Non-Financial Report (NFR) 2023

Driving
sustainable impact.

software one

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A letter from our CEO

ESG has become ingrained in the DNA of SoftwareOne.

Brian Duffy, CEO

In a time that is both exciting and alarming for our planet, people, and communities, Environmental, Social & Governance (ESG) issues have never been more important to SoftwareOne. The unprecedented risks of climate change, geo-political turmoil, and our evolving responsibilities towards our employees, partners, and clients create a dynamic backdrop. However, amidst these challenges, there are also opportunities; the positive effects of new legislation and innovations, as well as our stakeholders' enthusiasm and engagement in these crucial topics, fill me with confidence that SoftwareOne can continue to make a tangible impact for the better.

Last year, we embarked on our ESG journey by publishing our inaugural report, outlining our ambitious goals for 2030. This year, I am delighted to present our Non-Financial Report as an integral part of our Annual Report, emphasising how ESG has become ingrained in the DNA of SoftwareOne. Our commitment is unwavering: reducing our carbon footprint, assisting our clients in reducing their emissions, fostering an inclusive and diverse culture, supporting communities in their digital journeys, and advancing our corporate governance to the highest standard. As non-financial reporting and ESG is a priority at SoftwareOne, we are preparing to fulfil the non-financial reporting requirements that will be in force for the full-year reporting 2024 and beyond. We also cover in this report the new Swiss Ordinance 964 on non-financial reporting which is currently in force.

This year marks a significant evolution in our approach as we introduced a double materiality assessment. We now examine not only the financial impact that ESG has on SoftwareOne, but also how we can impact the external landscape. This additional dimension has empowered us to strengthen our strategy for addressing risks and capitalising on opportunities that lie ahead. Our global and local committees, regional teams, and dedicated colleagues have actively contributed to our ESG journey, sharing expertise, engaging with charities, participating in campaigns, and enhancing their involvement in training initiatives. I invite you to explore our spotlight stories for inspiring examples.

While as a software and cloud solutions provider, our direct impact might be perceived as limited, we have chosen to redefine our role. Through our innovative Cloud Sustainability programme, we empower clients to reach their ESG targets, and with our SoftwareOne Impact programme, we collaborate with key partners to provide software and cloud solutions to charity and non-profit organisations. In doing so, we strive to set an example that aligns with the positive change we envision for the world.

Thank you for joining us on this journey of progress, collaboration, and sustainable innovation. Together, we are shaping a future where responsible business practices are not just a goal, but an inherent part of who we are.

Yours sincerely,

Brian Duffy

ESG at SoftwareOne

Our business model

SoftwareOne is a leading global software and cloud solutions provider that stands at the forefront of digital transformation, offering a comprehensive suite of services that help our clients navigate the complexities of cloud, as well as data & AI.

We offer our clients an end-to-end value proposition to help them navigate complex options and optimise two highly synergistic business lines: Software & Cloud Marketplace and Software & Cloud Services.

We serve over 65,000 clients worldwide, including large enterprises, corporates, small and medium-sized enterprises (SMEs) and public sector organisations, across a range of end markets. The primary markets we serve include financial services, consumer goods, retail & wholesale, public services & education, capital goods and automotive business services and TMT (technology, media and telecommunications). More details about SoftwareOne's business model can be found in section Our business overview.

SoftwareOne collaborates with software developers, industry partners, and community stakeholders to enhance our engagement across our value chain. This includes participating in community projects and engaging in partnerships that align with our company's commitment to responsible business practices.

Our purpose

At SoftwareOne, we believe that technology has the power to break down barriers, augment capabilities and open access to the global economy. To get there, you must believe in the people and the places that can make it happen. For more than 20 years, we have invested our hearts in clients, partners, and new capabilities in regions where opportunities inspire us to reach.

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 in, **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, whilst enhancing our ethics as an organisation.

2023 facts and figures

1bn
revenue in CHF

9,287
employees

2,000+
trees planted in 2023 around the world

60+
countries

64.3% men

34.2% women

1.5% other

8,559.5
of CO_2 emissions across Scope 1 and 2 in t

0.92 of CO_2 emissions per employee in t

3,618,578
Energy consumption in kWh

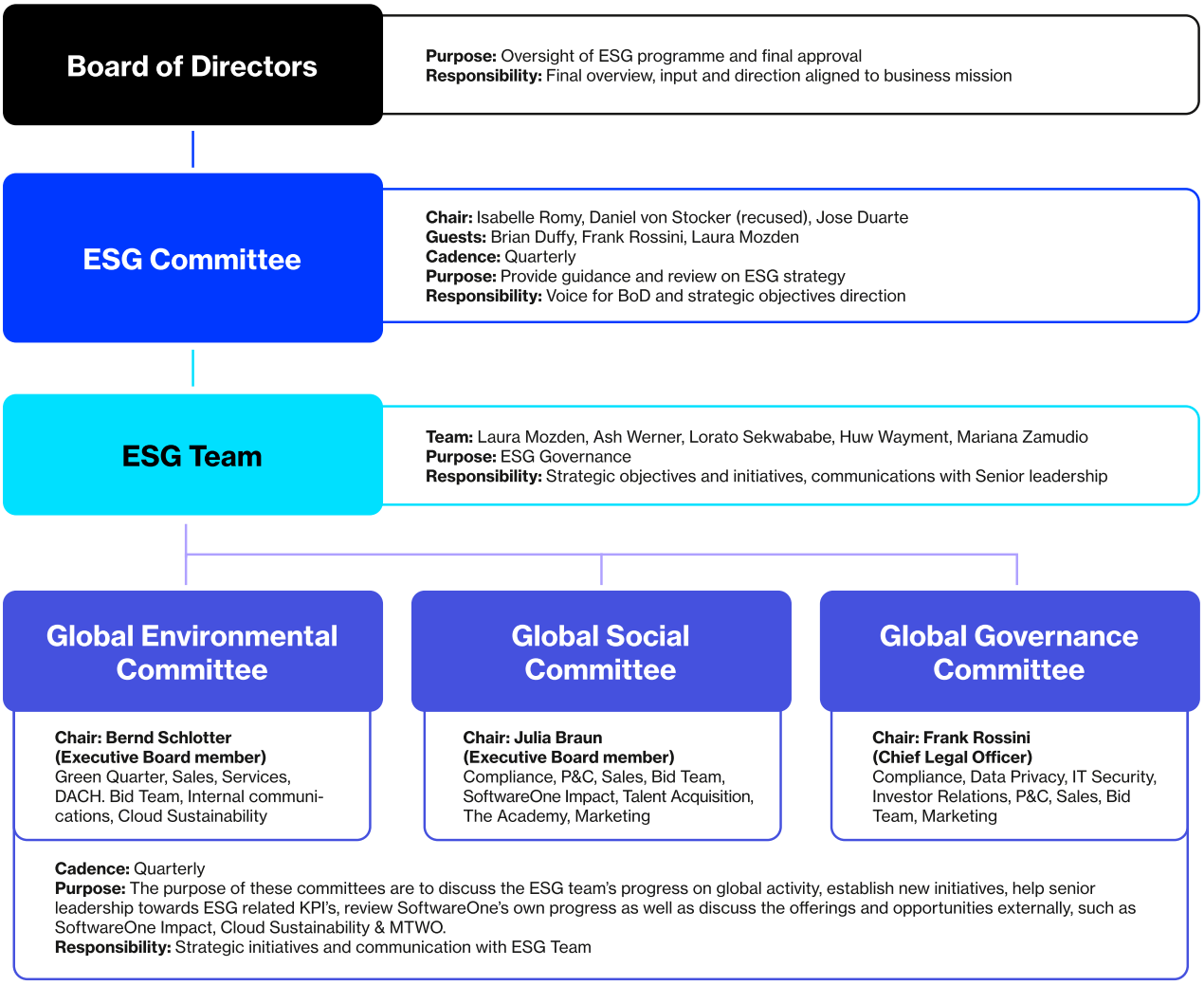
389.6
Energy intensity in kWh/FTE

87,000+
CHF donated

1,227
causes supported

Our ESG structure and framework

From the start, SoftwareOne's ESG programme established a clear governance framework and structure, emphasising the support and integration from the Board of Directors and global committees across all Environmental, Social and Governance topics.



The highest body overseeing our ESG programme is the ESG Committee, a sub-committee of the Board of Directors, who regularly engage with our shareholders. This committee exercises its oversight function through quarterly meetings, sharing input on the management of our ESG impacts, as well as overseeing, reviewing, and approving our reporting and material topics. The members of the ESG committee provide approval for the selection of the chairs of each committee across ESG, communicating with them about the management of their committees and providing feedback.

Our Executive Board also exercise their oversight of the programme through quarterly meetings, providing overall input and reliance for escalation of any critical concerns regarding our programme. At this executive level Frank Rossini, Chief Legal Officer, is responsible for the ESG programme.

Further to the creation of the ESG Committee, the Nominations & Compensation Committee and Audit Committee charters include provisions regarding the ESG programme including senior leadership KPIs and risks oversight. This framework includes a focus on how to embed ESG topics into all areas of the business and enhances the transparency of our programmes in internal and external communications. It allows us to integrate ESG risks into the Enterprise Risk Management function and develop a global strategy whilst enhancing and supporting local activity.

Double materiality assessment

Our process

In 2023 SoftwareOne conducted a double materiality assessment. This 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).

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

Using Datamaran, we produced a materiality assessment driven by both our inhouse ESG perspective, internal stakeholder priorities and AI based technology. This technology combines publicly available information including relevant ESG regulations and news, benchmarking SoftwareOne against our peers and surveys from our investors and employees, to create an accurate and reliable materiality assessment. Our double materiality assessment serves as a crucial foundation for shaping our ESG programme. It enables us to prioritise action that not only mitigates risks and complies with regulations but also aligns with our stakeholder's expectations and contributes positively to our overall impact.

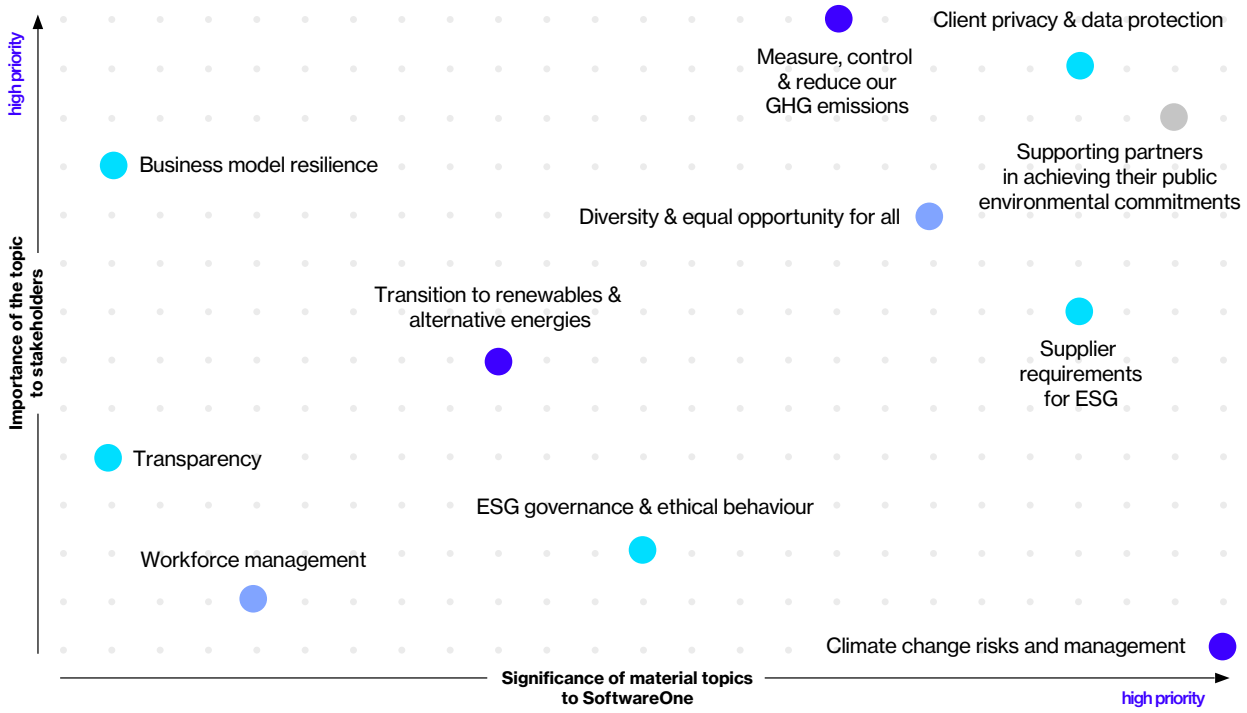
We align every step of our journey to the priorities and passions of our employees, clients, investors, and other stakeholders, not only to ensure that their needs are met, but also to drive further engagement in our ESG programme.

Our double materiality assessment process included the following steps:

- Defining the scope of the assessment, using in-house knowledge and expertise to identify key aspects of sustainability relevant to SoftwareOne.
- Aligning this scope to external frameworks such as the UN Sustainable Development Goals, Task Force for Climate Related Financial Disclosures and sub-topics relating to the upcoming EU directive Corporate Sustainability Reporting Directive.
- Benchmarking our organisation against the technical materiality requirements of our peers through Datamaran's benchmark analysis system.
- Defining our issue mapping used in previous materiality analyses and internal stakeholder surveys. These are the ESG topics included in the assessment based on those which are most material to SoftwareOne.
- Surveying additional key stakeholders, including Finance, People & Culture, Sales & Bid teams and the ESG Committee members to understand their perception of the impact of specific ESG issues. These surveys include questions based on both external (outside-in view) and internal (inside-out view) perspectives.
- Datamaran correlates this data to create a materiality matrix which maps the impact of each topic to SoftwareOne.

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	▲ Upward movement due to increase in stakeholder importance and significance to SoftwareOne
Transition to renewables & alternative energies: Transitioning from predominantly fossil-based energy consumption to renewable and alternative energy sources	New topic
Climate change risks and management: Risks and opportunities presented by climate change and the transition to a low-carbon economy and adaptation and resilience measures	▲ Upward movement due to increase in stakeholder importance and significance to SoftwareOne
Cutting downstream emissions	
Supporting partners in achieving their public environmental commitments: Launching Cloud Sustainability	▲ Upward movement due to increase in stakeholder importance and significant to SoftwareOne
Inclusive, diverse & caring for our people	
Diversity & equal opportunity for all: Developing our global diversity, equity, inclusion & belonging (DEIB) strategy	▼ Downward movement due to decrease in stakeholder importance
Workforce management: Focusing on recruitment, retention and development practices	New topic
Training & education: Expanding and encouraging the development of The Academy	▼ Downward movement – no longer in top quadrant. Due to the success of The Academy, the importance of topic has dropped significantly for our stakeholders but remains a priority to SoftwareOne's ESG strategy
Ethical & compliant corporate governance	
Client privacy & data protection: Focusing on how to protect both our clients and our own data	Remains a high priority for stakeholders and SoftwareOne
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	▲ Upward movement due to increase in stakeholder importance
Transparency: Continuing to report and disclose ESG data, strategy and policies to our clients and stakeholders	New topic
Business model resilience: Identifying ESG risks and opportunities and embedding ESG into our overall business operations	New topic

Our ESG strategy

UN Sustainable Development Goals (SDGs)

We have aligned our ESG programme with the broader sustainability agenda set out by the United Nations. From the seventeen goals, we have identified these seven as being most closely aligned to SoftwareOne. These goals help shape our strategy and ambitions.

Our ESG strategy is centred around five core commitments:

Being climate responsible

SoftwareOne's environmental strategy is primarily focused on implementing effective carbon reduction and emission avoidance practices within our operations whilst continuing to measure our carbon footprint each year. Using our 2022 carbon footprint as a baseline, we developed and implemented a clear emissions reduction strategy and roadmap to net zero[1] for Scope 1 and 2. All leaders in SoftwareOne will set climate-related KPIs from 2024 onwards to ensure we meet our reduction targets. As SoftwareOne is a software and cloud solutions provider, we offer purely services and cloud solutions to our clients and do not manufacture products from raw materials. Therefore, our environmental programme is focused on our greenhouse gas emissions and waste reduction targets and activities related to our business. Our programme does not include any other environmental areas that are not relevant to the nature of our business, such as biodiversity and water, due to our lack of infrastructure directly negatively affecting those areas.

We aim to reduce emissions associated with Scope 1 and 2 activities by transitioning to renewable energy to power our offices where possible, switching company vehicles to Electric Vehicles (EVs) and enforcing recycling practices in our offices. Our objective for Scope 3 is directed at reducing business travel and emissions associated with employee commuting as explained in more detail in Climate commitment.

I see my role as chair of the Environmental Committee as an incredible opportunity to support our passionate SWO team to create positive change. The programme isn't about labelling ourselves as "green" but rather putting in place tangible actions to reduce our global carbon footprint. We see SoftwareOne as one part of the larger fight against climate change where we are not only focused on our own actions but also on helping our customers achieve their carbon reduction goals.

Bernd Schlotter,
President Software & Cloud and Environmental Committee Chair

1) Net zero: to reduce greenhouse gas emissions and ensure any ongoing emissions are balanced by removals.

Cutting downstream emissions

We take appropriate action to support our clients with their ESG journey by helping them reduce their carbon footprint in the cloud. The objective of our Cloud Sustainability programme is to provide clients with accurate and specific emissions data for their cloud solutions and provide high-level advice on the complexities of cloud emissions. The goal of these services is to advance emissions measurement and compliance as explained in more detail in Cloud Sustainability.

Promoting an inclusive and diverse culture

Achieving gender and ethnic diversity in the tech industry is challenging. In 2023, women represented just 26.7% of the industry employee base, and only 6% of all tech industry new hires come from ethnic minorities.

As a global software company, spanning many locations across different geographies, it is vital that in line with our core values, we create a positive and welcoming environment for all employees. In 2022 we developed our Diversity, Equity, Inclusion and Belonging (DEIB) strategy which focuses on attracting and retaining diverse talent. We have been focusing on gender diversity and in 2023, 34% of our general workforce and 33% of our leaders are female, which is higher than the industry standard. Understanding the diversity and intersectionality of our workforce is a priority, hence the importance of our annual DEIB survey, which provides data and helps build our action plan to increase diversity. By working closely with Talent Acquisition and People & Culture teams in the implementation of our DEIB strategy, we remain committed to growing our diversity levels at SoftwareOne for the future.

We carefully consider how we support our employees with an attractive work-life balance, generous benefits and learning and development opportunities. We expanded Mosaic, our diversity employee resource groups, to all our regions and many local teams got involved in international events such as Pride, International Women's Day and Black History Month. Find more details in Social responsibility.

It is a pleasure and honour for me to chair the Social Committee at SoftwareOne. Having lived and worked in different industries, cultures, and regions, I have learned that supporting diversity and inclusion not only promotes equal opportunities, innovation, and creativity, but is also a smart business decision. I support many D&I initiatives such as the Academy programme to bring young mothers back to work, providing transportation to female shift workers, and many other activities. We ensure that D&I remains at the forefront of our priorities – this is my commitment to all Swomies[1].

Julia Braun, Chief Human Resources Officer and Social Committee Chair

1) Swomies: SoftwareOne employees

Supporting direct positive digital transformation of NPOs and local communities

At SoftwareOne, not only is it important to focus on our employees' wellbeing but also on the positive impact that our services and products can have on the wider community. As such, our programme focuses on engaging positively with organisations such as charities and non-profits.

Our objective is to empower non-profit organisations (NPOs) around the world to reach their goals and scale through technology. We leverage our core competencies as a services and software & cloud company to help NPOs gain access and learn how to deploy and use tools they need to be successful. We also work with our extensive partner network including Microsoft, AWS, Google and TechSoup to expand our capabilities and generate new opportunities for non-profits. Find more details in Supporting direct positive digital transformation of NPOs and local communities.

Furthering our corporate governance

SoftwareOne continues to strive above and beyond expectations. As our global reach has expanded, so too have our opportunities to prevent unethical behaviour and promote compliance. The structuring of our business, with centralised procurement and checks on pricing and tight controls on delivery and services, has lowered the risk of exposure to bribery and corruption. Due to our compliance programme and given the complex nature of the SoftwareOne offerings and our reliance on a highly skilled workforce, the risk of human rights violations is equally diminished. As such, our compliance teams are collaborating to review, remediate and tackle any areas of risk in our due diligence programmes. In 2024, our compliance teams, along with our cybersecurity, data privacy and legal teams will continue to refine our programmes, initiatives, mitigations, and controls as explained in more detail in Governance.

I am honoured to chair the Governance Committee at SoftwareOne, with our growing ESG programme being embedded into our core business practices, as well as our legal and compliance environment. A key aim of an ESG programme should be to further instil integrity into core business practices. With an already excellent compliance programme, I am confident our ESG programme will further our capability to act with integrity across all business practices and be a more ethical business.

Frank Rossini, Chief Legal Officer and Governance Committee Chair

Our ESG progress

Our ambitions

2023 was an important year for the ESG team at SoftwareOne. With the increase in new regulations, increased interest from our clients and partners and the ongoing changes to our environmental and social landscape, we recognise the part played by SoftwareOne in this bigger picture.

Outlined in this report is a clear update on our current approach, targets, and initiatives. In addition, our aim is to provide further transparency on the way we evaluate these targets, risks, and mitigations.

Our 2030 ambitions

	Progress	Ambitions 2030
Our climate commitment	Developed our carbon reduction strategy based on our 2022 carbon footprint data. Our 2023 footprint can be found in this report.	Net zero for Scope 1 &2. Primarily reducing the carbon footprint for which we are responsible
	In 2023 our Cloud Sustainability programme was offered to clients. Clients were onboarded to the cloud sustainability programme.	Help customers reduce their carbon footprint with accurate data in all cloud application services
Our social responsibility	We completed our first diversity survey, improved our hiring process, and learning and development practices and expanded Mosaic – our employee resource groups.	Globally recognised Employer of Choice of Diversity by 2030
	A partnership with TechSoup set us up to accelerate our capabilities to offer services at scale for non-profits everywhere.	>3000 Nonprofit organisations (NPO) or communities with digital services
Our corporate governance	Recorded a 7% increase in completion rates for our Code of Conduct and Anti-Harassment training. Experienced a 29.73% increase in total disclosures on the disclosure platform. Maintained a stable flow of cases on our integrity line, reflecting consistency with the previous year's figures. As part of our Third-Party Due Diligence process we sent ESG-related questionnaires to 638 suppliers in 2023.	Training on Code of Conduct mandatory for all employees, with a targeted completion rate of 90% Fostering awareness and promoting our speak-up culture to increase reported issues year on year Obtain over 1,000 fully completed supplier ESG risk assessments Improve internal tools for data protection

Risks and opportunities

Our process

In 2023, our ESG risk assessment process became more robust to further integrate both external stakeholder perspectives and our own internal insights. By leveraging our own expert knowledge of the intricacies of our business operations, we identified and analysed risks that are material to SoftwareOne, ensuring a comprehensive understanding of the potential business, financial, reputational, and physical impacts. As we are not currently legally required to conduct the full analysis on this topic, we followed the recommended guidelines as a guiding principle set forth by the Task Force on Climate-related Financial Disclosures (TCFD), a framework that emphasises transparency and consistency in reporting climate-related risks and opportunities.

Combining these multiple sources of information enabled us to create a comprehensive list of risks and opportunities. These aligned directly to relevant internal stakeholders (such as our Enterprise Risk Management team, Legal, Internal Audit and Senior Leaders) to proactively address and mitigate challenges accordingly and capitalise on opportunities. These enhanced our resilience and sustainability in the dynamic landscape of environmental, social, and governance considerations.

Management oversight and engagement

All our upcoming and current risks are reviewed by our dedicated Environmental, Social and Governance committees, including those sponsored by our Executive Board members, our ESG Board of Directors Sub-committee and more specialised business leaders, such as Finance and People & Culture. This has allowed us to create a two-way approach to upcoming risks and opportunities within the business and fully embed ESG into every area of the business.

2023 ESG risk assessment

Based on our double materiality analysis outlined above, we analysed our risks in terms of the likelihood and identified both the impact we have on our stakeholders and the financial impact these areas have on our business. For more information on our mitigation efforts, action plans, metrics and targets please use the links under "more information".

Environmental

Climate change presents a host of risks to software and cloud solutions providers and society alike. Material long-term environmental risks to SoftwareOne, to our employees and our facilities have been identified via our ESG risk assessment. These risks are periodically reviewed and shared by the ESG team along with ongoing actions, mitigations, and areas of potential concern for SoftwareOne's business operations.

ISSUE AND DESCRIPTION	RISK PROBABILITY	STRATEGIES AND MITIGATION
MEASURE, CONTROL & REDUCE OUR GHG EMISSIONS: This issue refers to managing climate-related risks and opportunities from actual or potential physical and transition impacts. It also includes the direct and indirect emissions of greenhouse gases (GHGs) and emission reduction targets to limit our contribution to global warming.	**Medium** Some high stakeholder impacts if we are unable to measure and reduce our footprint in the long term with medium financial impact on our business such as legal fines and increased operational expenses. The likelihood of this is low due to our current processes and current carbon reduction strategy.	Our commitment to measuring, avoiding and reducing our emissions is outlined in our Global Environmental Policy. In 2024 we are launching our Carbon Reduction Think Tanks, designed to support our senior country managers with their specific carbon reduction targets through training, localised strategies and policy enforcement. More information can be found in carbon reduction strategy.
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.	**Low** Some medium stakeholder impacts if we fail to assist in their own commitments, with low financial impact on our business with the potential of lost revenue opportunities. The likelihood of this is low due to the current number of stakeholders requiring this and our proactive approach to support via Cloud Sustainability and embedded engagement with our Bid and Sales teams to remain responsive to upcoming customer requirements.	Our Cloud Sustainability offering is one of the key contributors in supporting how our customers measure and reduce their own carbon footprint. In 2023, SoftwareOne took the opportunity to host workshops with clients to demonstrate how Cloud Sustainability can improve efficiency and support their carbon reduction goals. More information can be found in Cloud Sustainability.
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 that transition and support strategies for greener offices.	**Medium** Some high stakeholder and financial impacts if we are unable to keep up with new regulations on renewable energy use and environmental impact. The likelihood of this is low due to the nature of our business (i.e. not manufacturing) and our strategy in place focusing on Green Offices.	Our global carbon reduction strategy maps our roadmap to net zero for Scope 1 and 2. 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. Our 2022 carbon data gap analysis provided data regarding company cars, renewable energy usage and waste disposal. More information can be found in green offices.
ENHANCED EMISSIONS-REPORTING OBLIGATIONS: This issue refers to the ability to keep up to date with all regulations about reporting our emissions	**Medium** Some low stakeholder impacts if we fail to report our emissions data for them, however some medium financial impacts due to legal and operational costs. The likelihood of this impacting us is medium due to the ever-changing landscape of ESG reporting legislation but as this report demonstrates we can report on our Scope 1, 2 & 3 emissions.	Our global carbon footprint is reported annually in the ESG section of our Annual Report. Keeping up with all local, regional, and global changes in emission reporting legislation, for example CO 964b, CSRD, will always be a challenge. The ESG team engages with local legal and finance leads to discuss upcoming regulation and its impact on SoftwareOne. Further to this, our Environmental committee includes local and regional representatives from multiple areas of the business, including legal, compliance, sales, and marketing to discuss and take appropriate action when new climate requests and emission reporting legislation comes into effect. We continuously seek advice from experts in the sustainability reporting and legislation field as well as engage with our (Global Reporting Initiative) GRI advisors. SoftwareOne has reported to GRI since 2022 and plans to submit our targets to the Science Based Target initiative (SBTi) in 2024. These independent bodies help us to monitor our ratings and measure our performance. More information can be found in carbon emissions.

ISSUE AND DESCRIPTION	RISK PROBABILITY	STRATEGIES AND MITIGATION
CHANGING CUSTOMER BEHAVIOUR: This issue refers to the potential changes in customer behaviours that are impacted by climate change	**Medium** Some medium stakeholder and financial impacts if we fail to recognise and respond to our clients' changing environmental needs and they are forced to migrate to our competitors. The likelihood of this impacting us is medium due to the ever-changing landscape of client needs, but we remain proactive in our approach to supporting their needs via Cloud Sustainability and embedded engagement with our Bid and Sales teams to remain responsive to upcoming customer requirements.	Recognising the demand from our customers to measure and reduce their carbon footprint, cloud sustainability was developed and launched in 2023. The ESG team work closely with our sales, RFP and bid teams to ensure we meet clients' climate action expectations and address environmental contract clauses. To support in this, SoftwareOne reports through specialist bodies Carbon Disclosure Project (CDP) and EcoVadis. More information can be found in Cloud Sustainability.
INCREASED STAKEHOLDER CONCERN OR NEGATIVE STAKEHOLDER FEEDBACK: This issue refers to the potential increased concerns that stakeholders have over SoftwareOne's ability to respond to climate change	**Medium** Some medium stakeholder and financial impacts if we fail to respond to climate change due to reputational and environmental damage resulting in decreased demand and potential workforce management challenges. The likelihood of this impacting us is low due to continued commitment to positively impacting climate change and our ambitious but realistic targets.	According to our materiality assessment for 2023, stakeholder concern was not a high priority. This indicated that stakeholders are confident in our approach to ESG matters. To mitigate any additional concerns our global environmental policy communicates to all employees what is expected of them and our internal communication campaign shares regular updates on ESG success, projects and events. In addition, in 2024, all employees will have access to our Carbon Reduction Handbook, providing them with tangible actions to contribute towards SoftwareOne's climate ambitions. The ESG team hosts regular drop-in calls as a transparent approach to our ESG programme. In these sessions we discuss our Environmental programme and upcoming initiatives with employees. Our ambition is to increase employee engagement in these communication campaigns year on year. More information can be found in our climate commitment.
CHANGES IN PRECIPITATION PATTERNS AND EXTREME VARIABILITY IN WEATHER PATTERNS: This issue refers to the acute physical risks that extreme weather may have on our business	**Low** Some low stakeholder and financial impacts if we are unable to respond to the effects that extreme weather has on our business. These are low due to the nature of our business (i.e. not manufacturing, working from home practices and rented offices). The likelihood of this impacting us is low due to our continued monitoring and global environmental policy.	With our operations in over 60 countries, we recognise that changes in weather patterns will affect certain regions more than others. We operate in sveral developing countries and ensure that local health and safety measure are in place to protect and support our employees in the case of such events. Our global Environmental Policy and reduction plan play the biggest role in our efforts to reduce our carbon emissions and contribute less to global warming. The Environmental Committee, which meets quarterly, discusses our environmental programme progress and objectives. It is important to note, that given the nature of our business, changes in extreme weather patterns are a low risk for SoftwareOne. Most of our employees can work from home and all apart from two of our offices are rented which means there is very little impact on our business continuity. In the case of extreme weather conditions, managing employees' place of work is a simpler process. More information can be found in our climate commitment.
RISING MEAN TEMPERATURES: This issue refers to the chronic physical risks that rising temperatures in global warming may have on our business	**Low** Some low stakeholder and financial impacts if we are unable to respond to the effects that rising temperatures have on our business. These are low due to the nature of our business (i.e. not manufacturing, working from home practices and rented offices). The likelihood of this impacting us is low due to our continued monitoring and global environmental policy.	In 2022, we set our climate ambition to be net zero for Scope 1 and 2 as well as measure and reduce Scope 3 emissions related to business travel. Our double materiality assessment determined that rising mean temperatures pose a low risk to SoftwareOne based on the nature of our business, our continuous monitoring and enforcement of our Global Environmental Policy. More information can be found in our climate commitment.

Social

We understand that our commitment to our corporate social responsibility and dedication to creating an inclusive culture enhances not only our employee experience, by creating a sense of purpose and pride for the work we do, but also aims to catalyse thriving communities, ensuring our social commitment positively impacts the regions in which we operate.

Through our double materiality assessment, we identified the risks we face in failing to achieve our commitment to supporting NPOs through the SoftwareOne Impact programme and our local and global communities which are part of our SoftwareOne Gives Back programme.

ISSUE AND DESCRIPTION	RISK PROBABILITY	STRATEGIES AND MITIGATION
DIVERSITY & EQUAL OPPORTUNITY FOR ALL: This issue refers to developing our global Diversity, Equity, Inclusion & Belonging (DEIB) strategy.	**High** Some high stakeholder and financial impacts if we fail to prioritise the importance of a diverse workforce. These are high due to revenue impact with lack of varied perspectives and skills, as well as lack of inclusive workplace. The likelihood of this impacting us is medium due to our need to increase participation rates for our diversity surveys and training, however our current efforts are demonstrating an upward trend in diversity.	Failing to nurture a diverse workforce poses significant risks to our business and the wider community. In an industry where diversity remains a challenge, with the current industry average hovering around just 30% of women within organisations, the stakes are high. Research indicates that companies with more diverse teams outperform their less diverse counterparts, both financially and creatively. Moreover, a lack of diversity can lead to homogeneous thinking, stifl innovation and hinder our ability to adapt to an ever-evolving market.At SoftwareOne, we recognise the imperative of embracing diversity and inclusion not only as a moral obligation but also as a strategic advantage. Our ambition extends beyond industry benchmarks, as we aim to lead the charge in fostering a truly inclusive workplace. By prioritising diversity, equity, and inclusion in our DEIB strategy, we mitigate the risks associated with homogeneity while unlocking the full potential of our workforce and driving sustainable growth.In 2022 we launched our DEIB strategy that helped shape many policies and processes internally at SoftwareOne. This strategy has allowed us to not only mitigate the risks in this area, but also to take this as an opportunity to learn from our employees and their needs. This year we conducted our first DEIB survey, enabling us to listen to our employees, develop an action plan and take appropriate action based on their requirements and with collaboration with multiple departments. More information can be found in DEIB strategy.
WORKFORCE MANAGEMENT: This issue refers to the process of ensuring our workforce is functioning at its most productive levels and copes with organisational changes. It captures employee recruitment, retention and development practices.	**Low** Some low stakeholder and financial impacts if we fail to remain responsive to changes in recruitment processes. These are low due to the current positive perception of our productive workforce. The likelihood of this impacting us is low due to the success already in place from our innovative Talent Acquisition and People & Culture teams.	Every year our ESG team works directly with the Talent Acquisition (TA) team to build 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. This collaborative approach ensures that the workforce reflects diverse perspectives, backgrounds, and experiences, fostering innovation and long-term success within SoftwareOne. We recognise our responsibility to ensure that any risks associated with a lack of workforce management are managed, mitigated and transformed into an opportunity to further our employee engagement. Our Talent Acquisition team has focused on developing processes around inclusive interview panels and has set the goal to train every person who interviews in SoftwareOne to assess candidates more effectively, reduce bias and avoid hiring mistakes. During 2023, 400 hiring leaders around the globe have been trained. The Talent Acquisition team, in collaboration with local offices and the ESG team, will continue to improve in this area with the clear goal to increase diversity, develop the skills of our employees and promote a sense of belonging. More information can be found in DEIB strategy.

ISSUE AND DESCRIPTION	RISK PROBABILITY	STRATEGIES AND MITIGATION
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 that we are part of by focusing our commitment to NPOs.	**Medium** Some high stakeholder impacts if we fail to live up to our commitments to support NPOs. Some medium financial impacts if we lose this potential revenue stream. The likelihood of this impacting us is low due to the hard work and dedication of our SoftwareOne Impact team working directly with new and current NPO clients.	Our SoftwareOne Impact team focused on strengthening current partnerships and developing new ones to be able to deliver on our commitment to supporting NPOs on their technology journey. This was made possible by capitalising on the strong network the team has built over the years. Internally, SoftwareOne Impact grew its non-profit sales team by over 10 people and added customer success resources to help ensure clients are receiving fast and knowledgeable support. Two new services were launched in 2023 for small and mid-market non-profit customers, to help them take advantage of technology in a consumable way and prepare for the data and AI revolution. SoftwareOne Impact expanded their partnerships with Microsoft, Amazon and TechSoup Global network, and created new ones with Tech to the Rescue and Avange.Tech. We measure 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. More information can be found in SoftwareOne Impact.
GIVEBACK & STRENGTHENING LOCAL COMMUNITIES: This issue refers to supporting local & global communities through volunteer and donations efforts.	**Low** Some low stakeholder impacts if we do not engage with the local communities, given the lack of direct impact on them. Some medium financial impacts if relationship with local communities become strained or we lose talent due to lack of commitment. The likelihood of this impacting us is low due to our local and global efforts, including regular campaigns, global policy and one paid day a year to volunteer.	Strengthening our relationship with local communities and growing our giving back programme allows us to mitigate any risks related to employee engagement, employee turnover or operational continuity, as low as that risk might be. This year we launched our new SoftwareOne Gives Back platform. It is the first year that we can centralise both the opportunities and the data of our employees' incredible activities for donating and volunteering. Our target for our launch campaign was for 40 % of our employees to start using the platform, and our goal for the coming years is to build events to encourage employees to use it and ensure adoption from local offices to support their CSR strategies. Additionally, we updated our global volunteering policy to include our new Gives Back programme. More information can be found in SoftwareOne Gives Back.

Governance

Beyond the risks involved in non-compliance, as an organisation, we will always strive towards the best ethical standards and business integrity. We recognise that with such high standards, there will always be risks both for our stakeholders and financially. As with every risk, there will be an opportunity for SoftwareOne to lead by example with our processes to address these areas proactively. As identified in our ESG double materiality assessment, we recognise the following material risks to our business relating to corporate governance. Additionally, we established a comprehensive third-party risk management process, focusing on high-risk partners that encompasses onboarding, assessments, risk mitigation, and monitoring processes. As part of our commitment, all employees underwent anti-corruption and bribery training, included within our annual mandatory Code of Conduct training.

ISSUE AND DESCRIPTION	RISK PROBABILITY	STRATEGIES AND MITIGATION
CUSTOMER PRIVACY & DATA PROTECTION: This issue refers to the aspect of information technology that deals with the protection of private corporate information, critical information systems and networks from security breaches. Focusing on how to protect both our clients and our own data	**High** Some high stakeholder and financial impacts if we fail to address these issues in our business model or face continuous data threats. The likelihood of this impacting us will always remain a medium given the changing landscape of data privacy legislation and trends (e.g. AI). However our team is continuing to remain proactive in addressing these with processes and policies.	Since the processing of personal (business) data is partly required in the provision of our services, there may be a customer data protection risk. Ensuring robust safeguards, compliance with regulations, and transparent communication about our approach are important components of our risk management program. Our dedicated data protection and cyber security teams are continuously focusing on new ways to prevent and respond to threats or new trends in this area. For example, this year we launched our internal AI policy to help educate our employees in the sensitivity of data when it comes to using AI. We are continuing to ensure that our policies and processes, both for our employees and clients is up to date, tracking the data (for example data breaches) and focusing on KPIs such as tracking our incident response time and data subject requests. More information can be found in data protection and privacy.
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 activity, grow and create value for shareholders and society in the long-term including the topic of human rights, as outlined in Art 964a CO.	**Medium** Some medium stakeholder and financial impacts if we fail to develop resilience to sudden disruptions to operations (e.g. political conflict or pandemics). These are medium given our perceived previous record. The likelihood of this impacting us will always be medium given the unpredictable nature of these events. However, our risk and business operation teams are consistently reviewing and improving our internal processes.	It is vital that our organisation continues to be proactive and responsive to external changes in our world. Over the past few years marked with political unrest, environmental challenges and the continued fallout from COVID-19, SoftwareOne has remained diligent in how we approach these often-sensitive topics. For example, we have adapted and enabled our employees to work remotely whilst continuing to provide physical spaces for in-person collaboration. We believe that this hybrid approach supports our people with the flexibility the world has come to expect without losing an important social aspect of the workplace and support to be gained through in-person interactions. We therefore have a robust approach to our IT, security and access which support different workplace needs, and continue to develop our communication strategies to ensure a clear chain of command to respond to any future challenges in a volatile world. More information can be found in our corporate governance.
SUPPLIER REQUIREMENTS FOR ESG: This issue refers to the partnership we have with our supply chain for greater impact.	**Medium** Some low stakeholder impacts if we fail to keep up with these requirements. This is due to the current requirements remaining low in the short term. Some medium financial impacts due to the potential operational disruptions and lost revenue if we fail, when requested to ensure that we adhere to these requirements. The likelihood of this impacting us will continue to be high whilst the ongoing supply chain legislation on ESG topics continues to change.	Given the ongoing shifts in regulations and pressure on customers to review their supply chain, we recognise the importance of our role in their supply chain to respond to ESG assessments. The risk that we may fail to keep up with such demands allows us the opportunity to proactively focus on our commitment to our suppliers. This commitment has and always will be a key area within our business. We acknowlege the importance of these relationships, not only to support with our own ESG ambitions, but also to assist with theirs too. This year our third-party due diligence process took another leap forward, including new ESG related questions and follow up processes. Not only are we evaluating our own suppliers but we have created more processes to ensure more transparency with our clients and suppliers on the diversity and carbon footprint of those in our supply chain. We will be using our new due diligence tool, Integrity Next, to measure and track the success of these questionnaires. More information can be found in third-party due diligence.

ISSUE AND DESCRIPTION	RISK PROBABILITY	STRATEGIES AND MITIGATION
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.	**Low** Some low stakeholder and financial impacts if we fail to remain transparent in our ESG practices.Our stakeholders have already placed their trust in us.The likelihood of this impacting us will always be medium due to the changing landscape in reporting requirements and our current commitment to annual reporting.	Creating a transparent approach to our ESG programme is key to our approach. Not only are we continuing to communicate externally on our progress but we also ensure that our employees remain educated through innovative ways and we keep our entire organisation informed and engaged. For example, in 2023 we launched regular employee global drop-in sessions to discuss our ESG programme and upcoming initiatives. Our ambition is to improve participation in these communication campaigns year on year. More information can be found in our corporate governance.
ESG GOVERNANCE & ETHICAL BEHAVIOUR: This issue refers to continuing to improve our corporate governance and ethical culture including the topic of anti-corruption & bribery, as outlined in Art 964a CO..	**Medium** Some low stakeholder impacts if our business is unable to continue to enforce ethical behaviour. Some medium financial impacts will always be in place due to risks of regulatory and legal implications. The likelihood of this impacting us will always be medium due to the consistent pressure to align our ESG practices to the changing regulatory environment.	As always, 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 expectations of our employees to always act ethically. A lapse in governance and adherence to these ethical standards poses a significant risk, potentially escalating the susceptibility to bribery and corruption within our organization. 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 educated on these critical topics, we aim to fortify our governance framework and minimize the risk of unethical behavior. The consistent year-over-year improvement in training completion rates reflects our ongoing dedication to upholding the highest standards of integrity and ethical conduct across SoftwareOne. More information can be found in our corporate governance.
ENHANCED LOCAL, REGIONAL, AND GLOBAL LEGAL ESG OBLIGATIONS: This issue refers to the ability to keep up to date with new or enhanced regulations about ESG including the topic of human rights, as outlined in Art 964a CO.	**Medium** Some low stakeholder and financial impacts if we fail to keep up with local, regional, and global legal obligations. This is due to the potential legal and operational costs; however these are currently low but due to increase over time as SoftwareOne qualifies for more legislation over time. The likelihood of this impacting us will always be high due to the speed in the changing landscape of international and local legislation.	With our operations in over 60 countries, keeping abreast of all local, regional and global changes in legislation will always be a challenge. However, this year, in light of such changing rapidly regulations, the ESG team are engaging with local legal and finance leads consistently to discuss upcoming regulation and their impact on SoftwareOne, both regarding our own practices and those of our supply chain. Further to this, our ESG committees include local and regional representatives from multiple areas of the business, including legal, compliance, sales and marketing to help discuss human rights and take appropriate action when new legislation comes into effect. More information can be found in our corporate governance.

Our climate commitment

software one

Our climate commitment

Environmental matters and greenhouse gas emissions

Our goals and policies

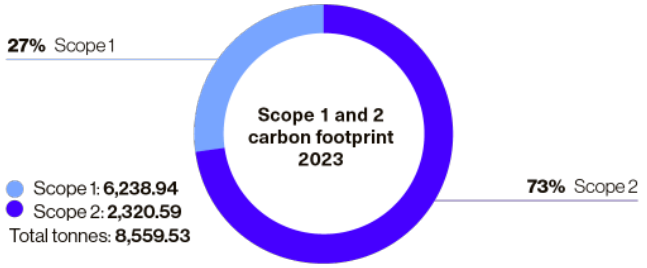
Our ambition to reach net zero for Scope 1 and 2 by 2030 continues to drive our programme forward. This goal allows us to focus our programme on initiatives for which our business is directly responsible.

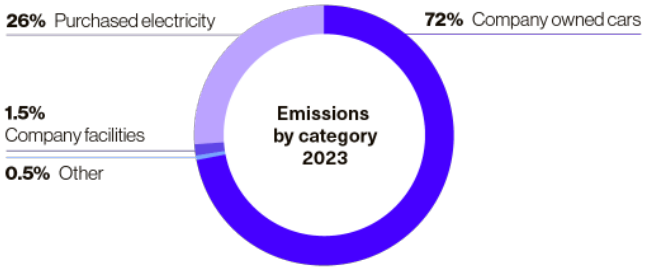
We recognise our responsibility regarding Scope 3 and our carbon footprint for business travel. This year we have implemented new tools and policies to help monitor and govern how and when less carbon-intensive travel options must be selected. SoftwareOne, together with its partners, is responsible for 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.

This year was pivotal for our carbon reduction strategy as our CEO, Brian Duffy, formally signed SoftwareOne's commitment to the Science Based Targets initiative (SBTi). This important step forward will allow us to align our strategies to the industry-recognised approach and propel our commitment forward.

Carbon footprint

In 2023, we continued our carbon data collection, started in 2022, and calculated our 2023 carbon footprint. Our ongoing carbon data collection during 2023 helped SoftwareOne to develop our carbon data strategy aimed at achieving our 2030 ambitions.





In 2023, SoftwareOne saw a decrease in our Scope 1 and 2 carbon emissions. Reductions in our footprint could be attributed to multiple office closures in during the year. We aim to improve our data collection methodology and emission accuracy each year and as our calculations are still largely spend-based, we recognise that inaccuracies may occur. We also want to note the limitations we faced when using our third-party carbon platform such as lack of global emission factors and limitations around spend-based data calculations.

Our process

Our Environmental Data Experts based in each of our subsidiaries gathered information on their activity and spend-based data from their country. This data is collated and verified by our third-party carbon footprint platform, Diligent, which bases its calculations on a wide range of UK emissions factors.

Our global carbon footprint data collection programme could not have been completed without the hard work of our volunteers from each country. Here are some quotes from our amazing volunteers:

I am proud to be part of a company that not only drives professional growth, but also embraces environmental responsibility and focuses on reducing our carbon footprint. Being part of SoftwareOne's environmental programme is a commitment to excellence, innovation and a greener tomorrow for all.

Eduardo Restrepo, Director, Software and Cloud Services, Colombia

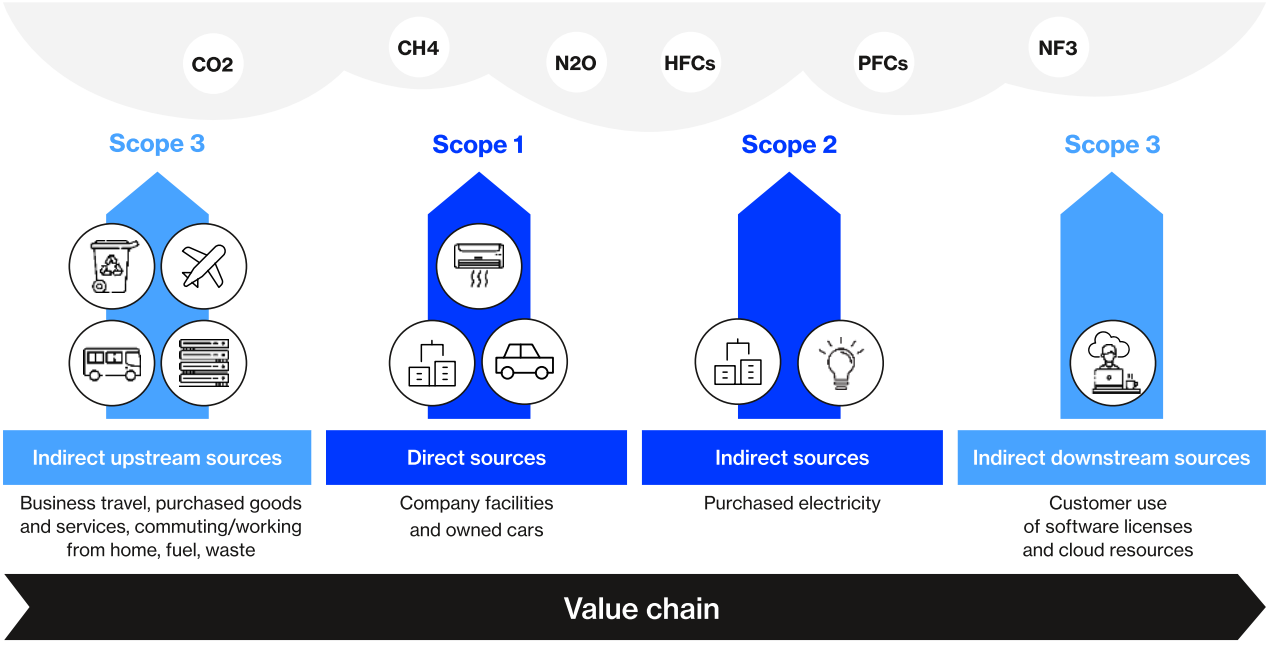
We help identify how environmentally sustainable we are and where our areas for improvement lie. Through the environmental programme, SoftwareOne contributes to a better and more future-proof world.

Jill Tran Kernekamp, Facility coordinator, Netherlands

Emissions across our value chain

In 2023, we mapped out our value chain to gain valuable insight into our operations and identify areas of improvement as part of our overall strategic planning and double materiality assessment. 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. Sustainable practices are considered when selecting vendors with strong ESG initiatives.

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. The graphic below shows the distribution of our emissions across our value chain.



Overview of the Green House Gas Protocol scopes and emissions across our value chain

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 utilise the software licenses. SoftwareOne engages with customers to provide support services, manage license 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 and are therefore 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.

In 2023, the ESG team conducted a gap analysis survey to collect data on outstanding information that can help us strengthen our reduction strategy. This survey was sent out to our environmental data experts and aimed to provide more granularity in our data for each country. Through this gap analysis, we gained a better understanding of the number and type of company cars offered to our employees, the number of offices already using renewable energy sources and the types of waste management practices in place in our offices. This data helps shape and strengthen our Green Office initiative as we identify where improvements are needed to reduce the impact of our offices.

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 our emissions across Scope 1 and 2 by 12.5% year on year and improve our carbon emission data collection to be based on activity data rather than spend-based data.

While these global policies are in place to standardise activities and create consistency through all SoftwareOne subsidiaries, our carbon reduction strategy takes a localised approach; allowing each country to focus on carbon reduction initiatives that directly align with where their emission data demonstrates is the highest. Using our 2022 baseline footprint, the top emitting countries will receive specific KPIs that drive carbon reduction in areas that are relevant to them in 2024. Country leaders are supported by the centralised committee and budget to ensure they have the necessary resources and know-how to reduce their carbon footprint in their country. Many local initiatives within our company have already had measured success.

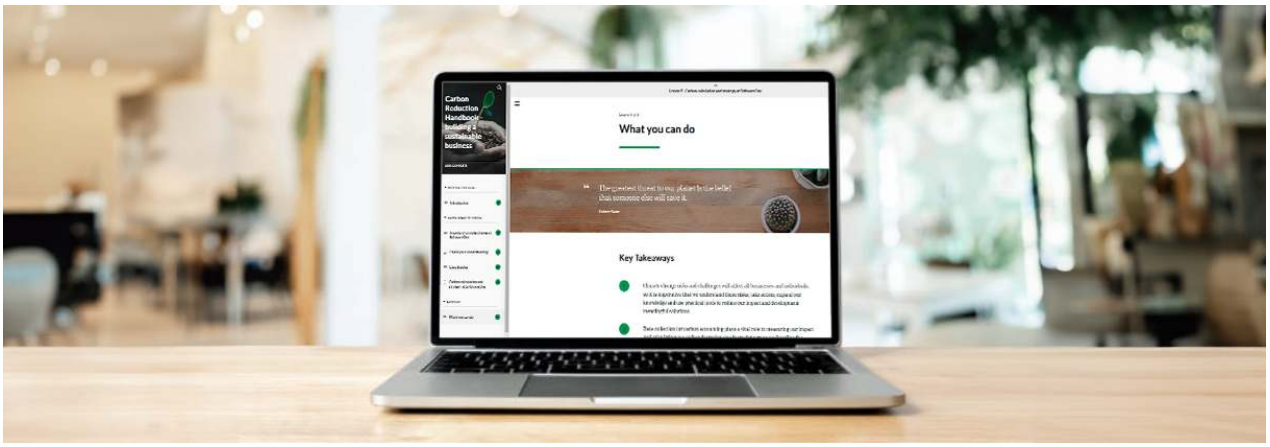
In 2023, this strategy began to take shape and focused on improving data collection methodology and accuracy, as well as emphasising education on carbon reduction initiatives and awareness around climate-related risks and opportunities.

Global Environmental Policy

We published our new global environmental policy in 2023 which covers a wide range of commitments which SoftwareOne and our employees adhere to every day. These commitments are embedded in the way we operate. They include being an environmentally responsible neighbour and identifying and complying with all existing legal environmental regulations and measuring our carbon footprint. In our offices, we uphold 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

Part of our carbon reduction strategy for 2023 focused on improving education and awareness around climate issues and strategy. The ESG team developed an online learning course designed to empower employees and leaders with the knowledge and practical tools needed to make a positive impact within SoftwareOne and beyond. The course will be available to all employees in 2024 and will cover topics such as the science behind climate change, its global implications on businesses and, most importantly, actionable steps each employee can take to reduce their carbon footprint. These steps are categorised according to employee 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.



Carbon Reduction Handbook in use

For the first time, SoftwareOne celebrated Zero Emissions Day in September 2023. This was one of several events that formed part of our climate awareness initiative. The purpose of Zero Emissions Day is to recognise and accelerate our collective efforts towards achieving a sustainable and resilient future for our planet. SoftwareOne encouraged employees to reduce their carbon footprint as much as possible for one day by eating vegan throughout the day, planting trees, shopping at the local market and turning off the power for one hour. The Philippines team even participated in a car-free 5km journey and volunteered to clean up their beaches.

Our roadmap to net zero

Our roadmap to net zero focuses on four key areas including green offices, energy, fleet 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 26% 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. In some instances, we have less control over energy suppliers such as in our rented buildings, but we encourage our subsidiaries to rent energy-efficient offices and we promote energy reduction initiatives such as LED and PIR1 lighting. As part of our transition to net zero for Scope 1 and 2 by 2030, offices will relocate to sustainable office buildings when lease terms come to an end and where feasible, change to renewable energy suppliers as soon as possible. At the same time, subsidiaries are encouraged to reduce their energy usage year on year.

Waste management and recycling within 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 74% of our Scope 1 and 2 emissions and reducing this number is an important priority for our carbon reduction strategy. We take a country-by-country approach to reducing our fleet-based emissions. Regional differences in infrastructure and resources across SoftwareOne demand an innovative, customised approach.

Germany and Spain are two subsidiaries with the largest fleet and they have taken actions to reduce this and replace petrol and diesel cars with hybrid cars and EVs. Spain has reduced their usage of diesel cars by 27% between 2022 and 2023 while increasing the number of EVs by 75% in 2023 compared to 2021. Germany's tax incentive for EVs promotes hybrid cars and EVs over petrol or diesel cars and is an incentive for employees to choose lower-emission vehicles. The tax rate of EVs was lowered to 0.25% of the gross list price per month.

To reduce our employees' commuting emissions, many countries already encourage low-emission travel such as cycling and use of public transport but in countries where employees need to travel by car, we have car sharing and EV schemes. In the last quarter of 2023, our UK subsidiary launched their EV Scheme in partnership with Octopus energy. The EV Scheme is an exciting addition as it aligns perfectly with SoftwareOne UK's focus on corporate and social responsibility. By incorporating the Electric Car Scheme to their benefits package, SoftwareOne UK has the opportunity to emphasize to current and future employees the importance of driving our environmental agenda. In the first three months, employees already saved 0.06 tco2e which is equivalent to the amount of carbon absorbed by 23 trees.

Business travel

SoftwareOne is a people-centric business and client meetings are an important part of building business relationships. Business travel accounts for a large proportion of our Scope 3 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 car where possible or choosing economy class over business class travel.

Our Global Travel Policy was published in 2023 and includes specific environmental statements 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 400km 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 will be prioritised when renting a car.
- Personal car use is encouraged when two or more employees are traveling to a location that can only be reached by car, for example via car-sharing.

By implementing perimeters such as these, we expect our business travel emissions will 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

The Science Based Target initiative (SBTi) is a globally recognised authority providing companies with a scientific and data driven pathway to reducing their greenhouse gas emissions.

SoftwareOne has committed to set near-term targets and is now listed on the SBTi website as well as their partners' website. Setting a science-based target involves establishing specific goals for reducing greenhouse gas (GHG) emissions for all three scopes in line with what the latest climate science indicates is necessary to prevent the most severe impacts of climate change.

We are developing our science-based targets in 2024 that will drive our emissions reduction strategy. We aim to be net zero for Scope 1 and 2 by 2030 and this ambition forms the foundation of our carbon reduction strategy. With the SBTi will come 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" ambition which aims to support our clients' own sustainability and ESG journeys. This programme provides accurate and specific emission reduction strategies across the hyperscalers[1].

Cloud Sustainability provides our clients with the fundamentals of 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 achieve the most value from cloud investments, and Cloud Sustainability (as a natural result), 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. While FinOps focuses on cloud resource optimisation, Cloud Sustainability looks at resource optimisation across the entire software development and operations lifecycle. Today, organisations implementing an ESG programme benefit greatly from this well-established framework. SoftwareOne participates in Cloud Sustainability Special Interest Groups to drive innovative and effective processes.

Cloud Sustainability emphasises the use of energy-efficient technologies and practices in software development and operations. Not only does it demonstrate our deep-rooted commitment, but it sets a benchmark within our market for how downstream emissions can be reduced. 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.

At SoftwareOne we intend to implement Cloud Sustainability for our own purposes, by using the data provided by publishers to help calculate more accurate data on our own carbon footprint.

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

Spotlight story

Clearing the way for green energy

In order to supply southern Germany with green electricity from large wind farms in the north of the country in the future, underground extra-high voltage cables are being laid over hundreds of kilometres across the country. HIGHVOLT has developed an innovative monitoring system to continuously monitor the underground power transmission. It uses Azure cloud services to process large amounts of data in real-time, enabling faster and more accurate localisation of cable faults. In collaboration with SoftwareOne, a solution architecture was designed that also allows for the future integration of AI algorithms for predictive maintenance.

Together with SoftwareOne, we built HiMON® on cloud technology to get a highly scalable and flexible, but also secure solution.

Thomas Steiner, Executive Director Technology, HIGHVOLT Prüftechnik Dresden

HIGHVOLT is a partner of many transmission system operators in Germany and other countries and is one of the leading suppliers of measuring, testing and monitoring systems for power grids worldwide. The company supports the expansion of the high-performance extra-high voltage lines “SüdLink” and “SüdOstLink” in Germany, which are completely constructed as underground cables.

To solve the challenge of maintaining and locating faults on direct current lines up to 700 kilometres long, HIGHVOLT has developed a unique system called HiMON® in partnership with the German Technical University (TU) of Dresden. HiMON® uses special sensors to monitor the transmission quality of power cables during operations and can locate faults more precisely and quickly than by traditional methods. With the future use of AI, HiMON® should be able to predict cable faults, enabling predictive maintenance and preventing outages.

To be able to collect and analyse the accumulated data in real-time, the HiMON® monitoring solution required an appropriate software architecture. It was developed by SoftwareOne based on various Microsoft Azure services, such as Azure IoT and Azure Kubernetes Service.

Our social responsibility

softwareone

Our social responsibility

Our people

As we continue to grow, 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 issues

Our goals and policies

Aligning our practices to support local communities and prioritising a positive social impact is not only a moral imperative but also a strategic one. We are committed to supporting >3,000 NPOs on their journey to leverage technology to increase positive impact. Additionally, we promote a giving back culture through our corporate social responsibility programme, where our employees and the business give back to the causes and communities close to us.

We understand that our commitment to our corporate social responsibility and dedication to creating an inclusive culture enhances not only our employee experience, by creating a sense of purpose and pride for the work we do, but also aims to catalyse thriving communities, ensuring our social commitment positively impacts the regions in which we operate.

SoftwareOne Gives Back

In 2023 we partnered with Benevity to launch our own volunteering and donations platform which is available to all SoftwareOne employees. This platform has over two million NPOs and allows our employees to get involved in giving and volunteering opportunities to give back to our communities.

As part of the launch campaign, SoftwareOne gave every employee a kick-off fund of CHF 20 for them to make their first donations. During this period, we managed to:

Our employees are passionate about the causes they support; below are some comments from some of the participants.

I have always been passionate about animal conservation and protecting the environment. I donated to Enviro Crime Solutions which is an organisation based in South Africa that works to stop poaching of Rhinos and other endangered species.

Ashleigh Werner, SoftwareOne employee

I donated to the Climate Change Organisation and the Marine Conservation Society. The options were endless, but the environment and the world around us has always been a passion of mine – I believe these organisations will be successful in contributing to preserving our environment and in turn help preserve our future!

Huw Wayment, SoftwareOne employee

SoftwareOne Gives Back reinforces our commitment to society and our workforce. Since the launch of this programme in October 2023, we have focused on donations, and 2024 holds many possibilities to create missions and events on the platform. We will measure the effectiveness of this programme through employee participation in the multiple events and campaigns organised throughout the year. Additionally, our corporate donations aligned with our DEIB strategy will be facilitated through the platform.

Supporting direct positive digital transformation of NPOs and local communities

SoftwareOne Impact partners with non-profit organisations (NPOs) and non-profit technology providers around the world to have a positive impact on society and our planet. We believe that we all benefit when NPOs, that are driving positive change, are successful. Technology is the key to helping them scale and achieve more. We empower NPOs to achieve their goals by offering an extensive portfolio of services and solutions and by leveraging key partnerships with organisations that have the resources to directly benefit the communities where we work and live.

In 2023, we built scale, partnerships, network, and competency. To ensure the effectiveness of our programme, we executed the initiatives that were launched in 2022 and expanded in other areas to establish greater reach, continuing to provide excellent experiences to many non-profit clients. Internally, we grew our non-profit sales team by over 10 people and added customer success resources to help ensure clients are receiving fast and knowledgeable support.

We launched two service ranges for non-profit customers, covering all major cloud platforms, based on the most pressing use cases brought to us by our non-profit customers. These include security, identity, data platform, business intelligence, volunteer management, disaster recovery, productivity and much more.

We launched the first non-profit services in Amazon Web Services (AWS) Marketplace, with Amazon Connect Quickstart for Nonprofit being the first. This programme is providing deployment services of Amazon's customer experience in a fixed engagement, designed to support a wide range of non-profit requirements ranging from critical response, to donor drives, to traditional customer support.

Our second AWS service, AWS DataLake Quickstart for Nonprofit, launched alongside SalesForce Cloud for Nonprofit, to collate essential non-profit data from CRM, ERP, SAAS platforms and other data sources into a single location, allows non-profits to better understand their wealth of data and to benefit from cloud scalability, analytics, and AI.

For Microsoft 365 and Azure, the Copilot Rapid Adoption Kit for Nonprofits was created to meet customer demand upon the launch of Microsoft 365 Copilot. A second service, Azure OpenAI for your Data Quickstart followed the launch of the Azure Private Preview to support organisations wanting to utilise Large Language and AI capabilities, without major upfront investment.

We developed our partnership with Tech to the Rescue, an organisation that connects non-profits needing tech assistance with companies providing the necessary skills and resources. We initiated a partnership with Avange.Tech, a technology services partner focused on the humanitarian and health sector – leveraging them as an extension to our delivery team to service even more clients.

SoftwareOne expanded our partnership with TechSoup Global network, to reach more non-profits with our services. This accelerates our ability to offer services at scale to NPOs everywhere. Together, TechSoup and SoftwareOne will offer civil society organisations access to SoftwareOne's core services offerings including Cloud Essentials for AWS and Microsoft Azure. Through this partnership, in 2023 we started working with NPOs in Denmark and Poland, and the rest of EMEA and the world will follow in 2024. This collaboration aims to simplify cloud management for non-profits, optimising efficiency and reducing operational costs while bridging the skills gap within organisations, and ensuring effective navigation of cloud environments.

We participated in and sponsored the annual Nethope Global Summit which was hosted in Munich Germany in October 2023. Nethope is a NPO that empowers global NGOs and mission-driven organisations by connecting them with technology partners to drive positive social impact. The summit brings together leaders and innovators in the non-profit and technology sectors to collaborate, share insights, and advance their collective mission of using technology for social good.

SoftwareOne employees at the Nethope Global Summit 2023

Third-party due diligence

Our ESG programme is about more than just our own actions. We are committed to ensuring that all those within our supply chain are held accountable and live up to the same ethical standards and ethos that we do.

Process and initial results

In 2023, we enhanced our third-party due diligence process with Integrity Next. This widely recognised platform allows our suppliers to complete a questionnaire that covers multiple topics such as environmental protection, energy management, data protection, anti-corruption, modern slavery, human rights (including child labour), conflict minerals, health & safety, conflicts of interest, diversity & inclusion, quality management and carbon footprint.

This assessment entails a risk-based selection process for our first-tier suppliers. This process identifies suppliers that pose the highest risk based on factors such as location and industry. The questionnaire provides a comprehensive assessment of the supplier's practices, policies, and controls, allowing for a consistent and objective evaluation of supplier risk.

By using this process, our business can effectively manage supplier risks, mitigate potential vulnerabilities, and ensure compliance with applicable regulations and industry standards. It allows us to analyse the results, whilst also using the integrated risk rating system within Integrity Next, to determine next steps such as follow up actions or site visits if necessary.

In 2023, our Tier 1 suppliers, some new and some current, were onboarded and processed through our due diligence assessment. Of these, over 7,900 suppliers were included in our process for an abstract risk analysis, with over 1,000 invited to additional assessments relating to multiple ESG related topics, including their environmental and social impacts.

German Supply Chain Act

Given the introduction of the German Supply Chain Act, our German team have been prioritising our German suppliers in this process. Germany, the US, Switzerland and the Netherlands are the main geographical markets for SoftwareOne and represent approximately 49% of our total revenue. Germany accounts for approximately 20% of global revenue. These suppliers were divided into categories A, B and C depending on their sales strength, with the priority placed on our main A and B suppliers. Our suppliers are subjected to a risk analysis at a later stage (sector and country-specific).

All 5,449 of our German suppliers were uploaded to the IntegrityNext portal and underwent a risk analysis based on country risk and industry risk. In the first campaign, we identified and interviewed 314 A and B suppliers, and in the second campaign, the high-risk category C suppliers were interviewed in mid-January 2024 and results were shared in the 2024 IntegrityNext report.

To further support our compliance with this regulation, our Integrity Line is open to external interested parties who can raise any concerns with respect to our supply chain. In addition, we have introduced the first publicly accessible telephone hotlines to encourage additional ways to contact SoftwareOne.

Code of Conduct for business partners

We mandate all our third parties to adhere to our Supplier Code of Conduct. This code contains topics such as labour standards, discrimination and harassment, human rights (including child labour), the environment, anti-corruption, and grievance procedures. This allows us to ensure that all our third parties, including suppliers, review and sign off on this document.

Supplier diversity at SoftwareOne

SoftwareOne is engaged in several initiatives to enhance our supplier diversity. We are passionate about ensuring that our supply chain includes minority and under represented groups. Enabling this supports both our suppliers and our customers in their own efforts to increase supplier diversity.

Customer software portfolio diversity

SoftwareOne is actively involved in a programme to assess and prioritise the impact of the software and services we manage on diverse certified suppliers.

The IT software products and services categories can be especially challenging from a supplier diversity perspective, and opportunities to directly attribute spend to diverse suppliers are inherently limited. Customer investment decisions in this category are primarily driven by technical and commercial priorities, making it more difficult to prioritise supplier diversity.

However, we are actively engaged in establishing a pilot programme to help our customers better address the challenges of supplier diversity in the Software & Services space. In the US, we have worked with leading supplier diversity partner, Supplier.io, to enhance reporting capabilities and support our clients' disclosure obligations.

As part of our third-party due diligence programme over the coming years, we will improve our understanding of the diversity landscape of our suppliers at a global level and focus on enabling greater investment opportunities in diverse suppliers, for SoftwareOne and our customers alike.

Employee matters

Our goals and policies

Promoting an equal and inclusive culture, as well as a workplace that allows individuals to be the best versions of themselves within SoftwareOne, is and always will be at the core of who we are.

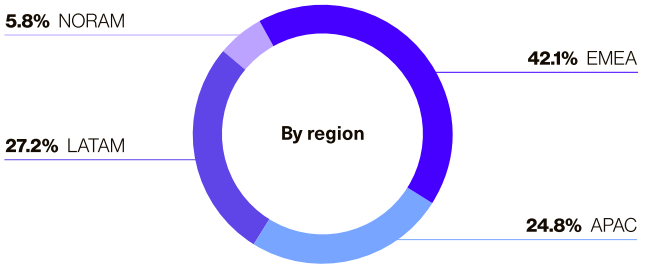
Our 2030 ambition to be an employer of choice for diversity continues to drive both our internal initiatives and external commitments. With the introduction of our new annual DEIB survey, it was imperative that we build a solid foundation of more data with our employees' perspectives. In addition, our overall DEIB strategy has taken further action to align with our talent acquisition and learning teams for more policies and processes to enable more diversity within our organisation.

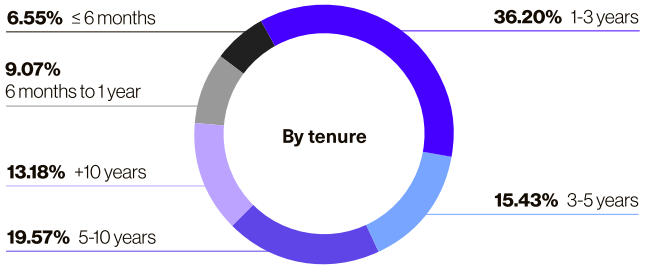
Diversity, equity, inclusion and belonging (DEIB)

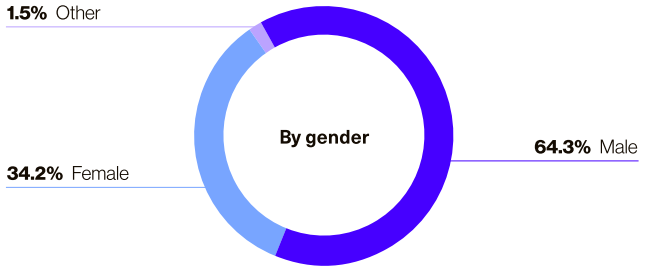
SoftwareOne prioritises and further develops our focus on DEIB by establishing an externally recognised global DEIB programme while continuing to support locally-developed initiatives.

In 2023, SoftwareOne grew to ~9,300 employees worldwide. We pride ourselves on our diversity, representing people of 60+ different nationalities, 30+ languages and a good representation of religious groups. By gender, the distribution is 64.3% men, 34.2% women and 1.5% other, and the average age is 37.

FTEs breakdown by region, by tenure and by gender
based on 2023 FTEs







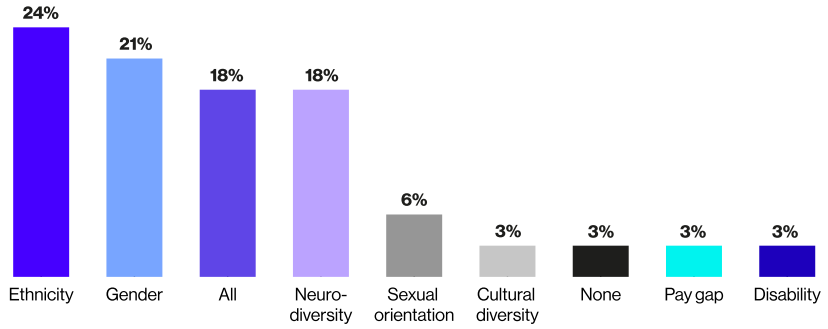
Our DEIB strategy guides our efforts and measures our impacts with global KPIs. We create a culture for our employees and stakeholders that welcomes everyone into a safe and inclusive environment and which empowers more creativity and innovation, leading to the best possible client focus and experience.

DEIB survey

It has been challenging to estimate the diversity profiles at SoftwareOne based on the limited data available to us so far. In 2023, we conducted a global cultural assessment and audit focused on understanding the demographics of our workforce, as well as their personal reflections on inclusion and their sense of belonging. We worked with a third party to ensure anonymity, to prioritise data integrity and trust. Overall, 18% of our employees participated in the survey, giving us valuable information, although not wholly representative of the company. The raw data and its analysis will serve as a baseline for our DEIB strategy for the coming years.

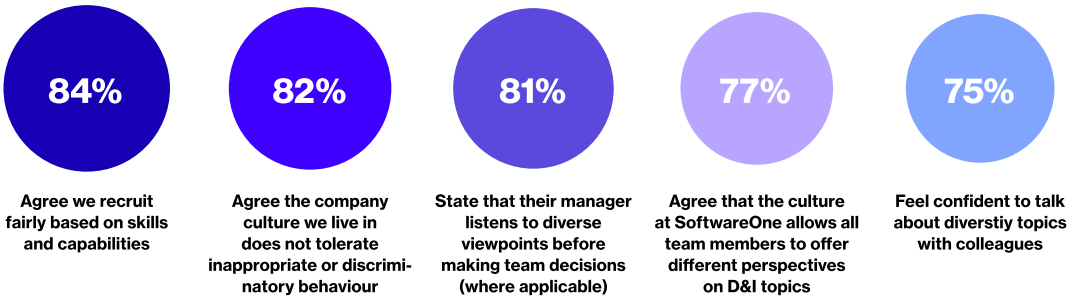
The graphic below shows the diversity-related topics that our employees most want SoftwareOne to focus on. As part of our DEIB D&I strategy for the next two years, our focus areas are Gender, LGBTQ+, Ethnicity and Neurodiversity, showcasing our effective alignment with our employee's priorities.

Employees diversity-related priorities



Reflection on inclusion

In general terms, our employees value our DEIB efforts, and the culture that we are building collectively. Below, we can find the top highest rated statements.



DEIB is a priority for SoftwareOne; in 2024 we will be undertaking a cultural assessment, to ensure that our future efforts are aligned with our employees' expectations to provide them with an inclusive and equitable place to work and grow. Our key performance indicator for the success of our survey is not only to increase results but also to critically increase the participation rate, aiming for 50% employee participation.

Women in senior leadership

Diverse representation is vital at all levels of an organisation. Part of SoftwareOne's target for the coming years is to increase the representation of historically marginalised communities throughout the business. In 2023 the representation of women in senior leadership at SoftwareOne stood at 37%.

We want to highlight the stories of three women who recently became senior leaders.

Julia, an Executive Board member, joined SoftwareOne in November 2022 to oversee the areas of human resources, leadership development, talent acquisition and management. With more than 20 years of experience across all aspects of human resources in global, people-centric organisations, Julia will drive the company's people strategy to ensure that it continues to attract, develop, and retain high-performing and diverse talent to fuel the growth journey.

I decided to work in the tech industry for several reasons. Firstly, it is a rapidly growing field with numerous job opportunities and enormous future business potential. Secondly, as a female leader, I bring diverse perspectives and ideas to the table, which can lead to more innovative and inclusive solutions. Working in tech allows women to be part of shaping the future through technological advancements, contributing to the development of society as a whole.

Julia Braun, Chief Human Resources Officer

Sonia joined SoftwareOne in 2014 and since then she has successfully managed and grown the Spanish business. She brings 20+ years of professional experience in the tech industry including senior leadership roles at Dell and Insight. She became a senior leader in October 2023, leading the entire LATAM business.

Talent wins games, but teamwork and intelligence win championships. I truly believe that teamwork has the incredible power to increase productivity, job satisfaction, and even each person's individual performance.

Sonia Caso, Regional President Latin America

Another step to strengthen our management team is the integration of Marketing and Susanna into the senior leadership team in October 2023. Susanna joined SoftwareOne in January 2021 and since then has worked to build up a modern Marketing function in the company. She has 20+ years of professional experience in the tech industry including CMO roles at Diligent, Presidio, and Cognizant's Digital Business division. A staunch LGBTQ ally, she is on the SoftwareOne Mosaic NORAM Board.

At heart, I'm a geek who believes that technology is the single most transformative force of our time. Since getting a double MBA in Marketing and Information Systems, I have been fortunate to ride this wave of change in the industry, both at start-ups and global category leaders. As a female leader and LGBTQ ally, I know how crucial it is to support nuanced perspectives and teams so we can contribute the most at SoftwareOne and beyond.

Susanna Parry-Hoey, Chief Marketing Officer

Mosaic: our employee resource groups

SoftwareOne is dedicated to cultivating a culture and company that is inclusive for everyone, enabling every Swomie to bring their true selves to work. Mosaics, SoftwareOne's regional Employee Resource Groups (ERGs), are dedicated to representing our workforce and the diverse communities and identities within SoftwareOne. The primary goal is to collaboratively contribute to creating a sense of community and belonging at SoftwareOne.

Mosaic was born in 2020 within NORAM and LATAM and in 2023 we expanded it to the rest of the regions, EMEA and APAC. Every regional Mosaic sets their own purpose and action plan aligned to the global DEIB strategy. Since the launch, Mosaic has amassed 31 members from EMEA, 12 from APAC, 21 from LATAM, and 7 from NORAM.

Some of the activities organised by some of our regional Mosaics are:

Mosaic LATAM – During the month of March, Mosaic LATAM focused on female empowerment, organising a series of events to highlight female representation in the workplace and providing a safe space to discuss gender inequalities. One of the events was an informal "tea time" conversation with two women in their fields, an Ambassador and a Permanent Secretary, where employees exchanged ideas and points of views in a casual and inviting environment.

Mosaic NORAM – In 2023, for Black History Month, Mosaic NORAM engaged in a month-long exploration of the acclaimed "1619" podcast. This in-depth exploration included live weekly syncs that allowed participants to engage in discussion about the subject with other employees. A capstone event, featuring Professor Norissa Williams allowed for an exploration of anti-blackness through storytelling. 71 Swomies participated in the exploration, and 105 Swomies attended the capstone event.

Pride at SoftwareOne

At SoftwareOne, we strongly believe in cultivating a culture that celebrates and embraces the unique qualities of everyone. We prioritise creating an environment where everyone feels not just accepted, but truly valued for their differences. For the first time in 2023, we celebrated Pride both on a global and local level. With initiatives focused on creating awareness, promoting constructive conversations and giving back to ensure everyone within SoftwareOne feels safe, comfortable, and accepted when being at work.

At SoftwareOne, we all play an important role in shaping our culture so that every Swomie feels: "This is where I belong." I want all of you to feel valued and empowered to bring your authentic selves to work and focus fully on how you can use your knowledge, your skills, and your ideas to help each other and, most importantly, our clients. Only when we create a workplace that celebrates and respects differences, can we unlock the full potential of our team and achieve extraordinary results.

Brian Duffy, CEO SoftwareOne

UN Free and Equal Donation Campaign

We launched a donations campaign to support the UN Free and Equal (UNFE). 1,613 Swomies ordered their Pride t-shirts, and thanks to their participation, we were able to donate CHF 20,000 to the UNFE.

SoftwareOne employees during Pride Month

UN Human Rights is grateful to SoftwareOne and its employees for their contribution to the UN Free & Equal campaign. Thanks to your support, we are able to raise global awareness and advocate for equal rights and inclusion of LGBTIQ+ people.

Michael van Gelderen, Team Leader, LGBTI People, UN Human Rights (OHCHR)

ESG talk "We can all be allies" with Gina Battye

We had our first ESG talk "We can all be allies" with Gina Battye moderated by our CHRO Julia Braun, where we opened the conversation about allyship and inclusivity in the workplace. She gave us some good tips to apply in our day-to-day to make sure that we are all creating safe spaces to allow everyone to bring their true selves to work. 1,358 Swomies from around the world attended this ESG talk.

Stories of Pride

At SoftwareOne, we are proud of our multi-faceted base of Swomies worldwide. Every single one brings their unique background into the mix and enriches the SoftwareOne culture. For the second time, we invited our employees to share their stories of Pride, as an opportunity to share their journeys and create awareness. A big thank you to Katy Fant, Katie More and Jessica Bergman for participating and sharing their stories.

DEIB strategy

Our DEIB strategy supports our 2030 ambition of recognising SoftwareOne as a diverse employer, focusing on attracting diverse new talent and retaining our existing talent.

Attract

At SoftwareOne, as part of our DEIB efforts, we are prioritising increasing representation by cultivating a more diverse candidate pool. We're dedicated to attracting talent that not only mirrors the diversity of the global society we operate in but also embraces and celebrates the rich tapestry of backgrounds within our Swomies community worldwide. Through proactive initiatives, we aim to create an environment where every individual feels seen, valued, and empowered, fostering a workforce that authentically represents the vibrant diversity of our world.

Talent acquisition

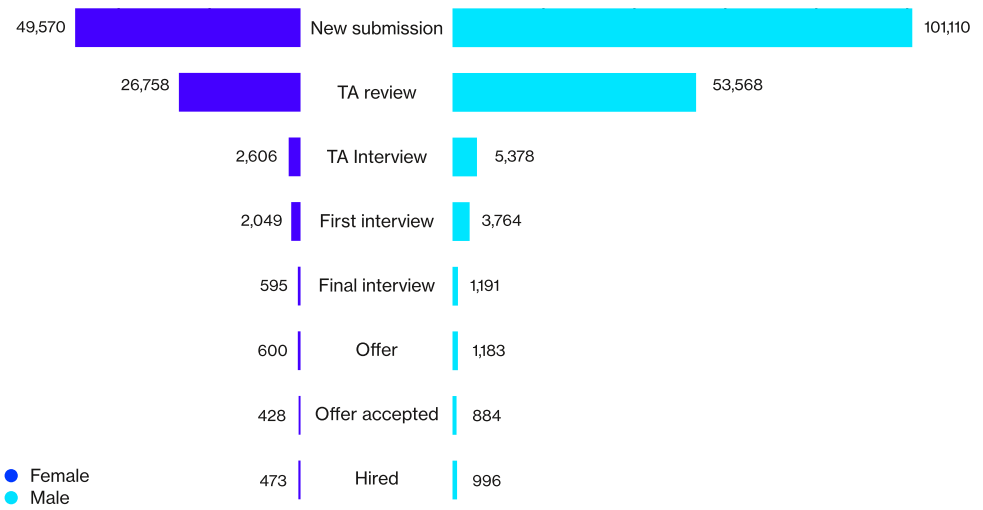
Numerous efforts have been made to ensure that our Talent Acquisition (TA) process is inclusive and fair to all communities. To ensure we are doing everything to attract candidates for suitable positions, we use online bias-checking tools to scan the language of our job adverts. We have also reviewed our hiring selection process, to ensure that our hiring leaders keep making fair and unbiased hiring decisions at SoftwareOne. Some of the actions taken are:

- **Inclusive interview panels:** we ensure 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 400 hiring leaders around the globe 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. This training is an essential foundation for building and sustaining a global standard.

Our gender diversity metrics from 2022 to 2023 reveal a significant positive shift. Female applications surged by an impressive 247%, which positively impacted our gender balance through the entire talent hiring funnel resulting in a 110% rise in offers extended to female candidates.

Our attraction rate was 30% women versus 70% men in 2022, improving to 34% and 66% in 2023, respectively. However, we recognise specific business areas, such as Software & Cloud Marketplace, Sales, and Business IT currently fall below this benchmark. In light of this, our primary focus this year remains to attract a more diverse pool of candidates, ensuring a comprehensive and inclusive talent landscape across all sectors.

Talent acquisition statistics 2023



The improvements seen in 2023 were achieved through a variety of initiatives during the year. 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 forth to help achieve this goal.

Region	Initiative	Description
APAC	HerRising Virtual Diversity Event	The APAC TA team participated in a virtual diversity event, HerRising, to establish brand presence in the D&I talent space. The day was spent building a robust talent pipeline for the Indian market in both tech and non-tech sectors, converting prospective candidates into open roles, and networking with passive candidates for future opportunities. SoftwareOne panellists were also able to represent SoftwareOne through Fireside Chats with exclusive diverse talent.
EMEA	PowerToFly Virtual Diversity Career Fair	In collaboration with our diversity partner, PowerToFly, the EMEA TA team participated in a virtual diversity career fair. SoftwareOne presented in the fields of technology and engineering, sales, marketing, business, finance, and HR and even offered guidance on upskilling and early careers. As a result of this event more than 3,600 registrants are now in the SoftwareOne talent pipeline.
LATAM	Women in Tech Celebration	The LATAM TA team has been committed to celebrating Women in Tech through a series of SoftwareOne employee weekly highlights on various social media channels. This included the Marketing Director, Head of Operations in Brazil, and Transformation Leader just to name a few.
	Chat & Learn Session with PowerToFly	One of LATAM's Senior Talent Acquisition Partners hosted a Chat & Learn session with our diversity partner, PowerToFly, on "Tips to Crush Your Next Interview". SoftwareOne received twice the number of RSVPs and attendees over PowerToFly's average attendance rates.
NORAM	Neurodiverse Apprenticeship Program	The NORAM TA team piloted a Neurodiverse Programme to hire apprentices into a 26-week programme. Through collaboration with partners the NC Autism Society and UNC TEACCH, SoftwareOne was able to successfully bring two individuals on board with the goal to expand this pilot into 2024. As a result of this pilot, the TA team created a neurodiverse hiring playbook and interview guide for hiring managers and was also able to offer online training modules geared at educating and celebrating the benefits of working alongside neurodiverse individuals.
	Latinos in Tech Virtual Career Fair	The NORAM TA team, along with Mosaic, participated in a Latinos in Tech (LiT) virtual career fair. SoftwareOne was one of 18 sponsor companies and was able to connect with over 400 visitors to our booth and now has a pipeline of more than 1,800 Latinos in tech for future opportunities.

Some of the plans we have for next year revolve around expanding our neurodiverse hiring pilot, developing a playbook for candidates with disabilities and offering a dedicated email address for accommodation requests throughout the hiring process.

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 from grassroots level. The programme offers careers in technology to individuals from both traditional and non-traditional educational backgrounds in partnership with universities, charities, educational institutes and government bodies. The learning provided is tailored to meet the specific needs of service lines, roles, functions, and geographic requirements. The curriculum covers technical, business, language, consulting, and soft skills to enable associates to succeed in our global professional services organisation.

Now in its fourth year, the SoftwareOne Academy exists in over 20 countries delivering over 25 curricula across Sales, Services, Business IT (BIT) and Global Services Delivery (GSDC) Operations. 72 cohorts have run in 32 cities with 514 learners either currently in the programme or transitioned to full-time employees at SoftwareOne, representing a 91% transition rate to business.

In 2023, the Academy won:

- "Best Onboarding Programme of the Year" at the L&D Summit and Awards in India.
- "People Development" at the Merit Awards in Barcelona.
- Finalist in the category of "Excellence in Graduation Recruitment and Development" from HR Excellence Awards 2023 APAC.
- Finalist at the Learning Technologies awards 2023 for Best use of blended learning.

The effectiveness of our programme secures our continued recognition by the EU Pact for Skills and the EU's European Alliance for Apprenticeships. This also supported the Academy in DACH to be the winner of the "Best Place to Learn, Germany" for our apprentice programmes.

SoftwareOne employees winning the "Best Place to Learn, Germany" award

In 2023, the Academy launched SOAR, our 12-week Returnship Programme, focused on supporting professionals who have taken a break from their careers and wish to return to work. This programme offers a unique blend of training and hands-on experience to support people in relaunching their careers. It is available in multiple countries, including Spain, India, Brazil, Colombia, and China.

The Academy continues to transition learners to permanent roles. There is an Alumni Group called Amplify, which aims to foster networking and collaboration beyond the Academy programme, helping our young people to continue developing themselves, build their careers and spheres of influence, and lean on each other through their progression.

Retain

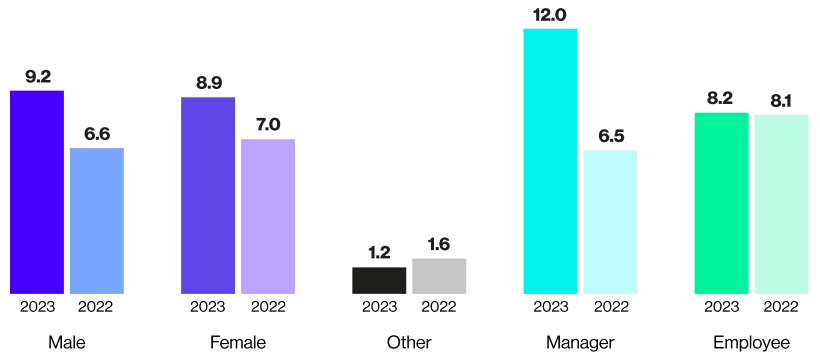
To retain our talent, SoftwareOne is implementing a strategy focused on learning and development, and employee engagement. This strategy is backed up with data, such as employee turnover rate, which allows us to understand our workforce and monitor and measure the performance of our initiatives.

We are prioritising educational programmes on DEIB topics and skills for both our leadership team and our employees, and we measure these programmes with KPIs like hours of training per employee and employee participation. Our company culture plays a crucial role in employee retention, which is why SoftwareOne is focusing on supporting employee networks through Mosaic and measuring its success with KPIs like employee engagement and events or activities organised by these groups.

Learning and development (L&D)

During 2023, the yearly training hours per capita was 8.75. The graphic below disaggregates this information by gender and employee category. If we compare the numbers with the 2022 period, the average training hours increased this year. The biggest increase was with managers, increasing from 6.5 training hours in 2022 to 12 hours in 2023. These numbers help us measure the effectiveness of our L&D strategy and initiatives.

Training hours for 2022-2023



The abovementioned positive trend is a result of the efforts put in place throughout the year. We integrated a new Learning Experience Platform, which allowed us to provide a space where employees could visit an all-encompassing location for their learning needs, be it technical, functional, leadership or personal development, reaching over 4,000 monthly users.

We also brought back in-person and hybrid sessions in some of our L&D offerings, in addition to the online offering that is still available. In our professional development space, we offered workshops including Radical Candor and Owning Your Career, delivering over 50 workshops to over 800 participants. For our leadership development, we launched the Experienced Leader Programme and Leading@SoftwareOne with equal numbers of leaders engaged in solutions specifically tailored to their needs. We also introduced the new leaders programme, for early-in-career leaders, in both DACH and EMEA, which will roll out globally in the coming months.

Along with these efforts, the L&D team at SoftwareOne was engaged in supporting local teams and newly acquired groups like Beniva in Canada, in the development of local offerings.

Remuneration policy

SoftwareOne's total rewards guiding principles are applicable to all compensation and benefit programmes offered within SoftwareOne and are rooted in our philosophy and objectives as an organisation. The guiding principles aim to ensure alignment with SoftwareOne's business strategy, provide motivation for our people, and to remain competitive within the markets in which we compete for talent. Reward programs 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

In early 2023, SoftwareOne ran its annual employee engagement survey. We are proud to have achieved a 73% response rate from our global headcount. Throughout 2023, we have took care to incorporate the feedback received and further build engagement across our organisation.

The four statements below that most of our employees "strongly agree" or "agree" with, are also a testament to SoftwareOne's culture and how much they enjoy being part of it and shaping it on a daily basis.

The next engagement survey will run in Q4 2024 and seeks to measure improvements in engagement, retention, performance, and employee satisfaction.

We are immensely pleased with the recognition received in APAC from the Employee Engagement of the Year award – "Business Management Excellence Awards 2023". This prestigious award serves to highlight the work of our People and Culture teams focusing on inspiration, inclusivity, and motivation for our people.

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. We introduced this framework in 2023; 100% of our sales employees undertook target-based reviews and 68% of our overall company employees undertook comprehensive reviews covering performance, development, and organisational goals.

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 of individuals, teams, and the region they belong to, driven by our company strategy. Our bonuses are awarded to every individual in the organisation, truly driving the message that success comes from collaboration and teamwork.

To support a high-performance culture, SoftwareOne has established the President's Club, which celebrates the contribution of our employees with four-days of culture, relaxation, food, fun and party in some of the most iconic locations in the world. In 2023 we celebrated in Istanbul.

Whilst the President's Club is a fantastic recognition of the hard work of our highest performers, there is a social responsibility side to this programme. In 2023 our winners helped restore the natural beauty of the Black Sea and collaborated with bestselling author Jess French in the creation of a children's book on climate change. You can read more details on this in our Spotlight Story.

Spotlight stories

President's Club Volunteering 2023

This year's President's Club was held in Turkey and, as per tradition, our employees volunteered with TURMEPA, a local NGO working to protect the marine environment, collecting a total of 774kg of waste.

The winning team which collected a total of 137kg of waste received EUR 500 to donate to the charity of their choice, The Ocean Cleanup, using the SoftwareOne Gives Back platform.

The President's Club participants also collaborated with author Jess French to write a book to educate and inspire young minds on climate change. The main themes of the book include plastic pollution, how it can be recycled, and how technology can help keep areas clean. The book also focuses on the environmental problems caused by electronic waste and teaches children about the impact of devices such as smartphones and data centres on our planet.

Winning team of the beach cleaning challenge

National Education Operator - Poland

SoftwareOne Academy Capstone worked with Tech to the Rescue to identify a need with Ogólnopolski Operator Oświaty, National Education Operator in English, where they implemented a Virtual Counselling Centre (VCC) to better support their patients. The Academy team worked with speed, efficiency and creativity to understand the organisation's requirements and translate them into a final product with a lasting impact.

In the first stage, VCC offered active support for 3,100 children and their parents, currently provided with speech therapy and pedagogical/psychological support in kindergartens and schools run by the National Education Operator foundation.

From February to April 2023, during the pilot stage of the VCC, conducted by the National Education Operator Foundation, information reached 2.5 million people from the PARENTS target group. Almost 360,000 people showed interest and took part in activities. We estimate the potential interest and demand at approximately 14% of parents in Poland.

EIT Digital

EIT Digital embarked on a journey to amplify its digital capabilities and enhance support for its vital partners and students from over 30 countries. EIT Digital's internal IT resources were stretched thin, and they lacked a clear IT roadmap to navigate the complex world of technology. Recognising the critical importance of cloud technology, they sought the expertise of SoftwareOne.

A partnership was formed among EIT Digital, SoftwareOne, and the NGO-focused service provider, Avange.Tech. SoftwareOne became the Cloud Solution Provider (CSP) partner for M365 and Azure, providing valuable support and guidance on topics like Nonprofit Microsoft licensing offers, technical support of M365 and Azure, and connections to Microsoft's Tech for Social Impact team as required. Avange.Tech's highly skilled resources managed the migration of the critical Moodle platform to EIT Digital's Azure VM environment.

Through this collaboration, EIT Digital gained a solid foundation in the cloud, efficient IT management, and the ability to share knowledge with students and partners securely. This partnership exemplifies the power of innovation and collaboration to drive meaningful change and progress in the digital landscape.

Our Corporate Governance

softwareone

Our corporate governance

Our goals and policies

Integrity has, and always will be, a core value at SoftwareOne. We continuously strive to protect and enable our employees to prioritise compliance and maintain an ethical work environment. As such, our 2030 governance ambitions span the full scope of our compliance and ethics environment with the exemption applied regarding conflict minerals and reporting on child labour due to the nature of our business and lack of manufacturing processes.

Code of Conduct

At SoftwareOne, we are guided by our Code of Conduct for Board Members and Employees and expect that our partners 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. We refreshed both of these Codes of Conducts in 2023 to incorporate the new corporate identity as well as make minor improvements. Additionally, we provide helpful guides that now assist all colleagues in their interpretation of the Code. 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. The training is deployed in different formats and includes metrics tracking completion.

Human rights

Our goals and policies

Our focus has, and always will be, ensuring that our employees, partners and clients are at the centre of who we are. Given the nature of our business, our goals and policies on human rights have been focused on the impact we have on our supply chain.

Risks and opportunities

At SoftwareOne, our focus regarding human rights is on modern slavery in our supply chain. Given the nature of our business, other areas of human rights concerns are not relevant. For example, contamination of drinking water supplies, displacement of communities in the wake of new development projects, and concerns of child labour are not relevant to SoftwareOne given the fact that we are not a manufacturing organisation, nor do we impact communities with such 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. With every risk comes an opportunity for us to stay proactive in our approach to learning about the changing business and regulatory landscape.

Modern slavery

At SoftwareOne 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. More information can be found in our Modern Slavery Statement.

Anti-corruption

Our goals and policies

SoftwareOne maintains a strict no-tolerance policy towards any form of extortion or bribery, including any improper payments or entertainment offers involving employees, office holders, clients, business partners, suppliers, or any other party. This commitment is further evidenced by our adherence to all relevant competition, antitrust, and export control laws, especially those aimed at preventing the misuse of software and technology for military purposes.

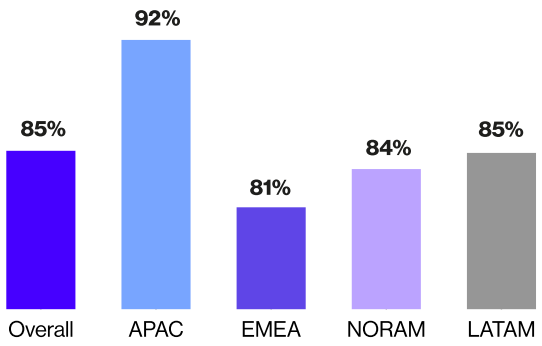
In previous years, further strengthening our Anti-Corruption and Bribery program, we implemented a detailed internal policy. This policy underlines our zero-tolerance approach in all business operations and plays a crucial role in our training roadmap. Complementing these efforts, we introduced a disclosure tool developed by Convercent, now part of OneTrust, to improve the management and reporting of disclosures.

Anti-corruption and Bribery Programme

In 2023, recognising the need for more robust tools that also satisfy the requirements of the German Supply Chain Act and the anticipated EU legislation, we upgraded our third-party risk management processes to a new tool. This will further enhance our oversight capabilities regarding not only anti-corruption but many other areas of corporate compliance, allowing us to future-proof our third-party due diligence and risk management efforts.

Alongside our intensified efforts in monitoring the compliance of our partners, the company is placing additional effort 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 2023



We tolerate no 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.

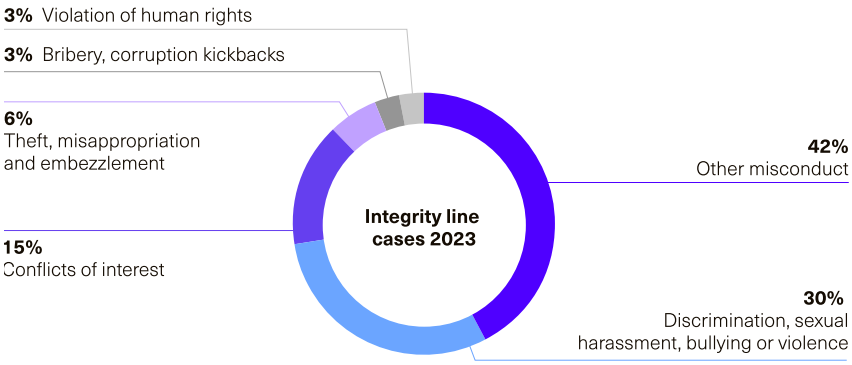
We expect our third parties to abide by all applicable laws and regulations and uphold values and principles that compare with our own. To ensure that this is the case, we have introduced a third-party risk management process that entails onboarding for new and existing business partners, with automated 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, first targeting third parties with higher risk ratings.

Integrity Line

Our Integrity Line is the internal reporting mechanism that allows employees and external third parties to confidentially and securely report incidents. The Integrity Line is operated via EQS, our third-party provider, to ensure anonymity and impartiality. Via 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.

A key objective of managing grievances is to learn from such cases and prevent the same from reoccurring. The focus is on remediation and conflict resolution, alongside preventing 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.



Conflicts of interest

Our employees and other SoftwareOne representatives must avoid conflicts of interest and, if unable to do so, must disclose conflicts internally for appropriate action to be taken to avert challenging situations or allegations of impropriety. These principles are set out in our Conflict of Interest Policy passed in 2022 which describes conflicting situations and the disclosure, recusal, and management processes. In 2023, we had 85 disclosures of conflicts of interest at SoftwareOne which were submitted via our new disclosure management tool covering outside opportunities, close personal relationships, gifts, donations, sponsorships, entertainment, intellectual property, and other potential situations of conflict.

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, always aligning with the needs of our employees.

We refined our compliance training roadmap, initially in English only, to successively include Spanish and, in 2023, to also feature in 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 effort will be further expanded to involve all staff onboarding and managing existing suppliers and will be enhanced with targeted training that illustrates human rights violations, and cases of modern slavery. Additionally, as part of our due diligence process, we mandate all onboarding suppliers and entities involved in mergers and acquisitions to certify their non-involvement in these issues.

In 2024, we are embarking in 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 practice and compliance.

Data privacy and cybersecurity

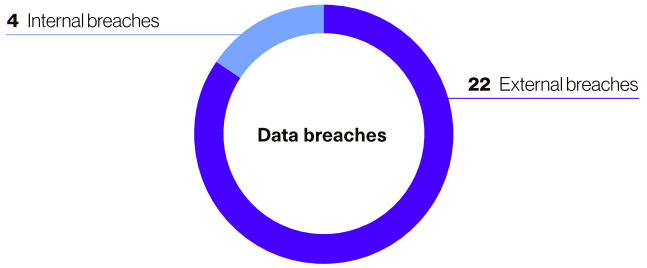
In Switzerland, the revised Federal Data Protection Act (revDSG) came into effect on 1st September 2023. The revDSG introduced significant changes to the existing data protection regulations. After a gap analysis between the already implemented GDPR requirements and the requirements of the revDSG, the new Swiss data protection law has been implemented at SoftwareOne.

As a result of business and legal requirements in the US Healthcare Sector and customer requirements for multiple safeguards to protect their sensitive personal and health information, HIPAA (Health Insurance Portability and Accountability Act) was successfully implemented at SoftwareOne for a subset of offerings with plans for expansion in the coming year. The HIPAA Progamme will help SoftwareOne improve the business in the healthcare industry, and ensure that the protected health information of customers is shared securely.

Additionally, data protection teams have implemented measures to protect data during its lifecycle. Extensive support was provided to the different teams for the handling of data privacy-related aspects and customised training sessions were held for the teams to enhance their understanding of data protection laws. Furthermore, internal and external data protection policies were reviewed and updated to keep them aligned with the latest data protection regulations. SoftwareOne provides annual data protection training to all relevant employees.

26 data breaches were reported to the data protection team and handled accordingly; most breaches were primarily caused by human errors that resulted in unauthorised access to personal data. The data protection team promptly investigated each incident, assessed the scope of the breach, and recommended the implementation of appropriate remediation measures to protect impacted individuals.

Data breaches in 2023



To ensure that personal data is obtained properly, kept securely and only used for the business purposes for which it was initially intended, our IT policies, namely the IT end-user policy and Data Protection Policies, guide our employees in compliance and have been updated in 2023 to the new standard.

Finally, 2023 saw the kick-off of important projects such as the evaluation of global tools from a data protection perspective.

Artificial Intelligence

As AI becomes more important for our customers and our work, we plan to implement an AI Governance structure internally in 2024. 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 in 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 ethos, ESG values and ambitions into theirs.

In 2023, all targets that were deemed to be relevant for these questions were assessed and completed. 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 demand equal commitment on the part of 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 Spain, Austria, Italy, Sweden, Belgium and the Netherlands, a workers' council is in place. 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

Our approach to tax, tax governance, control, and risk management:

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. The 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 prompt measures to comply with these new regulations, if required with the support of our network of external tax experts.

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

The Business Concept CSR Excellence Awards 2023

The Business Concept covers all aspects of the business world and sees it important to pay attention to those who remain conscious of how their business can evolve and adapt to positively impact society and the environment. The CSR Excellence Awards recognise the firms and individuals who implement CSR concepts into their day-to-day operations. We are delighted to announce that SoftwareOne's Laura Mozden, Global Head of ESG, won "Best Software Solutions In-House ESG Specialist" for 2023.

EcoVadis rating 2023

Since 2019 SoftwareOne has participated in the EcoVadis assessment annually. This assessment evaluates SoftwareOne's sustainability performance in areas such as environment, labour and human rights, ethics, and sustainable procurement. In 2023 SoftwareOne was awarded a bronze medal in recognition of our sustainability achievement.

Carbon Disclosure Project (CDP)

CDP is a non-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. In 2023 SoftwareOne disclosed our environmental data and carbon emissions through CDP and received a C score for the Climate Change questionnaire. Through 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 the 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 product 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 27017:2015 – Information Security Controls for Cloud Services
- SOC2 Type II report proved by AICPA
- SOC3 report provided by AICPA

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

Global Reporting Initiative (GRI)

Since 2022, SoftwareOne has reported to the Global Reporting Initiative (GRI) framework with reference. We aimed to improve our data sharing and work towards reporting to GRI in accordance.

Appendix

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GRI content 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 2023 to 31 December 2023 with the 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 – 2023 facts and figures
2–2-a	Entities included in the organization's sustainability reporting	Annual Report – 2023 facts and figures
2–2-b	Entities included in the organization's sustainability reporting	Annual Report – Consolidated income statement
2–3-a	Reporting period, frequency and contact point	NFR – 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 - 2023 facts and figures
2–7-b-iv	Employees	Annual Report - 2023 facts and figures
2–7-c-i	Employees	Annual Report - 2023 facts and figures
2–9-a	Governance structure and composition	NFR – Our ESG structure & framework
2–9-b	Governance structure and composition	NFR – 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
2–19-a	Remuneration policies	Compensation report – Board of Directors compen-sation
2–19-a-i	Remuneration policies	Compensation report – Board of Directors compen-sation

GRI Indicator	Disclosure	Reference
2–19-b	Remuneration policies	Compensation report – Board of Directors compensation
2–22-a	Statement on sustainable development strategy	NFR – Our ESG structure & framework
2–23-a	Policy Comitments	NFR - Risks and opportunities
2–25-b	Processes to remediate negative impacts	NFR - Integrity Line
2–26-a	Mechanisms for seeking advice and raising concerns	NFR - Integrity Line
2–26-a-i	Mechanisms for seeking advice and raising concerns	NFR - Integrity Line
2–26-a-ii	Mechanisms for seeking advice and raising concerns	NFR - Integrity Line
2–29-a	Approach to stakeholder engagement	Corporate governance report – Shareholders' participation rights
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	NFR – Double materiality assessment
3–1-a-i	Process to determine material topics	NFR – Double materiality assessment
3–1-a-ii	Process to determine material topics	NFR – Double materiality assessment
3–1-b	Process to determine material topics	NFR – Double materiality assessment
3–2-a	List of material topics	NFR – Double materiality assessment
3–3-a	Management of material topics	NFR – Double materiality assessment
	Works councils for employees	NFR - 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 – 2023 facts and figures
201–1-a-i	Direct economic value generated and distributed	Annual Report – 2023 facts and figures
201–1-a-ii	Direct economic value generated and distributed	Annual Report – 2023 facts and figures
201–1-a-iii	Direct economic value generated and distributed	Annual Report – 2023 facts and figures
201–2-a	Financial implications and other risks and opportunities due to climate change	NFR – 2023 ESG risk assessment
201–2a-i	Financial implications and other risks and opportunities due to climate change	NFR – 2023 ESG risk assessment
201–2a-ii	Financial implications and other risks and opportunities due to climate change	NFR – 2023 ESG risk assessment
201–2a-iii	Financial implications and other risks and opportunities due to climate change	NFR – 2023 ESG risk assessment
201–2a-iv	Financial implications and other risks and opportunities due to climate change	NFR – 2023 ESG risk assessment
203–1-a	Infrastructure investments and services supported	NFR - Supporting direct positive digital transformation
207–1-a-i	Approach to tax	NFR - Approach to tax
207–2-a-iii	Approach to tax	NFR - 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	NFR - Data privacy and cybersecurity
Supplier requirements for ESG		
GRI 3: Material topics 2021, 3–3	Management of material topic	
308–1-a	New suppliers that were screened using environmental criteria	NFR - Third-party due diligence
308–2-a	Negative environmental impacts in the supply chain and actions taken	NFR - Our ambitions
414–1-a	New suppliers that were screened using social criteria	NFR - Third-party due diligence
414–2-a	Negative social impacts in the supply chain and actions taken	NFR - Our ambitions
	Partnering with our supply chain for greater impact	NFR - Third-party due diligence
	Demonstrating our commitment to supplier diversity	NFR - Supplier diversity at SoftwareOne
Transparency		
GRI 3: Material topics 2021, 3–3	Management of material topic	
	Alignment to recognised ESG standards	NFR - 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	NFR - Our business model
2–6-b-i	Activities, value chain and other business relationships	NFR - Our business model
2–6-b-ii	Activities, value chain and other business relationships	NFR - Emissions across our value chain
2–6-b-iii	Activities, value chain and other business relationships	NFR - Emissions across our value chain
2–6-c	Activities, value chain and other business relationships	NFR - 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	NFR - Emissions across our value chain
302–3-a	Energy intensity	NFR - Emissions across our value chain
302–3-b	Energy intensity	NFR - 2023 facts and figures
302–3-c	Energy intensity	NFR - Emissions across our value chain
302–3-d	Energy intensity	NFR - Emissions across our value chain
306–2-a	Management of significant waste related impacts	NFR - 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	NFR - 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	NFR - Emissions across our value chain
305–2-a	Energy indirect (Scope 2) GHG emissions	NFR - Emissions across our value chain
305–4-a	GHG emissions intensity	NFR - 2023 facts and figures
305–4-b	GHG emissions intensity	NFR - 2023 facts and figures
305–4-c	GHG emissions intensity	NFR - Emissions across our value chain
305–4-d	GHG emissions intensity	NFR - Emissions across our value chain
	Carbon reduction strategy	NFR - 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	NFR - 2023 facts and figures
405–1-b-ii	Diversity of governance bodies and employees	NFR - 2023 facts and figures
	Diverse, equal, inclusive & belonging strategy	NFR - Diverse, equal, inclusive and belonging strategy (DEIB)
	SoftwareOne Academy	NFR - Attract
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	NFR - Anti-corruption and Bribery Programme
404–1-a	Average hours of training per year per employee	NFR - Learning and development (L&D)
404–1-a-i	Average hours of training per year per employee	NFR - Learning and development (L&D)
404–1-a-ii	Average hours of training per year per employee	NFR - Learning and development (L&D)
404–2-a	Programmes for upgrading employee skills and transition assistance programmes	NFR - Learning and development (L&D)
	Developing new learning & development tools and platforms	NFR - Learning and development (L&D)

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