as anti-corruption and conflicts of interest). These additional questions gave us a full outline of the target companies' level of ESG maturity and strategy and highlighted their best practices, allowing us to both take inspiration from their culture and, where necessary, to integrate our ethics, ESG values and ambitions with theirs.

In 2024, all target companies that were deemed to be relevant were assessed. The results of these questionnaires have allowed us to diligently follow up, engage and improve integration into our ESG programme.

Labour standards

We support and respect the protection of internationally proclaimed human rights and ensure that we are not complicit in any human rights abuses. As a corporation, we will only hire people who are above the minimum legal age for employment, and we demand the same commitment from our partners. We provide all employees with a safe work environment that respects their health and well-being. As far as any relevant laws allow, all our employees are free to form and join or not join trade unions or similar external representative organisations and to bargain collectively. We are subject to collective bargaining agreements or similar labour contracts in Brazil and Mexico. In other jurisdictions, including Germany, Spain, Austria, Italy, Sweden, Belgium and the Netherlands, workers' councils are in operation. Forced, bonded or compulsory labour is not tolerated, and employees are free to leave their employment after reasonable notice as required by national law or work contract.

Approach to tax

SoftwareOne aims to comply with all relevant tax legislation applicable to the group in a complete, accurate and timely fashion. Tax compliance obligations are fulfilled by qualified employees in cooperation with external advisors. Global tax compliance progress, including deliverables and adherence to legal deadlines, is monitored centrally with appropriate tools and checks in place. We constantly monitor new developments in tax regulations and, if necessary, introduce timely measures to comply with these new regulations, with the support of our network of external tax experts if required.

SoftwareOne is committed to paying its fair share of taxes in the jurisdictions where it operates and therefore refrains from aggressive tax planning or tax structures. Furthermore, we have a process in place to detect potential tax risks concerning our group subsidiaries and to subsequently initiate measures to minimise and mitigate such risks. We are committed to maintaining open and collaborative relationships with governments and tax authorities worldwide. SoftwareOne does not condone any form of tax evasion or the facilitation of tax evasion.

Applied standards, certifications and Indices

S&P Corporate Sustainability Assessment

SoftwareOne completes the S&P Corporate Sustainability Assessment annually. This assessment evaluates our performance across all ESG topics to help us improve our performance. SoftwareOne's ESG score for 2024 was 32 out of 100, with an industry average of 34. This score was 12 points higher than the previous year, with the best performing areas being Human Capital Management, Climate Strategy and Corporate Governance.

EcoVadis rating 2024

Since 2019, SoftwareOne has participated annually in the EcoVadis assessment. In 2024, SoftwareOne was awarded a bronze medal in recognition of our sustainability achievement. SoftwareOne's overall rating is in the top 35% of the companies assessed by EcoVadis in 2024 and in the top 34% of those assessed in the provision of information technology industry services.

Carbon Disclosure Project (CDP)

In 2024, SoftwareOne disclosed our environmental data and carbon emissions through CDP and received a C score for the climate change and water questionnaires. Using CDP, we can benchmark our environmental performance against our industry peers with an internationally recognised sustainability score and feedback against our climate targets. CDP enables companies to meet reporting rules in multiple regions. With CDP, SoftwareOne can fully align with best-practice TCFD recommendations.

ISO Standards

SoftwareOne puts a strong emphasis on independent validation and assurance of our operational measures and standards of service delivery. We are committed to maintaining and evolving relevant ISO standards and other independently audited certifications across all aspects of ESG. To align our global products and services with the highest regional standards, our work is certified annually by TÜV Süd and the American Institute of Certified Public Accountants (AICPA).

SoftwareOne's current certifications include:

- ISO 14001:2015 – Environmental Management
- ISO 27001:2013 – Information Security Management
- ISO/IEC 27701:2019 – Privacy Information Management System
- SOC2 Type II report proved by AICPA
- SOC3 report provided by AICPA

The full list of SoftwareOne's current standards certifications is available at ISO Certifications.

Appendix

GRI index

General disclosures:

GRI 1: Foundation 2021

SoftwareOne Holding AG has reported this information cited in this GRI content index for the period from 1 January 2024 to 31 December 2024 with reference to the GRI Standards.

GRI Indicator	Disclosure	Reference
GRI 2: General Disclosures 2021		
2–1-a	Organisational details	Annual Report - Overview
2–1-b	Organisational details	Corporate governance report - Group structure and shareholders
2–1-c	Organisational details	Corporate governance report - Group structure and shareholders
2–1-d	Organisational details	Annual Report - 2024 facts and figures
2–2-a	Entities included in the organisation's sustainability reporting	Annual Report - 2024 facts and figures
2–2-b	Entities included in the organisation's sustainability reporting	Annual Report - Consolidated income statement
2–3-a	Reporting period, frequency and contact point	Non-Financial Report - A letter from our CEO
2–3-d	Reporting period, frequency and contact point	Annual Report - Information for shareholders
2–7-a	Employees	Annual Report - 2024 facts and figures
2–7-b-iv	Employees	Non-Financial Report - 2024 facts and figures
2–7-c-i	Employees	Non-Financial Report - 2024 facts and figures
2–9-a	Governance structure and composition	Non-Financial Report - Our ESG structure & framework
2–9-b	Governance structure and composition	Non-Financial Report - Our ESG structure & framework
2–9-c	Governance structure and composition	Corporate governance report - Board of Directors
2–9-c-i	Governance structure and composition	Corporate governance report - Board of Directors
2–9-c-ii	Governance structure and composition	Corporate governance report - Board of Directors
2–9-c-iii	Governance structure and composition	Corporate governance report - Board of Directors
2–9-c-iv	Governance structure and composition	Corporate governance report - Board of Directors
2–9-c-v	Governance structure and composition	Corporate governance report - Board of Directors
2–9-c-vii	Governance structure and composition	Corporate governance report - Board of Directors
2–9-c-viii	Governance structure and composition	Corporate governance report - Board of Directors
2–10-a	Nomination and selection of the highest governance body	Corporate governance report - Board of Directors
2–10-b	Nomination and selection of the highest governance body	Corporate governance report - Board of Directors
2–10-b-i	Nomination and selection of the highest governance body	Corporate governance report - Board of Directors
2–10-b-ii	Nomination and selection of the highest governance body	Corporate governance report - Board of Directors
2–10-b-iii	Nomination and selection of the highest governance body	Corporate governance report - Board of Directors
2–10-b-iv	Nomination and selection of the highest governance body	Corporate governance report - Board of Directors
2–11-a	Chair of the highest governance body	Corporate governance report - Board of Directors
2–11-b	Chair of the highest governance body	Corporate governance report - Board of Directors
2–15-a	Conflicts of interest	Corporate governance report - Board of Directors
2–15-b	Conflicts of interest	Corporate governance report - Board of Directors
2–15-b-i	Conflicts of interest	Corporate governance report - Board of Directors
2–15-b-ii	Conflicts of interest	Corporate governance report - Board of Directors
2–15-b-iii	Conflicts of interest	Corporate governance report - Board of Directors
2–18-a	Evaluation of the performance of the highest governance body	Corporate governance report - Changes of control and defense measures
2–18-b	Evaluation of the performance of the highest governance body	Corporate governance report - Changes of control and defense measures
2–18-c	Evaluation of the performance of the highest governance body	Corporate governance report - Changes of control and defense measures

GRI Indicator	Disclosure	Reference
2–19-a	Remuneration policies	Compensation report - Board of Directors compensation
2–19-a-i	Remuneration policies	Compensation report - Board of Directors compensation
2–19-b	Remuneration policies	Compensation report - Board of Directors compensation
2–22-a	Statement on sustainable development strategy	Non-Financial Report - Our ESG structure & framework
2–23-a	Policy commitments	Non-Financial Report - Code of Conduct
2–24-a	Embedding policy commitments	Non-Financial Report - Training Roadmap
2–24-a-iv	Embedding policy commitments	Non-Financial Report - Training Roadmap
2–25-b	Processes to remediate negative impacts	Non-Financial Report - Integrity Line
2–26-a-i	Mechanisms for seeking advice and raising concerns	Non-Financial Report - Integrity Line
2–26-a-ii	Mechanisms for seeking advice and raising concerns	Non-Financial Report - Integrity Line
2–29-a-i	Approach to stakeholder engagement	Corporate governance report - Shareholders' participation rights
2–29-a-ii	Approach to stakeholder engagement	Corporate governance report - Shareholders' participation rights
2–29-a-iii	Approach to stakeholder engagement	Corporate governance report - Shareholders' participation rights
GRI 3: Material topics 2021		
3–1-a	Process to determine material topics	Non-Financial Report - Double materiality assessment
3–1-a-i	Process to determine material topics	Non-Financial Report - Double materiality assessment
3–1-a-ii	Process to determine material topics	Non-Financial Report - Double materiality assessment
3–1-b	Process to determine material topics	Non-Financial Report - Double materiality assessment
3–2-a	List of material topics	Non-Financial Report - Double materiality assessment
3–3-a	Management of material topics	Non-Financial Report - Double materiality assessment
	Works councils for employees	Non-Financial Report - Labour Standards

Governance disclosures:

GRI Indicator	Disclosure	Reference
ESG governance & ethical behaviour		
GRI 3: Material topics 2021, 3–3	Management of material topic	
201–1-a	Direct economic value generated and distributed	Annual Report - 2024 facts and figures
201–1-a-i	Direct economic value generated and distributed	Annual Report - 2024 facts and figures
201–1-a-ii	Direct economic value generated and distributed	Annual Report - 2024 facts and figures
201–1-a-iii	Direct economic value generated and distributed	Annual Report - 2024 facts and figures
201–2-a	Financial implications and other risks and opportunities due to climate change	Non-Financial Report - 2024 ESG risk assessment
201–2a-i	Financial implications and other risks and opportunities due to climate change	Non-Financial Report - 2024 ESG risk assessment
201–2a-ii	Financial implications and other risks and opportunities due to climate change	Non-Financial Report - 2024 ESG risk assessment
201–2a-iii	Financial implications and other risks and opportunities due to climate change	Non-Financial Report - 2024 ESG risk assessment
201–2a-iv	Financial implications and other risks and opportunities due to climate change	Non-Financial Report - 2024 ESG risk assessment
207–1-a-i	Approach to tax	Non-Financial Report - Approach to tax
207–2-a-iii	Approach to tax	Non-Financial Report - Approach to tax
Client privacy & data protection		
GRI 3: Material topics 2021, 3–3	Management of material topic	
418-a	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Non-Financial Report - Data privacy and cybersecurity
Supplier requirements for ESG		
GRI 3: Material topics 2021, 3–3	Management of material topic	
308–2-a	Negative environmental impacts in the supply chain and actions taken	Non-Financial Report - Third-party due diligence
414–2-a	Negative social impacts in the supply chain and actions taken	Non-Financial Report - Third-party due diligence
	Partnering with our supply chain for greater impact	Non-Financial Report - Third-party due diligence
	Demonstrating our commitment to supplier diversity	Non-Financial Report - Supplier diversity at SoftwareOne
Transparency		
GRI 3: Material topics 2021, 3–3	Management of material topic	
	Alignment to recognised ESG standards	Non-Financial Report - Applied standards, certifications and Indices
Business model resilience		
GRI 3: Material topics 2021, 3–3	Management of material topic	
2–6-a	Activities, value chain and other business relationships	Non-Financial Report - Our business model
2–6-b-i	Activities, value chain and other business relationships	Non-Financial Report - Our business model
2–6-b-ii	Activities, value chain and other business relationships	Non-Financial Report - Our business model
2–6-b-iii	Activities, value chain and other business relationships	Non-Financial Report - Our business model
2–6-c	Activities, value chain and other business relationships	Non-Financial Report - Our business model

Environmental disclosures

GRI Indicator	Description	Reference
Transition to renewables & alternative energies		
GRI 3: Material topics 2021, 3–3	Management of material topic	
302–1-e	Energy consumption within the organisation	Non-Financial Report - 2024 facts and figures
302–3-a	Energy intensity	Non-Financial Report - 2024 facts and figures
302–3-b	Energy intensity	Non-Financial Report - 2024 facts and figures
306–2-a	Management of significant waste related impacts	Non-Financial Report - Green Offices and transitioning to renewable energy
Supporting partners achieving their public environmental commitments		
GRI 3: Material topics 2021, 3–3	Management of material topic	
	Tools or services to support clients on their own carbon reduction journey	Non-Financial Report - Cutting downstream emissions
Measure, control & reduce our GHG emissions		
GRI 3: Material topics 2021, 3–3	Management of material topic	
305–1-a	Direct (Scope 1) GHG emissions	Non-Financial Report - Carbon footprint
305–2-a	Energy indirect (Scope 2) GHG emissions	Non-Financial Report - Carbon footprint
305–3-a	Other indirect (Scope 3) GHG emissions	Non-Financial Report - Carbon footprint
305–4-a	GHG emissions intensity	Non-Financial Report - 2024 facts and figures
305–4-b	GHG emissions intensity	Non-Financial Report - 2024 facts and figures
	Carbon reduction strategy	Non-Financial Report - Carbon reduction strategy

Social disclosures

GRI Indicator	Description	Reference
Diversity & equal opportunity for all		
GRI 3: Material topics 2021, 3–3	Management of material topic	
405–1-b-i	Diversity of governance bodies and employees	Non-Financial Report - Employee matters
	Diverse, equal, inclusive & belonging strategy	Non-Financial Report - DEIB strategy
Workforce management		
GRI 3: Material topics 2021, 3–3	Management of material topic	
205–2-e	Communication and training about anti-corruption policies and procedures	Non-Financial Report - Anti-corruption and Bribery Programme
404–1-a	Average hours of training per year per employee	Non-Financial Report - Learning and development
404–1-a-i	Average hours of training per year per employee	Non-Financial Report - Learning and development
404–1-a-ii	Average hours of training per year per employee	Non-Financial Report - Learning and development
404–2-a	Programmes for upgrading employee skills and transition assistance programmes	Non-Financial Report - Learning and development
	Developing new learning & development tools and platforms	Non-Financial Report - Learning and development

TCFD Recommendations

TCFD Disclosure	Reference
Governance	
Describe the board's oversight of climate-related risks and opportunities	Non-Financial Report - Risks and opportunities
Describe management's role in assessing and managing these risks	Non-Financial Report - Risks and opportunities
Strategy	
Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term	Non-Financial Report - Climate related risk management
Describe the actual and potential impacts of climate-related risks and opportunities on the organisation's business, strategy, and financial planning	Non-Financial Report - Climate related risk management
Describe the resilience of the organisation's strategy under different climate-related scenarios	Non-Financial Report - Scenario analysis
Risk Management	
Describe the processes for identifying and assessing climate-related risks	Non-Financial Report - Climate related risk management
Describe the organisation's processes for managing climate-related risks	Non-Financial Report - Climate related risk management
Describe how these processes are integrated into the organisation's overall risk management	Non-Financial Report - Risks and opportunities
Metrics and Targets	
Disclose the metrics used to assess climate-related risks and opportunities	Non-Financial Report - Climate related risk management
Include Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas emissions	Non-Financial Report - Carbon footprint
Describe the targets used to manage these risks and performance against those targets	Non-Financial Report – 2024 ESG risk assessment

Imprint

Publisher

SoftwareOne Holding AG
Riedenmatt 4
CH-6370 Stans
www.softwareone.com

Concept, consultancy and realisation

PETRANIX AG
Corporate and Financial Communications
www.PETRANIX.com

Technical production

NeidhartSchön AG
www.neidhartschoen.ch

2025 © SoftwareOne Holding AG