Environmental Social Governance Report
2022
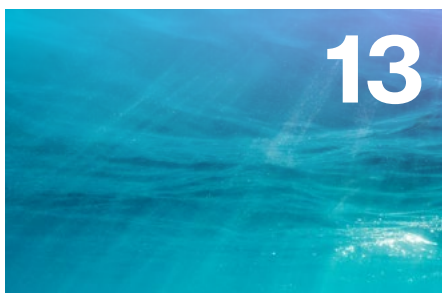
software one

Redefining the future of software & cloud solutions

Content

our
purpose

A letter from our CEO

Brian Duffy
CEO

Striving for a sustainable future

Today, our planet and our people are facing unprecedented risks due to climate change and the reality is of deep concern to all of us at SoftwareOne. We recognise the role we play in contributing to a sustainable future. The Intergovernmental Panel on Climate Change (IPCC) warns that, should global warming reach 1.5°C in the foreseeable future, it will cause increasing climate hazards and present unavoidable risks to all ecosystems and humans.

As we said in our Annual Report, we are proud of the progress we have made in our global Environmental, Social and Governance (ESG) programme over the last year. It continues to drive positive impacts within SoftwareOne and the communities in which we operate. We are fully committed to reducing our carbon footprint, conserving resources, and promoting sustainable practices throughout our operations.

We have identified a set of material risks and areas for improvement across all areas of ESG, which require collaboration from across the many departments in SoftwareOne. We will continue to drive more sustainable outcomes for our clients via technology solutions, while further embedding sustainability in our own operations and across our value chain.

People-centric approach

Since its launch in 2021, our ESG programme has received unwavering support from our Board of Directors which created a new ad hoc ESG Committee chaired by Isabelle Romy.

To strengthen our ESG framework in 2022, employee-driven committees were created under the three ESG topics. These committees are each chaired by members of the Executive Board; Bernd Schlotter, President of Services, Julia Braun, Chief Human Resources Officer and Frank Rossini, Chief Legal Officer.

Innovative strategy

SoftwareOne has a unique opportunity to leverage our core expertise and market-leading technologies in our approach to our ESG strategy. In 2022, SoftwareOne made significant headway in calculating our carbon footprint to use as a baseline for our strategies on emission reduction and avoidance. We obtained internal support to create a global Diversity Equity Inclusion and Belonging strategy and moved forward in incorporating ESG into our third-party risk management strategies.

Partnering for the Future

Addressing ESG challenges requires long-term collaboration and continuous innovation. Effective actions that limit global warming could substantially reduce projected losses and damages in human systems and ecosystems, which is why our call to action goes beyond compliance with regulations. It is about embracing a mindset of innovation and collaboration. In this report, we have set ambitious targets to further reduce our environmental impact, enhance social inclusivity and diversity, and strengthen our overall governance practices. We recognise that it is only though our client partnerships, employee passion and total buy in that together we can make an impact that will benefit our planet and our people.

Brian Duffy, CEO

About us

SoftwareOne is a leading global software and cloud solutions provider with over 9,000 employees. The company offers a portfolio of 7,500 software brands with sales and delivery capabilities in 90 countries. Headquartered in Switzerland, SoftwareOne is listed on the SIX Swiss Exchange under the ticker symbol SWON. The full financial report for 2022 can be seen here.

1bn
revenue in CHF

9,060
employees

5,000
trees planted in rainforests around the world

90
countries

64% male
34% female
2% trans or other

12,446t
of CO_2 emissions across Scope 1 and 2

1.37t
of CO_2 emissions per employee
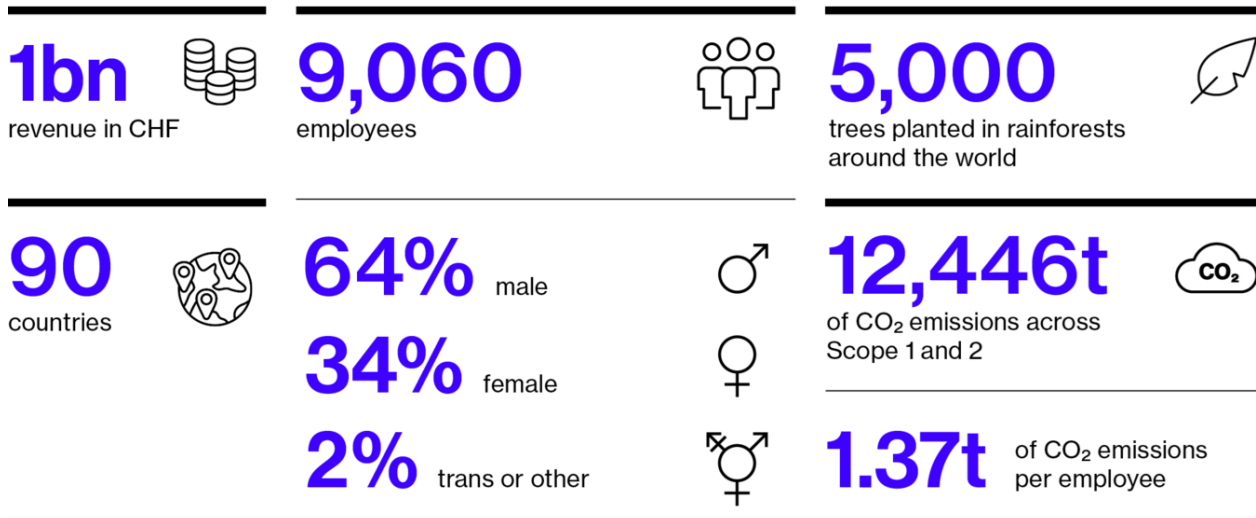
SoftwareOne recognises our impact on the planet and people in the communities where we work. Like many organisations, we are at the beginning of an ESG journey that aspires to transform our company, lessen our impact on the environment and support the people around us, whilst enhancing our ethics as an organisation.

From the start of our journey in 2021, SoftwareOne's ESG strategy was embedded into our business strategy. Our programme is based on investing in our planet and our people whilst upholding our core values.

Our seven core values

Humble	Customer focused	Employee satisfaction	Speed	Passion	Integrity	Discipline
We constantly look to improve and never forget the importance or our customers and colleagues.	We exceed expectations through great discipline and ensure a world class customer experience.	Our greatest asset. We love and support our colleagues and operate without hirarchy.	Fast is better than slow but we will not compromise on quality.	We strive for excellence, go the extra mile and have fun in what we do.	We are consistent, honest and fair and always do what is right.	In everything we do. We accept responsibility and deliver on all of our commitments.

We believe that everyone at SoftwareOne owns our ESG programme, hence it is fully aligned to our wider business strategy and our core values.

The ESG programme has been met with enthusiasm and dedication by SoftwareOne leaders and employees. The Board of Directors and Executive Board have been integral to the process, not only by creating the ambitions for our programme, but by actively driving our strategy and initiatives to achieve them. The ESG team would like to thank all our colleagues who have volunteered and contributed to our ESG programme.

Our ESG structure & framework

Board of Directors

Purpose: Oversight of ESG programme and final approval
Responsibility: Final overview, input and direction aligned to business mission

ESG Committee

Chair: Isabelle Romy, Daniel von Stocker, Jose Duarte
Guests: Brian Duffy, Frank Rossini, Laura Mozden
Cadence: Quarterly
Purpose: Provide guidance and review on ESG strategy
Responsibility: Voice for BoD and strategic objectives direction

ESG Team

Team: Laura Mozden, Huw Wayment, Mariana Zamudio, Ash Werner
Purpose: ESG Governance
Responsibility: Strategic objectives and initiatives, communications with Senior leadership

Global Environmental Committee

Chair: Bernd Schlotter
Green Quarter, Sales, Services, DACH. Bid Team, Internal communications, MTWO, Cloud Sustainability

Global Social Committee

Chair: Julia Braun
Compliance, P&C, Sales, Bid Team, OneImpact, Talent Acquisition, The Academy, EMEA, Marketing

Global Governance Committee

Chair: Frank Rossini
Compliance, Data Privacy, IT Security, Investor Relations, P&C, Sales, Bid Team, Marketing

Cadence: Quarterly
Purpose: The purpose of these committees are to discuss the ESG team's progress on global activity, establish new initiatives, help senior leadership towards ESG related KPI's, review SoftwareOne's own progress as well as discuss the offerings and opportunities externally, such as OneImpact, Cloud Sustainability & MTWO.
Responsibility: Strategic initiatives and communication with ESG Team

We established a clear governance framework and structure, emphasising the support and integration from the Board of Directors and global committees across all Environmental, Social and Governance topics. Further to the creation of the ESG Committee, the Nominations & Compensation Committee and Audit Committee charters include new oversight into the ESG programme including senior leadership KPIs and risks oversight. This framework includes a focus on how to embed ESG topics into all areas of the business, enhancing the transparency of our programmes in internal and external communications. It allows us to integrate ESG risks into the Enterprise Risk Management assessment and develop the global strategy whilst enhancing and supporting local activity.

Our ESG journey so far

UN Sustainable Development Goals (SDGs)

We have aligned our ESG programme with the broader sustainability agenda set out by the United Nations. From the seventeen goals, we have identified these seven as being most closely aligned to SoftwareOne as a software and cloud solutions provider. These goals were selected due to their importance to all of our stakeholders in accordance with the findings from our materiality assessment. These goals help shape our strategy and ambitions, however, we recognise that these are not the only goals we can work towards. As such, we will continually reassess our relationship with the SDGs and how we can best align our ESG programme to them.

| 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 11 SUSTAINABLE CITIES AND COMMUNITIES | 13 CLIMATE ACTION | 17 PARTNERSHIPS FOR THE GOALS |

SoftwareOne is committed to comprehensive and transparent reporting practices, creating accountability for our ESG programme. Therefore, we have adopted the Global Reporting Initiative (GRI) framework.

Materiality assessment

In 2021 we reached out to various key stakeholders to identify their views and aspirations for a successful ESG programme at SoftwareOne. This dialogue included leadership interviews, employee and investor surveys, customer requirement research and an analysis of ESG expectations from our customers. Using this data, we conducted our materiality assessment, identifying which topics of an ESG programme are material to us as a company.

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

With the oversight of the Board of Directors, our materiality assessment was completed in four stages:

1) Identifying our key stakeholders.
2) Benchmarking our organisation against the technical materiality requirements of our peers.
3) Discussing, interviewing and assessing these material topics with our stakeholders to understand their impact.
4) Analysing these results to create a materiality matrix which maps the impact of each topic on our stakeholders to the relevance of that topic to SoftwareOne's business.

These identified topics were then mapped to the business priorities, mission, and strategy of SoftwareOne.

Please **click** on the matrix for more details.

Influence of the topic on stakeholders assessment & discussion

More important

Important

Giveback & strengthening local community

Diversity & equal opportunity for all

Client privacy & data protection

ESG governance & ethical behaviour

Accessiblility to technology for NGOs

Measure, control & reduce our GHG emissions

Supporting partners achieving their public environmental commitments

Sustainable offices

Supplier requirements for ESG

Training & education

Significance of ESG aspects to SoftwareOne (Business, mission, strategy, impact)

Significant

Very significant

● Climate responsible
● Cutting downstream emissions
● Inclusive, diverse & caring for our people
● Direct positive digital transformation of NPOs & communities
● Ethical & compliance corporate governance

Our ESG strategy

The ESG strategy is centred around five core commitments:
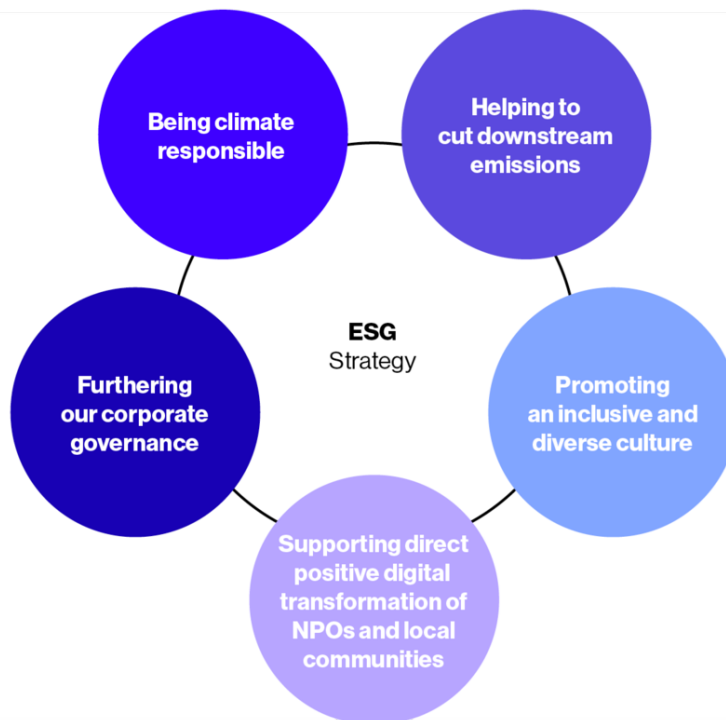
Being climate responsible

Calculating our carbon footprint was the first step on our climate commitment journey and we used this data to implement a clear emissions reduction plan. We are primarily focusing on implementing effective carbon reduction and emission avoidance practices whilst continuing to measure our carbon footprint each year. All senior leaders in SoftwareOne will have specific climate-related KPIs which we will share in more detail in next year's ESG Report.

Much like many other software and cloud services companies, we purely offer services and cloud solutions and do not manufacture products from raw materials. Therefore, our Scope 1 and 2 emissions are mainly attributed to our office spaces in the form of energy consumption for heating and cooling, company-owned or rented cars, and office waste. Our commitments to reduce emissions associated with Scope 1 and 2 activities include transitioning to renewable energy to power our offices where possible, switching company vehicles to Electric Vehicles (EVs) and enforcing recycling in our offices. Our focus for Scope 3 is directed at reducing business travel and emissions associated with commuting. READ MORE

Due to the structure of our operations, a large proportion of Scope 3 emissions occurs indirectly through client use of sold software licences and cloud services. We are still working to understand how we can best manage and take responsibility for these emissions. From our extensive research and through conversations with our partners, we have decided to omit Scope 3 emissions until we can effectively verify the data. We aim to investigate this further and work closely with our partners to gather accurate data and include this in our 2023 report.

Cutting downstream emissions

Our partners produce the cloud-based solutions which we deliver to our clients along with services and support. The emissions from these solutions occur either on their premises, or on their suppliers' premises.

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

Promoting an inclusive & diverse culture

Achieving diversity in the tech industry has always been challenging. In 2022, women represented just 27% of the industry employee base of which only 14% are from ethnic minorities.

As a global software company, spanning many locations across different geographies, it is vital that in line with our core values, we create a positive and welcoming environment for all employees. We are responsible for the futures of so many, and we carefully consider how we support our employees with a great work-life balance, generous benefits and learning and development opportunities.

Prior to our global ESG programme, local teams had their own initiatives and programmes relating to Diversity, Equity, Inclusion and Belonging (DEIB). The North American (NORAM's) team runs a diversity programme called 'Mosaic' and many local teams get involved in international events such as Pride and Black History Month. Through our DEIB strategy, our goal is to attract and retain diverse talent. READ MORE
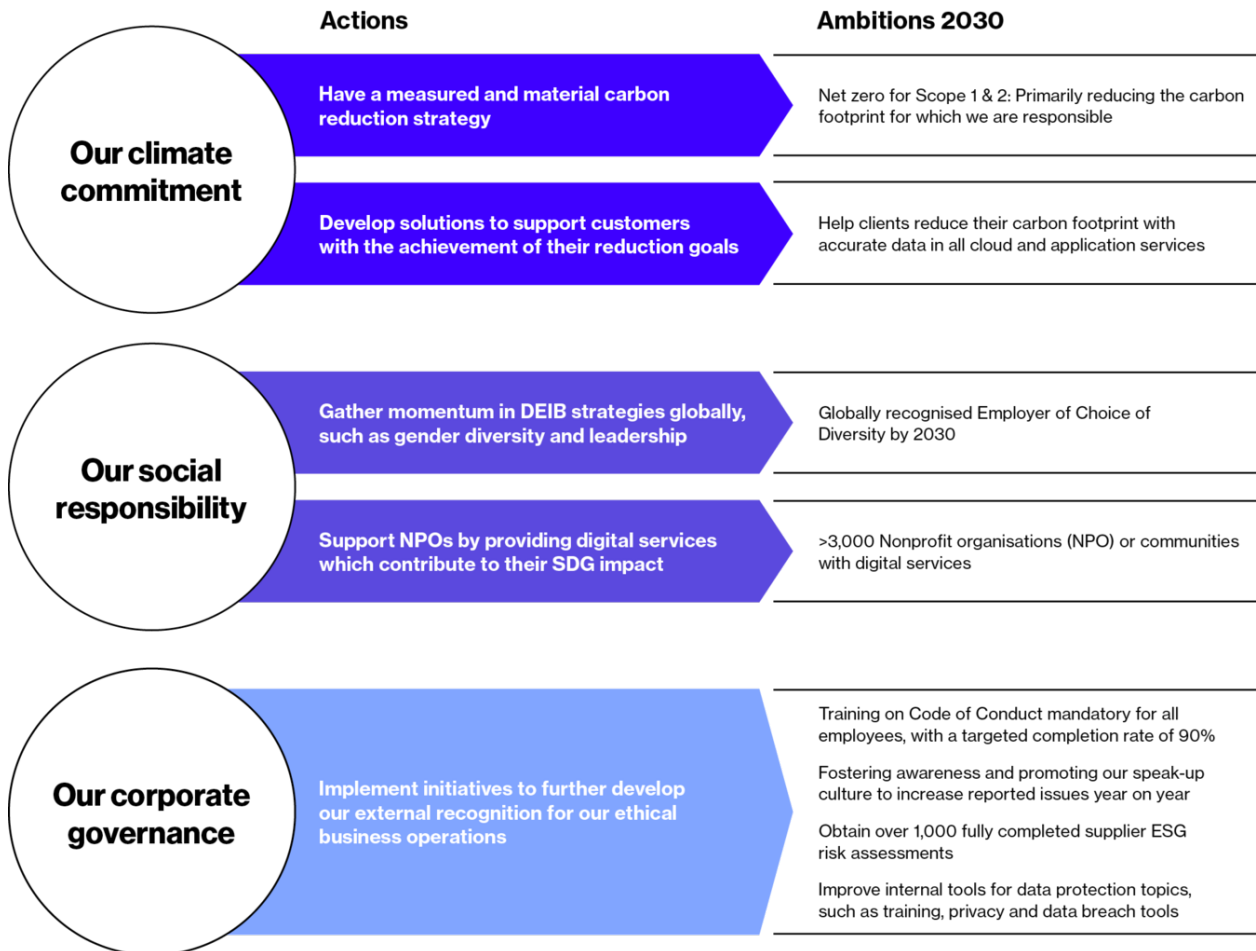
Supporting direct positive digital transformation of NPOs and local communities

SoftwareOne Impact was created to give opportunities and eliminate barriers to those organisations and communities that need them most. Our objective is to empower non-profit organisations (NPOs) all around the world to reach their goals and scale through technology. We help empower NPOs through our portfolio of services and solutions and by leveraging partnerships to create programmes that directly benefit the communities in which we work and live. We have worked with NPOs that cover different industries, such as environmental, healthcare, education and humanitarian, and we have partnered with companies such as Microsoft to increase our reach and impact. READ MORE

Furthering our corporate governance

SoftwareOne has an excellent compliance programme, however we always strive to go above and beyond expectations. As our global reach has expanded, so too have our opportunities to prevent unethical behaviour and promote compliance. Additionally, we ensure that our employees and third parties are up to date on the role they play in areas such as conflicts of interest, anti-corruption and third-party risk. Our compliance team, along with our cybersecurity, data privacy and legal teams, have developed and improved initiatives, mitigations and controls to manage the impact our everyday business has on our employees and clients. READ MORE

Our ambitions

	Actions	**Ambitions 2030**
Our climate commitment	Have a measured and material carbon reduction strategy	Net zero for Scope 1 & 2: Primarily reducing the carbon footprint for which we are responsible
	Develop solutions to support customers with the achievement of their reduction goals	Help clients reduce their carbon footprint with accurate data in all cloud and application services
Our social responsibility	Gather momentum in DEIB strategies globally, such as gender diversity and leadership	Globally recognised Employer of Choice of Diversity by 2030
	Support NPOs by providing digital services which contribute to their SDG impact	>3,000 Nonprofit organisations (NPO) or communities with digital services
Our corporate governance	Implement initiatives to further develop our external recognition for our ethical business operations	Training on Code of Conduct mandatory for all employees, with a targeted completion rate of 90% Fostering awareness and promoting our speak-up culture to increase reported issues year on year Obtain over 1,000 fully completed supplier ESG risk assessments Improve internal tools for data protection topics, such as training, privacy and data breach tools

our climate commitment

Climate change – risks and opportunities

As companies, governing bodies, and the wider business community become more conscious of the environmental impact of their operations, they will rely upon technology providers for sustainable solutions. SoftwareOne, alongside its partners, is responsible for creating a more sustainable market, with solutions that will require minimal raw materials. Although it is not within our direct responsibility, we acknowledge that data centres in our industry generate a high amount of carbon emissions. In the years leading up to 2030 and beyond, widespread investment is expected to contibute to reducing these emissions.

Climate change presents a host of risks to software and cloud providers and society alike. Material long-term climate change risks to SoftwareOne, to our employees and our facilities could include (but not limited to):

– Increased costs of energy
– Higher insurance premiums
– Increased costs of travel
– Increased need for cooling of data centres/increased water usage by suppliers for cooling
– Increased regulatory pressure for carbon reductions by governments
– Damage to infrastructure due to natural disasters/climate events
– Relocation of employees
– Increased demands on our clients to select more environmentally friendly providers

As part of our ongoing ESG risk assessment, these risks are periodically reviewed and shared by the ESG team along with ongoing actions, mitigations and areas of potential concern for SoftwareOne's business operations. Despite the risks, SoftwareOne's ethos is to turn any risk into an opportunity, and climate change is no exception.

Carbon footprint

In 2021 we began calculating our carbon footprint at a global level. Although some countries and regions, such as DACH and the UK, had already begun collecting their data, we made it a priority to extend this initative globally. An accurate carbon footprint allows us to reduce our emissions within our organisation, in terms of location, scope and activity.

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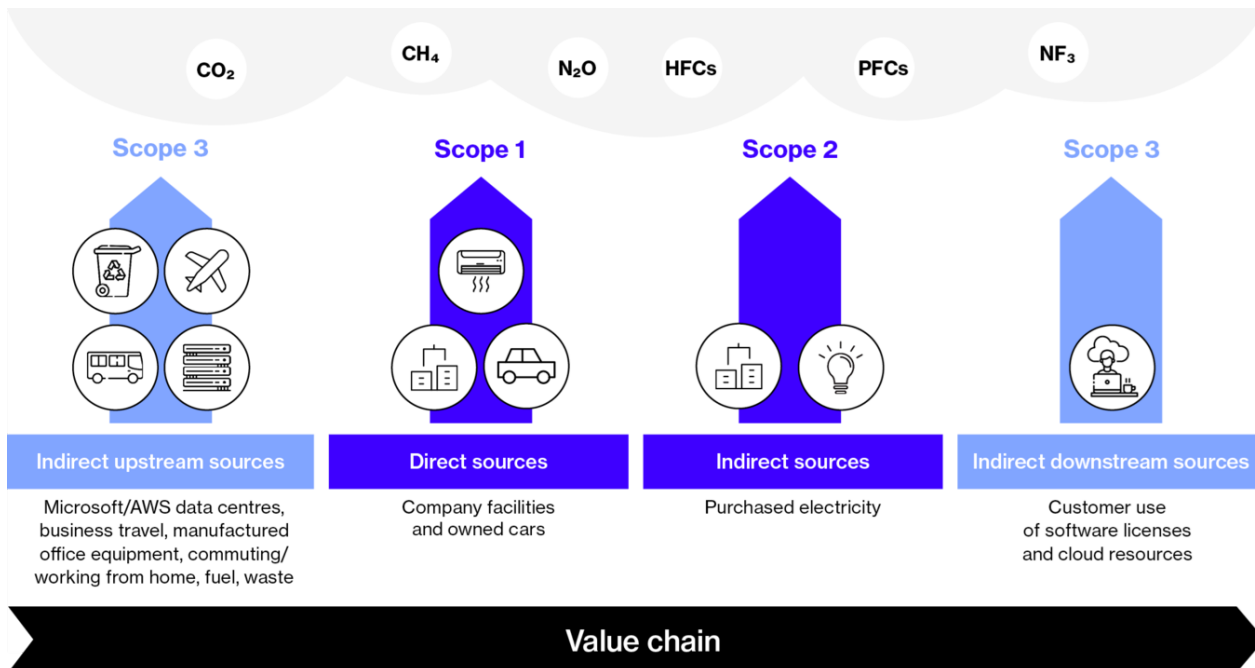
Overview of the Green House Gas Protocol scopes and emissions across our value chain

SoftwareOne aligns itself with the Greenhouse Gas Protocol where emissions are classified according to where they occur in the value chain. While we can control our Scope 1 and 2 emissions from company-owned and rented cars and offices, and purchased electricity, most emissions occur in our Scope 3 where we have little control. The Greenhouse Gas Protocol Scope 3 accounting standards provides limited guidance on how to address these emissions, especially for those companies in a unique position such as ourselves. Due to the nature of our business, we do not transport and distribute finished goods. However, these emissions are largely attributed to the sold software licenses and cloud-based solutions which are created and powered by our suppliers. Business travel and our employees' commuting also contribute to our upstream Scope 3 emissions.
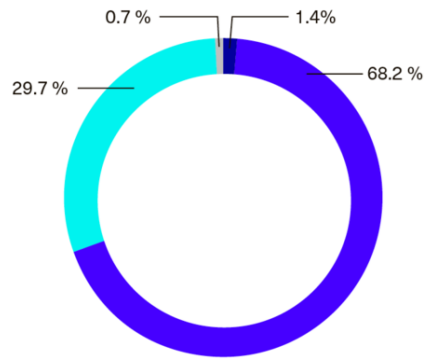
Emissions by Scope 1 & 2

30 % — 70 %
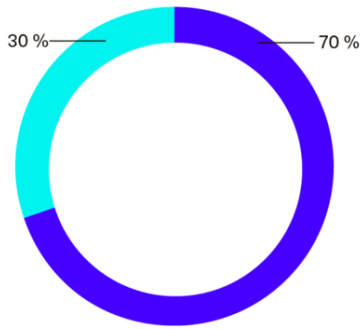
- Scope 1 (8,695.54 tonnes)
- Scope 2 (3,750.21 tonnes)

Total tonnes: 12,445.75 (100%)

Emissions by source category

0.7 % 1.4%
29.7 % 68.2 %

- Company facilities
- Company owned cars
- Purchased electricity
- Other

Our carbon footprint calculation involved volunteers from each of the SoftwareOne subsidiaries. To calculate their carbon footprint, these volunteers collaborated across the various internal departments and gathered their activity and spend-based data from their country. This data was collated and verified by our third party carbon footprint platform which bases its calculations on a wide range of emissions factors.

Due to the global pandemic in 2020 and 2021, our carbon footprint increased under all three scopes in 2022. As such, our 2021 data is not an accurate representation of our baseline carbon footprint. Therefore, we will use 2022 as our baseline year.

Carbon reduction strategy

Our 2030 climate ambition is primarily focused on implementing effective carbon reduction and emission avoidance practices based on an accurate carbon footprint baseline year calculation. This includes continuing to measure our impact and reducing the carbon footprint of our business activities while using our unique expertise to help our clients manage their own environmental impact.
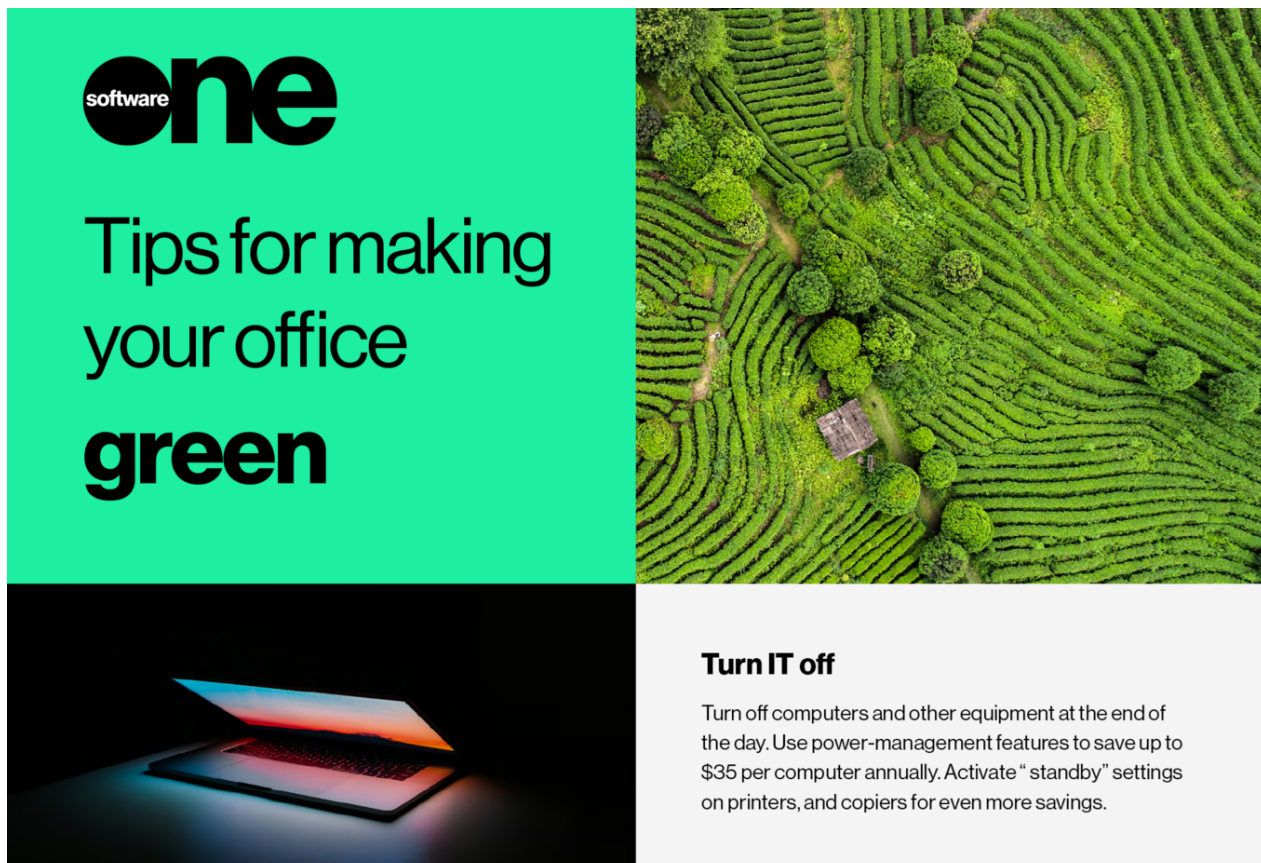
It is important for us to establish a localised approach to our climate commitment strategy; allowing each country to focus on carbon reduction initiatives that directly align with where the data demonstrates the highest carbon impact. We have created a centralised committee, budget and process, to enable and support our employees in reducing their carbon footprint in their country. Some local initiatives within our company have already had measured success.

While we remain engaged with our suppliers regarding their emissions, our efforts are concentrated on reducing our Scope 1 and 2 emissions as well as those from business travel (Scope 3) through targeted initiatives that are within our control.

Green Offices

Our offices where we operate consist of both rented and owned buildings, of which the majority are rented. The emissions associated with energy used for heating, cooling and electricity in our offices account for 29.7% of our Scope 1 and 2 emissions. Within our owned office buildings, we are committed to creating sustainable and energy-efficient workplaces and, where possible, making use of renewable energy suppliers. Although we have less control over energy suppliers in our rented buildings, we encourage our subsidiaries to rent offices that are energy-efficient and we promote energy reduction initiatives such as LED and PIR[1] lighting.

[1] Passive infrared sensor

software **one**

Tips for making your office **green**

Turn IT off

Turn off computers and other equipment at the end of the day. Use power-management features to save up to $35 per computer annually. Activate "standby" settings on printers, and copiers for even more savings.

Recycle electronics

When computers, phones and other electronics are past their prime, be sure to recycle them with approved electronic recyclers to keep them out of landfills.

Reuse to reduce

Purchase reusable silverware, coffee mugs, water bottle and plates instead of disposable options.
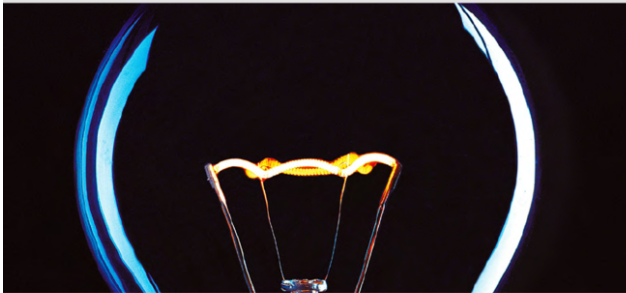
Sort your waste

Learn what your office's recycling provider can and cannot take and sort recyclables accordingly.

Use energy efficient lighting

Switch incandescent lighting for CFL bulbs of LED lights. Use daylight as much as possible.

Reduce paper use

Print only when needed. Set your computer to print two-sided by default.

Green Office Initiative; author: Sydney Kavanagh, founder of SoftwareOne's Green Quarter

Waste management and recycling projects are an integral part of our ESG programme. As we do not manufacture goods, we do not generate packaging or hazardous waste. However, SoftwareOne commits to reducing the volume of waste generated by all our offices by implementing effective waste management and recycling practices. In the future, to standardise our efforts across our company, we will set global targets for this area of concern and include best waste management practices in our Environmental Policy.

Fleet and commuting

Our company cars account for a large proportion of our Scope 1 and 2 emissions and are of the highest priority for our carbon reduction strategy. We take a country-by-country approach to reducing our fleet-based emissions. Regional differences in infrastructure and resources across SoftwareOne demand an innovative, customised approach. To reduce our employees' commuting emissions, many countries already encourage low emission travel such as cycling and use of public transport but in countries where employees need to travel by car, we have car sharing and EV schemes. This initiative has been very successful in the DACH region and the UK is quickly following in their footsteps as they aim to launch their own EV scheme in the first half of 2023.

Business travel

SoftwareOne is a people-centric business and client meetings are an important part of building business relationships. Business travel emissions account for 18.35% of our Scope 3, and are therefore an important part of our carbon reduction strategy. We encourage our employees to make mindful travel decisions by being aware of the emissions associated with their mode of travel and by selecting train travel where possible or choosing economy class over business class travel. While we are in the process of creating a global approach to business travel, some local teams have already taken the initiative to drive policies on this topic. For example, our Acquisitions and Integrations team have set guidelines for their teams to take the train for journeys of less than five hours (or below 500km), and to choose rail over air travel where possible.

Impact financing

SoftwareOne's ESG team has confidence in our ESG strategies and is actively pursuing new methods to reduce our carbon footprint. Therefore, we are committed to only consider forms of carbon offsetting as a last resort.

While we want to do our best to implement effective carbon reduction strategies that have tangible results within SoftwareOne and our communities, we do not want to pass up on the opportunity to invest in external projects that we believe can have a positive impact on the future of our planet.

Impact financing may be a viable way to invest in sustainability projects such as renewable energy, carbon capture, healthcare and education, taking the focus away from 'offsetting' and moving it towards early-stage investment in carbon projects. SotwareOne is reviewing ways to use impact financing in our long-term carbon reduction plan as we work towards our 2030 climate ambitions.

17 PARTNERSHIPS FOR THE GOALS

Cutting downstream emissions

Cloud Sustainability

Cloud Sustainability is a central initiative to our 'Cutting Downstream Emissions' ambition which aims to support our clients' own sustainability and ESG journeys by providing accurate and specific emissions data for their cloud solutions.

Cloud Sustainability provides our clients with the carbon footprint of each cloud solution and application service, enabling them to reduce their Scope 3 emissions.

Similar to FinOps, Cloud Sustainability aims to reduce the environmental impact of digital technologies and operations. While FinOps enables clients to manage their software and cloud spend, Cloud Sustainability takes a broader approach by considering the environmental impact of software development and operations. Both FinOps and Cloud Sustainability aim to optimise the use of resources to reduce waste and increase efficiency. While FinOps focuses on cloud resource optimisation, Cloud Sustainability looks at resource optimisation across the entire software development and operations lifecycle.

Cloud Sustainability emphasises the use of energy-efficient technologies and practices in software development and operations. Not only does it demonstrate our deep-rooted commitment but it sets a benchmark within our market for how downstream emissions can be reduced. With extensive resources at our disposal, we are making a significant contribution to our market sector. Cloud Sustainability demonstrates SoftwareOne's commitment to supporting our customers in achieving their own ESG goals.

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

Spotlight stories

DACH Green Team

The DACH Green Team piloted a brand-new company travel policy, whereby employees were given the option of rail business travel, using a "BahnCard" which offers them discounts on their train travel. The regional travel team is also implementing car sharing schemes for business travellers, resulting in reduced carbon emissions and costs.

Due to the success of these initiatives in DACH, SoftwareOne will leverage them for the rest of the global organisation.

> **We're not just employees, but global citizens too. In every decision we make, the DACH Green Team factors in not only profits, but also people and our planet.**

Sven Techow, Senior Client Success Manager and DACH Green Team Lead

Cloud Sustainability in practice

> **Cloud Sustainability is becoming increasingly important for our clients and the wider market.**

Dan Ortman, Global Practice Lead, FinOps and Cloud Sustainability

As part of the FinOps Managed Service, SoftwareOne provided our expertise to one of our valued clients (annual AWS spend approximately €20 million) to calculate their quarterly cloud consumption of their executive leadership team.

Clients such as these are concerned about emissions reductions from an ethical and regulatory perspective. The initiative to develop Cloud Sustainability came from client concerns around their carbon reductions, amid forecasted changes in regulatory requirements. With regulatory requirements such as the CSRD[1], becoming more stringent, Cloud Sustainability is becoming increasingly important for our clients and the wider market.

1. Corporate Sustainability Reporting Directive

Green Quarter

Green Quarter is an initiative that breaks up each quarter into one-month segments, focusing on different sustainability topics. It provides tips, tricks and facilites knowledge sharing amoung employees. These topics range from plastic-free living, to how to save water, to building your own office garden. Each article is shared on SoftwareOne's Yammer Group[2] which encourages others to join the conversations with their own ideas and successes.

The Green Team shares 'Personal Stories' that provide insight into the importance of the environment and sustainability. Not only were these 'Personal Stories' an introduction to the team members but they also highlighted various people's passions. They show how it only takes small, simple changes to be able to live sustainably both at home and in the workplace.

2. Yammer is an internal social networking service, which SoftwareOne uses for private internal communication.

our social responsibility

Diverse, equal, inclusive and belonging strategy: attract and retain

4 QUALITY EDUCATION **10 REDUCED INEQUALITIES** **11 SUSTAINABLE CITIES AND COMMUNITIES**

Our 2030 social ambition is to enhance our inclusive and diverse culture and workforce. This ambition is based around further developing our focus on diversity, equity, inclusion & belonging (DEIB) by establishing an externally recognised global DEIB programme, while continuing to support locally-developed initiatives.

As a global company consisting of over 90 different nationalities and over 30 languages, DEIB is a key priority for SoftwareOne. Our DEIB strategy guides our efforts and measures our impacts with global KPIs. We provide our employees and stakeholders with a culture that welcomes everyone into a safe and inclusive environment which empowers more creativity and innovation, leading to the best possible client focus and experience.

SoftwareOne definitions of DEIB

– **Diversity:** embracing people with different backgrounds, identities, experiences, and talents that make up our workforce, while emphasising intersectionality and historically marginalized communities.
– **Equity:** Providing equal access to opportunities and remuneration for all team members regardless of origin.
– **Inclusion:** Assuring that all employees feel safe and involved at work and that everyone is heard, supported, and appreciated for their unique perspectives.
– **Belonging:** All team members should have the experience of being seen, recognised, and valued by their leaders and peers and perform at their highest level.

Our DEIB strategy represents our commitment to accomplishing our 2030 ambition of recognising SoftwareOne as a diverse employer. Our DEIB strategy is to attract new diverse talent and retain our existing talent. Our main focus areas for the next three years are Gender, LGBTQ+, Ethnicity and Neurodiversity.

DEIB survey

It has been challenging to estimate the diversity profiles at SoftwareOne based on the existing limited data available to us. We have insight into the gender and age profiles of our workforce, but it lacks detail on other focus areas. In 2023 we are undertaking a cultural assessment and cultural audit to improve our database on DEIB topics and obtain a DEIB snapshot of SoftwareOne respectively. Not only will this allow us to collect demographic data but also understand employee perception of organisational inclusion and their sense of belonging. This will serve as a baseline for our DEIB strategy for the coming years.

Attract

We want to attract new, diverse talent by recruiting new employees who reflect our commitment to diversity, as well as showcase SoftwareOne's existing diverse talent pool. Our initiatives are focused on making sure that our talent acquisition process is inclusive in its language and unbiased in its selection process.

Talent acquisition plan

Job descriptions using inclusive language

To ensure we are doing everything to attract candidates for suitable positions, we use online bias-checking tools to scan the language of our job adverts. These tools provide guidance on the use of inclusive language.

Hiring selection process

To ensure our hiring leaders make fair and unbiased hiring decisions at SoftwareOne, we employ three tools:

– **Inclusive interview panels:** we ensure every job hiring process has an inclusive interview panel to guarantee a balanced view and eliminate bias.
– **Hiring manager interview training:** we have released a new Global Interview Training programme. This includes best practices for managers and specific guidance on how to learn and avoid unconscious bias in interviews. All leaders will be required to attend this training going forward and attain a 'Licence to Interview' accreditation.
– **Assessment tools:** all our hiring processes involve market leading assessments such as Pymetrics and Criteria. Through a rigorous validation process, these tools ensure that their tests are non-discriminatory and that any subgroup differences are minimised, while maintaining the accuracy of the assessment. This is done by reviewing all test content for cultural sensitivity and differential item functioning to ensure that each test is free of content bias across cultural and gender groups.

Tools to avoid discrimination in our hiring process

Talent acquisition data

There is no denying that the software service sector is predominately male-dominated, and attracting and retaining female talent in this sector can be challenging. We receive three times more male applicants than female, which highlights an area of improvement for us as a company; ensuring that women see and feel that SoftwareOne is a great place to work.

By analysing the data from our recruitment platforms, we identify the stages in our process where we may see a higher dropout rate of certain groups. We found that, in some cases, the pass-through rate of female talent is slightly higher than for male talent. For example, female candidates who receive a first interview have a 48% likelihood of receiving an offer compared to 45% for males.

This tells us that our pass-through rate of both male and female candidates is a fair process. However, our attraction rate is 30% female versus 70% male, and although it is above the 25:75% industry benchmark, we have identified key focus areas for improvements at SoftwareOne, such as services (22:78%) and sales (15:85%).

System ID by funnel and gender

	Female		Male
New submission	3,844		9,558
Initial review	2,530		5,985
Assessment	600		1,318
TA interview	508		1,128
First interview	465		848
Final interview	157		273
Offered	223		450
Hired	199		384
Offer declined rejected	15		47

● Female
● Male
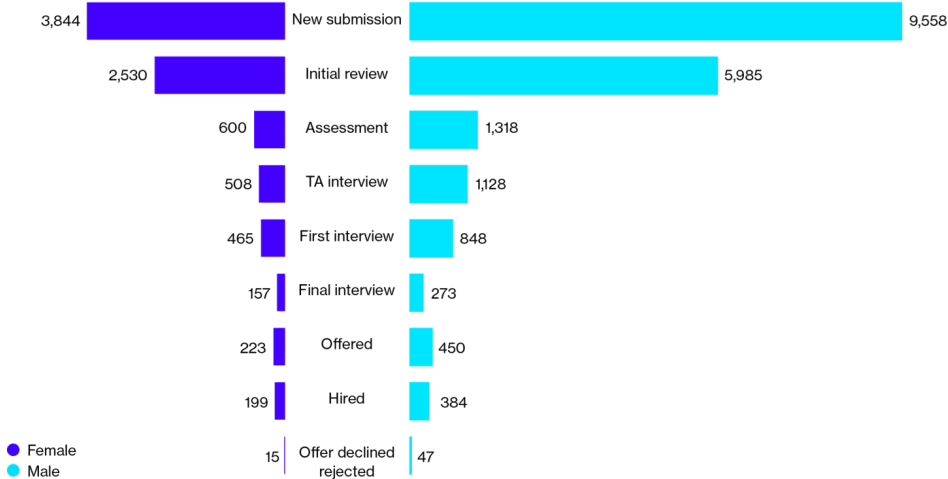
Hiring process statistics

SoftwareOne Academy: strengthening our future talent pipeline

The Academy's mission is to recruit, train, and support young and career-changing individuals from local communities worldwide, starting from grassroots level. It offers a career in technology to individuals from both traditional and non-traditional educational backgrounds. The learning provided is tailored to meet the specific needs of service lines, roles, functions, and geographic requirements. The curriculum covers technical, business, language, consulting and soft skills to enable associates to succeed in our global professional services organisation.

Now in its third year, the SoftwareOne Academy is in 17 countries delivering over 10 curricula across Sales, Services, Business IT (BIT) and Global Services Delivery (GSDC) Operations. 51 cohorts have run in 26 cities and over 400 associates have transitioned from the Academy to full-time employees at SoftwareOne, representing a 91% transition rate to business.

We have put in place business metrics which include reductions on cost of recruitment, time to competency, attrition rates, and time to billability. Some of the highlights of our outcomes is an increase in productivity with a 350% increase as compared to those hired with one year experience; and a reduction in attrition, from 38% in key regions to near zero (India, Brazil).

SoftwareOne Academy was a 2022 finalist at the prestigious Global Learning Awards for Global Learning Impact and our lead, Serena Gonsalves-Fersch was a finalist for the Learning Leader of the Year award. It continues to be recognised by the EU Pact for Skills and the EU's European Alliance for Apprenticeships.

4 QUALITY EDUCATION

The Merits Summit & Awards Ceremony

Marco Garita (middle), receiving the award granted to SoftwareOne Academy for the Best People Development Initiative at The Merits Summit & Awards.

We have a new partnership with AWS Re:start in their ITSkills4U programme. Through this, the Academy offers learning and job opportunities to Ukrainian tech refugees who have fled their country due to the conflict. This year, associates from this programme transitioned into the DACH practice, and this is just the beginning.

In 2023, the Academy will continue to expand its reach to achieve 30% sourcing of recruitment in services. It continues to enhance its presence in all regions and functions across SoftwareOne, and acts as the bridge between education and employment, to reinforce our future talent pipeline.

SoftwareOne Academy

Retain

When employees feel valued, respected, and included, they are more likely to stay with the organisation. To retain our talent, SoftwareOne is implementing a strategy focused on learning and development, and employee engagement. We are prioritising education programmes on DEIB for both our leadership team and our employees. Our company culture plays a crucial role in employee retention, which is why SoftwareOne highlights the efforts of our North American (NORAM) and Latin American (LATAM) teams and focuses on developing new programmes to foster volunteering and local employee group initiatives.

Learning and development

Learning and development play a vital role in the professional growth and success of our employees. Continuous learning fosters innovation, creativity, and adaptability by enabling employees to embrace change, tackle complex problems, and seize new opportunities.

At SoftwareOne, we are committed to our employees and their professional development, which is why we are evolving our Learning Portal for all employees worldwide. Not only will we host internally-developed learning content, but we will integrate world-class digital content libraries which will bring cutting edge learning resources to employees at all levels.

This new platform launches in 2023 and aims to help our employees grow their capabilities and enhance their career opportunities in the company. It will enable our Services and Marketplace functions to design and develop role-specific learning paths.

SoftwareOne's Learning Portal in use

We want our employees to take full advantage of the learning opportunities we provide, and their understanding of the platform is key. We can see that employees tend to use more hours of training compared to managers, and usage between women and men is balanced.

Hours of training 2022 per employee

- Male
- Female
- Other
- Manager
- Employee

Communities, corporate giving and employee engagement

Volunteer and donations platform

With the objective of enhancing our volunteer and donation efforts across regions, we are partnering with Benevity to provide an all-in-one platform. The platform, which will launch in 2023, will showcase over two million NPOs for which our employees can volunteer for existing events or even create their own. We also want to empower employees to give to the causes they care most about by matching their donations. Additionally, the platform will offer "missions", which are small activities that encourage employees to take action on their well-being, the environment and society in general.

Employee groups

Employee resource groups (ERGs) are an excellent way of engaging employees and helping them feel more included in the workplace. They also help increase the visibility of underrepresented groups within the organisation.

SoftwareOne is in the process of creating ERG governance to provide guidelines for the existing ERGs, but also to promote the creation of new groups. We will support our employees to create purposeful groups with a clear vision and action plan, and give them the funding and resources needed to reach their goals.

Currently, Yammer communities form part of the ERG framework, and serve as a space where community members and allies can come together to support each other. Some of these communities include SoftwareOne Muslim & Allies Community, Veterans, Military Families & Allies NORAM, and NORAM LGBTQIA2S+ and Allies.

DEIB in the NORAM region

Mosaic

Mosaic is NORAM's volunteer diversity, equity, inclusion and belonging (DEIB) committee. Committee members contribute to NORAM's DEIB agenda by making recommendations to the Equity & Inclusion Programme Manager whilst DEIB regional ambassadors promote their initiatives within the organisation. As the committee consists of diverse employee groups throughout NORAM, they can quickly identify their own needs, recommend strategic actions, and lead implementation of DEIB initiatives. For 2023, Mosaic will focus their efforts on Black, Hispanic/Latine talent, women and the LGBTQ+ communities.

21-Day Challenge

During Pride Month 2022, Mosaic hosted a 21-Day Racial Equity Habit Building Challenge within NORAM. The goal of the challenge was to raise awareness, encourage compassion, and engage people in the quest for equity. The challenge focused on the LGBTQ2IA+ (Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit, Intersex, Asexual and other identities) experience.

For each of the 21 days, participants were emailed details of a short assignments with materials including articles, videos, podcasts, and more. The goal of the assignments was to expose participants to multiple perspectives on LGBTQ2IA+ history, identity, and culture.

Through communication in our dedicated Yammer Group, the 85 participants were able to bond and build special communities via this learning opportunity. The equity challenge ended with the capstone event, "Our LGBTQ2IA+ Community", which was an hour-long discussion, led by queer, trans and non-binary Latine DEI expert, Ash Ramirez.

DEIB in the LATAM region

Gender equality

LATAM created the "Let's talk about…" series and hosted two events focused on women. The first event was a multi-generational panel discussion where four women spoke about their take on the perception of women and how this has changed over the course of generations. The second event was an informal conversation between a woman ambassador and a woman government secretary about gender (in)equality and the changes that need to happen. 618 employees participated and there was overwhelming demand to make this an ongoing series in the future and to include multigenerational and transgender participation.

LGBTQ+

Leading up to Pride month, the LATAM region designed an awareness campaign where every month they focused on a letter from the LGBTQ+ community, whereby events, information and stories were shared to educate and generate awareness. The purpose is to create an inclusive culture for every employee which builds a sense of belonging, where everyone is welcome. LATAM is also preparing to offer a leadership training programme on the subject.

Supplier diversity at SoftwareOne

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

Customer software portfolio diversity

SoftwareOne is actively involved in a programme to assess and prioritise the impact of the software and services we manage on certified diverse suppliers. This impact is significant, estimated to be in the hundreds of millions of dollars annually within the supply chain managed by SoftwareOne.

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

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

As part of our third-party due diligence programme over the coming years, we will improve our understanding of the diversity landscape of our suppliers at a global level.

Supporting direct positive digital transformation of NPOs and local communities

SoftwareOne Impact

SoftwareOne Impact works with non-profit organisations (NPOs) and non-profit technology providers around the world to have a positive impact on society and our planet. We believe that we all benefit when NPOs, that are driving positive change, are successful. Technology is the key to helping them scale and achieve more. We empower NPOs to achieve their goals through offering an extensive portfolio of services and solutions, leveraging key partnerships with organisations that have the resources to directly benefit the communities where we work and live. We work with NPOs across many different areas including healthcare, education, family and youth services, humanitarian, arts and culture, environment and research.

SoftwareOne Impact runs programmes such as Digital Communities, where we recently ran free workshops to help 10-20 small NPOs (under 25 staff members) to implement Microsoft technology. Examples of some of our work with smaller NPOs include Hope for Ataxia in Canada and ACE Enterprise Park in Ireland. The SoftwareOne Impact team has also worked with The Academy and Microsoft Philanthropies to create the Capstone programme, whereby Academy students and experienced employees worked together on not-for-profit projects, helping them enhance their technology.

NPOs we have worked with through SoftwareOne Impact

Spotlight stories

Eye-Able and the German Red Cross

In our partnership with Eye-Able and Microsoft Azure, we provided assistive technologies for the visually impaired to the German Red Cross (DRK). Eye-Able uses assistive technologies such as screen readers, magnifiers, and text to speech software to improve digital accessibility.

> "
> **We look forward to working together to advance digital accessibility in the education sector and beyond.**
> "

Oliver Greiner, CEO of Eye-Able

Digital inclusion and accessibility are vital to the DRK. Eye-Able ensures that critical services such as disaster relief, healthcare and emergency services are accessible to all, regardless of capability or circumstance. Eye-Able is making an amazing contribution to DRK's impact on society.

International Orthodox Christian Charities – MD, USA

International Orthodox Christian Charities (IOCC) aims to enhance their operations and security. They sought assistance from Microsoft TSI (Tech for Social Impact) who recommended SoftwareOne.

The SoftwareOne Impact team standardised communication with Microsoft Teams, migrated and optimised SharePoint to meet IOCC's specific needs, and deployed Intune for improved security.

As a result, amid the Ukraine conflict, IOCC's staff were able to collaborate and coordinate more efficiently across different countries and enhance device security against cyber threats.

> "
> **With our new collaboration tools, we have been able to mobilise more quickly, especially in areas facing a crisis.**
> "

Constantine Trantafilou, Executive Director and CEO of IOCC

PowerToFly

In 2019 SoftwareOne started its collaboration with PowerToFly, initially in the USA and now globally. PowerToFly is a diversity network and sourcing partner.

POWERToFLY

Our collaboration has many benefits, such as providing us with diversity sourcing, where PowerToFly sources candidates for any of our job requisition. This has led to more diverse pool of candidates from different groups and backgrounds.

SoftwareOne is now recognised as an employer of choice, as seen in the recent inclusion of SoftwareOne in the America's Greatest Workplaces for Women 2023 (newsweek.com).

our corporate governance

Our corporate governance

Integrity has, and always will be, a core value at SoftwareOne. We continuously strive to protect and enable our employees to prioritise compliance and maintain an ethical work environment. As such, our 2030 governance ambitions span the full scope of our compliance and ethics environment.

Third-party risk management

We mandate all our third-parties to adhere to our Supplier Code of Conduct and we carry out a comprehensive third-party risk management assessment entailing a risk-based selection process for our first-tier suppliers. This process identifies suppliers that pose the highest risk based on factors such as location and industry. A questionnaire evaluates the supplier's compliance with various standards, including Data Protection, ESG, Risk, Compliance, Procurement, and Data Security. The questionnaire provides a comprehensive assessment of the supplier's practices, policies, controls, allowing for a consistent and objective evaluation of supplier risk.

By using this process, our business can effectively manage third-party risks, mitigate potential vulnerabilities, and ensure compliance with applicable regulations and industry standards.

Acquisitions and Integrations

The Acquisitions and Integrations (A&I) team has piloted a new ESG due diligence process on prospective acquisition targets. As part of the process, the A&I team poses a series of questions to the targets regarding their ESG strategy and impact. The aim is to assess alignment between the target companies and our ESG programme in terms of integrity, strategy, and ambitions. These questions give us a full outline of the target companies' level of ESG maturity and strategy, and highlights their best practices, allowing us to take inspiration from their culture and integrate their ethos, values and ambitions into ours.

Modern slavery

At SoftwareOne we are doing everything we can to prevent modern slavery in all its forms. SoftwareOne enforces measures such as a Code of Conduct with a zero-tolerance policy, a modern slavery statement outlining steps taken to prevent slavery, a Supplier Code of Conduct, due diligence on suppliers, and regular employee training programmes. READ MORE

Training roadmap

In 2022 we launched the first stage of our compliance training roadmap with our Code of Conduct training, which is a foundational training that provides an overview of company policies and expectations for ethical behaviour. This training was available in both Spanish and English, and in 2023 will also be available in German and Chinese.

In 2023, we will launch the second stage of our roadmap which is our Conflict of Interest and Anti-harassment training. This new Anti-harassment training will be available in English and will also be translated into Spanish, German and Chinese during the year.
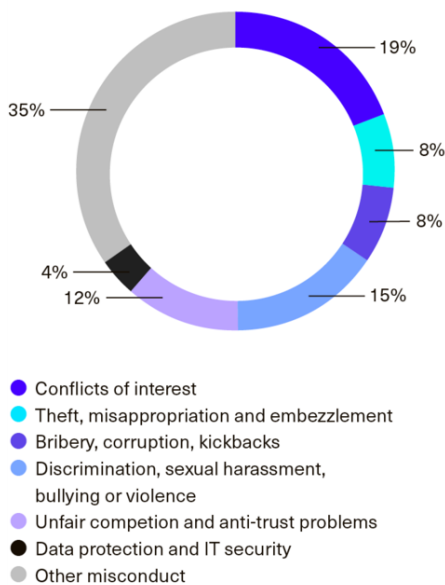
The third stage, to be launched in 2024, involves targeted group training courses, which are designed to address specific areas of risk or compliance requirements for different departments or job roles. For example, finance and accounting staff may receive training on anti-bribery and corruption, while human resources staff may receive training on discrimination and the handling of harassment cases.

As the programme evolves, the company will introduce more targeted training courses and engagement activities that address specific compliance risks or areas where employee behaviour may be of particular concern.

Integrity Line

Our Integrity Line is the internal reporting mechanism that allows employees to confidentially and securely report incidents. Integrity Line is operated via EQS, our third-party provider, to ensure anonymity and impartiality. Via Integrity Line employees can submit reports of bribery, corruption, discrimination, harassment, violence, conflict of interest, theft, and health and safety violation cases. This third party provider also provides us with a full case management system, designed to log, track and manage outcomes of such cases, including interview notes, disciplinary actions and case outcomes. Integrity Line encourages a culture of openness and transparency within SoftwareOne and demonstrates our commitment to ethical behaviour and compliance with applicable laws and regulations.

Subject of cases

- ● Conflicts of interest
- ● Theft, misappropriation and embezzlement
- ● Bribery, corruption, kickbacks
- ● Discrimination, sexual harassment, bullying or violence
- ● Unfair competion and anti-trust problems
- ● Data protection and IT security
- ● Other misconduct

Anti-corruption and bribery

Previously, SoftwareOne established a solid basis for our Anti-Corruption and Bribery programme in our Code of Conduct. However, in July 2022, we introduced a dedicated internal policy, providing more detail and as a topic-specific resource. We set a zero-tolerance strategy for bribery and corruption within all business activities. As mentioned, this topic is vital to our training roadmap. This commitment was further highlighted in SoftwareOne's updated Code of Conduct for 2022.

To further promote compliance with our Anti-corruption Policy, SoftwareOne launched a disclosure tool developed by Convercent, which is now a part of OneTrust. This tool facilitates improved management and reporting of gifts, entertainment, donations, incentives, and external opportunities such as secondary jobs and volunteering.

Data privacy and cybersecurity

SoftwareOne has measures in place for lawful data transfer to countries outside the EU and conducts regular Transfer Impact Assessments. Privacy Port, our data protection management system, was established in 2019 and the data protection team frequently publishes new policies and guidelines for data management. SoftwareOne provides annual data protection training to all relevant employees who are required to report data breaches as they occur. These include internal incidents, such as leaking salary and payment information to unauthorised colleagues, and external breaches which refer to leaking confidential customer information to other customers. Overall, only 47 incidents were reported in 2022 and these were resolved through SoftwareOne's management system. In 2023, SoftwareOne will implement a new data protection law in Switzerland, adhere to HIPAA regulations in the US, and evaluate data protection regulations in LATAM and in China.

Data privacy incidents

- External breaches
- Internal breaches
- Combination
- Other
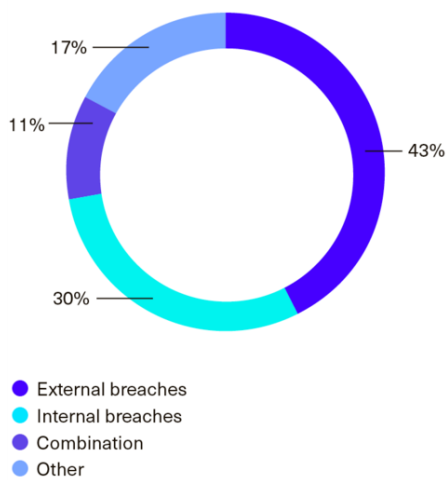
Ecovadis rating 2022

Since 2019 SoftwareOne has participated in the EcoVadis assessment annually. This assessment evaluates SoftwareOne's sustainability performance in areas such as environment, labour and human rights, ethics, and sustainable procurement. In 2022, SoftwareOne was awarded a silver medal for the second year in recognition of our sustainability achievement. SoftwareOne's overall rating is in the top 25% of the companies assessed by EcoVadis in the provision of information technology industry services. For ethics and sustainable sourcing, SoftwareOne is in the top 13% and top 20% respectively.

GRI content index

SoftwareOne has reported this information cited in this GRI content index for the period from 1 January 2022 to 31 December 2022 with the reference to the GRI Standards.

GRI 1 : Foundation 2021 used

General disclosures:

GRI Indicator	Description	Reference
2–1-a	Organisational details	Annual Report – Overview
2–1-b	Organisational details	Corporate Governance Report – Group structure and shareholders
2–1-c	Organisational details	Corporate Governance Report – Group structure and shareholders
2–1-d	Organisational details	Annual Report – 2022 facts and figures
2–2-a	Organisational details	Annual Report – 2022 facts and figures
2–2-b	Organisational details	Annual Report – Consolidated income statement
2–3-a	Reporting period, frequency and contact point	ESG Report – Reporting Suite
2–3-c	Reporting period, frequency and contact point	ESG Report – Reporting Suite
2–3-d	Reporting period, frequency and contact point	ESG Report – Imprint
2–7-a	Employees	ESG Report – About us
2–7-b	Employees	ESG Report – About us
2–7-b-i	Employees	ESG Report – About us
2–7-b-iv	Employees	Annual Report – Our people
2–7-c	Employees	Annual Report – Our people
2–7-c-i	Employees	Annual Report – Our people
2–9-a	Governance structure and composition	ESG Report – Our ESG structure & framework
2–9-b	Governance structure and composition	ESG Report – Our ESG structure & framework
2–9-c	Governance structure and composition	Corporate Governance Report
2–9-c-i	Governance structure and composition	Corporate Governance Report
2–9-c-ii	Governance structure and composition	Corporate Governance Report
2–9-c-iii	Governance structure and composition	Corporate Governance Report
2–9-c-iv	Governance structure and composition	Corporate Governance Report
2–9-c-v	Governance structure and composition	Corporate Governance Report
2–9-c-vii	Governance structure and composition	Corporate Governance Report
2–9-c-viii	Governance structure and composition	Corporate Governance Report
2–10-a	Nomination and selection of the highest governance body	Corporate Governance Report
2–10-b	Nomination and selection of the highest governance body	Corporate Governance Report
2–10-b-i	Nomination and selection of the highest governance body	Corporate Governance Report
2–10-b-ii	Nomination and selection of the highest governance body	Corporate Governance Report
2–10-b-iii	Nomination and selection of the highest governance body	Corporate Governance Report
2–10-b-iv	Nomination and selection of the highest governance body	Corporate Governance Report
2–11-a	Chair of the highest governance body	Corporate Governance Report – Board of Directors
2–11-b	Chair of the highest governance body	Corporate Governance Report – Board of Directors

2–15-a	Conflicts of interest	Corporate Governance Report – Board of Directors
2–15-b	Conflicts of interest	Corporate Governance Report – Board of Directors
2–15-b-i	Conflicts of interest	Corporate Governance Report – Board of Directors
2–15-b-ii	Conflicts of interest	Corporate Governance Report – Board of Directors
2–15-b-iii	Conflicts of interest	Corporate Governance Report – Board of Directors
2–18-a	Evaluation of the performance of the highest governance body	Corporate Governance Report – Changes of control and defense measures
2–18-b	Evaluation of the performance of the highest governance body	Corporate Governance Report – Changes of control and defense measures
2–18-c	Evaluation of the performance of the highest governance body	Corporate Governance Report – Changes of control and defense measures
2–19-a	Remuneration policies	Compensation Report – Board of Directors compensation
2–19-a-i	Remuneration policies	Compensation Report – Board of Directors compensation
2–19-b	Remuneration policies	Compensation Report – Board of Directors compensation
2–22-a	Statement on sustainable development strategy	ESG Report – A letter from our CEO
2-26-a	Mechanisms for seeking advice and raising concerns	ESG Report – Governance
2-26-a-i	Mechanisms for seeking advice and raising concerns	ESG Report – Governance
2-26-a-ii	Mechanisms for seeking advice and raising concerns	ESG Report – Governance
2–29-a	Approach to stakeholder engagement	Corporate Governance Report – Shareholders' participation rights
2–29-a-i	Approach to stakeholder engagement	Corporate Governance Report – Shareholders' participation rights
2–29-a-ii	Approach to stakeholder engagement	Corporate Governance Report – Shareholders' participation rights
2–29-a-iii	Approach to stakeholder engagement	Corporate Governance Report – Shareholders' participation rights
3–1-a	Process to determine material topics	ESG Report – Materiality assessment
3–1-a-i	Process to determine material topics	ESG Report – Materiality assessment
3–1-a-ii	Process to determine material topics	ESG Report – Materiality assessment
3–1-b	Process to determine material topics	ESG Report – Materiality assessment
3–2-a	List of material topics	ESG Report – Materiality assessment

Governance disclosures:

ESG governance & ethical behaviour

GRI Indicator	Description	Reference
201–1-a	Direct economic value generated and distributed	Annual Report – 2022 facts and figures
201–1-a-i	Direct economic value generated and distributed	Annual Report – 2022 facts and figures
201–1-a-ii	Direct economic value generated and distributed	Annual Report – 2022 facts and figures
201–1-a-iii	Direct economic value generated and distributed	Annual Report – 2022 facts and figures
201–1-b	Direct economic value generated and distributed	Annual Report – 2022 facts and figures
201–2-a	Financial implications and other risks and opportunities due to climate change	ESG Report – Climate change – risks and opportunities
201–2a-i	Financial implications and other risks and opportunities due to climate change	ESG Report – Climate change – risks and opportunities
201–2a-ii	Financial implications and other risks and opportunities due to climate change	ESG Report – Climate change – risks and opportunities
201–2a-iii	Financial implications and other risks and opportunities due to climate change	ESG Report – Climate change – risks and opportunities
201–2a-iv	Financial implications and other risks and opportunities due to climate change	ESG Report – Climate change – risks and opportunities
201–2a-v	Financial implications and other risks and opportunities due to climate change	ESG Report – Climate change – risks and opportunities

Client privacy & data protection

GRI Indicator	Description	Reference
418-a	Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG Report - Governance

Supplier requirements for ESG

GRI Indicator	Description	Reference
	Partnering with our supply chain for greater impact	ESG Report - Governance
	Demonstrating our commitment to supplier diversity	ESG Report - Supplier diversity at SoftwareOne

Environmental disclosures

Sustainable office

GRI Indicator	Description	Reference
302–1-e	Energy consumption within the organisation	7,618,697.27 kWh
302–3-a	Energy intensity	840.92 kWh per employee
302–3-b	Energy intensity	Annual Report – 2022 facts and figures
302–3-c	Energy intensity	All energy types
302–3-d	Energy intensity	Within the organisation
306–2-a	Management of significant waste related impacts	ESG Report – Carbon reduction strategy
	Green Offices Strategy	ESG Report – Carbon reduction strategy

Supporting partners achieving their public environmental commitments

GRI Indicator	Description	Reference
	Tools or services to support clients on their own carbon reduction journey	ESG Report - Cutting downstream emissions

Measure, control & reduce our GHG emissions

GRI Indicator	Description	Reference
305–1-a	Direct (Scope 1) GHG emissions	ESG Report – Carbon footprint
305–2-a	Energy indirect (Scope 2) GHG emissions	ESG Report – Carbon footprint
305–4-a	GHG emissions intensity	ESG Report – About us
305–4-b	GHG emissions intensity	Annual Report – 2022 facts and figures
305–4-c	GHG emissions intensity	ESG Report – Carbon footprint
305–4-d	GHG emissions intensity	ESG Report – Carbon footprint
	Carbon Reduction Strategy	ESG Report - Carbon reduction strategy

Social disclosures

Diversity & equal opportunity for all

GRI Indicator	Description	Reference
401–1-a	New employee hires and employee turnover	2,650 Under 30: 1310 30–50: 1347 Over 50: 131 Male: 1716 Female: 805 Not-Specified: 128 EMEA: 722 LATAM: 1008 NORAM: 103
401–1-b	New employee hires and employee turnover	2,634
405–1-b-i	Diversity of governance bodies and employees	Annual Report – Our people
405–1-b-ii	Diversity of governance bodies and employees	Annual Report – Our people
	Diverse, equal, inclusive & belonging strategy	ESG - Diverse, equal, inclusive and belonging strategy
	SoftwareOne Academy	ESG - Attract

Training & education

GRI Indicator	Description	Reference
404–1-a	Average hours of training per year per employee	ESG Report - Retain (6.96)
404–1-a-i	Average hours of training per year per employee	ESG Report - Retain (Male 6.61, Female – 6.89, Other – 1.66)
404–1-a-ii	Average hours of training per year per employee	ESG Report - Retain (Employee – 8.08, Manager – 6.53)
404–2-a	Programmes for upgrading employee skills and transition assistance programmes	ESG Report - Retain
404–2-b	Programmes for upgrading employee skills and transition assistance programmes	ESG Report - Retain
	Developing new learning & development tools and platforms	ESG Report - Retain

Giveback & strengthening local community

GRI Indicator	Description	Reference
	Supporting local & global volunteer and donations efforts	ESG Report - Retain

Accessibility to technology for NGO's

| GRI Indicator	Description	Reference
203–1-a	Infrastructure investments and services supported	ESG Report- Supporting direct positive digital transformation
	SoftwareOne Impact	ESG Report - Supporting direct positive digital transformation

Reporting suite

Our Annual Report and ESG report are closely connected and cross referenced on our website. The Annual Report was published on 31 March 2023 and the ESG Report on 24 August 2023. For a complete overview, readers are advised to consult our entire reporting suite.

Annual Report 2022

Digital Annual Report

Annual Report PDF
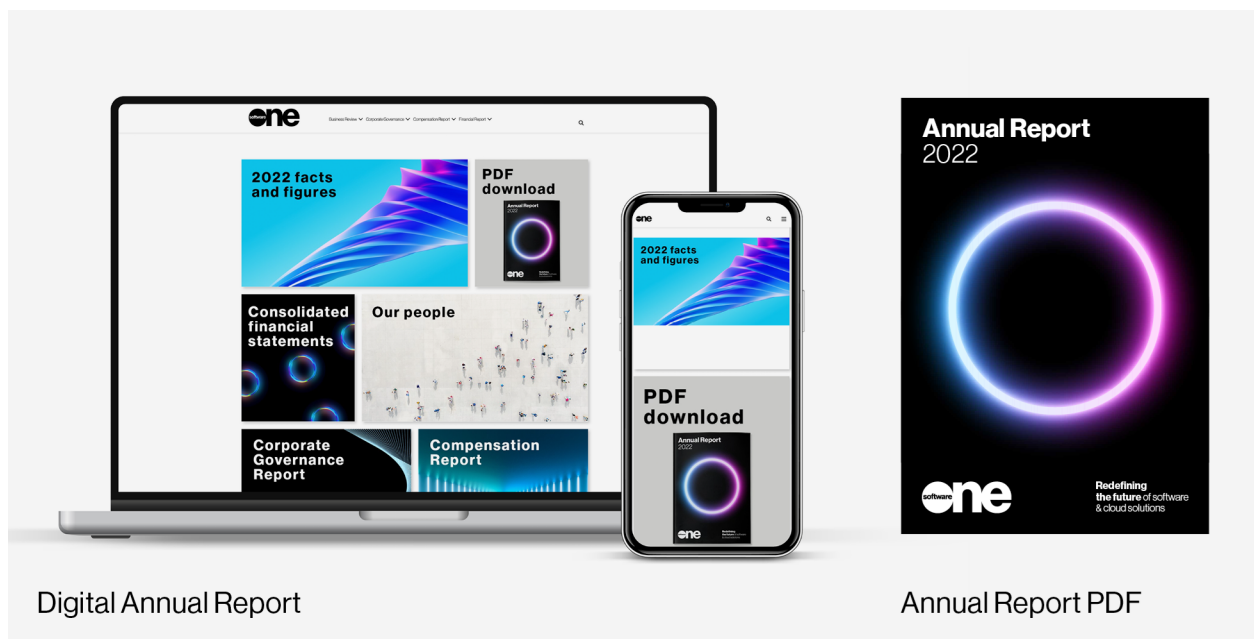
available in English, from 31 March 2023, published annually

ESG Report 2022

Digital ESG Report

ESG Report PDF
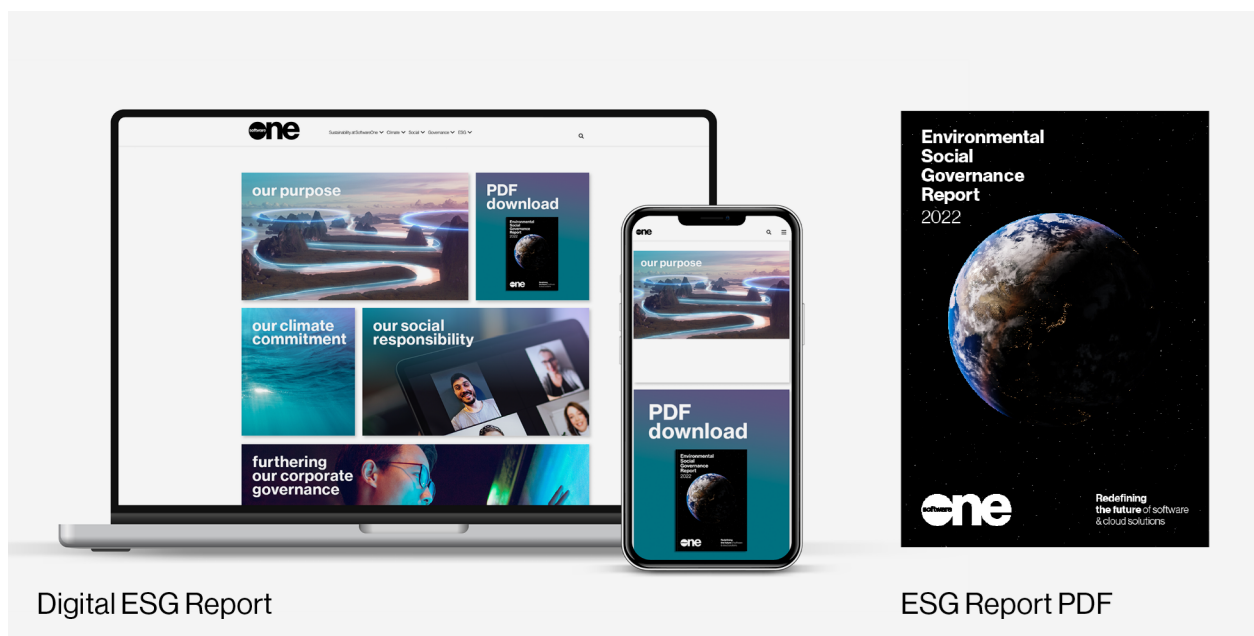
available in English, from 24 August 2023, published annually

Imprint

Publisher

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

Concept and production

PETRANIX AG
Corporate and Financial Communications
Concept, design, consulting and production
www.PETRANIX.com

Technical production

NeidhartSchön AG
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