EGS®

SUSTAINABILITY REPORT

FOR THE YEAR 2024

AGENDA

CEO STATEMENT

EGS Founder, President and CEO
Richard Bezjian

In today's rapidly evolving digital landscape, we recognize that our responsibilities extend beyond innovation and business growth. We are committed to creating sustainable value not only for our clients and shareholders but also for the communities we serve and the planet we inhabit.

Our approach to sustainability is integrated deeply within our business strategy. We strive to develop software solutions that not only advance technology but also promote environmental stewardship, social equity, and ethical governance. From minimizing our carbon footprint through energy-efficient data centres to fostering inclusive work environments that empower diverse talents, we aim to lead by example in the technology sector.

This report highlights our progress, challenges, and future ambitions in areas such as reducing environmental impact, ensuring data privacy and security, supporting digital inclusion, and investing in community development. We understand that sustainability is a continuous journey, requiring transparency, collaboration, and innovation.

I am grateful to our dedicated employees, partners, and stakeholders who share this vision and work tirelessly to embed sustainability into every facet of our operations. Thank you for your interest and support in our sustainability efforts. Together, we will continue to drive positive change, leveraging technology as a force for good.

To ensure transparent and accountable reporting, we have opted to align with SASB standards. By engaging in open dialogue with stakeholders, we aim to foster collaborative solutions that benefit society, stakeholders, and the environment. This proactive approach not only strengthens our organizational resilience but also enriches our contribution to shaping a better future for generations to come.
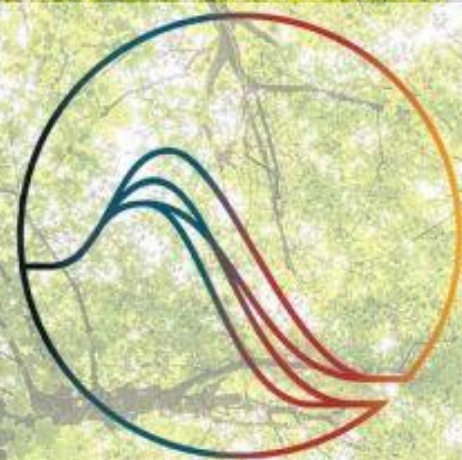
– Richard Bezjian, EGS Founder, President and CEO

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| Company Profile | Social Responsibility | Ethical Business Practices & Governance | Environmental Responsibility | Data Privacy & Cybersecurity |

SASB ALIGNMENT

In line with the criteria outlined by the Science Based Targets initiative (SBTi), EGS qualifies as a Small and Medium-sized Enterprise (SME) and is committed to setting near-term science-based targets. As part of this commitment, EGS aims to achieve absolute reductions in Scope 1 and 2 greenhouse gas emissions by 2030.

In alignment with the SBTi ICT sector guidance (point 3.1.3), EGS has integrated its Scope 1 and Scope 2 greenhouse gas emissions to establish a consolidated Science-Based Target (SBT), ensuring consistency with the approved methodology for the ICT industry.

COMPANY OVERVIEW

Energize Global Services (EGS) is a forward-thinking fintech company based in Yerevan, Armenia (6/1 Abelian Street, IT Park, Business Centre), serving a global client base across multiple regions. With 400+ employees, we blend advanced technology and financial expertise to deliver secure, user-centric digital finance solutions—while promoting environmental and social sustainability.

Our core offerings include digital payment platforms, personal finance management tools, and AI-driven financial analytics. These products are designed to empower individuals and businesses with smarter, more efficient ways to manage their finances. The company's value chain spans software development, platform integration, customer onboarding, data management, and end-user support.

Sustainability is a core pillar of our corporate strategy. We strive to minimize our environmental impact through cloud optimization, energy-efficient data centres, and remote-first work policies. Socially, we are committed to inclusion and diversity in the workplace.

Key stakeholders—employees, suppliers, partners, and communities—are engaged through surveys and innovation initiatives to ensure transparency, responsiveness, and ongoing improvement in our services and sustainability efforts.
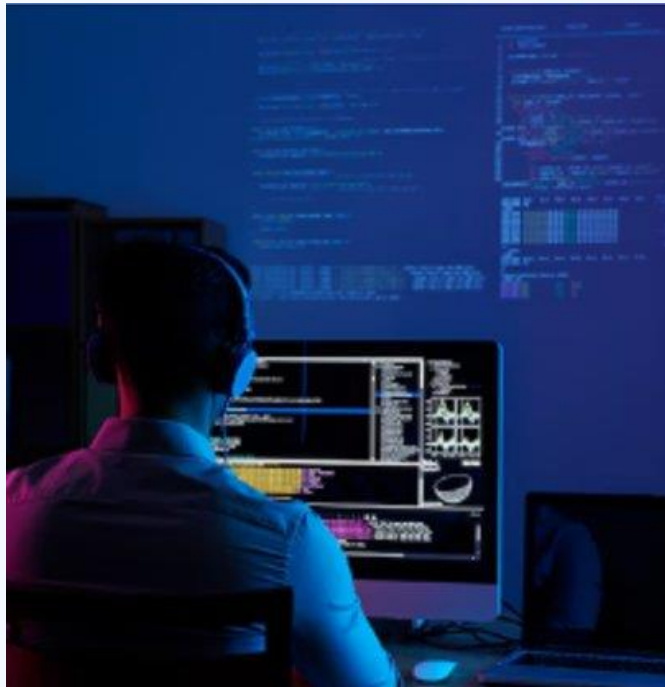
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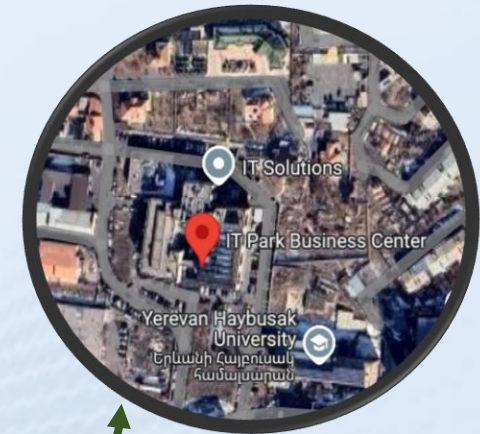
[Google Maps Link](#)

CORE OPERATIONAL ACTIVITIES

Development

Testing & Quality Assurance

Maintenance & Optimization

WHAT DRIVES US

Our **mission** is to empower individuals and businesses by making financial services more accessible, transparent, and sustainable.

Our **vision** is a future where digital finance supports inclusive growth, economic resilience, and environmental stewardship.

We offer a range of services, including digital payments, personal finance tools, financial platforms—designed to simplify financial decision-making and promote financial well-being.

EGS values diversity, equity, and inclusion across our global workforce. Our company represents over 4 nationalities and a broad spectrum of professional and cultural backgrounds, helping us innovate with empathy and reach diverse markets.

OUR GOALS AND SOLUTIONS

As a Fintech and Cloud Solutions company, our primary goal is to create a more inclusive, transparent, and sustainable financial ecosystem. We aim to bridge financial gaps by making services more accessible, secure, and efficient for individuals and businesses around the world.

To achieve these goals, we offer a suite of digital solutions, including:
- **Mobile payment platforms** for smooth, cashless transactions
- **Personal finance management apps** that promote financial literacy and responsible budgeting
- **AI-driven analytics** for smarter financial decision-making and fraud prevention

Through continuous innovation, we strive to support responsible finance, reduce economic inequalities, and contribute to a more resilient and equitable digital economy.

SUSTAINABILITY STRATEGY

VISION

To embed strong environmental, social, and governance (ESG) principles into our corporate structure, decision-making processes, and accountability mechanisms to ensure long-term sustainable growth and stakeholder trust.

Environmental Responsibility

Social Responsibility

Ethical Governance

ENVIRONMENTAL RESPONSIBILITY

We significantly expanded our environmental initiatives by raising awareness about resource consumption, reducing our carbon footprint, investing in energy- and water-efficient equipment, and optimizing our workflows and operations to support cleaner, more sustainable practices.

ENVIRONMENTAL IMPACT

Reduced Carbon Footprint by 10%

- Increased the number of smart LED lighting in all rooms including the data centre, added motion sensors, and solar panels (**23.6**% of electricity came from renewable sources).
- Consolidated workloads to fewer, more efficient servers.
- Shifted to cloud computing with green data centres.
- Upgraded to energy-efficient notebooks certified by Energy Star
- Scope 1: 0 tCO_2e (no direct emissions)
- Scope 2: 82.53 tCO_2e
- Scope 3: 2000.22 tCO_2e

Improved Waste Management by 12.7%

- 100% of our e-waste has been repaired, donated and resold
- Promoted glasses /ceramics over single-use plastics.
- Implemented office waste sorting bins for paper and plastics.
- Digitized workflows and followed green coding to reduce paper use.
- Educated employees on proper waste disposal.
- Encouraged remote work or hybrid models to reduce business travel-related emissions.
- Repaired and repurposed office equipment

Enhanced Water Management by 10.31%

- Installed water filters
- Installed sensor-based taps to reduce water waste.
- Promoted water-saving habits among employees.
- Regularly monitored water usage to detect leaks early.

Permanent reduction of energy consumption by

➤ Increasing the number of devices powered by LED technology
➤ Expanding the use of occupancy sensors.
➤ Upgrading HVAC systems

HVAC Efficiency Upgrade

In line with **SASB's** Energy Management and Environmental Footprint metrics (**TC-SI-130a.1**), we upgraded EGS premises with a high-efficiency **Hisense** HVAC system in March 2024. The new HVAC system features smart management with area-specific temperature control, occupancy sensors, and automated scheduling to optimize energy use and enhance comfort.

Model: AS24HR4SXBTD01B

Energy Reduction: Reduction of energy consumption by 15-20%

System Efficiency:

SEER rating of 6.1-6.5, **COP rating** of 3.5

GHG Impact: Reduces CO2 emissions by **15-20%** . An estimated **1.2 metric tons of CO_2e /year** are **avoided** due to energy-efficient features.

Refrigerant: Uses R32 refrigerant, with a lower GWP than traditional refrigerants.

Waste Diversion: Designed for 80% recyclability, with recyclable components.

This initiative supports our Net Zero 2050 roadmap by reducing Scope 2 emissions and improving energy intensity across facilities.
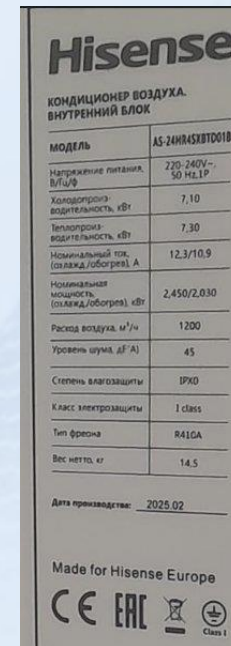
ENVIRONMENTAL COMMITMENT RENEWABLE ENERGY

The Business Centre has taken meaningful steps toward sustainability by increasing the number of solar panels, which now supply approximately 23.6% of EGS's total energy consumption.

This investment in renewable energy demonstrates a clear commitment to reducing environmental impact and promoting clean energy use within the building.

EGS's decision to continue its tenancy at IT Park was strongly influenced by the availability of these renewable energy sources, which aligns with the company's own environmental goals and dedication to sustainability.

Based on calculations, approximately **94,458 kWh** of renewable energy, equivalent to **23.6%** of total energy consumption, is generated from solar panels.

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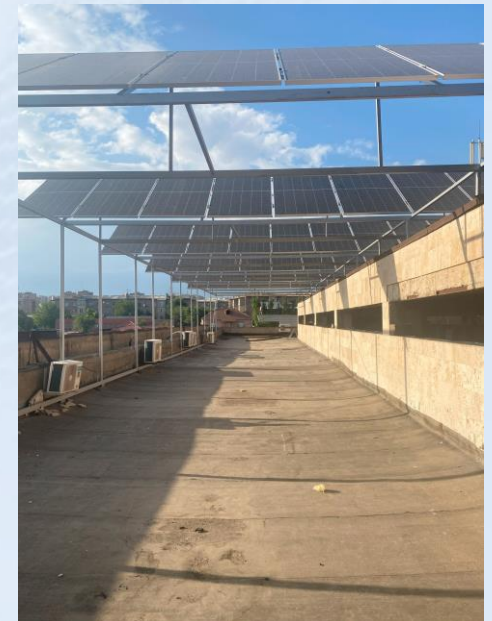
As a responsible and environmentally conscious business, EGS recognizes the urgent need to prioritize environmental stewardship and actively contribute to the health of our planet. In alignment with this commitment, EGS has developed a Waste Management Plan, which serves as a strategic framework for minimizing our environmental impact. This plan establishes clear milestones and actionable targets to ensure the systematic implementation of waste sorting and responsible disposal practices across all aspects of our operations.

Action	Status 2023	Status 2024	Deadline
Renewing the Contract with Waste Management Partner	Completed	Completed	March, 2024
Enhanced Waste Sorting Infrastructure	In Progress	Completed	July, 2024
Conducting employee awareness campaigns and communicating clear waste sorting guidelines.	Completed	Completed	In the scope of EGS CSR trainings
Implementing waste recycling metrics	In Progress	Completed	2024

1. Waste Sorting & Sustainability

As part of our commitment to environmental stewardship, EGS has implemented a **waste sorting strategy** aimed at minimizing the environmental impact of our operations. Clearly labelled waste sorting containers are strategically placed in common areas, including corridors and kitchen spaces, to promote responsible waste disposal and support recycling efforts.

2. Awareness Training

To raise **employee awareness** , EGS carries out **CSR trainings** per annum.

Core objectives include **reducing overall waste generation**, **increasing recycling and reuse rates, repairing, repurposing, and reselling IT equipment** and **eliminating single-use items**. We are integrating **circular economy principles** into our processes, enhancing waste segregation at all facilities, and working closely with suppliers to promote sustainable practices across our value chain. Ongoing employee training and a transition to digital workflows further support these above-mentioned goals. All initiatives are designed to meet or exceed applicable environmental regulations.

3. Office Resources and Equipment Management

EGS office manager oversees the collection and redistribution of office equipment, including monitors, desks, chairs, keyboards, headphones, mice, and laptops, facilitating reuse that reduces waste, lowers costs, and reinforces our commitment to sustainability.

ENVIRONMENTAL COMMITMENT
WASTE MANAGEMENT

Material Consumption Reduction

- **Cloud Computing:** Migrating to cloud services to reduce physical IT infrastructure and hardware needs.
- **Virtualization:** Using virtual servers and containers to optimize hardware usage.
- **Energy-efficient Data Centers:** Operating green data centers powered by renewable energy for lower power consumption.
- **Remote Work:** Reducing office space, paper, and physical resources by adopting digital workflows.
- **Paperless Documentation:** Eliminating paper through digital documentation.
- **Code Optimization:** Writing efficient code to lower server load, reducing energy and hardware demand.
- **Agile Development:** Minimizing resource waste through agile processes that avoid unnecessary iterations.
- **Reusing Software:** Leveraging existing code libraries and open-source tools to reduce development needs.

A Greener Partnership

In 2024, EGS advanced its waste management efforts through ongoing collaboration with Eco Project. http://ecoproject.am

Through its partnership with the Eco Project, EGS is actively supporting reforestation efforts. As part of this initiative, we have already planted several trees in Nork Forest.
In 2025, EGS intends to plant a lot of trees in Geghamavan, Geghargunik, near Lake Sevan, as part of the **Charles Aznavour Forest** initiative.

This initiative reflects EGS's ongoing commitment to environmental stewardship and sustainable development.

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For our business as a software company, Scope 3 emissions primarily arise from **upstream activities**. After a materiality screening of all 15 Scope 3 categories defined by the GHG Protocol, we identified the following categories as the most relevant and likely to contribute significantly to our indirect greenhouse gas (GHG) emissions:

- **Purchased Goods and Services:** Emissions from IT equipment, cloud services, software, and professional services represent a major share due to our digital operations and supplier network.
- **Capital Goods:** We include emissions from the production of hardware and office infrastructure, as our company continues to invest in new technology and equipment.
- **Fuel and Energy-Related Activities:** We account for upstream emissions from the generation of purchased electricity, heating, and cooling, which remain relevant due to our company's reliance on data centres and cloud services.
- **Waste Generated in Operations:** Emissions from office and electronic waste are moderate but still relevant to our footprint reduction efforts.
- **Business Travel:** Emissions from air travel and accommodations are tracked and managed, particularly in client-facing roles and international operations.
- **Employee Commuting:** Varies based on remote and hybrid work models. We continue to monitor this category as part of our broader mobility strategy.

Downstream Scope 3 Activities

Based on our current operations and business model, downstream Scope 3 categories (e.g., use of sold products, end-of-life treatment) are not considered material and are therefore excluded from this assessment.

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Corporate Social Responsibility (CSR) Framework
EGS has established a Corporate Social Responsibility (CSR) policy that outlines its commitment to ethical business practices, social impact, and environmental stewardship.

CSR Awareness and Education
Dedicated training programs are delivered to enhance employee knowledge of CSR commitments, fostering a workplace culture aligned with sustainability and ethical responsibility.

Promoting Awareness and Responsible Resource Use
We actively foster awareness around responsible resource consumption among employees, encouraging sustainable practices in daily operations.

Commitment to Energy Efficiency
As part of its sustainability strategy, EGS continues to invest in energy-efficient technologies and equipment to reduce energy consumption and minimize environmental impact.

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Water supply and infrastructure are managed by the premises' vendor, which limits the company's direct operational control. However, the company actively engages with the vendor to ensure compliance with relevant sustainability and water-efficiency standards. Water consumption is confined to essential domestic uses, specifically for drinking water, restroom sanitation, and kitchen facilities. To promote water efficiency, the company has installed **water filters** in the kitchen and **touchless faucets** in the restrooms, while also encouraging employees to **conserve water through awareness campaigns and signage**.

Given the company's primarily office-based, non-industrial operations, overall water consumption is minimal and poses a low environmental impact. Nonetheless, the company remains committed to responsible water use and collaborates closely with facility managers to support sustainable water supply practices.

Water Filter

ENVIRONMENTAL COMMITMENT
GREENING OUR WORKSPACES FOR A HEALTHIER ENVIRONMENT

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As part of our commitment to sustainability and employee wellbeing, the company has introduced indoor plants throughout the office to improve air quality, boost productivity, and create a healthier workplace. Additionally, an on-site aquarium supports employee wellbeing and raises awareness of aquatic biodiversity, further enriching our sustainable work environment.

BENEFITS FOR OUR EMPLOYEES

Improved mental health:
Reducing stress, promoting relaxation and boosting mood

Increased productivity:
Enhancing employee performance and raising awareness of aquatic ecosystems and conservation.

Better job satisfaction and reduced absenteeism

SOCIAL RESPONSIBILITY

We are committed to fostering a positive impact on society through ethical business practices and inclusive workplace culture. We promote diversity, prioritize employee well-being, and contribute to social initiatives.

SOCIAL IMPACT

Diversity, Equity, & Inclusion

- **50%** of leadership roles are held by women, with a goal of 60% by 2029.
- Revised and enhanced our policies to promote equal opportunities for all employees highlighting zero tolerance to harassment and discrimination in workplace.
- Embraced diversity and fostered a culture of mutual respect.

Healthy, Resilient Workforce

- 100% of our workforce has full health coverage and access to mental health support. Family members can also be included in the package with a discount.
- implemented the installation of air purification machines throughout the premises to enhance indoor air quality.
- Hybrid work model for flexibility and balance
- Performance-related bonus system
- Training, mentorship, and career growth opportunities
- Supportive, resilient workplace culture

Digital Literacy

- Launched the "**Hour of Code**" initiative, training **around 150 teens** in basic programming skills.

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At EGS, we are committed to fostering an inclusive and diverse workplace. **Diversity, equity, and inclusion (DEI)** are core to our values and culture, and we expect all team members to contribute to an environment of mutual respect and equal opportunity.

As part of this commitment, we actively promote the inclusion of minority and vulnerable groups. We ensure accessible recruitment and onboarding processes, provide reasonable workplace accommodations, and offer regular DEI training for leadership and staff. To support employee representation, we have established a Labor Union to raise and protect employee voices. For elderly individuals, we implement age-friendly practices such as flexible working hours, phased retirement options, mentorship opportunities, and accessible technologies. For foreign employees, we offer integration support, assist with work permits and relocation, fairly recognize foreign qualifications and experience, and promote intercultural awareness within teams.

By embedding **ethical practices** and inclusive values into our operations, we create a workplace that supports the well-being, growth, and success of our employees fostering a culture of trust, respect, and professional excellence.

EGS is committed to fostering a safe and resilient work environment by implementing preventive measures focused on earthquake awareness and preparedness. We aim to protect employees and maintain operational continuity during natural disasters.

To achieve this, we have implemented the following measures:

- **Conducted an earthquake safety training** in collaboration with third-party experts, equipping employees with the knowledge and skills to respond effectively during seismic events.

- **Clearly marked and displayed emergency evacuation routes** throughout all office areas to ensure safe and orderly evacuations.

- **Installed emergency kits , safety signage** and instructions placed in strategic locations to support immediate response actions.

These initiatives reflect EGS's ongoing commitment to employee well-being and its broader focus on health, safety, and sustainability within the workplace.
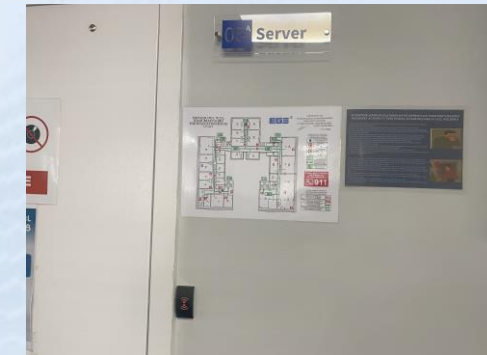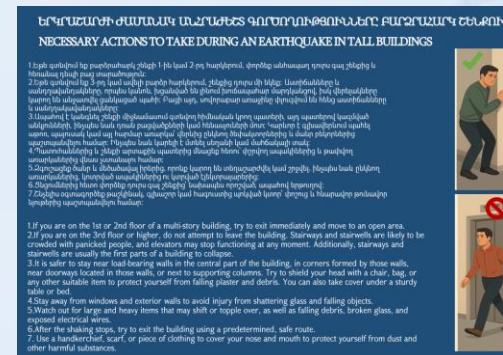
Emergency Contact Coordination

EGS has established a dedicated Emergency Coordination Team responsible for supporting and guiding employees during emergency situations.

This information is clearly communicated to staff as part of EGS's CSR and safety training programs, ensuring preparedness and quick response in critical situations.

EMERGENCY COORDINATION TEAM

Gurgen Khachaturyan
+374 55 339 779
+374 91 339 779

Nairi Avetisyan
+374 55 500 205
+374 99 676 677

Vardan Aloyan
+374 55 670 105

SOCIAL COMMITMENT
EMPLOYEE PHYSICAL SAFETY

EGS places a strong emphasis on the health, safety, and well-being of its employees by consistently implementing safety measures and protocols. This commitment is integral to fostering a responsible and resilient workplace environment.

Access to EGS premises is managed through a robust security system designed to protect employees and ensure a safe working environment. This system includes:

❖ continuous monitoring by an on-site reception supervisor
❖ the use of electronic access badges for controlled entry to all facilities.

These measures reflect EGS's commitment to employee well-being and operational integrity.

SOCIAL COMMITMENT
WELLNESS & PROTECTION

At EGS, the health and safety of our employees is a top priority. We are committed to implementing proper measures and allocating necessary resources to ensure a safe, healthy, and hygienic work environment for all staff.

We provide **100% health insurance coverage for all employees**, with additional benefits extended to their family members at significantly discounted rates. To further promote well-being, we regularly conduct **health awareness sessions** aimed at equipping employees with essential knowledge and preventive measures. These initiatives empower our workforce to respond promptly and effectively to potential health risks, thereby supporting overall wellness and reducing illness-related disruptions.

As part of its commitment to employee health and wellbeing, the company offers a dedicated wellness room equipped with table tennis, yoga equipment, wooden stall bars for stretching, and cardiovascular fitness machines.

Additionally, a soundproof booth is available to provide employees with a quiet space for focused work, private calls, or restorative breaks—fostering both mental wellness and workplace efficiency.

These resources encourage physical activity, help reduce stress, and contribute to a healthier, more engaged workforce, thereby supporting a balanced and productive workplace culture.

At EGS, we recognize that **mental health** is as vital as physical safety in fostering a resilient and productive workforce. Guided by our Corporate Social Responsibility (CSR) policies and commitment to ethical business conduct, we uphold the highest standards of integrity, accountability, and social responsibility.

In full compliance with local laws and regulations, EGS ensures safe and healthy working conditions for all employees. Beyond legal requirements, we prioritize the holistic well-being of our workforce, understanding that employee health is essential to long-term business sustainability.

To support this commitment, since 2022, we have offered a complimentary in-office yoga program designed to promote physical activity and mental wellness. This initiative not only enhances individual well-being but also fosters social interaction and teamwork, strengthening interpersonal connections and contributing to a positive, collaborative organizational culture.
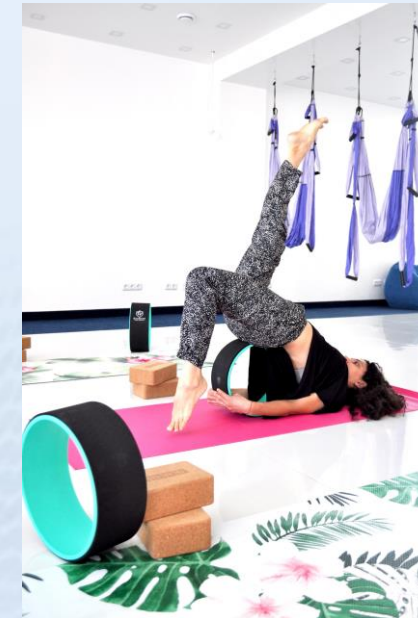
In 2024, EGS conducted a Corporate Social Responsibility (CSR) training for its staff. It was designed to provide a deep understanding of CSR principles, with a particular emphasis on EGS's own CSR policy and its alignment with the organization's broader goals.

The training highlighted the importance of adhering to company policies and procedures, especially those related to sustainability and ethical conduct. Participants explored key CSR initiatives, including environmental sustainability, employee health and safety, and community engagement. By equipping employees with this knowledge, the program ensures they are not only well-informed but also actively aligned with the company's core values. This initiative supports EGS's commitment to fostering a culture of responsibility and promoting sustainable, socially conscious business practices.

As part of our commitment to social and environmental responsibility beyond our operational boundaries, EGS engages in a number of external CSR initiatives that reflect our values and support sustainable development:

1. Digital Skills & Education Outreach

Cooperating with COAF Smart NGO and providing coding workshops, mentorship, and free software training for youth.

2. Volunteering & Community Engagement

Encouraging employees to participate in volunteer activities such as digital literacy programs, environmental clean-ups, or fundraising campaigns.

3. Environmental Campaigns

Supporting tree-planting initiatives, climate awareness campaigns aligned with our broader sustainability goals.

Charles Aznavour Forest Reforestation Project

Trees play a key role in combating climate change (10 trees can absorb one ton of CO_2 over 25 years) and beyond capturing carbon, forests provide 75% of our drinking water while supporting vital ecosystems.

Unfortunately, Armenia experienced significant deforestation during the economic hardships of the early 1990s, and therefore, expanding forest cover is crucial to restoring natural balance and ensuring a sustainable future.

In 2025, EGS plans to undertake extensive tree-planting efforts in Geghamavan, Geghargunik, near Lake Sevan, as part of the **Charles Aznavour Forest** initiative. This project underscores our commitment to environmental responsibility and long-term ecological health.

MY FOREST ARMENIA

https://myforestarmenia.org

ETHICAL GOVERNANCE

We uphold integrity, transparency, and ethical innovation across all aspects of our work. Our governance practices ensure ethical leadership, data privacy, strong cybersecurity, regulatory compliance, and accountability. We actively prevent corruption and align our strategies with ethical and sustainability goals.

ETHICAL GOVERNANCE IMPACT

- Committed to safeguarding personal and organizational data
- Maintaining secure systems and infrastructure.
- Ensuring responsible and transparent use of artificial intelligence
- Enforced a strict Code of Ethics and Conduct across all operations
- Maintained zero tolerance for corruption, bribery, and conflicts of interest
- Provided secure, anonymous channels for reporting ethical concerns and enforced a strict zero-tolerance policy against retaliation.
- ISO 27001 and ISO 9001 certified, and compliant with GDPR, PCI DSS, and other major global standards.

Information Security Management System

ISO 27001 certified since 2018, EGS demonstrates a strong commitment to information security and continuous improvement, ensuring the confidentiality, integrity, and availability of partner data, **reaffirmed by a successful 2024 audit.**

Quality Management System

Since 2009, EGS has implemented ISO 9001 to enhance customer satisfaction and drive continuous improvement. Our commitment to quality was reaffirmed by **a successful follow-up audit in 2024**.

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We are committed to protecting sensitive data through data privacy policies and advanced cybersecurity measures. Our approach ensures compliance with global regulations, reinforces stakeholder trust, and defends against evolving digital threats. By integrating security and privacy into our operations, we uphold ethical standards and maintain the integrity of our digital environment.

Key Commitments

- Comply with data protection regulations, including GDPR, and adhere to PCI DSS, ISO 27001, and ISO 9001 standards
- Implement advanced cybersecurity measures to protect sensitive information
- Conduct regular employee training on data privacy and cybersecurity

ETHICAL GOVERNANCE COMMITMENT REPORTING MISCONDUCT

EGS maintains **confidential** and secure whistleblowing channels to enable employees and **all stakeholders** to report concerns related to unethical conduct, violations of company policy, or potential legal issues. Reports can be submitted **anonymously** and are reviewed by an independent ethics committee to ensure impartial investigation and appropriate corrective action.

The company upholds a strict **zero-tolerance** policy **against retaliation**. Employees are actively encouraged to report any misconduct, with the assurance that their identity and concerns will be treated with the highest level of confidentiality and integrity. Complaints can be submitted through our confidential channels: by emailing whistleblowing@energizeglobal.com or by placing a written report in the Whistleblowing Box, located in a private, surveillance-free area.

These mechanisms ensure that all employees have a safe, accessible, and trustworthy means of raising ethical concerns, in alignment with EGS's commitment to transparency, accountability, and responsible business practices.

KEY PERFORMANCE INDICATORS (KPIS)

We use core metrics to assess our sustainability performance across environmental impact, social responsibility, and governance.

All KPIs are aligned with the SASB Standards to ensure consistency and transparency in reporting.

ENERGY CONSUMPTION REPORT

To support its environmental goals, EGS exclusively uses electricity at its offices and has rented space in a business centre powered by solar panels.

METRIC	2023	2024	% Change	SASB CODE
Energy Consumption EGS Armenia	451,530 kWh	386,468 kWh	↓ 14.4%	TC-SI-130a.1
Energy Consumption EGS Bulgaria	14,639.5 kWh	13,169 kWh	↓ 10.0%	TC-SI-130a.1
Total Energy Consumption	466,170 kWh	399,637kWh	↓ 14.3%	TC-SI-130a.1
Renewable Energy Consumed	81,275 kWh	94,458 kWh	↑ 16.2%	TC-SI-130a.1
% of Total Renewable Energy	18%	23.6%	↑ 5.6%	TC-SI-130a.1
Total gross Scope 1 GHG emissions	0 tCO_2e	0 tCO_2e	0%	
Total gross Scope 2 GHG emissions	203.27 tCO_2e	82.53 tCO2e	↓59.4%	TC-SI-130a.1
Total gross Scope 3 GHG emissions	2,254.18 tCO_2e	2,000.22 tCO2e	↓ 11.27%	
GHG Emissions (Scope 1 + 2)	203.27 tCO_2e	82.53 tCO2e	↓59.4%	TC-SI-130a.1

ENVIRONMENTAL MANAGEMENT ENERGY EFFICIENCY INITIATIVE REPORT

In 2024, our company undertook a significant initiative to enhance energy efficiency and reduce our environmental impact by replacing some of the existing old notebooks with **ENERGY STAR® certified models**. This transition is a key component of our broader environmental management strategy aimed at minimizing energy consumption and lowering greenhouse gas emissions associated with our operations.

The ENERGY STAR® certification ensures that the new notebooks meet energy efficiency guidelines established by the U.S. Environmental Protection Agency. By upgrading to these models, we expect a measurable reduction in electricity usage across our workforce.

This initiative not only supports our commitment to sustainable business practices but also helps mitigate environmental risks linked to energy use while enabling cost savings through decreased utility expenses. We continuously assess and manage environmental opportunities and risks as part of our comprehensive ESG strategy to foster long-term resilience and positive impact.

ENVIRONMENTAL MANAGEMENT DEVICE UPGRADE REPORT

To advance our sustainability goals, we replaced some of the company notebooks and monitors with Energy Star-certified models. This upgrade reduces energy use and carbon emissions, supports cost savings, and aligns with our commitment to responsible resource management.

MODEL	2023	2024	TOTAL	TYPICAL POWER CONSUMPTION	SASB CODE
HP - HP ProBook 450 G10	0 Units	49 Units	49 Units	15 – 45 Watts	TC-SI-130a.1
HP - HP ProBook 450 G9	50 Units	0 Units	50 Units	15 – 40 Watts	TC-SI-130a.1
Philips 243V7QSB : 243V7Q	61 Units	0 Units	61 Units	~18 Watts	TC-SI-130a.1
Philips 246E9QSB : 246E9Q	0 Units	63 Units	63 Units	~19 Watts	TC-SI-130a.1
Lenovo - IdeaPad Gaming 3 15ARH05	15 Units	14 Units	15 Units	8-10 Watts	TC-SI-130a.1

Certificate Links

HP - HP ProBook 450 G9 -> https://www.energystar.gov/productfinder/product/certified-computers/details/2393434

HP - HP ProBook 450 G10 -> https://www.shi.com/product/47224878/HP-ProBook-450-G10-Notebook

Philips 243V7QSB : 243V7Q -> https://www.energystar.gov/productfinder/product/certified-displays/details/2351988

Philips 246E9QSB : 246E9Q -> https://www.energystar.gov/productfinder/product/certified-displays/details/2353352

Lenovo - IdeaPad Gaming 3 15ARH05-> https://www.energystar.gov/productfinder/product/certified-computers/details/2360855?utm_source=chatgpt.com

WASTE MANAGEMENT REPORT

While the SASB TC-SI standards do not include specific metrics on waste generation or recycling, we remain committed to sustainability by strengthening our waste management practices across all operations. Our approach prioritizes reduction, responsible disposal, and circularity, aiming to minimize environmental impact and promote resource efficiency. To further support our environmental goals, we refurbish end-of-life devices for donation and resale, extending product lifecycles and reducing electronic waste.

WASTE OVERVIEW

WASTE CATEGORY	FY 2023	FY 2024	CHANGE YoY
Office Paper	700 KG	250 KG	↓ 64.3%
Plastic	450 KG	180 KG	↓ 60.0%
Hazardous Waste : Batteries	300 KG	250 KG	↓16.7%
Resold/Donated Devices	327 KG	875 KG	↑ 167.3%
Other	650 KG	563 KG	↓ 13.4%
Total Waste Generated	2427 KG	2118 KG	↓ 12.73%
Total Waste Recovered (Recycling, Reusing)	1477 KG	1305 KG	↓ 11.65%
Waste Diversion Rate	60.86%	61.59%	↑1.25%

Description of Devices	PC with CPU Intel Core i7-3770 ; CPU i5 650 MBIntel BLKDH55HC; 2017Lenovo ThinkPad E 570 15 ; CUK ThinkPad E580 Notebook (I); Dell Inspiron 5000 Series 15.; Dell Vostro 3500 i7 1165G7; Fujitsu LB E558 15.6"FHD" i7 ; Fujitsu LIFEBOOK E558 15.6" F; Lenovo ThinkPad E580 15.6" HD; Lenovo ThinkPad Edge E560, 16; PC 400G5MT / GLD310W / i7-8700; PC Core i7 6700; PC Core i7-4790; Fujitsu ESP P556/2/E85+ i7-7700; HP 290G2 MT/ i7 8700; PC I5 7400; PC I7 7700; PC I7 8700; PC i7-4790; PC Intel Core i5-4460; PC Intel i5-4460; PC Intel i7-4790; PC Intel i7-8700; HP 400 G5 i7 8700; APPLE IPAD A1455; APPLE IPAD A1460; IPAD 6th G; MacBook Pro (15-inch, 2017); Apple Ipad 9.7; iPhone 11 Pro Max; iPhone 12; iPhone 12 Pro Max; monitor : 223V5LHSB2/00 Philips 21,5, 193V5LSB2/10 Philips 18.5", 223V5LSB/00 Philips 21.5, 233V5LHAB/00 Philips 23; MacBook Pro 15.4/256GB; mouses, keyboards; TV Samsung, SONY KD55XG8096, etc.

WATER CONSERVATION REPORT

While water supply and infrastructure are managed by the site's vendor, we actively engage with them to ensure compliance with sustainability and water-efficiency standards. This collaboration supports responsible water use and continuous improvement.

In parallel, we are integrating eco-friendly features into our products and services, reinforcing our commitment to environmental responsibility and continuous improvement. In 2024, we introduced sensor-activated washbasin faucets designed to reduce water consumption and promote resource efficiency.

Year	*Old Faucets (Units)	**New Faucets (Units)	Total Flow (m³/min)	Water Savings (%) vs 2023
2023	10	0	0.130	—
2024	8	2	0.1166	10.31%

* Old Faucet Flow Rate: 13.0 L/min
** New Faucet Flow Rate: 6.3 L/min

EMPLOYEE TURNOVER, DIVERSITY & INCLUSION REPORT

In line with our dedication to transparency, equity, and inclusion, we present our annual disclosure of workforce-related sustainability metrics. This report aligns with SASB standards, ensuring clear and consistent communication on key areas such as employee retention, foreign talent, and gender diversity.

EGS Armenia

METRIC	2023	2024	SASB CODE
Employee Turnover Rate	24%	18%	TC-SI-330a.3
% of Women on Board	40%	40%	TC-SI-330a.3
% of Female Employees at Top Management Level	50%	50%	TC-SI-330a.3
% of Employees Requiring Work Visa	11.23%	6%	TC-SI-330a.1
% of Female Employees in the Company	32%	34%	TC-SI-330a.3
% of Female Employees in the Technical Staff	29.25%	33.5%	TC-SI-330a.3
% of Female Employees in the Administrative Staff	53%	53%	TC-SI-330a.3
% of employees from a minority and/or vulnerable group	13 %	8%	TC-SI-330a.3
% of employees from a minority or vulnerable group at top management level	9%	11.4%	TC-SI-330a.3

EMPLOYEE TURNOVER, DIVERSITY & INCLUSION REPORT

EGS Bulgaria

METRIC	2023	2024	SASB CODE
Employee Turnover Rate	23%	15%	TC-SI-330a.3
% of Employees Requiring Work Visa	2.3%	5%	TC-SI-330a.1
% of Female Employees in the Company	24.4%	26%	TC-SI-330a.3
% of Female Employees in Technical Staff	23%	22%	TC-SI-330a.3
% of Female Employees in Administrative Staff	67%	80%	TC-SI-330a.3
% of employees from a minority and/or vulnerable group	2.3%	1.3%	TC-SI-330a.3

TRAININGS & DEVELOPMENT REPORT

In 2024, we expanded our training efforts to deepen employee awareness across key areas such as ethics, safety, sustainable procurement, and data protection. Programs covered a wide range of topics, from health and safety to anti-corruption and secure data handling. Increased participation and engagement reflect our ongoing commitment to building a responsible and resilient workforce.

METRIC	2023	2024	SASB CODE
Average number of training hours per employee	9.3	11.7	TC-SI-330a.2
% of Employees Trained on Discrimination & Harassment	92%	95.5%	TC-SI-330a.2
% of Employees Trained on Business Ethics	90.5%	97%	TC-SI-330a.2
% of buyers completing sustainability procurement training	50%	70%	
% of employees trained on Health & Safety Issues.	100%	100%	TC-SI-330a.2
Number of Employees reimbursed for Certifications or Licensing	4	7	
Other Trainings (including Business Ethics)*	89%	92%	TC-SI-330a.2

Description of Training Programs: Fire & Earthquake Safety, CSR Awareness Raising, PCI DSS, Data Privacy Violations, Conflict of Interest, Bribery & Corruption, Discrimination & Harassment, Unfair Competition, Secure Coding, Data Security, Security awareness, Secure Coding, Sensitive Data Exposure, Data Protection, Security & Safety, Anti-money Laundering, Anti-Corruption & Fraud, Business Party & Supply Chain.

METRIC	2023	2024	SASB CODE
Number of Skills Trainings Provided	253	227	TC-SI-330a.2
Number of Employees With Personal Development Plans	240	210	TC-SI-330a.2
Number of Internal Mobility Cases	15	7	TC-SI-330a.2

EGS®

EMPLOYEE WAGE REPORT

As part of our commitment to transparency, equity, and inclusion, we present our annual disclosure of gender pay gap metrics across key employee groups. This report provides insight into pay disparities between male and female employees in our organization, reflecting our ongoing efforts to promote fair compensation practices and equal opportunity across all levels. While the SASB Standards (TC-SI-330a.3) focus on representation, we go further by reporting pay equity outcomes to support meaningful progress in diversity and inclusion.

METRIC	2023	2024	SASB CODE
Median Gender Pay Gap (Overall)	28%	25%	TC-SI-330a.3
Median Gender Pay Gap (Top Management)	-66.2%	-66.2%	TC-SI-330a.3
Median Gender Pay Gap (Administration)	65%	62%	TC-SI-330a.3
Median Gender Pay Gap (Technical Staff)	23%	20%	TC-SI-330a.3
Pay ratio: highest-paid vs. median employee	190%	185%	TC-SI-330a.3

SOCIAL DIALOGUE AVAILABILITY REPORT

We are committed to fostering open and constructive communication between management and employees through ongoing social dialogue. This includes collaboration with employee representatives and labor unions to ensure fair labor practices, support employee well-being, and promote inclusive decision-making. Through regular consultations, negotiations, and information-sharing, we aim to build mutual trust, address workplace concerns proactively, and strengthen our social sustainability.

METRIC	2023	2024
Number of Employees Receiving Performance-related Bonuses	151	181
Number of Employees Receiving Overtime payment	10	8
Number Of Employees Covered By Collective Agreements	0	249
Number Of Employees Covered By Employee Representatives	278	249

EMPLOYEE HEALTH , SAFETY & SECURITY REPORT

We maintained a strong commitment to employee health and workplace safety, with all employees receiving health and safety training. No incidents of unauthorized entry to our premises were recorded, reflecting the continued effectiveness of our physical security measures. While there was a slight increase in the absenteeism rate year over year, we continue to monitor employee well-being closely and promote a healthy work environment.

METRIC	2023	2024	SASB CODE
Incidents of Unauthorized Entry to EGS Premises	0	0	**TC-SI-550a.2**
% of Employees covered with healthcare	100%	100%	
Absenteeism Rate	0.25 %	0.27%	
Number of Work-Related ill health	42	37	
Number of Employees Receiving Performance-related Bonuses	149	174	
Number of Employees Receiving Overtime payment	26	32	

NUMBER OF HOURS WORKED

METRIC	2023	2024
Standard annual working hours	2,024	2016
Paid annual leave in hours	160	160
Public holidays in hours	72	64
Estimated actual hours worked	1,792	1,792

INFORMATION SECURITY MANAGEMENT SYSTEM REPORT

We are committed to maintaining the highest standards of data security and privacy through strong policies and procedures. The framework includes information security policies, data protection measures, and clear protocols for managing data subject rights and personal data breaches. These controls ensure responsible handling of sensitive information and support our ongoing efforts to protect the privacy of our users and employees.

METRIC	2023	2024	SASB CODE
Number of Data Breaches	0	0	TC-SI-230a.1
Percentage Involving PII	0%	0%	TC-SI-230a.1
Number of users affected	0	0	TC-SI-230a.1
Number of Confirmed Information Security Incidents	0	0	TC-SI-230a.1
Number of users whose information is used for secondary purposes	0	0	TC-SI-220a.2
Number of Law Enforcement Requests for User Information	0	0	TC-SI-220a.4
Details of Implemented Data Security Controls and Policies	**Information Security Policies & Procedures:** Security Policy Statement, Cryptography Policy, Secure Transfer of Information Policy, Incident Management Policy, Security Response Plan Policy, Business Continuity Policy, IT Employee Acceptable Use Agreement **Data Protection & Privacy :** Data Protection Policy, Guide: Pseudonymisation, Minimisation, and Encryption, Privacy Impact Assessment, Binding Corporate Rules **Data Subject Rights & Requests:** Subject Access Request Procedure, Data Portability Procedure, Withdrawal of Consent Procedure, Data Subject Consent Withdrawal Form **Personal Data Breach Management:** Personal Data Breach Notification Procedure, Personal Data Breach Report, Breach Registry Log **Data Records & Logs:** Personal Data Registry Log		

DATA PRIVACY & PROTECTION REPORT

We maintain strong data governance and privacy practices to ensure the responsible handling of user information. Our internal controls, employee training, and compliance with applicable data protection regulations have contributed to the absence of legal actions or confirmed cases of data misuse during the reporting period.
We remain committed to protecting user privacy as a core aspect of our digital responsibility.

METRIC	2023	2024	SASB CODE
Total Amount of Monetary Losses from Legal Proceedings Related to User Privacy	0 (USD)	0 (USD)	**TC-SI-220a.3**
Confirmed cases of data misuse	0	0	

SUSTAINABLE PROCUREMENT REPORT

We are committed to integrating sustainability into our procurement processes by promoting ethical, environmental, and socially responsible practices across our supply chain. Our approach ensures suppliers align with our values on human rights, fair labour, and environmental stewardship.

METRIC	2023	2024	SASB CODE
% of targeted suppliers with signed Code of Conduct	93%	95%	
% of targeted suppliers with ESG clauses in contracts.	93%	95%	

BUSINESS ETHICS & INTEGRITY REPORT

We are committed to maintaining the highest standards of integrity and legal compliance. Over the reporting period, we had no incidents related to corruption, unfair competition, or privacy breaches. Our ethics training program reached a significant portion of our workforce, ensuring employees are equipped to uphold our ethical standards. Additionally, our whistleblower program remains a trusted avenue for resolving concerns, reinforcing our culture of transparency and responsibility.

METRIC	2023	2024	SASB CODE
Incidents of Legal or Regulatory Action for Corruption and Unfair Competition	0	0	
Total Monetary Losses from Legal Proceedings Related to Anti - competitive Behaviour	0 (USD)	0 (USD)	TC-SI-520a.1
Number of Confirmed Ethics Violations (discrimination, harassment)	0	0	
Number of Confirmed Corruption Incidents	0	0	
Whistleblower Reports Received	27	22	
Number of Child or Forced Labor Incidents Reported	0	0	
Total Number of Reports Investigated	22	19	
Description	Bribery & Corruption, Breach of code of conduct, fraud, gifts, favoritism, Bribery, kickbacks, Data Privacy Violations, Anti-corruption & Fraud, Conflicts of interest, Unauthorized access, sharing, or sale of personal data, Unfair Competition, Actions taken in response to confirmed violations		

SASB INDEX

This SASB Index provides data for the full FY2024, reflecting our company-wide commitment to transparent reporting, responsible business conduct, and advancing sustainable value for our communities and stakeholders.

TOPIC	SASB CODE	QUALITATIVE COMMENT	DISCLOSURE LOCATION
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	EGS actively monitors energy use and integrates renewable energy to reduce our carbon footprint and promote sustainable growth. We also manage environmental and social risks and opportunities in line with SASB standards.	Energy Consumption, p.41 Device Upgrade, p. 43 HVAC System Upgrade p.14
Data Privacy and Freedom of Expression	TC-SI-220a.2	EGS strictly prohibits the use of user information for secondary purposes without consent. In the reporting period, there were zero such incidents, reflecting our commitment to data privacy and responsible data use.	
	TC-SI-220a.4	We did not receive any law enforcement requests for user information during the reporting period. We remain committed to protecting user data and complying with all applicable privacy and legal standards.	Information Security Management System p. 55
	TC-SI-220a.3	We maintain a strict commitment to data privacy and security, with robust measures to prevent violations and misuse of user information.	Data Privacy & Protection p. 56
Data Security	TC-SI-230a.1	We prioritize the protection of user data through robust security protocols, demonstrating the effectiveness of our measures and continuous commitment to strong cybersecurity practices.	Information Security Management System, p. 55
Recruiting & Managing a Global , Diverse & Skilled Workforce	TC-SI-330a.1	We focus on employee retention, support international talent, and promote strong gender diversity across technical and administrative roles, reinforcing our commitment to inclusion and equity.	Employee Turnover, Diversity & Inclusion, p. 47
	TC-SI-330a.2	EGS is committed to continuous employee development, ensuring the vast majority of our workforce receives regular trainings. Our ongoing efforts focus on enhancing skills and knowledge to support both individual growth and organizational success.	Trainings & Development, p. 49,50
	TC-SI-330a.3	We are committed to promoting gender diversity across our workforce and management, fostering an inclusive environment that supports equal opportunities and diverse leadership.	Employee Turnover, Diversity & Inclusion, p. 47,48 Employee Wage, p.51
Intellectual Property Protection & Competitive Behaviour	TC-SI-520a.1	EGS did not incur any monetary losses from legal proceedings related to anti-competitive behaviour during the reporting period, reflecting strong compliance with fair competition laws and internal governance practices.	Business Ethics p. 57
Managing Systematic Risks from Technology Disruptions	TC-SI-550a.2	We maintain strict security protocols to prevent unauthorized access to our premises, reflecting our commitment to safety and risk management.	Employee Physical Safety, p.53

FUTURE COMMITMENTS

OUR NET ZERO STRATEGY

Base-line year
2022

Near-term targets by
2030
by 42%

Action plan based on
SBTi
guideline

Commitment in line with Worldline
2050
to become Net-Zero

CO$_2$ Emissions

As an SME aligned with the Science-Based Targets initiative (SBTi) criteria, EGS has committed to reducing absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 42% by 2030, using 2022 as the base year.

To ensure a well-informed commitment, EGS conducted a preliminary assessment of the SBTi framework, carefully considering factors such as company size, industry sector, operational control, and other relevant constraints.

PATHWAY TO NET ZERO
STRATEGIC COLLABORATION & PREPARATORY MEASURES

As part of our strategic sustainability goals, we have partnered with our 18-year partner, Worldline, a key player in our value chain, to jointly advance our commitment to achieving Net Zero emissions by 2050. This initiative aligns with the Science-Based Targets initiative (SBTi) .

Key Challenges To Be Addressed Prior To Commitment Adoption	Preliminary Actions
Achieving Net Zero in EGS delivery centre locations is challenged by the current lack of government-implemented policies.	Research and identification of suitable governmental or quasi-governmental entities capable of providing support.
A limited number of companies within the location committed to the SBTi, with only two companies in Bulgaria and none in Armenia.	Taking a pioneering approach in this domain by conducting a thorough study of the initiative prior to making a commitment.

ENERGY & EMISSION MANAGEMENT
KEY ACTIONS TO ACHIEVE SCIENCE-BASED TARGETS

To support the measurable achievement of our defined Science-Based Targets (SBTs), EGS has identified the following priority areas for action:

Renewable Energy Increase

Increasing the use of renewable energy sources, recognizing that a significant share of our operational CO_2 emissions originate from electricity consumption within office facilities.

Energy Efficiency in HVAC Systems

Assessing and implementing strategies to enhance the efficiency of heating, ventilation, and air conditioning (HVAC) systems across office premises.

Sustainable Equipment Procurement

Ongoing investment in energy- and water-efficient equipment to reduce resource consumption and environmental impact.

Support for Hybrid Work Models

Continuing to reinforce and optimize hybrid work arrangements, thereby reducing commuting-related emissions and energy use in office operations.

These actions reflect EGS's commitment to aligning its decarbonization pathway with climate science and advancing its broader environmental sustainability goals.

As part of our ongoing commitment to sustainable development and resilience, we have outlined key initiatives and risk mitigation strategies for the reporting year 2025.

- ✓ Align our emission reduction goals with the SBT initiative to demonstrate our commitment to climate science and support global decarbonization efforts by reducing GHG emissions intensity.

- ✓ Implement the recommended measures from the Risk Assessment Report to reduce the environmental impact of high energy consumption.

- ✓ Address the business risk associated with overreliance on a single customer by executing the mitigation strategies outlined in the Risk Assessment Report.

- ✓ Maintain a zero-incidence rate of unauthorized access to EGS premises by continuing to enforce strict access control measures and security protocols.

GHG EMISSIONS INTENSITY REDUCTION TARGET REPORT

We are committed to reducing our environmental impact through measurable actions. As part of our climate strategy, we continuously monitor and improve our energy performance to lower greenhouse gas emissions across our operations.

Year	Total Floor Area (sq.m)	Scope 1 Emissions (tCO$_2$e)	Scope 2 Emissions (tCO$_2$e)	Scope 3 Emissions (tCO$_2$e)	Total Emissions (tCO$_2$e)	Emission Intensity (tCO$_2$e/sq.m)
Base Year: 2023	2,400	0	203.27	2,254.18	2310	0.94
Target Year: 2030	2,400	0	49.5	1160.17	1210	0.50

TOTAL GROSS SCOPE 3 GHG EMISSIONS REPORT

EMISSION SOURCE	2023 Emission (tCO$_2$e)	2024 Emission (tCO$_2$e)	Reduction Achieved
UPSTREAM GHG EMISSIONS			
Purchased goods and services	1,279.99	1,133.47	↓ 11.45%
Capital goods	844.59	747.91	↓ 11.45%
Fuel and Energy-Related Activities (not included in Scope 1 or Scope 2)	31.72	27.19	↓ 14.28%
Waste generated in operations	18.01	15.95	↓ 11.44%
Business traveling	11.20	9.35	↓ 16.52%
Employee commuting	68.65	66.34	↓ 3.36%
DOWNSTREAM GHG EMISSIONS	N/A	N/A	N/A
Total Scope 3	**2,254.18**	**2,000.22**	**↓ 11.27%**

THANK YOU FOR CONTRIBUTING TO A MORE SUSTAINABLE FUTURE!