

Sustainability Report 2023



Table of contents

01. INTRODUCTION

About the report	1
Message from our CEO	2

02. ABOUT EGISS

Egiss at a glance	4
Our values	6
Vision	7
The why	8
Strategy	9
Organogram	10

03. PRACTICES

CO ₂ e reporting services	13
ITAD	14
Shipping practices	16
ServiceNow	17

04. APPROACH

Stakeholders	19
Environmental	21
Social	26
Governance	29

05. PARTNERING FOR IMPACT

UN Global Compact	32
EcoVadis	33
SBTi	34
Lenovo 360	35
HP Amplify Impact Programme	36
Gadens Børn	37
Improvement areas	38
Where to find us?	40



01

Introduction



About the report



The objective of Egiss Group (hereafter referred to as Egiss) is to empower our customers to become leaders in responsible IT solutions by optimising our business and services to facilitate decarbonisation throughout the supply chain. This commitment lies at the heart of our operations, and this report serves as a testament to our initiatives and efforts in this regard.

Sustainability extends beyond Environmental, Social, and Governance (ESG) considerations; it encompasses our ongoing support for the communities and individuals that are essential to our relevance as a company. Our report outlines our continuous

work within the ESG framework as part of the Egiss ESG Programme, detailing our performance across various initiatives and underscoring our dedication to transparency and continuous improvement.

This report covers the period from January 1 to December 31, 2023.

In 2023, we enhanced and accelerated our sustainability agenda by publishing our first Sustainability Report. We also conducted a procurement assessment of our largest suppliers, achieved multiple ISO certifications, implemented new policies, launched our online whistleblower solution, and updated our

code of conduct. We developed a plan to reduce our CO2 emissions, promoted circular economy practices, conducted internal training sessions, and much more.

As we move forward, we acknowledge that our journey toward net zero is just at its beginning. We are committed to taking our responsibilities seriously and recognise that there is much work ahead. We remain open to new initiatives and approaches that will advance both our business and the industry in more sustainable solutions.

A message from our CEO

Sustainability is at the core of everything every company is doing, from discussions regarding strategy, requests for price, operations and internal and external use of KPIs.

These past years, I have observed a crucial shift: sustainability is no longer just a compelling narrative; it has become essential to our business and how we operate and will operate in the future. It remains our license to sell, operate, and innovate. At Egiss, we recognise sustainability as a fundamental aspect of our solution offerings, and we know that it is vital for ensuring our long-term relevance and strength.

With over a decade of experience in the global IT industry, I have seen a profound evolution in our collective understanding of our responsibility to the world. I am committed to taking proactive steps to seize opportunities and ensure responsible solutions where possible. This includes provid-

ing our customers with transparent, detailed, and auditable emission data, empowering them to act responsibly within their own businesses too.

I feel a deep sense of responsibility, not only to Egiss and every individual working here but also to our operations within the global supply chain. I know that no leader can succeed in isolation, and I am truly grateful to everyone who supports our efforts.

At Egiss, we depend on our strategic partners and suppliers to make our sustainable initiatives come to life. By driving innovation through our involvement in the Lenovo L360 community, and achieving a 5-star Amplify Status with HP, we collaborate with industry leaders to not only meet but exceed the expectations of our customers and stakeholders.

While I know that significant work remains

ahead, I take pride in our accomplishments so far. I extend my heartfelt thanks to everyone who supports our journey, from trusted partners, and customers, to every employee. Our collective effort is essential to maintaining sustainability at every stage of our business, our industry, and as part of a global supply chain.

- Jesper Ravn, Founder & Group CEO



02

About Egiss



Egiss at a glance

The prologue

In the years leading up to the founding of Egiss, it became increasingly clear to the founders that global corporations were challenged by long delivery lead times, different pricing from country to country and the hassle of managing several reseller relationships in each country, depending on the devices required.

At the same time, PC manufacturers and OEMs struggled to provide a truly global distribution model for their international customers.

The vision

Egiss was founded with a clear vision: to provide a customer-specific catalogue of IT hardware and tech devices

that can be configured (if needed), delivered, and invoiced at the same price globally from our fully managed warehouses and legal entities around the world. This remains our main focus and core business today.

Today

Focusing only on hiring people with high-level skills in global freight, IT distribution, and supply chain management while staying fully dedicated to the strategy has proven to be the right approach.

Today, we have long-term contracts with some of the world's largest global companies, meeting their IT requirements in more than 180 countries.

Egiss timeline



Hubs and offices worldwide



Our values



Cooperation & teamwork

We work as one team and distinguish ourselves as being part of a group of dedicated professionals who constantly strive to be the best possible partner to our customers and business partners. We have each other's backs and work together.

Customer-centric

We listen to our customer's constantly developing needs to ensure that we create value for them – this is our focus in all aspects of our business.

Innovative / developing

We challenge traditional ways of doing business, focusing on developing our employees and business systems to better support our customers' needs and provide a higher degree of efficiency and quality in our offering.

Personal accountability

We are committed and responsible partners to our customers, and we take pride in having ownership of our roles and professional relationships.

Learn with a smile

We meet our customers with a smile and an open mind. We believe that a work environment with humour and fun is important and fosters a culture of learning.

OUR SUSTAINABILITY VISION

We dream of a future where every aspect of sustainability is so obvious that it needs no mentioning – something we simply expect of IT.

The why

Sustainability is crucial for driving positive impact and enhancing corporate performance. And just as our stakeholders prioritise sustainable practices, we must integrate sustainable considerations into our strategies to thrive.

At Egiss, we see 3 significant reasons for focusing on sustainability:

License to sell

By committing to trusted organisations such as EcoVadis, SBTi and UN Global Compact, we meet our customer's requirements for the highest level of sustainable focus and responsibility.

License to operate

By letting data-driven forecasts optimise the procurement and product catalogue and ensuring activity-based emission calculations per invoice, we make each order a proactive part of our customer's decarbonisation process.

License to innovate

Sustainability is a shared effort, and only through close cooperation with industry leaders can we help push sustainable initiatives and bring new, innovative solutions to life.

Strategy



At Egiss, we believe that sustainability is integral to our business operations rather than a standalone department. We recognise that sustainability is essential for driving our organisational success and must be woven into every aspect of our business.

Our primary focus is to simplify the complexities of IT procurement and management for global companies, ensuring transparency and efficiency in structuring their IT hardware and tech devices across globally. We acknowledge that our activities can contribute to electronic waste (E-waste) if not managed effectively, and as E-waste has increased by 82% since 2010, this only underscores our commitment to treating sustainability as a business-critical issue.

We are dedicated to helping our customers optimise every step of IT management. Achieving this requires a careful balance among sustainable solutions, user experience, and cost efficiency. We recognise that by neglecting any of these elements, we will not succeed in delivering responsible and effective solutions.

For us, sustainability is synonymous with business success. It drives profit and progress, demonstrating that being smart about sustainability is just as important as being environmentally conscious.

- Belinda Fjord, Director, Head of ESG & Global Partnerships

Organogram

1

Accountability & Oversight

- Direction and decision-making
- Oversight of targets and policies
- Oversight of management and measurement
- Reporting and disclosure sign-off

Board

René Von Staffeldt Beck - Chairman
Edmund Alfred Lazars
Mark Williams Joseph

Jesper Ravn - CEO
Rasmus Sandorff Jacobsen - CFO

2

Management & Steering

- Target-setting and action planning
- Budgeting and resource allocation
- Leadership and engagement
- Knowledge building
- Process change

Management

Jesper Ravn - Group CEO
Rasmus Sandorff Jacobsen - Group CFO
Hanne Bak - Group CHRO

René von Staffeldt Beck - Group COO
Rune Toft - Group CDO
Belinda Fjord - ESG Director

3

Delivery & Implementation

- Innovation and implementation
- Stakeholder engagement
- Training
- Auditing
- Data collection

Operational

Staff function:
Belinda Fjord - ESG Director

Sales:
Peter Hove - Director, Global ITAD Remarket
Ole Bülow - Solution Director
Thomas Lindstrøm - Director, Retention, Global Accounts

ESG:
Anne-Katrine Hjuler Hansen - ESG Coordinator

People and Culture:
Hanne Bak - Group CHRO

Finance:
Stine Thaarup Brodthagen - Finance Manager

Operations:
Thomas Werge - Director, Global Procurement
Lise Brøndum Andersen - Director, Global Shipping
Jakob Kokfelt - Director, Global Hub Operations

03

Practices



Striving for more

Our customers take significant responsibility for their entire value chain. As a global industry leader, you understand the need to aim even higher. Sustainability must permeate every aspect of our work, but it must also deliver measurable value for your business.

Egiss supports your journey toward greater sustainability with a comprehensive portfolio of tailored solutions, standardised services, and innovative programs. These are designed not only to reduce environmental impact but to enhance your competitive edge. By transforming sustainability goals into actionable plans backed by clear documentation, we help turn ambitions into measurable outcomes.

And if it isn't relevant to your business, it's not sustainable.



CO₂e Reporting Services

IT products are known as a significant contributor to our customers' climate impact, and IT departments face reporting demands to include more detail on new acquisitions and mapping existing installations.

For measuring and calculating GWP on ICT products, Egiss has entered a strategic collaboration with the approved data partner Rejoose. This partnership will enable Egiss to demonstrate the total GWP data for IT products and

services invoiced from one of Egiss' entities, covering both Scope 2 and Scope 3 reporting.

As part of our Procurement Services, our customers can utilise audit-ready tools and integrate data to effectively manage their emissions, mitigate the risk of compliance failures, and save operational costs.



An IT baseline report from Egiss contains:

- Energy efficiency (data centre IT) and energy consumption
- Climate impact, total for Scope 2 and 3
- Both Data Centre IT and Workplace IT
- Breakdown of energy consumption by product category
- Compliance with EU CSRD and the Taxonomy Regulation
- Reporting allowing customers to become a 'Participant' in the EU Code of Conduct on Data Centre Energy Efficiency
- And much more

ITAD Services

As an IT Asset Disposition (ITAD) provider, we understand the importance of daily managing the environmental impacts, social responsibilities, and ethical governance related to IT assets. We aim to empower global businesses to make more sustainable choices concerning their IT hardware and technology devices. To achieve success, we collaborate closely with our customers and partners, ensuring total transparency, efficiency, and adherence to regulations.

Through Egiss' ITAD Services, we offer services that align with ESG principles within a circular economy framework. Our strategy focuses on extending the life of IT equipment and encouraging reuse to reduce unnecessary e-waste production. When equipment cannot be reused, our ITAD vendors ensure that it is properly

recycled, allowing materials to be reintegrated into the circular economy as manufacturing feedstock, thereby decreasing the need for new resource extraction.

By embracing the circular economy, we can convert our linear, wasteful systems into closed-loop models that reduce waste, greenhouse gas emissions, and resource consumption.

When companies need to retire IT assets, the team at Egiss ensures strict compliance with environmental standards, minimising the environmental footprint. With our thorough hardware disposal documentation, such as reports and Certificates of recycling, businesses can illustrate the measurable effects of their responsible disposal processes and align them with their ESG objectives.



Return. Reuse. Recycle Program

Our Return. Reuse. Recycle. program offers a comprehensive solution for refurbishing and reusing devices within your company, guided by a clearly defined set of parameters.

Once a device falls outside these parameters, we ensure that data is erased and recycled in an UN-approved market for secondary life.

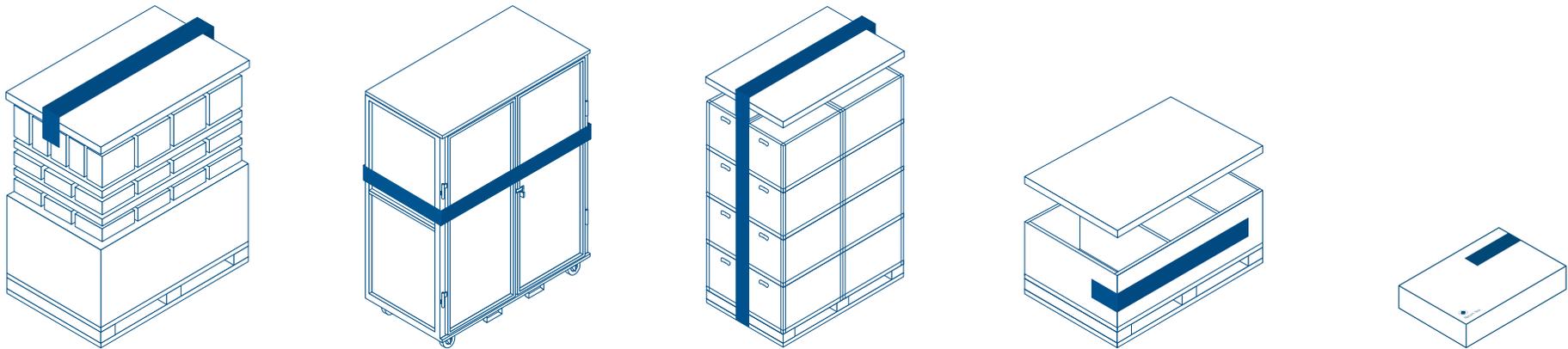
This allows us to provide in-house circularity with best-in-class ITAD Services spanning from:

- Asset recovery via managed logistics
- Data security and erasure (conforming to NIST 800-88 and HIPAA)
- Return solution to relocate devices in a new position with our customers
- Value recovery via remarketing in a multichannel setup
- Environmentally-friendly recycling

Egiss recognises the vital role of proper IT asset disposal in ensuring data security and protecting brand reputation. A data breach can lead to significant financial losses, making it essential to prevent sensitive information on old devices from falling into the wrong hands. Our processes at Egiss are specifically designed to prioritise data security.



Logistics Services



Measuring every single vendor's delivery times at a customer, category and product level.

This data allows us to determine the precise timing for placing orders to maintain optimal stock levels. Using this information, we can make informed procurement decisions at the right moments and choose the most efficient method of transportation from the factory to our location.

Since rail and sea transport have significantly lower carbon footprints compared to air transport, this data-driven approach enables us to effectively utilise rail and sea options without compromising our stock levels.

Standardised bundling of orders for the same destination into a single consolidated shipment.

Each individual order within the bundle is clearly labelled, which facilitates easy sorting and distribution. This approach allows us to schedule shipments to office locations once a week, maximizing our bundling efforts while minimizing business impact through accurate forecasting. By implementing these practices, we also contribute to the reduction of Scope 3 emissions.

ServiceNow integration

As part of our Commerce Services, our two-way, event-driven integration with ServiceNow revolutionises IT asset management by seamlessly aligning with your operational workflows and providing real-time visibility across the asset lifecycle.

This advanced integration delivers both inbound and outbound data flows, ensuring streamlined communication, improved accuracy, and greater operational efficiency.

Key capabilities include:

- Inbound integration for orders covering new and used equipment, as well as the return of devices, enabling seamless procurement and recovery processes.
- Outbound integration for catalog, stock levels, and order updates, including order confirmed, order updated, order shipped, order delivered, and

return statuses such as return received, return handled, and return settled.

- Real-time inventory and catalog synchronisation, ensuring accurate and up-to-date tracking for better decision-making and resource planning.
- Automated workflows to reduce manual intervention, eliminate redundant tasks, and improve overall efficiency.
- Custom notifications that keep stakeholders informed of key updates and events, enhancing collaboration and transparency.

Benefits of Our ServiceNow Integration

- Enhanced efficiency: Streamlined workflows and automated updates reduce manual effort, freeing up valuable resources.
- Improved decision-making: Real-time data ensures you have accurate information when you need it, helping you plan better and act faster.
- Greater transparency: End-to-end visibility into

orders, inventory, and returns fosters trust and improves accountability.

- Seamless user experience: Centralized and automated processes simplify IT asset management, delivering a smoother experience for all users.
- Stronger compliance and control: Detailed tracking and reporting capabilities help ensure adherence to internal policies and regulatory requirements.

With this integration, Egiss empowers your organisation to optimise its IT operations, enhance cost-effectiveness, and elevate the user experience. Whether it's managing complex order flows, keeping inventory accurate, or ensuring returns are handled seamlessly, our ServiceNow integration supports your goals for operational excellence and sustainable growth.

The ServiceNow logo consists of the word "servicenow" in a bold, lowercase, sans-serif font. The "o" in "now" is a distinctive green color, while the rest of the letters are black. A registered trademark symbol (®) is located at the end of the word.

04

Approach



Stakeholders

Key stakeholders	Topic	Communication channels
Customers	<ul style="list-style-type: none"> • Environmental impact • Circular economy • Diversity • Responsible business practices • IT security 	<ul style="list-style-type: none"> • Individual meetings • Workshops • Net promoter score (+79)
Employees	<ul style="list-style-type: none"> • Code of conduct • Employee satisfaction • Employee benefits • Career development • Education • Working conditions • Accidents 	<ul style="list-style-type: none"> • Employee representation at board meetings • Individual meetings • Team meetings • Arbejdsplassvurdering (workplace assessment) • Yearly employee review
Owners	<ul style="list-style-type: none"> • Sustainability policy and performance 	<ul style="list-style-type: none"> • Board meetings • Ongoing dialogue
Suppliers	<ul style="list-style-type: none"> • Supplier code of conduct • Environmental performance • Commitment to the UN Global Compact 	<ul style="list-style-type: none"> • Procurement negotiations • Supplier assessments and surveys

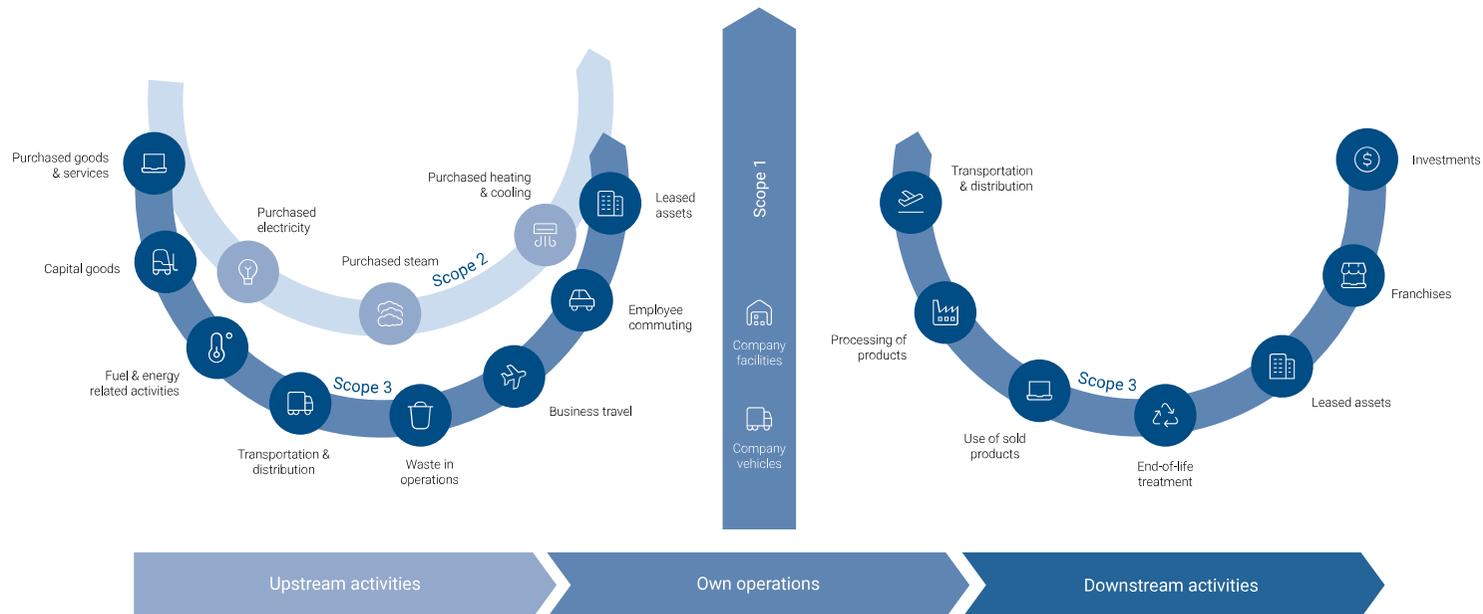
Stakeholders

Key stakeholders	Topic	Communication channels
NGO's and partnerships	<ul style="list-style-type: none"> • Education • Health • Gender/minorities 	<ul style="list-style-type: none"> • Ongoing dialogue • Site visits • Partnerships
Trade associations and other organisations	<ul style="list-style-type: none"> • Sustainable leadership • Cyber security 	<ul style="list-style-type: none"> • Networking events • Webinars
Trade unions	<ul style="list-style-type: none"> • Working conditions • Employee health and safety 	<ul style="list-style-type: none"> • Individual meetings

Environmental

Egiss seeks to reduce and minimise our impact on the climate and the environmental consequences of our business activities. We work on our internal processes – garbage, recycling, electricity, reducing food waste, etc. - and on our impact on receiving and sending goods around the world.

The success of the sustainability initiatives relies on cooperation and how this is reflected in every step of our supply chain. Our solutions are driven by acceptance and requests from our customers, and our aim to do better is made possible by the support of the manufacturers and suppliers we work with, as well as the continuing development of their products and services.



Group emissions 1 January – 31 December	2023	2022	2021
Group Total	52,240 tCO ₂ e	31,840 tCO ₂ e	37,200 tCO ₂ e
Scope 1 - Total	62.4 tCO ₂ e	159.3 tCO ₂ e	66.8 tCO ₂ e
Scope 2: Market-based - Total	302 tCO ₂ e	255 tCO ₂ e	173 tCO ₂ e
Energy used, kWh	1,123,925 kWh	879,677 kWh	592,182 kWh
Renewable % for electricity	22%	37%	21%
Scope 2: Location-based - Total	190 tCO ₂ e	212 tCO ₂ e	60 tCO ₂ e
Energy used	1,123,925 kWh	879,677 kWh	592,182 kWh
Energy % per category (electricity)	42.8%	56.7%	49.8%
Energy % per category (heat)	57.2%	43.3%	50.2%
Scope 3 - Total	51,880 tCO ₂ e	31,420 tCO ₂ e	39,960 tCO ₂ e
Purchased goods and services, share	97%	88%	83%

Environmental

The CFO view

In 2023, our approach to Corporate Social Responsibility (CSR) has undergone significant transformation, evolving from a standalone component in our annual report to a vital, integrated aspect of the Environmental, Social, and Governance (ESG) initiatives across the Egiss Group.

We continue to align our focus areas with the United Nation's 17 Sustainable Development Goals. Throughout 2023, we have made substantial progress in understanding the new Corporate Sustainability Reporting Directive (CSRD) standards, and this initiative will carry on into 2024. Starting in the financial year 2025, Egiss will comply with CSRD. This compliance not only enhances our corporate transparency but also allows us to gain insights into our upstream supply chain.

Our commitment to data quality reflects our aim to exceed mere compliance, particularly

regarding emissions reporting. To achieve this, we have revised our methodology for calculating Scope 3 emissions in the "Purchased Goods and Services" category, transitioning from a cost-spend approach to an activity-based carbon data calculation for hardware.

The 2023 emission figures show an anticipated increase compared to 2022, primarily due to the methodological shift but also an increase in warehouse facilities, number of employees and global operational activities. Although both calculation methods are recognised by the Greenhouse Gas Protocol, we believe that the activity-based carbon data approach offers a more accurate representation of our emissions profile compared to the cost-spend method.

Going forward, we will use the activity-based carbon data as a benchmark indicator and evaluate the progress over time, not only as the

main data source for decarbonising our Scope 3 where possible but also to set the highest bar for data quality. We recognise that securing solid data information about our business can benefit our strategic decisions. A fact that only becomes more relevant with the double materiality analysis in 2024, as part of the CSRD, and the upcoming work on collecting the ESRs for our value chain.

- Rasmus Sandorff Jacobsen, Group CFO

Environmental

Warehouse recycling

In order to reduce the environmental impact of our operations, we recycled 95% of all cardboard, paper, and plastic used at our warehouse.

For our export packaging, we exclusively utilised recycled paper and plastic as cushioning materials. Additionally, the plastic bags we employ are crafted from a blend containing 80% recycled materials.

When it comes to our used electronics, we either resold them for reuse or ensured they were properly disposed of at designated recycling stations. This approach not only prevents waste but also promotes a circular economy, aligning with our values of environmental stewardship.

New European hub

In March 2023, we inaugurated our new European hub, located just outside Aarhus in Denmark. The hub is both a warehouse and provisioning facility, as well as the production facility for our ITAD operations.

With sustainability being an important part of our DNA and business model, it was important that the new hub be an environmentally friendly A-energy class building. It has intelligent district heating, and solar panels will be installed on the roof, letting surplus electricity flow into the utility grid when possible. The hub utilises intelligent lighting, which automatically measures motion and daylight and adjusts the lighting based on this.



Environmental

HP Planet Partner Programme

HP Planet Partners is an initiative created by HP dedicated to promoting the responsible return and recycling of computer equipment and consumables. This program recognises that electronic products are composed of valuable materials, including metals, plastics, and glass, which can be effectively repurposed and recycled. By reclaiming these materials, the program plays a crucial role in conserving natural resources and diminishing the demand for raw materials extraction—an activity that significantly contributes to environmental degradation.

In 2023, Egiss returned two used HP ink cartridges and 17 HP LaserJet toner cartridges to be recycled.

Hello Effort.

Our ESG Programme, “Hello Effort,” reflects the importance of dedicated work and persistent commitment to drive meaningful change.

It serves as an open invitation to individuals and teams within the organisation to actively engage in sustainable and responsible practices.

We approach this work with humility, acknowledging that sustainability is a complex and evolving field, and know that the journey towards sustainability and ethical governance requires ongoing Effort.



Social

Group diversity/minority 1 January 2023 – 31 December 2023	2023	2022	2021
Number of employees (FTE)	138	133	69
Diversity			
Board of directors - supre governing body	0%	0%	0%
Group management & other levels of management	22.7%	35.3%	37.5%
All employees	31%	38%	33.3%
New hires	50%	42.1%	50%
Minority/vulnarable group			
All employees	5%	<i>Not tracked</i>	1,5%
Management	0%	0%	0%

Definition of diversity

Diversity expresses the share of women. We work to achieve and maintain gender balance and increase the percentage of the underrepresented gender.

Social

Diversity, Equity and Inclusion Policy

At Egiss, we are committed to fostering an equitable, diverse, and inclusive workplace. We believe that diversity is a strength and that everyone should be treated with respect and dignity. Our overarching goal is to create an environment where every individual feels valued and included. This is highlighted in the new Diversity, Equity, and Inclusion (DE&I) policy.

When it comes to recruitment, we emphasise the importance of trust—both among our colleagues and with our customers. We understand that without a foundation of basic trust, our business relationships can be compromised. This trust is built on mutual respect, which enables transparency and integrity in our everyday interactions.

To further our commitment to a diverse work environment, the People & Culture team has also conducted awareness training sessions focused

on diversity, discrimination, and harassment, ensuring that our values are not only upheld but actively promoted throughout the organisation.

We strive to create a more balanced gender distribution, particularly within our senior leadership team. By 2026, we aim to have 40% women in our management group and a 50/50 gender distribution at the board level.

We aim to achieve 100% participation in DE&I training programs among employees by the end of 2023.

Collective Bargaining Agreement

In March 2023, Egiss successfully established a Collective Bargaining Agreement for a portion of its workforce for whom it is relevant. This collaborative effort involved employees working closely with local union representatives, focusing on open dialogue to negotiate and craft a comprehen-

sive agreement. With this Agreement, Egiss has initiated a transformative framework designed to develop and implement policies and practices that not only adhere to the stipulated terms and conditions but also aspire to exceed them, thereby enhancing the overall workplace experience for its employees.

Inclusion initiative

Egiss collaborated with local municipalities to provide specialised training for employees with special needs. The primary objective of this initiative was to create at least one new job opportunity for each participant by the end of the training period in 2024. As we engage with various municipalities regarding the training of individuals with special needs, we remain committed to exploring potential pathways for converting these training experiences into actual job openings. Our aim is to promote inclusivity and empower individuals to achieve meaningful employment.

Social

Leadership courses

The framework for this leadership training programme was thoughtfully designed to address a pressing need for a shared foundation of management skills among Egiss managers. The primary aim was to promote clarity in both communication and actions within the management team, fostering greater cohesion both vertically and horizontally throughout the organisation.

Five team managers actively participated in this initial leadership course, engaging in a variety of exercises intended to enhance their managerial capabilities and strengthen their leadership presence. Looking ahead, several additional training sessions are already being planned for 2024, with the goal of further developing the leadership skills of more managers within the organisation. We aim to increase total training hours by 10% against a baseline year of 2023.

Reorganisation of Health & Safety

In light of the relocation, the Health and Safety organisation integrated two separate Health and Safety teams into a cohesive unit. This newly formed organisation encompassed a wider array of job functions, allowing for a more comprehensive approach to workplace safety and health initiatives. By merging diverse expertise and perspectives, the organisation aimed to enhance its effectiveness and responsiveness to the needs of all employees within the broader group. In 2024, we want to ensure 100% of employees receive health and safety training.



One of the things I always enjoy and appreciate when working with our Global Hubs in Egiss, is the Cultural diversity.

In the Danish Hub Operation division alone, we have 40+ people and 12 different nationalities. This contributes to a beautiful mix of people and perspectives which adds to our ability to always challenge us on how things are done, and more importantly, could be done.

Ultimately, it fosters an “assume-nothing-but-be-curious-about-everything-approach”, which is good in life and business.

- Jakob Kokfelt, Director - Global Hub Operations

Governance

IT security

IT security is fundamental to our operations, and we are committed to providing a high level of security across all our solutions. To ensure our security is effective and up-to-date, Egiss employs a system of continuous monitoring, allowing us to promptly identify and address any vulnerabilities that may arise.

Furthermore, we place a strong emphasis on educating our employees about cybersecurity. In 2023, 138 employees conducted comprehensive training sessions designed to enhance their awareness and understanding of potential threats. This empowered our team to recognise suspicious activities and respond swiftly and effectively, fostering a culture of security throughout the organisation.

At Egiss, we value innovation and recognise the potential benefits of Artificial Intelligence (AI) in enhancing our work processes. While AI is not an established way of working in all our operational

processes, we acknowledge its increasing availability and the opportunities it presents.

AI may be used for ad hoc purposes to assist in tasks not covered by established processes. In such cases, employees are required to consider using AI where it makes practical sense to achieve the task's objectives and only use it when following the Egiss internal compliance with policies for the use of AI. The Egiss AI Policy is an extension of our broader company policies and must be adhered to in conjunction with existing rules and regulations.

We believe that by adhering to our AI guidelines for ad-hoc purposes, we can harness the benefits of AI technology responsibly and in alignment with our values and commitment to excellence.

ISO certifications

In 2023, Egiss initiated the recertification process for ISO 9001, ISO 14001, and ISO 27001, which Refurb had previously achieved before the acquisi-

tion. Bureau Veritas conducted a thorough external audit.

The recertification of ISO 9001 and 14001 was limited to the ITAD processing facilities at Delta 1, Hinnerup, Denmark. Looking ahead, we plan to broaden this certification scope to include additional processes, departments, and locations worldwide. Meanwhile, ISO 27001 encompasses all of our operations across Denmark, reinforcing our commitment to quality and operational excellence.

Supplier assessment

Egiss carried out a comprehensive Sustainable Procurement Assessment to evaluate the environmental and ethical practices of our suppliers.

As part of this assessment, suppliers were invited to complete a detailed questionnaire where they outlined various initiatives and commitments they have undertaken in relation to sustainability topics. Additionally, suppliers were asked to review and

Governance

provide feedback on the Procurement Standard Terms and Conditions, ensuring alignment with sustainable practices and principles.

Blanco

At Egiss, we understand the importance of governance in responsible IT asset disposition. We assist corporations in implementing effective governance practices, especially in two critical areas:

Data governance: When disposing of IT assets, it is crucial to maintain an audit trail that demonstrates how each piece of equipment was processed, the data erasure methods used, and the fate of the equipment's components. With our comprehensive audit reporting, down to the serial number level, companies can ensure compliance with regulations on the protection of sensitive data.

Supply chain governance: Ensuring ethical practices throughout the supply chain is essential. We take responsibility for the disposal of IT assets ethically and vet our downstream partners accordingly. We demonstrate our commitment to governance practices such as GDPR and ensure that our partners adhere to the same high standards. By collaborating with us, companies can be confident that their ESG goals are supported by vendors who prioritise responsible practices.

Whistleblower

Operating in many countries and across many borders, it is imperative to Egiss Group that we safeguard our integrity as a law-abiding company with high ethical standards.

Egiss' Whistleblower Policy outlines how to raise concerns about all matters regarding our business conduct and organisation in a confidential and secure way using our whistleblower system. The

objective of the system is to bring light to matters that we would not know of otherwise. It can be suspicion or knowledge of any illegal, unethical, or irregular conduct, and whistleblowers may report both on matters that have occurred or matters that will take place in Egiss. In 2023, no concerns were raised.

06

Partnering for Impact



UN Global Compact

In 2015, Egiss committed to the UN Global Compact and its 10 fundamental Principles, which cover the 17 related Sustainable Development Goals.

We actively and continuously strive to integrate the 10 Principles into the fabric of our business strategy, organisational culture, and day-to-day operations, aiming to make a positive impact in the areas of human rights, labour rights, environmental responsibility, and anti-corruption measures.

By doing so, we not only improve our own practices but also contribute meaningfully to the objectives set by the United Nations, with a particular focus on advancing the Sustainable Development Goals.



EcoVadis

We're immensely proud to have been recognised by EcoVadis, an esteemed independent bureau, with a Silver medal for our 2023 ESG efforts. This prestigious award places Egiss among the top 6% of the world's leading companies in sustainability performance.

Our dedication has led to one of the most notable year-over-year improvements observed by EcoVadis, underscoring our comprehensive strategy towards environmental stewardship, labour and human rights, ethical business practices, and sustainable procurement.

Our journey from Bronze to Silver is a reflection of our relentless pursuit of excellence in sustainability.

EcoVadis timeline



EcoVadis score

- Environment: 80/100
- Labour and human rights: 70/100
- Ethics: 70/100
- Sustainable procurement: 70/100

SBTi

In our pursuit of a more sustainable future, we've taken decisive action to combat climate change. Embracing the principles of the Science Based Targets initiative (SBTi), we're committed to making significant strides to reduce our environmental footprint. Our efforts are fully aligned with the ambitious goal of limiting global warming to 1.5°C, in accordance with The Paris Agreement.

By integrating the SBTi framework into our operations and partnering with forward-thinking companies, we're on a clear path to cut our greenhouse gas (GHG) emissions by 38% by 2030 from a 2021 base year, setting the stage for achieving net-zero emissions by 2050.

By integrating the SBTi framework into our operations and partnering with forward-thinking companies, we're on a clear path to cut our greenhouse gas (GHG) emissions by 38% by 2030 from a 2021 base year, setting the stage for achieving net-zero emissions by 2050.

We are also committed to the more difficult task of measuring and reducing Scope 3 emissions, where we are reliant on our partners and customers.

We have:

- Committed to becoming CO₂ neutral.
- Committed to follow the adopted Greenhouse Protocol.
- Committed to reduce our Greenhouse Gas (GHG) Emissions.
- Contributed to the Paris agreement to reduce or half our GHG by 2030.



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Lenovo 360

We all have a duty to accelerate sustainable technology innovation while ensuring inclusion and social equity. Properly addressing sustainability requires unity and collaboration not only internally but also externally.

The Lenovo 360 Circle is a community doing smarter business together with a designated list of partners, representing global cooperation with a focus on climate change mitigation and value chain optimisation. We view this collaboration as key to driving scale and achieving sustained impact faster.

Lenovo 360
360 Partner

2023 Platinum³⁶⁰



HP Amplify Impact Programme

Our unwavering commitment to driving transformative change is amplified through our active participation in the HP Amplify Impact Program.

This initiative elevates our company-wide awareness and dedication towards sustainability.

In close cooperation with our esteemed partner, HP, we are steadfast in our resolve to innovate and implement sustainable solutions that pave the way for a better future.

In 2023, Egiss became the first HP Partner in Denmark to achieve a 5-star status!

Everyone at Egiss contributed to this achievement. Our Print Solution team ensured that empty toners were collected and disposed of properly. The sales department promoted sustainable solutions and the circular economy. We also engaged in volunteer work with the NGO "Gadens Børn." Additionally, our People & Culture team focused on addressing unconscious bias responsibly, among other initiatives.



Gadens Børn

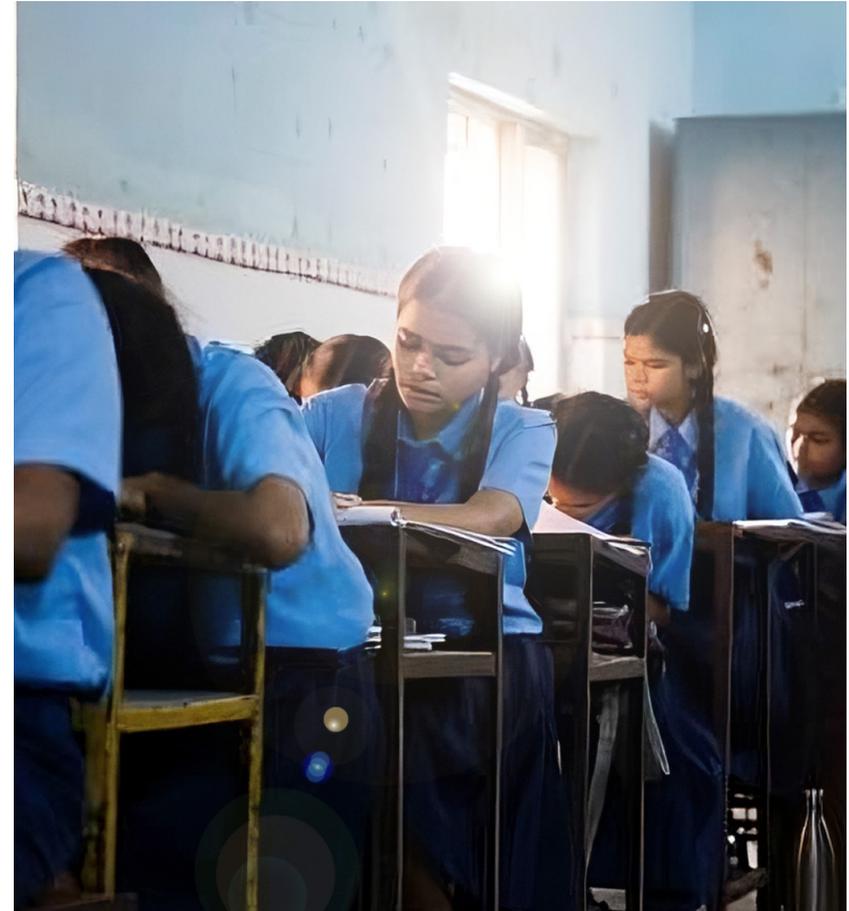
At Egiss, we are dedicated to upholding responsible, transparent, and sustainable business practices in alignment with our core values and principles. We recognise the distinction between our obligations to sustainability-related issues critical to our business growth under the Corporate Sustainability Reporting Directive (CSRD) and our commitment to supporting initiatives and ideas that resonate personally with us, even if they are not material to our company.

We take pride in supporting the NGO Gadens Børn and will continue to back similar projects that align with our values, even if these initiatives are not highlighted in our non-financial report starting in 2025.

In 2021, we chose to support Street Children for three years with an annual donation of DKK 250.000. The donations will support their 12 projects in Kolkata, securing housing, care, education, food, and healthcare.

We have also donated IT hardware and tech devices to be used at their schools and girls home to strengthen their digital literacy and allow us to directly impact the children's education, development, and learning.

GADENS B  RN



Improvement areas

In our ongoing journey toward excellence in ESG practices, we acknowledge the areas where we need to improve our efforts. At Egiss, we are dedicated to creating a workplace that embodies equality and inclusivity, particularly in our approach to gender representation. Additionally, we recognise the importance of refining our data collection methods to ensure transparency and reliability in our reporting. The following section outlines our commitment to these improvement areas, highlighting our strategies and initiatives aimed at fostering significant progress in the years to come.

Gender balance

We recognise that our progress towards achieving gender equality has not met our initial expectations. As we look ahead to the coming years, we are committed to fostering a more balanced gender distribution throughout all levels of our

organisation, with the aim of creating a workplace that genuinely reflects equality and inclusivity.

Data quality

Regarding our Scope 3 data, we are actively dedicated to enhancing both the quality and reliability of the information we collect. Our efforts will also focus on expanding the range of categories we include, ensuring a comprehensive understanding of our impact and progress.

ISO 45001 certification

We are committed to enhancing our organisational excellence by pursuing ISO 45001 certification, an international occupational health and safety standard. This certification will underscore our dedication to maintaining a safe and healthy working environment for our employees and visitors. By upholding the principles of ISO 45001, we want to strengthen our focus, avoid work-related

accidents and illnesses, and ensure the well-being of everyone in our workplace.

Integrating a solid health and safety framework into our culture will further reinforce our commitment to protecting our workforce while improving operational efficiency.

Setting ambitious social KPIs

We will set ambitious and challenging Key Performance Indicators (KPIs) that will guide our social initiatives. By defining clear and measurable objectives, we can systematically monitor our progress and maintain a high level of accountability in our efforts to foster social responsibility within our organisation.

Improvement areas

GHG emission

An important focus point in 2024 will be governing our suppliers' greenhouse gas (GHG) emissions as part of our business conduct and management of relationships with suppliers. The aim is to gain insight into the development of our suppliers' decarbonisation plans and their environmental performance and collaboratively develop strategies to enhance sustainability practices.

Onsite audits at suppliers

The purpose is to make Egiss aware of our responsibility as a company and employer concerning our supply chain. We hope that these visits will spark an interest in a broader discussion on topics such as CO2 emissions, "workers in the value chain," "own workforce," etc. Subjects of interest are corporate culture, protection of whistleblowers, management of relationships with suppliers, and corruption and bribery mitigations.

Customer health and safety

Particularly in our ITAD division, we recognise the importance of customer health and safety. We will enhance our protocols and standards to ensure that our practices prioritise the well-being of our customers while promoting sustainable and secure disposal of electronic assets.

Where to find us?

DENMARK
Headquarter

DENMARK
Warehouse, Configuration &
Deployment Center

CHINA
Warehouse, Configuration
& Deployment Center

INDIA
Warehouse, Configuration &
Deployment Center

INDONESIA
Warehouse, Configuration
& Deployment Center

SWITZERLAND
Sales Office

SOUTH AFRICA
Warehouse, Configuration
& Deployment Center

UNITED STATES
Warehouse, Configuration
& Deployment Center

BRASIL
Warehouse, Configuration &
Deployment Center

MEXICO
Warehouse, Configuration &
Deployment Center



