

ESG Report 2024



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Introduction

A Letter from Our CEO



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Since we founded Nexthink over 20 years ago, doing the right thing has been one of our guiding principles. That doesn't only mean helping our customers deliver better digital experience — it's also about contributing to a more sustainable, ethical, and resilient future.

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This 2024 ESG Report, is not simply a set of metrics, but a reflection of our evolving responsibility to people and the environment. Our purpose has always been to empower individuals through technology. Today, that purpose carries new weight. In a world shaped by rapid innovation and urgent environmental realities, we believe companies must lead by example not only for their own success but for the generations that follow.

This year, we reached an important step: our Net Zero targets were officially validated by the Science Based Targets initiative (SBTi). That validation is not a finish line, it's a signal that we're on the right path, reducing our emissions in a way that aligns with the most credible climate science available.

At the same time, the role of AI at Nexthink continues to grow. As we harness its potential to improve digital employee experience, we are also mindful of its energy demands and broader impact. Innovation and responsibility must go hand in hand. That means designing systems that are not only smart and scalable, but also efficient, ethical, and built for long-term value.

We are committed to fostering a culture where people thrive. Through our learning programs, well-being initiatives, and daily interactions, we support the development of a workplace where individuals can grow both personally and professionally.

From data privacy and cybersecurity to corporate governance, we continue to uphold the standards that our customers and partners expect from us. ESG isn't something separate from our strategy, it's embedded in how we operate, make decisions, and strategize for the future.

Since starting our ESG journey in 2019, we've made steady, meaningful progress. But there's still much more to do. We remain focused, humble, and ambitious in our pursuit of lasting impact.

Thank you for being part of this journey.

Pedro Bados

Co-Founder & CEO, Nexthink

About Us

Our organization

We are a software company focused on helping IT see, diagnose, and fix End-User Computing (EUC) issues across the entire digital workplace. We bring clarity to IT departments through a unique combination of real-time analytics, automation, and employee feedback. We think IT is an ocean of untapped potential, they just need the right solutions. And that's where we come in. With Nexthink Infinity, we've delivered the world's first Digital Employee Experience (DEX) solution to help IT teams close the gap, measuring and managing the digital employee experience at every moment. As the first solution to allow IT to progress from reactive problem solving to proactive optimization, Nexthink enables its more than 1,200 customers to provide better digital experiences to over 15 million endpoints.

Nexthink at-a-glance

- Nexthink SA
- Founded in 2004
- 1,000+ employees globally in 21 countries
- Dual headquarters in Lausanne, Switzerland and Boston, Massachusetts;
Nexthink has 7 offices worldwide
- 1,200 customers
- 51.62 NPS

Nexthink has been named a leader in

- The Gartner® Magic Quadrant™ report for Digital Employee Experience Tools, 2024 and 2025
- The Forrester Wave™: End-User Experience Management, 2022 and 2024 reports
- The IDC's EUEM 2022 MarketScope for European End-User Experience
- Leader in vendor effectiveness in all areas of DEJ's Top 20 Vendors for Managing IT Performance in 2022 Report Management



Our mission

To enable people to achieve their full potential with technology

Core values

What we believe: Our core values serve as the guiding principles behind every piece of code we write, digital transformation we plan, Nexthinker we hire, and meal we share.

> We are positive

We face challenges with a positive attitude

> We get things done

We are always looking for the fastest and smartest way to get the job done

> We are one team

We are all in this together

> We keep growing

Our desire to learn and improve never stops

Recognitions



Being selected as a 2024 Best Place to Work by BuiltIn highlights Nexthink's commitment to building an exceptional workplace culture rooted in employee well-being, competitive compensation, and meaningful rewards. This recognition reflects our dedication to fostering a positive, human-centered work environment one that values flexibility, growth, and innovation. It underscores why Nexthink continues to be an attractive employer for top tech talent seeking purpose-driven work and a strong sense of community.



For the second year, Nexthink has completed the Carbon Disclosure Project (CDP) that runs the global disclosure system for investors, companies, cities, states, and regions to manage their environmental impact. Reporting on the CDP sends a clear message on how we disclose our dataset and implement corporate action to tackle climate action.



EcoVadis is the world's most trusted provider of business sustainability ratings. EcoVadis allows companies to measure their own environmental and social impact, as well as their suppliers' CSR practices. In our last assessment, Nexthink earned a score of 56/100 and has therefore been awarded a Committed Badge in 2025. We received a 5+ point improvement over last year which reflects our continued efforts to improve.

Alignment with the Sustainable Development Goals

At Nexthink, we recognize our responsibility to contribute to a more sustainable, inclusive, and resilient world. As a global technology company, our actions and innovations have the potential to positively impact people, the planet, and society. In alignment with the United Nations Sustainable Development Goals (SDGs), we have identified the areas where our operations, initiatives, and ESG priorities most directly support global progress.

Throughout this report, we highlight how our environmental efforts, social programs, and governance practices are aligned with specific SDGs — demonstrating our commitment to driving meaningful, long-term impact across our value chain.



Our ESG Approach

Since 2019, our ESG strategy has been anchored into our business strategy. In an ever-evolving environment, we remain committed to driving positive environmental and social impact through innovation, transparency, and collaboration.

Our ESG strategy focuses on addressing material topics that resonate with the entire Nexthink ecosystem, including employees, customers, investors, and industry leaders. By actively listening to these stakeholders, we strive to exceed the expectations of a responsible, forward-thinking global tech company.



Board Oversight

To ensure our ESG programs align with our company strategy, our Board of Directors, including our Chief Executive Officer, oversees our initiatives. They annually review our programs and recommend strategies to help us achieve our goals. At least once a year, our Chief People Officer provides updates and presents strategies to the board, ensuring continuous progress toward our ESG objectives.

ESG Team

The ESG team, led by our Chief People Officer, is responsible for ensuring compliance across our global organization while launching and driving social and environmental initiatives. Raising internal awareness is a key aspect of our activities to onboard employees into our ESG roadmap. Additionally, our Workplace team plays an integral role in maintaining a respectful and sustainable workplace environment across our offices worldwide.

Our legal department ensures governance and compliance with all relevant legislation, while managing our programs and initiatives. We also allocate an annual budget to support community engagement projects, implement environmental reduction measures, and organize awareness initiatives across the company.

Through these initiatives, Nexthink aims to lead by example in the tech industry, demonstrating that business success and sustainability can go hand in hand.

Materiality and Stakeholder Engagement

At Nexthink, we believe that a meaningful ESG strategy must be grounded in a deep understanding of stakeholder expectations and material business impacts. Since our first materiality assessment in 2021, stakeholder engagement has remained a central pillar of how we define, prioritize, and act on ESG topics.

Our initial assessment, conducted with support from an independent third party and guided by the Global Reporting Initiative (GRI) principles, involved input from a diverse range of internal and external stakeholders including employees, leadership, customers, investors, and industry representatives. The resulting materiality matrix has served as a foundation for our ESG initiatives and strategic direction.

In 2024, we took a fresh look at this foundation. We reviewed and updated our materiality assessment to ensure its continued relevance in light of emerging ESG themes, evolving stakeholder concerns, and new regulatory developments. This refresh built upon feedback from our 2023 ESG report and included internal workshops and benchmarking against peers. The review reaffirmed the continued validity of our core material topics and led us to formally include Responsible AI as a new priority area.

Beyond refining our existing focus areas, 2024 marked the beginning of a broader evolution in our approach. In anticipation of the Corporate Sustainability Reporting Directive (CSRD) and other upcoming regulations, we have initiated efforts to incorporate double materiality into our future assessments. This expanded perspective will help us evaluate both how sustainability matters impact Nexthink’s business performance, and how our operations and decisions affect society and the environment.

This next phase of our ESG journey reflects our commitment to continual learning, transparency, and alignment with global standards ensuring that we are not only meeting today’s expectations, but also preparing responsibly for the future.

Our most relevant material topics:

01 | Environment

- Climate and greenhouse gas emissions
- Sustainable IT
- Waste management

02 | Social

- Fair and respectful workplace
- Talent attraction and employee well being
- Workplace health and safety
- Career management and training
- Community engagement

03 | Governance

- Corporate governance
- Human rights
- Anti-harassment and anti-discrimination
- Sustainable Procurement
- Data privacy and security
- Responsible Use of AI

About This Report

This third annual ESG report highlights Nexthink's Environmental, Social, and Governance (ESG) strategies, practices, and performance for the financial period of January 1 through December 31, 2024, unless otherwise noted.

The report encompasses Nexthink Group and all its legal entities globally, reflecting our comprehensive approach to sustainability across all operations. It was prepared by our dedicated global ESG team, with contributions from multiple departments across the organization.

Aligned with internationally recognized frameworks, this report references the Global Reporting Initiative (GRI) standards and the Sustainability Accounting Standards Board (SASB) criteria. It draws upon internal data, insights from our refreshed materiality assessment, and external analyses including our latest Carbon Footprint study.

Our commitment to transparency and continuous improvement guides this annual reporting cycle. We invite readers to explore our previous ESG reports [here] and welcome any questions or feedback at ESG@nexthink.com.

Publication date: August 20, 2025



Forward-Looking Statements

This ESG report contains forward-looking statements based on Nexthink's current plans, goals, and expectations regarding our sustainability initiatives and business performance. These statements are subject to risks and uncertainties that could cause actual results to differ materially. Factors include evolving regulations, market conditions, and challenges in implementing ESG programs. Nexthink assumes no obligation to update forward-looking statements except where required by law.

**ESG
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Environmental

Climate Commitment and Strategic Alignment

Climate change is becoming more urgent year after year, and it is only through collective action that we can help limit global warming. Tackling environmental challenges has been on Nexthink's agenda for the past six years, even as we harness the power of emerging technologies like AI to drive innovation and digital transformation.

The rapid expansion of AI, while offering immense potential, also contributes to growing environmental pressures through increased energy consumption and resource use. As leaders in digital employee experience, we are committed to navigating this dual reality: embracing technological progress while minimizing our environmental impact.

In line with this commitment, we are proud to share that in January 2024, our Net-Zero targets were officially approved by the Science Based Targets initiative (SBTi). This milestone affirms our dedication to science-aligned climate action and positions Nexthink among a growing number of companies taking credible, measurable steps to combat climate change. From reducing emissions across our entire value chain to increasing our use of renewable energy and engaging suppliers in meaningful change, we are building a pathway to a sustainable future one where innovation and environmental responsibility go hand in hand.

Climate Action Roadmap

Climate change is one of the greatest challenges of our time, and limiting global warming to 1.5°C, as outlined in the Paris Agreement, requires urgent and measurable action from companies across all industries. At Nexthink, we've aligned our emissions reduction strategy with this global objective by setting science-based targets that were officially validated by the Science Based Targets initiative (SBTi) in early 2024.

Our approved targets are as follows:

- **Overall Net-Zero Target:** Reach net-zero greenhouse gas emissions across our entire value chain by 2050.
- **Near-Term Targets:** Reduce absolute Scope 1 GHG emissions by 42% by 2030 from a 2022 baseline. Transition from 71.05% renewable electricity use in 2022 to 100% by 2030. Ensure that 78% of suppliers by emissions (covering purchased goods, services, and capital goods) have science-based targets in place by 2028.
- **Long-Term Targets:** Reduce absolute Scope 1 and 2 emissions by 90%, and Scope 3 emissions by 90%, by 2050 from the same 2022 baseline.

These targets are the foundation of our climate action roadmap and reflect a science-driven approach to reducing our environmental footprint over time.





Our Contribution to the UN Sustainable Development Goals



SDG 13 – Climate Action

We are committed to ambitious climate goals, with our Net Zero targets officially validated by the Science Based Targets initiative (SBTi) in 2024.

We are actively reducing greenhouse gas emissions across our operations and continuously improving our climate impact through science-based strategies.



SDG 12 – Responsible Consumption and Production

We are working to reduce our environmental footprint by promoting sustainable IT practices and improving waste management. This includes more efficient use of energy and resources in our digital infrastructure and throughout our value chain.

Our Carbon Footprint and Emissions Trend

Scope 1 = 18 tCO₂e

Scope 2 = 110 tCO₂e

Scope 3 = 16,808 tCO₂e

Nexthink began measuring its greenhouse gas emissions in 2021 to better understand our environmental footprint and focus our efforts where they matter most. Following the post-pandemic rebound, we observed a noticeable increase in emissions in 2023 driven largely by the return of business travel and in-person operations. This upward trend was expected to continue in 2024, primarily due to our continuous growth and the acquisition of the company AppLearn, which brought 2 additional buildings, employees, and business activities into our scope.

While this growth naturally leads to an increase in our overall emissions, it also reinforces the importance of accelerating the implementation of our carbon reduction measures. Though we are currently not on track with our short-term targets, the actions planned over the next two years will be critical in helping us aligning with our long-term Net-Zero trajectory.

Decarbonization Initiatives

Responsible Business Travel: A Smarter Path Forward

At Nexthink, human connection is central to innovation. In-person collaboration fosters creativity, trust, and alignment in ways virtual tools simply cannot replicate. That said, we must also acknowledge the environmental impact of business travel one of the largest contributors to our corporate carbon footprint.

As part of our climate strategy and commitment to the Science Based Targets initiative (SBTi), travel is a critical focus area where we can and must drive measurable reductions. Early 2025, we conducted an in-depth analysis of our travel-related emissions, segmented by country, department, and role FY2024. This data has provided clear visibility into our travel patterns and will guide our next steps.

We are now preparing to present tailored recommendations to leadership for a responsible travel strategy. The goal is not to eliminate business travel, but to reframe how we approach it by balancing impact, necessity, and sustainability. With leadership alignment, we plan to roll out targeted awareness sessions with teams whose travel footprint is highest, supporting a shift toward more intentional, lower-impact travel practices.

Ultimately, this is not about restriction; it's about responsibility. Traveling smarter allows us to maintain meaningful connections while contributing to our climate goals and building a more sustainable future for Nexthink.

Tackling the Environmental Impact of Digital Infrastructure

As a growing software company, our digital operations especially data storage, internet usage, and cloud computing now account for a significant share of our total emissions. In 2024, these activities represented over 30% of our global footprint. While digitalization is core to our business, we recognize the need to continuously reduce its environmental impact.

We are taking action on several fronts. First, we have deepened our engagement with our cloud provider to ensure continued alignment with best practices around renewable energy use and low-carbon operations. Second, we are actively exploring server relocation strategies to countries with cleaner electricity grids, such as France, which presents an opportunity to reduce emissions without compromising performance.

On the technology side, we have accelerated the migration of workloads to Graviton processors, which are specifically designed to deliver high performance with lower energy consumption. According to AWS, Graviton processors offer up to 60% less energy usage for the same performance compared to traditional x86 processors contributing to a reduced carbon footprint both for Nexthink and our customers.

These initiatives reflect our commitment to more sustainable digital growth, and will remain a priority as we scale.

Supplier Engagement Program

In support of our Net Zero commitments, we aim for 78% of our suppliers by emissions covering purchased goods, services, and capital goods to have science-based targets in place by 2028. Leveraging insights from our carbon footprint analysis, we have identified the most emission-intensive vendors and will prioritize them in our engagement efforts.

As a next step, we are developing a cross-functional deployment plan led by our Legal, Procurement, and ESG teams. This plan will guide a targeted outreach strategy to engage as many suppliers as possible, helping them align with our climate goals and reinforcing our broader commitment to decarbonizing the value chain.

Energy Management in Offices

As a software company, Nexthink's Scope 1 emissions are limited to direct energy use, primarily for heating and air conditioning in our leased office spaces. Scope 2 emissions encompass indirect emissions from purchased electricity used across our global offices.

Energy Management and Renewable Energy Commitment

Nexthink remains firmly committed to its Science Based Targets initiative (SBTi) goals, aiming to source 80% of electricity from renewable sources by the end of 2025 and reach 100% by 2030.

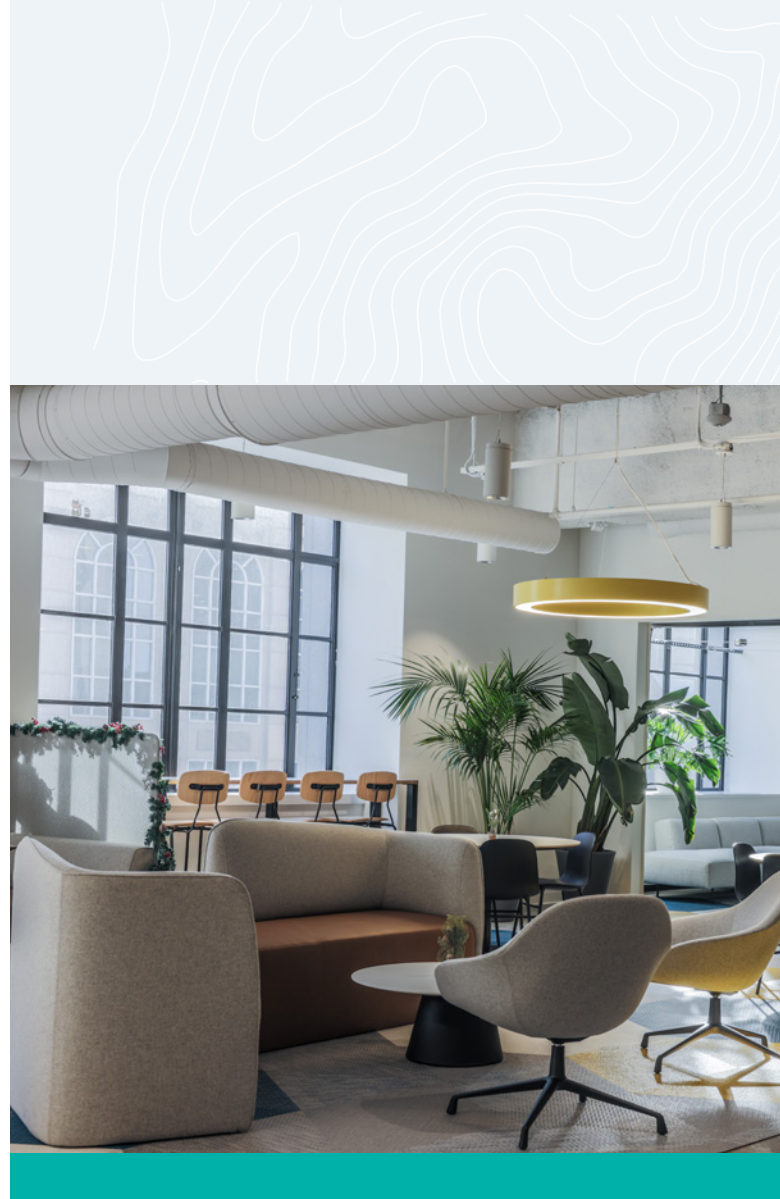
In 2024, we expanded our global footprint with two new offices in Manchester and Bratislava, bringing our total to nine offices worldwide. Four of our offices now operate on 100% renewable electricity, and we have made meaningful progress in the remaining five - most notably in Madrid, which has helped us increase our overall renewable electricity usage to 65.63%.

We are actively working to identify and onboard renewable energy providers for the remaining locations. These efforts are part of our broader strategy to minimize our environmental impact.

See more details in the appendix.

Advancing the Office Eco-Transition

Since launching our global eco-transition initiative in 2021, Nexthink has continued to embed sustainability into daily office operations. In 2024, we focused on enhancing energy efficiency and reducing environmental impact across our sites.



Sustainable Procurement Practices

We maintain a robust internal vendor assessment protocol to ensure that suppliers — especially in food, beverage, and office supplies, align with Nexthink's sustainability standards. This approach supports ethical sourcing, local economies, and waste reduction across our operations.

Localized Waste Reduction Initiatives

Our waste footprint primarily stems from office activities and IT equipment. To address this, we have implemented recycling programs in all offices, with some locations exceeding local standards. For example, in Paris, we partner with Les Joyeux Recycleurs, a social enterprise that combines recycling with workforce reintegration.

We also continue to expand composting programs, currently active in our Lausanne and Boston offices, to divert food waste from landfills and support circular waste practices.

Minimizing E-Waste Through Smarter IT Practices

At Nexthink, we are committed to reducing electronic waste by extending hardware life cycles, promoting repair-first policies, and ensuring proper end-of-life processing across all offices. Since 2023, we've increased device longevity from four to five years and introduced stricter reuse and recycling protocols. Out-of-warranty devices are no longer retained for personal use, and underperforming equipment is evaluated with performance data before being replaced. In addition, each office has established localized, certified e-waste disposal procedures from partnering with ISO-certified recyclers in India to leveraging municipal and building services in Europe and the U.S. In 2024, we also began refurbishing and reselling end-of-life devices in the U.S. to extend their usability. These collective efforts reflect our drive to adopt smarter, greener IT practices globally.



Sustainable IT Solution

Digital workplace technology has a serious and increasing impact on our environment. To reduce and report on their environmental footprint, organizations are turning to those who have the best insight into workplace technology — IT. In most cases, however, IT teams do not have the insight needed to baseline and measure their carbon footprint. This limits the implementation of real, impactful changes at both the infrastructure and employee behavior level.

At Nexthink, we have developed a sustainable IT library pack that enables EUC teams to baseline their organization's level of sustainable IT maturity with insight into the energy consumption and carbon footprint of key elements in their IT infrastructure, such as device usage, networking, and manufacturing footprint. This enables them to take direct action on areas of improvement and reduce unnecessary energy consumption (and their related costs). In addition, pre-configured Engage campaigns have been specifically designed to survey employee sentiment, drive awareness, and deploy self-help. With this solution, IT teams can better implement and measure the success of their corporate environmental goals without compromising employees' digital experiences.

Expected value

- **Consolidated Insights for Actionable Sustainability:** Unified dashboard integrates sentiment analysis and technical metrics for comprehensive sustainability reporting across the digital workplace.
- **Enhanced Collaboration Across Teams:** Shared, trusted data points create a common language between IT and CSR teams, aligning sustainability goals with operational realities.
- **Accelerated Improvements Through Data-Driven Awareness:** Identify inefficiencies quickly and drive employee behavioral change with targeted, data-backed sustainability campaigns.
- **Operational Efficiency via Automation:** Automate power optimization on endpoint devices remotely, reducing energy consumption without manual effort.
- **Visibility into Device Manufacturing Emissions (Scope 3):** Gain insights into the environmental footprint of device production, enabling informed procurement decisions and effective device lifecycle management to reduce Scope 3 emissions.
- **Informed Network and Infrastructure Decisions:** Assess network usage and datacentre routing impacts to guide greener infrastructure choices and lower digital carbon emissions.

We are determined to support sustainability and carbon reduction efforts and to that end, will continue to innovate in this domain. To meet regulatory requirements and stakeholders' expectations, sustainability is becoming the core of IT planning, procurement, service delivery, ongoing asset management, and beyond. That's why we want to support every customer in their sustainability journey.

Education and Internal Engagement

Greenthinkers Affinity Group

As environmental challenges intensify, Nexthink's Greenthinkers remain committed to environmental sustainability. Since 2021, this global team has driven initiatives, influenced eco-friendly decisions, and fostered environmental awareness within the company.

In 2024, the Greenthinkers had a major impact by organizing The Week globally, engaging employees across all offices through in-person and remote sessions. This structured experience helped Nexthinkers navigate the complexities of climate change through three short documentaries and guided discussions. It encouraged brave conversations and empowered participants with tangible actions they could take at home, at work, and in their communities. The Week didn't just provide knowledge it inspired many to act.

Beyond this global initiative, the Greenthinkers reinforced sustainability awareness through regional activities and strategic collaborations. In Lausanne, they hosted workshops on sustainable food and natural cosmetics, while Pizza Talks around climate change encouraged open discussions. Additionally, they collaborated with Resilio, a Swiss company focused on reducing the digital environmental footprint of organizations, to explore opportunities for improved sustainability reporting.

Through these efforts, the Greenthinkers reaffirm their commitment to driving awareness and action. Their work proves that even in a corporate environment, collective determination can make a difference.

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Joining the Greenthinkers after participating to The Week profoundly impacted my views on climate challenges and strengthened my commitment to sustainability. I'm proud to actively support our initiatives and drive our sustainable IT efforts forward.

Bastien Kuntze
Senior Software Engineer



ESG Report 2024



Social

Corporate Social Responsibility: Empowering People, Strengthening Communities

At Nexthink, our people are at the heart of everything we do. We are committed to creating a workplace culture built on trust, respect, and opportunity one where individuals are supported, empowered, and inspired to perform at their best. These principles are rooted in our values and reinforced through our One Team mindset.

We believe that a strong workplace culture drives innovation, collaboration, and shared success. Our global commitment includes fostering fairness, ensuring merit-based decision-making, and promoting open dialogue across all roles, functions, and geographies. As we grow, we continue to apply consistent global practices that reflect who we are while respecting the local laws and regulations of the regions where we operate.

Beyond the workplace, we invest in employee-led initiatives, volunteer efforts, and community partnerships. Through these efforts, we aim to make a meaningful impact both inside and outside our organization.

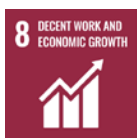
As we look ahead, our people-first approach remains a key driver of performance, purpose, and well-being at Nexthink.

Our Contribution to the UN Sustainable Development Goals



SDG 3 – Good Health and Well-Being

Employee wellness is a priority. We invest in initiatives that promote physical and mental health, with programs that support balance, resilience, and overall well-being



SDG 8 – Decent Work and Economic Growth

We support a dynamic and healthy work environment where employees can thrive. Our approach includes strong talent development programs, safe working conditions, and initiatives that promote meaningful career growth and well-being for all Nexthinkers.



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Building a strong culture starts with listening. Every program and decision reflects our belief that when people are supported and inspired, they achieve more and so does the business.

Meg Donovan
Chief People Officer

Securing Employee Health, Safety, and Well-Being

Ensuring the safety and well-being of our employees remains a top priority. Our global Office Management team promotes workplace safety through regular inspections, audits and comprehensive risk assessments that address a wide range of potential hazards in office environments. In 2024, two reportable accidents occurred, both resulting in minor injuries — one during a taxi commute and the other from a fall involving a decorative item at the office. To strengthen emergency preparedness, we delivered Health and Safety Induction training to 217 employees, Fire Marshal training to 29, First Aid training to 39, and emergency procedures training to 176 employees.

Supporting Employee Well-Being

Well-being is a core part of our culture, and we are committed to supporting employees' mental, physical, and emotional health. Our comprehensive rewards package includes wellness initiatives such as fitness memberships, mindfulness sessions, and mental health awareness campaigns. In 2024, we organized 30 well-being activities across our offices — including yoga, mindfulness and relaxation classes, to promote daily balance and stress relief. Employees also have access to confidential counselling through our Employee Assistance Programs (EAPs). Every office features a well-being room for private use, whether for breastfeeding, meditation, prayer, or rest, ensuring a holistic approach to workplace well-being.



Workplace Flexibility and Benefits



Credit: Agnieszka Skraburska, Product Education Manager at Nexthink Lausanne

Hybrid Work Flexibility

We recognize the importance of work-life balance and offer a hybrid work model that combines in-office collaboration with remote flexibility. Employees are expected to be in the office two days per week, enabling valuable face-to-face engagement while supporting focused work from home during the rest of the week. This model fosters autonomy, productivity, and connection across our global teams.

Supporting Parental Leave

Nexthink is committed to supporting employees as they grow their families. We offer up to 16 weeks of fully paid leave for Primary Caregivers, including both birthing and adoptive parents, or the legal minimum where applicable. Primary Caregivers can also extend their leave by up to eight additional months unpaid, depending on local laws. Secondary Caregivers receive six weeks of fully paid leave, ensuring all parents have the time and support they need.

Unlimited Paid Time Off

Nexthink offers an unlimited paid time off policy empowering employees to take the time they need to rest, recharge, or manage personal priorities. We trust our teams to balance time off with business needs and encourage all employees to use this benefit to support their well-being and long-term success.

Employer Branding, Talent Attraction, and Retention



In 2023, we redefined the positioning of our Employer Brand to better reflect who we are and what makes us a great place to work. This transformation was grounded in insights gathered from employee surveys and focus groups, which helped us understand our unique culture and values. To bring this refreshed identity to life, through 2023 to 2024 we partnered with specialized agencies and local photographers to create authentic, casual portraits of our team members. These images now serve as the centerpiece of our employer branding campaigns, celebrating our people and showcasing the genuine spirit of our workplace.

To attract and retain top talent, we focus on showcasing the authentic experiences and achievements of our employees through our employer branding campaigns. Using casual portraits of our team members, we highlight real stories and the people behind our success, which naturally attracts candidates who share similar values and mindsets. In 2023-2024, we also enhanced our recruitment process by implementing a tool called BrightHire, which records interviews to allow the hiring team to fully engage in the conversation without the distraction of note-taking. This technology provides objective, fact-based summaries, helping to minimize bias and support fair and respectful hiring decisions.

In 2024 to further support talent retention, we launched various recognition programs that empower employees to give kudos to their teammates for everyday achievements. Each month, we spotlight top kudos recipients from all our main locations with a short summary of their contribution and share these acknowledgments across office screens worldwide. These messages, filled with appreciation and recognition, celebrate the meaningful impact of our employees' daily work and strengthen our culture of mutual respect and support.



Talent Development and Growth

At Nexthink, our people's growth is essential to our business success. That's why we invest in personalized learning experiences, leadership development, and internal mobility. We encourage every Nexthinker to take ownership of their career journey empowered by the tools, support, and flexibility they need to thrive.

Continuous Learning

We champion lifelong learning through flexible and accessible development programs. Every Nexthinker is supported with a \$500 (or local equivalent) annual training budget, enabling them to select courses, certifications, books, or conferences tailored to their personal goals. In 2024:

- **172 employees** completed over **217 Coursera courses**, totaling **1,161 learning hours**, spanning fields like Business, Data Science, IT, and Engineering.
- **133 external certifications, trainings, and conferences** were completed across the company.
- Development tools such as **career vision workshops** and **custom development plans** were made available company-wide.

Internal Mobility

Career growth often means moving across functions, locations, or responsibilities. In 2024, 48 Nexthinkers made internal career moves through our mobility program, transitioning into new roles that align with their skills and ambitions. Our managers work collaboratively to ensure smooth, supported transitions across teams and geographies.

Leadership and Management Development

Developing strong, human-centered leadership is a top priority. In 2024, we expanded our programs to support both current managers and emerging leaders:

- **58 future leaders** completed our NextLeader Workshop focused on core management capabilities.
- **61 people managers** were trained in coaching, communication, and strategic leadership.
- **49 managers** received personalized executive coaching supported by 360° feedback. The program earned a **9.85/10 satisfaction rating**.

We also uphold a culture of continuous feedback, reinforcing trust and real-time development across teams. Our biannual employee engagement survey provides critical insights on job satisfaction, support, and learning opportunities with an 89% participation rate and an engagement score of 83 in 2024.



Mentorship and Early Career Support

To further support career growth and cross-functional learning, we launched a formal mentorship program in 2024. Trained and certified mentors now support 36 active mentor-mentee pairs across the company.

We also welcomed 15 interns across Spain, Switzerland, and India, continuing to build our talent pipeline by offering hands-on experience in a global tech environment.

Buddy Program

At Nexthink, we've introduced a Buddy program as part of our onboarding process to support newcomers. Each new hire is paired with a seasoned employee who offers guidance, answers questions, and acts as an additional point of contact to help them adjust to the company and its culture, particularly during the first month. This program embodies our core values: We are positive, we are one team, we get things done, and we are growing.

Community Engagement and Social Impact

As a global company, Nexthink is deeply committed to supporting the communities where we live and work. Through corporate donations and employee-driven volunteerism, we aim to foster meaningful social impact while empowering our people to contribute to causes that matter to them.

Our volunteering program provides every employee with three paid days per year to engage in social or environmental initiatives close to their hearts. In 2024, this program enabled a wide range of impactful activities like:

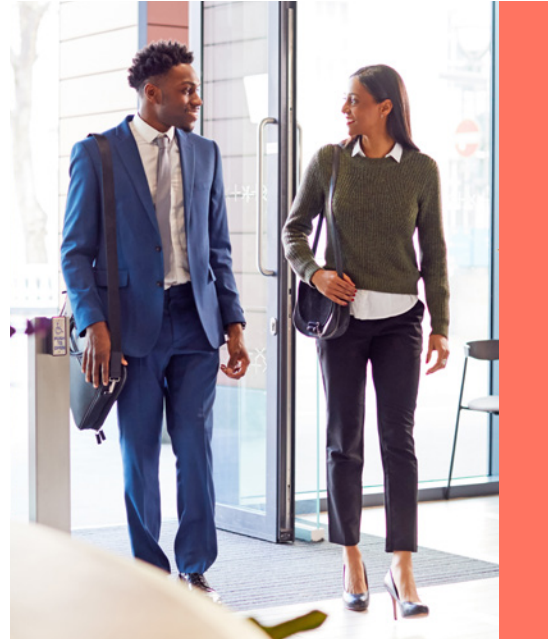
- **Volontaires Montagne Field Volunteering:** Lausanne Nexthinkers contributed to preserving mountain ecosystems by maintaining grazing fields, participating in construction work, and helping rehabilitate rural infrastructure.
- **Inclusive Education Support (Madrid):** In collaboration with Asociación Alanda, our team supported a public school dedicated to children with special needs. Activities included joining cultural celebrations, assisting teachers, and resolving IT challenges demonstrating how technical skills and empathy can create meaningful change.
- **Holiday Wishes Campaign:** For the fourth consecutive year, Nexthinkers came together to collect toys for local children's homes and hospitals during the holiday season. Thanks to their generosity, hundreds of gifts were delivered to bring joy to families in need.



2024 Impact Highlights:

- 356 volunteer hours contributed
- \$31,100 in corporate donations

Our ongoing community initiatives are a testament to the spirit of solidarity at Nexthink and reflect our belief that small actions can generate a lasting positive impact.



Fostering a Culture of Respect and Opportunity

At Nexthink, we believe that a respectful and globally-minded culture is essential to business performance and innovation. In 2024, we continued to invest in initiatives that support open communication, psychological safety, and a workplace where all employees can thrive based on their skills, contributions, and ideas.

To support this, we introduced Inclusive Language Guidelines and training, rolled out globally in 2025. These tools are designed to promote clear, respectful, and effective communication across our teams, aligned with international best practices and evolving language norms. This contributes to a work environment where individuals are recognized for their professional excellence and where collaboration is strengthened by mutual understanding.

In Switzerland, we also advanced a local initiative focused on workplace equality through the Direction Égalité program. This effort is grounded in promoting fairness and opportunity for all in alignment with local regulatory frameworks and company-wide values.

Enabling Professional Growth Through External Collaboration

In Switzerland, the Company has a longstanding partnership with the Women EPFL club, which reflects our Lausanne Office's commitment to strengthening professional networks and knowledge-sharing across the technology industry. In 2024, we co-hosted a highly attended event at our Lausanne office, centered on mental health and burnout prevention in the workplace. The session attracted nearly 100 participants and highlighted the importance of resilience, leadership support, and well-being in sustaining high-performing teams.

Data Privacy and Security, Cyber Security

Data Privacy

At Nexthink, we understand that Privacy is a central aspect for all our customers. Nexthink's various certifications are proof of the seniority of our security and our Privacy program. Nexthink's ISO 27701 certified Privacy Information Management System ("PIMS") demonstrates our commitment to maintaining a comprehensive privacy framework that aligns with international best practices and that our solutions are designed to safeguard the sensitive information of every individual.

Regular independent audits of our PIMS ensure that Nexthink:

- Complies with applicable Privacy laws and regulations;
- Has established clear policies and procedures for the collection, use, storage, and disclosure of personal data;
- Protects the Privacy rights and interests of individuals whose data is processed;
- Minimizes the risk of data breaches, unauthorized access, and misuse of personal data;
- Regularly assesses Privacy risks and maintains appropriate controls and safeguards to mitigate such risks;
- Facilitates transparency by providing customers with clear information about how their employees' data is processed;
- Regularly provides Privacy trainings to its own employees;
- Supports a culture of continuous improvement by regularly reviewing and updating privacy policies, conducting audits, and addressing any identified gaps or deficiencies.

Our comprehensive approach includes regular security and privacy risk assessments, robust data encryption, and strict access controls such as permissions granted on a need to know basis per user's role, and transparent privacy policies. Moreover, Nexthink's Privacy team works closely with our Product teams early in the development process while Nexthink's culture encourages addressing any areas for improvement. We understand that Privacy is not simply a compliance requirement but a fundamental aspect of trust and customer satisfaction.

To further our commitment to transparency and trust, we invite you to visit our Global Privacy Hub, where you will find detailed information about our privacy practices and how we protect your data: docs.nexthink.com/legal/global-privacy-hub.



Information Security

Nexthink is the leader in digital employee experience and adoption management software that requires security by design and privacy by default. The company gives IT leaders unprecedented insight into employees' daily experiences of technology at the device level — freeing IT to progress from reactive problem-solving to proactive optimization. Nexthink enables more than 1,000 customers to provide better digital experiences to more than 20 million employees. As Nexthink delivers software that can be integrated with our customers' information systems or delivered as a SaaS solution, we ensure the security and privacy of its development, delivery production, administration, operations, and product support. The company is dedicated to protecting its customer information and ensures its confidentiality from external or internal threats.

To follow this ambition, Nexthink has set the following global objectives:

- Protect customers' data, including any personal data processed by Nexthink on such customers' behalf.
- Ensure no customer data loss or corruption.
- Protect Nexthinkers' personal data.
- Ensure availability of Nexthink SaaS production remains within SLA.
- Ensure availability of Nexthink internal services remains within SLA.
- Protect Nexthink's intellectual property.
- Ensure no major breach (ransomware, source code leak, etc.). Ensure compliance with identified regulatory, legal, statutory, and contractual requirements.

This strategy relies on the following five pillars:

- **Confidentiality** - Information is only made available or disclosed to authorized individuals, entities, or processes.
- **Integrity** - Information can be modified only by an authorized individual or entity.
- **Availability** - Services are accessible and usable on demand only by an authorized individual or entity.
- **Compliance** with the Nexthink Privacy standard and Security standards such as ISO 27001:2022, 27017:2015, 27018:2019, 27701:2019, UK Cyber Essentials and frameworks such as ENS (Spain), laws such as GDPR, and AICPA SOC 2 Trusted Service Criteria for Security and Availability. We are also working towards FedRAMP Moderate certification for the US federal market.
- **Continuous improvement** - General security and privacy posture should always be improved based on risk assessment and control effectiveness.

Cyber Security

Nexthink's Information Security and Management System (ISMS), based on ISO 27001:2022 ensures implementation of security controls to protect confidentiality, integrity, and availability of information such as digital data, and intellectual property (IP) information on computers/networks from cyberattacks.

Nexthink's risk management process is based on ISO 27005 which provides guidance to perform information security risk assessment and treatment. The risk treatment controls are based on organizational, people, physical, and technological security requirements prescribed in the ISO 27001:2022. These controls encompass security domains of identity and access management, data protection, incident response, secure software development, logging and monitoring, configuration management, governance, human resource security, physical security, network security, etc.

Nexthink has implemented ISO 27017:2015 information security controls for cloud services and follows ISO 27018:2019 requirements for protection of personal data in the cloud.

Our Chief Security Officer (CSO) leads Nexthink's Security function with the oversight of the company's information and data security, and reports to the Chief Technology Officer (CTO). The CTO and the Chief Financial Officer (CFO), along with the CSO chair the semi-annual ISMS & PIMS Review meeting. The General Counsel and the CSO lead the quarterly Security and Privacy Committee meeting.

Within Security, we have sub-teams such as Product Security to manage security in product design and development including application security. The Cloud Security sub-team manages security of the cloud environment in which our product is deployed. The Corporate Security sub-team manages the security of the corporate infrastructure required by Nexthink employees to develop the product.

The Senior Risk & Compliance Lead manages the governance, risk and compliance activities while the Field Security Director is responsible for managing customer relationships on security topics including assessment requests. Our Security team is cross-functional and works with Engineering, Sales, Legal, HR, Finance, and IT to boost cyber security.

Nexthink revises and allocates the mandatory information security awareness and privacy training for its employees every year, so that they are updated with the latest information security threats and are aware of how to manage the associated risks. We also conduct periodic phishing simulations to raise awareness on social engineering-based attacks.

Nexthink has a Responsible Disclosure Policy which encourages researchers, customers, and vendors to report vulnerability in one of our products or systems, so that security issues can be acted upon, thus improving the security of our product.

ESG Report 2024



Governance

Upholding Strong Governance Standards

At Nexthink, sound governance is the foundation of how we operate with integrity, transparency, and accountability guiding every decision. Our policies, programs, and leadership oversight ensure we meet the highest ethical expectations across all facets of our business.

Code of Conduct and Ethical Principles

We are committed to conducting business with integrity whether working with customers, suppliers, partners, or each other. Our ethical values are formalized in:

- Our **Employee Code of Conduct**, which applies to all Nexthink employees and contractors
- Our **Business Partner Code of Conduct**, which sets expectations for suppliers and external partners

These codes promote trust, accountability, and fairness across our global operations.

Zero Tolerance for Corruption and Bribery

We maintain a firm, zero-tolerance stance against all forms of corruption and bribery. Acting fairly and professionally is non-negotiable in our relationships and decision-making.

Our Global Anti-Bribery Policy is aligned with key international regulations, including the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act, and local laws such as the Swiss Criminal Code. Where local laws are stricter than our global policy, we ensure full compliance with the higher standard.

Respectful Workplace and Anti-Discrimination Commitment

Nexthink fosters a workplace rooted in mutual respect, where everyone is treated with dignity and fairness. Discrimination, harassment, and bullying are not tolerated under any circumstances.

Our Respectful Workplace Program includes comprehensive policies on anti-discrimination, anti-harassment, and anti-bullying, along with a clear and accessible complaint process. All employees and contractors undergo mandatory training, equipping them to recognize, prevent, and challenge unacceptable behavior.

Preventing Modern Slavery and Forced Labor

While the risk of child labor or forced labor in our office-based, digital operations is low, we remain vigilant in maintaining ethical supply chains. We are committed to upholding human rights and labor standards across all tiers of our value chain.

We publish an annual Modern Slavery and Human Trafficking Statement in accordance with the UK Modern Slavery Act, publicly available on our website, and continuously review supplier practices to mitigate any risk.

Independent Governance and Board Oversight

Nexthink's board of directors maintains a structure that ensures independence and accountability. We are committed to minimizing conflicts of interest and protecting stakeholder trust through balanced, objective governance.

In **October 2024**, we completed our most recent annual board independence review using a formal seven-question self-assessment aligned with NASDAQ Rule 5605(a)(2). All directors completed and signed the assessment.

Nexthink's governance structure also includes two key board committees:

- The **Audit Committee**, overseeing financial integrity and risk
- The **Compensation Committee**, focused on fair and transparent executive remuneration

Together, these structures reinforce robust oversight and strategic resilience.





Responsible Use of AI

At Nexthink, we recognize the transformative power of artificial intelligence (AI) and are committed to harnessing it in a responsible, ethical, and human-centric way. As we integrate AI across our solutions to enhance the digital employee experience, we remain focused on mitigating risks and upholding the trust of our customers, employees, and partners.

Our approach to Responsible AI is guided by internationally recognized ethical principles and is grounded in five key pillars:

- **Transparency and Accountability:** We ensure our AI systems are explainable and auditable. Oversight mechanisms are in place to address potential bias and ensure AI outputs remain aligned with our ethical standards and business values.
- **Privacy and Security:** Protecting data processed by our AI systems is paramount. Our technologies are developed with privacy by design and aligned with applicable data protection laws and security standards.
- **Human-Centric Design:** Our AI capabilities are intended to support not replace human decision-making. We prioritize outcomes that empower users, improve digital workplace experiences, and reflect our values of respect and integrity.
- **Regulatory Compliance:** We are continuously monitoring evolving AI regulations, including the EU AI Act, and regularly review our development practices to ensure compliance with global Responsible AI frameworks.
- **Internal Governance and Usage Guidelines:** In 2024, we introduced formal internal guidelines to govern employee use of publicly available AI tools. These guidelines clearly define acceptable use, prohibit the input of sensitive or customer-related data, and require all AI outputs to be critically assessed. These standards are now embedded in our broader Acceptable Usage Policy and supported by security and privacy oversight.

By embedding Responsible AI practices into our operations, Nexthink aims to drive innovation without compromising on ethics, safety, or trust.

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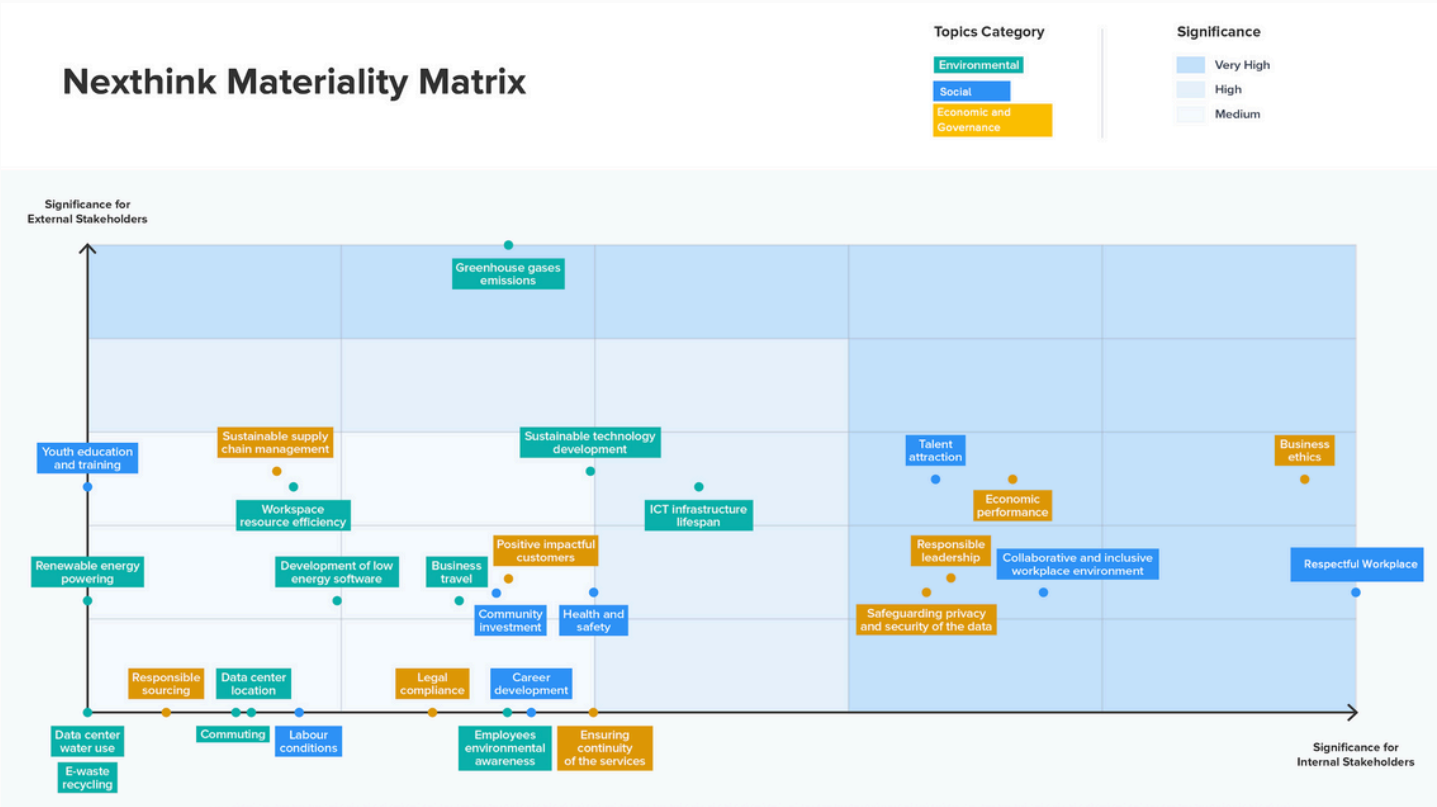


Appendix

Materiality assessment - stakeholder’s participations

All our C-Levels including our CEO participated in the assessment along with the Chairman of the board in 2021.

	Number	Location of participation	Profiles	Comments
Internal stakeholders	24	USA, Spain, Switzerland, United Kingdom, India, Germany and United Arab Emirates	Employees of all departments were represented.	We organized 4 groups of 6 participants for one hour and half.
External stakeholders	4	N/A	3 customers, 1 Association active in Green IT, 1 board member, 1 shareholder.	Each of them participated in one session of one hour.



Energy consumption within the organization

Table 1. Energy consumption by office

	Per Year in kWh	% of Renewable Energy	Renewable energy in kWh
Bangalore	73'977.00	0.00%	0
Boston	36'672.87	0.00%	0
Bratislava	2'148.87	25.29%	543.45
Dubai	6'265.00	16.10%	1008.67
Lausanne	135'677.32	100.00%	135677.32
London	55'302.00	100.00%	55302
Madrid	67'644.00	47.25%	32071.81
Manchester	54'512.10	100.00%	54512.1
Paris	13'161.00	100.00%	13161
Total	445'360.16		292276.34
<i>Percentage of renewable energy</i>			65.63%

Table 2. Carbon footprint (Scope 1,2,3)

Scope	Category	Description	CO ₂ e (tCO ₂ e)
1	1.1	Generation of electricity, heat or steam	6.4
1	1.2	Transportation of materials, products, waste, and employees	-
1	1.3	Physical or chemical processing	-
1	1.4	Fugitive emissions	11.8
2	2.1	Electricity related indirect emissions	110.31
2	2.2	Steam, heat and cooling related indirect emissions	-
3	3.1	Purchased goods and services	8613.21
3	3.2	Capital goods	119.4
3	3.3	Fuel- and energy- related activities	35.5
3	3.4	Upstream transportation and distribution	10.82
3	3.5	Waste generated in operations	28.82
3	3.6	Business travel	7543.26
3	3.7	Employee commuting	456.85
3	3.8	Upstream leased assets	-
3	3.9	Downstream transportation and distribution	-
3	3.1	Processing of sold products	-
3	3.11	Use of sold products	-
3	3.12	End-of-life treatment of sold products	-
3	3.13	Downstream leased assets	-
3	3.14	Franchises	-
3	3.15	Investments	-
		Total	16,936

Global Reporting Initiative Index

This report contains Standard Disclosures from the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines. This report has been prepared in reference to the GRI Universal Standards

Statement of use	Nexthink SA uses the GRI Standards as a guide for its ESG Report for the period from 1 January 2024 to 31 December 2024. Nexthink is a privately held company and is currently not publicly traded.	
GRI 1 used	GRI 1: Foundation 2021	
Applicable GRI Sector Standard(s)	N/A	
Disclosure Number	Disclosure Title	2024 Summary
General Disclosures		
GRI 2: General Disclosures		
The organization and its reporting		
2 - 1	Organization bane	Nexthink SA
2 - 1	Nature of ownership and legal form	Governance overview including Board structure, audit & compensation committees.
2 - 1	Location of headquarters	Private Limited Company
2 - 1	Countries of operations	USA, Spain, Switzerland, United Kingdom, India, Germany and United Arab Emirates
2 - 1	Nexthink entities	Nexthink SA, Nexthink Inc., Nexthink France S.A.S.U., Nexthink Spain S.L.U., Nexthink Ltd., Nexthink GmbH, Nexthink India Digital
2 - 1	Reporting period and contact point	See About this report section
2 - 4	Restatements of information	None
2 - 5	External assurance	See about this report section
Activities and workers		
2 - 6	Activities, value chain, and other business relationships	See About Nexthink section
2 - 7	Employees	Appendix - Workforce breakdown
Governance		
2 - 9	Governance structure and composition	Board independence
2 - 11	Chair of the highest governance body	The chair of the Board is not an executive officer in the organization
2 - 12	Role of the highest governance body in	See Nexthink ESG Journey of this report > Board oversight The board has oversight of ESG topics, though the executive management team is responsible for identifying, managing, and implementing ESG topics. Various stakeholders such as employees, customers, and the Board - are consulted
2 - 14	Role of the highest governance body in sustainability reporting	Executive management is consulted on the ESG report annually

Strategy, policies and practices		
2 - 22	Statement on sustainable development strategy	CEO Letter
2 - 23	Policy commitments	See Governance section of this report
2 - 24	Embedding policy commitments	See Governance section of this report
2 - 25	Processes to remediate negative impacts	See Stakeholders section of this report
2 - 26	Mechanisms for seeking advice and raising concerns	See Stakeholders section and Governance section of this report
2 - 27	Compliance with laws and regulations	Nexthink is committed to a high level of compliance and will continue to act with high compliance and ethical standards. For confidentiality reasons, we cannot report on instances of compliance or non-compliance with laws and regulations.
2 - 28	Membership associations	See social section of our report
Stakeholder engagement		
2 - 29	Approach to stakeholder engagement	See Stakeholders section of this report
Material Topics		
GRI 3: Material Topics		
3 - 1	Process to determine material topics	See Materiality assessment and stakeholder engagement of this report
3 - 2	List of material topics	See Materiality assessment and stakeholder engagement of this report and appendix
3 - 3	Management of material topic	See Materiality assessment and stakeholder engagement of this report
GRI 200 Economic		
GRI 204: Procurement Practices		
204-1	Management of material topics	See Environmental and Governance section of this report
GRI 205: Anti-Corruption		
205-1	Operations assessed for risks related to corruption	See Governance section of this report
205-2	Communication and training about anti-corruption policies and procedures	See governance section of our report. Our Code of Conduct includes information on our Anti-Corruption Policy
205-3	Confirmed incidents of corruption and actions taken	Within this reporting period, Nexthink is not aware of any material allegations of violations or violations of anti-corruption laws by Nexthink

GRI 206: Anti-competitive Behavior		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Within this reporting period, Nexthink is not aware of any allegations of anti-competitive behavior or violations of anti-trust or monopoly legislation by Nexthink
GRI 300: Environmental		
GRI 302: Emissions		
305-1	Direct (Scope 1) GHG emissions	See environmental section of this report
305-2	Energy indirect (Scope 2) GHG emissions	See environmental section of this report
305-3	Other indirect (Scope 3) GHG emissions	See environmental section of this report
305-5	Reduction of GHG emissions	See environmental section of this report
GRI 306: Waste		
306-1	Waste generation and significant waste-related impact	See Environmental Action of this report
306-2	Management of significant waste-related impacts	See Governance section of this report
Other Environmental Topic	Sustainable IT	See Environmental section of this report under Sustainable IT
GRI 400: Social		
GRI 403: Occupational Health and Safety		
403-1	Occupational health and safety management system	See Social section of this report
403-2	Hazard identification, risk assessment, and incident investigation	See Social section of this report
403-3	Occupational health services	See Social section of this report
403-4	Worker participation, consultation, and communication on occupational health and safety	See Social section of this report
403-5	Worker training on occupational health and safety	See Social section of this report
403-6	Promotion of worker health	See Social section of this report
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	See Social section of this report
403-8	Workers covered by an occupational health and safety management system	See Social section of this report
403-9	Work-related injuries	See Social section of this report
403-10	Work-related ill health	See Social section of this report

GRI 404: Training and Education		
404-1	Average hours of training per year per employee	See Social section of this report
404-2	Programs for upgrading employee skills and transition assistance programs	See Social section of this report
404-3	Percentage of employees receiving regular performance and career development reviews	See Social section of this report
GRI 413: Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	Community Engagement section of this report
GRI 418: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See Cybersecurity section of this report
Other Social Topics	Respectful workplace, Talent attraction and employee well-being, career management and training	See Social section of this report

SASB Concordance Table

Topic	SASB Code	Metric	Unit	2024 Disclosure
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed; (2) % grid electricity; (3) % renewable	Quantitative	65.63% renewable electricity used; goal is 100% by 2030
	TC-SI-130a.2	Water withdrawn and consumed, % in high-stress regions	m ³ , %	Not tracked at a group level
	TC-SI-130a.3	Environmental considerations for data center needs	Discussion	Cloud migration, low-carbon server strategy, Graviton processors
Data Privacy & Freedom of Expression	TC-SI-220a.1	Privacy & advertising policies	Discussion	ISO 27701 privacy certification maintained
	TC-SI-220a.2	Users' info used for secondary purposes	Quantitative	Not disclosed publicly
	TC-SI-220a.3	Monetary losses from privacy legal proceedings	Quantitative	Not disclosed
	TC-SI-220a.4	Law enforcement requests	Quantitative	Not disclosed
	TC-SI-220a.5	Countries with mandated content controls	Discussion	None
Data Security	TC-SI-230a.1	Number of data breaches	Quantitative	No material incidents
	TC-SI-230a.2	Approach to security and 3rd-party standards	Discussion	ISO 27001, 27017, 27018, 27701; FedRAMP underway
Workforce	TC-SI-330a.1	% foreign nationals and offshore employees	Quantitative	21 countries of operation; % not disclosed
	TC-SI-330a.2	Employee engagement	%	83/100 score, 89% participation
	TC-SI-330a.3	Gender representation	%	Gender tracked
Intellectual Property	TC-SI-520a.1	Legal losses from anti-competitive b	Quantitative	Not disclosed
Systemic Risks	TC-SI-550a.1	Service disruptions and downtime	Quantitative	Not disclosed
	TC-SI-550a.2	Business continuity risk management	Discussion	Covered under ISMS security policies

Workforce Breakdown

	2024	2023	2022	2021
Female	25%	25%	25%	24%
Male	75%	75%	75%	76%