EcoOnline

2025
ESG Report

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LETTER FROM OUR CEO

Foundations for Sustainable Growth

Throughout 2025, EcoOnline built upon our previous focus from integration to acceleration, bringing together and adding technology that helps to protect people and the planet for future generations.

Market conditions have evolved for environmental, social and governance (ESG) topics, converging around pragmatism and financial materiality. We have seen a move away from broad, values-driven programmes, in favour of tackling sustainability as a core operational risk and economic imperative to be managed within wider governance frameworks. This sits well with EcoOne – our suite of safety and sustainability software solutions – and we added a global capability in crisis management and emergency response with our acquisition of D4H in 2025.

Environmentally, we measured what matters, with a reduction of 15.7% in our total location-based emissions, and the majority (97%) of those sitting in Scope 3. Smarter travel and sustainable procurement will continue to be powerful levers as we make progress towards our 2050 Net-Zero ambition.

Aligned around our OneEco Culture Code, we further sharpened our emphasis on people, processes and purpose – laying the groundwork for the sustainable growth we will deliver in 2026 and beyond. We invested deeply in our people and in positive social impacts, supporting them through our Ignite Academy and Aspire leadership programme. We celebrated value-driven behaviours with the EcoIMPACT Awards, embedding agile working that keeps our teams maniacally focused on customer excellence and support for their organisations across the world.

Strong governance underpins everything we do. We retained key ISO certifications like ISO27001, alongside our uncompromising approach to effective central governance, robust cybersecurity and regulatory compliance in all territories where we operate.

As we grow and evolve throughout 2026, our commitment is clear: to deliver technology that not only meets compliance standards but offers powerful visibility and insights, creating a safer, more sustainable future for all. We will refine our ESG strategy with input from our key stakeholders, ensuring that it remains fit for our future and drives our progress with purpose and precision.

We remain grateful to our employees, customers and partners for continuing to transform how EcoOnline's technology helps organisations to protect people and the planet.

The sustainability and safety market is maturing from compliance to connected risk, and we expect it to evolve even faster in 2026 – especially in the era of AI. Our customers are moving beyond point solutions to invest in connected capabilities that improve visibility, readiness and resilience. We will continue not only to innovate to help protect them and their people, but also to build sustainable, responsible operations for our shared future.

–Tom Goodmanson, CEO.

Our ESG Strategy

EcoOnline's ESG strategy is built upon the most significant aspects of our business operations, as determined by our materiality analysis, tracking the factors which matter most for our principal stakeholders.

In line with current best practice, such as the EU's Corporate Sustainability Reporting Directive (CSRD), this was a Double Materiality Assessment (DMA) which considered factors from two perspectives:

Impact Materiality
Inside Out

Our impact on environment and society

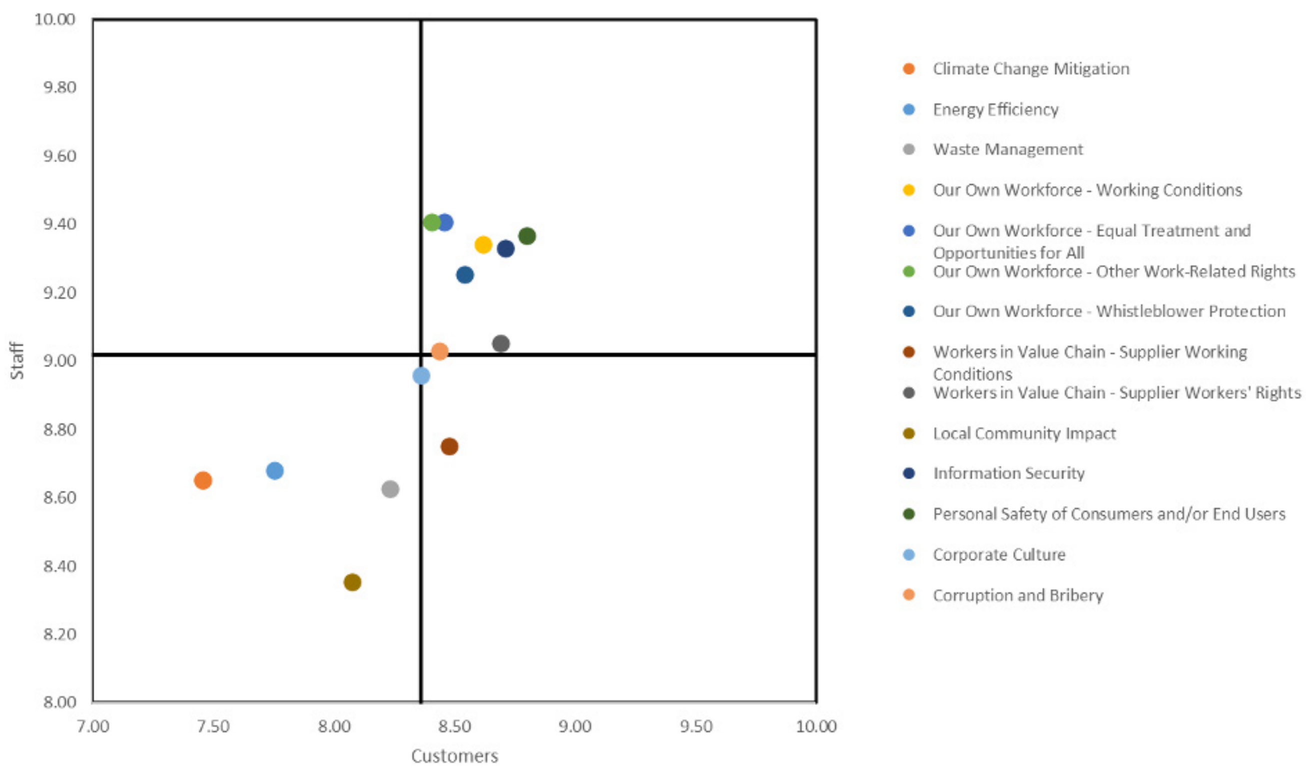
How do we affect the world?

Financial Materiality
Outside In

How sustainability issues affect our financial performance

How does the world affect us?

Plotting our DMA feedback gave the prioritisation shown in the figure below:



Highest Impact Topics

EcoOnline's ESG focus areas and disclosure topics are:

- **Greenhouse Gas (GHG) Emissions**
  Disclosing our emissions across all 3 Scopes, targeting net zero by 2050
- **Environmental management**
  Effective waste management – notably for e-waste, recycling and disposal
- **Human capital development**
  Cohesive employment practices, engagement, volunteering, wage equality and investment in our people in a fluid, highly skilled talent market
- **The health, safety and wellbeing of our workforce**
- **Maintaining cybersecurity, data and privacy protection, including ISO certifications**
- **Effective corporate governance, including ethical practices, supplier management, labour standards and working conditions**

Our board of Directors and the Executive Leadership Team (ELT) endorse our ESG strategy, approving our commitments and the initiatives which deliver our intended outcomes. These reflect the material aspects of EcoOnline's business model, risks and market trends, aligned with Global Reporting Initiative (GRI) standards.

Our Products – Sustainability and Safety

EcoOnline delivers uncomplicated environment, health and safety (EHS), chemical management, emergency response and ESG / sustainability technology solutions to forward-thinking leaders. Safeguarding the entire workforce, from frontline employees to lone workers and contractors, our solutions support organisations through everyday operations and moments of emergency and crisis alike.

Our connected suite of Software as a Service (SaaS) technology enables over 11,000 businesses to protect their people and the planet by ensuring compliance, risk visibility and mitigation, operational predictability and long-term resilience. Backed by an unwavering commitment to customer success, EcoOnline's software is powerful yet simple to use – built on decades of real-world expertise, data and insights.

Our research in 2025 identified a market-wide sense of urgency and shift towards connected risk data and vendor consolidation. Organisations increasingly treat compliance as the baseline whilst prioritising improved operations visibility, faster decision-making and a need to future-proof their businesses with real-time insights and operational readiness.

We also support our customers to contribute to the UN Sustainable Development Goals (SDGs), through examples such as:

SDG #3:

Good Health and Wellbeing

Target 3.9: *"Substantially reduce the number of deaths and illnesses from hazardous chemicals"*

EcoOnline's software solutions facilitated **1,446,052 chemical risk assessments** in 2025 across our Sypol and Chemical Manager products – giving chemical managers and workers instant access to the key chemical compliance and safety information they need, when and wherever they need it.

SDG #13:

Climate Action

Target 13.3: *"Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning"*

EcoOnline's carbon accounting platform, its climate risk modules and net zero capabilities enabled customers across the world to calculate, track, report and work to reduce **26,546,924 tonnes of emissions** annually. We are a triple-gold global Accredited Solutions Partner of the Carbon Disclosure Project (CDP), and our multi-channel approach drives action and understanding through ESG webinars, events, workshops and our unique thought leadership platform The Situation Room.

Our Performance

Environmental Performance

Greenhouse Gas Emissions (Our Carbon Footprint)

EcoOnline's location-based GHG emissions totalled 4,855 tonnes of CO2 equivalent in 2025, a decrease of 15.7% compared to 2024. Emissions intensity increased from 7.88 to 8 tCO2e (per FTE), due to a reduction in relative staff numbers. We tracked our emissions using our own world-class climate accounting platform, aligning our calculation methodology with the GHG Protocol Initiative – the gold standard for climate accounting and reporting.

Organisational Boundaries and Methodology

EcoOnline set its GHG inventory boundaries using the financial control approach, to include leased premises and locations (plus newly-acquired facilities) where we exercise direct operational control. For the respective scope calculations, we used a blend of actual consumption data (the purchase ledger and travel booking expenses) plus floor area, headcount and appropriate benchmark profiles where data was not available.

Emission Sources (Scopes 1, 2 and 3)

Just 3% of our total emissions came from Scope 1 and 2 (our direct operations), with the remaining 97% driven by Scope 3 (indirect) categories.

Scope 1 (activity-based) – 52.1 tCO_2e

Scope 1 direct emissions arise from fuel use and process emissions on our sites - mainly natural gas and oil for premises heating, plus refrigerant gas lost from cooling systems.

Scope 2 (location-based) – 92 tCO_2e

Scope 2 indirect emissions arise from electricity production, plus district heating and cooling purchased for use at our corporate locations.

As per the GHG Protocol guidelines, we have also calculated our Scope 2 market-based emissions, which were 292 tCO2e in 2025.

Scope 3 – 4,711 tCO_2e

Scope 3 (other indirect emissions) relates to activities up or downstream from our core business, arranged into 15 separate categories under the GHG Protocol, with the following six included in our 2025 assessment:

CATEGORY 1:
Purchased goods and services

CATEGORY 3:
Fuel and energy related emissions

CATEGORY 4:
Upstream transportation and distribution

CATEGORY 5:
Waste

CATEGORY 6:
Business travel

CATEGORY 7:
Employee commuting

We calculated our Scope 3 emissions using actual data, estimates and publicly available intensity benchmarks, including the US Environmental Protection Agency's (EPA) Environmentally Extended Input-Output (EEIO) categories (v1.4 by Cornerstone Sustainability Data Initiative).

Purchased goods, services and business travel accounted for the majority (87%) of our Scope 3 emissions.

Purchased Goods and Services:

3,094 tCO_2e

65.6% of scope 3 emissions

63.7% of total emissions

As expected for a SaaS company, our largest emissions category was Purchased Goods and Services (PG&S), a major portion of which is allocated to services. Analysis of our emissions noted the following observations:

- Data processing and hosting, along with computer equipment and software, made up the largest (34%) emissions category – reflecting our spend in this area and its energy-intensive nature.
- Advertising, consulting and contracted services were the second-largest emissions contributor (25%) within PG&S.

Addressing the emissions impact of these service-based transactions will be key to reducing our carbon footprint.

Business Travel:

1,010 tCO_2e

21.4% of scope 3 emissions

20.8% of total emissions

Business travel is essential, but also a significant carbon contributor. Whilst we saw an 11.7% reduction in 2025, emissions are currently estimated using spend data which makes trend analysis difficult. Collecting distance-based data going forward will enable us to investigate travel patterns and target further reductions.

Waste and Water

We strive to reduce waste, water use and other environmental impacts across our leased office facilities, through efficient practices, sustainable procurement and responsible facilities management. The primary waste stream for the company is electrical and electronic equipment, including computers, accessories, mobile devices and consumables.

We meet all legal requirements across our international jurisdictions, using certified waste partners to dispose of waste responsibly and recycle Waste Electrical and Electronic Equipment (WEEE). Our IT teams also go beyond these legal minimums by adopting the waste hierarchy:

1. **Prevention**
2. **Reduction**
3. **Reuse**
4. **Recycling**
5. **Recovery**
6. **Disposal**

We reuse and refurbish IT equipment wherever possible, donating or reselling excess items through approved channels where necessary, and will remain focused on optimising our management of this prime waste stream.

Social Performance

BUILDING A WINNING CULTURE

Creating a culture of inclusion – where everyone feels empowered to thrive regardless of background – remains a core priority for EcoOnline.

Through our global engagement surveys, we deepened our understanding of employee priorities across Diversity, Equity and Inclusion (DEI). Our Employee Resource Groups (ERGs), including the Lean In Network and Pride Network, have continued to provide safe, trusted spaces for employees to connect, share experiences and shape our direction.

In 2025, we focused on building on this progress with a more focused and action-oriented DEI agenda. This includes:

- Expanding **mandatory training programmes** aligned to protecting our people, customers and communities
- Strengthening awareness and capability through targeted **inclusion and allyship learning**
- Continuing to evolve our **global policies** in line with best practice and employee feedback
- Scaling the impact of our ERGs, with the **Lean In Network prioritising leadership visibility and knowledge sharing**, including leader storytelling and experience-sharing initiatives.

This work ensures that inclusion is embedded into how we operate daily supporting our ambition to create a workplace where all voices are heard, valued, and empowered.

This year, we've seen the power of our teams coming together. We have been focused on raising awareness, strengthening allyship, and actively empowering women both within our organisation and across our local communities. The progress we made in 2025 is a strong foundation, we now lean in, building on that momentum to drive even greater impact into 2026 and beyond.

– Rachel Halliday, SVP Learning, Culture and Communications

OneEco: Embedding Our Culture Code

Following the launch of our Culture Code in 2024 – developed through our Culture Ambassador Programme (CAP) – our focus in 2025 was firmly on embedding and activation.

Through global training and integration into key people processes, the Culture Code is now becoming part of the everyday employee experience – from onboarding and performance enablement to leadership expectations and recognition.

Bringing the Culture Code to Life: EcoIMPACT

A key insight from employee feedback was the need to better recognise individuals who live our values in action. In response, we launched the **EcoIMPACT Awards**, our global peer recognition programme.

The EcoIMPACT Awards:

Celebrate employees who demonstrate our Culture Code through meaningful impact	Reinforce accountability, collaboration, and pride across teams	Make our values visible and actionable across the organisation

By embedding recognition into our culture, we are strengthening alignment and reinforcing what it means to be part of OneEco.

Giving Back to Our Communities

In 2025, we also strengthened our focus on social impact through the introduction of a **Global Volunteering Day**, empowering employees to give back to causes that matter most to them. This initiative supports both local and global community engagement – further connecting our people to our purpose of protecting people and the planet.

During 2025, over 750 hours were spent volunteering across a range of charities (e.g. local foodbanks, environmental clean ups and supporting charities with a specific focus on empowering women via our Lean In Network.

BUILDING A CULTURE OF LEARNING, LEADERSHIP AND HIGH PERFORMANCE

Investing in Our People

Leadership development remains a top priority as we continue building a high-performing, accountable and inclusive organisation. In 2025, we strengthened our focus on leadership excellence through:

- Establishing a **Senior Leadership Team (SLT)** to raise the bar on leadership capability, alignment and accountability.
- Investing in **leadership development through onboarding, mentoring for high potential leaders** and **bespoke leadership programmes** like our Ignite Management Academy and Aspire Senior Leadership Programme. This has helped better equip leaders to navigate change, lead with clarity and support their teams effectively.

Building a Culture of Learning

Our learning principles continue to power our passion for growth:

- Embrace feedback and continuous learning
- Consistency is key
- Own your development
- Think broadly about career growth

Mentoring has helped me bridge the gap between my current role and the next level by turning theory into action. It's given me valuable perspective on the skills and experience I needed to grow, while also building my self-awareness and confidence. All of which helped set me up for success as I stepped into the role of VP Global Professional Services.

– Jemma Blackwell, VP Global Professional Services

We empower people to seek different forms of learning, from hands-on learning experiences like stretch assignments, through social learning like mentoring, to formal learning opportunities like our regular Learning Lab knowledge sharing sessions.

These learning principles also underpin our approach to building a high-performance culture. In 2025, we focused on providing greater clarity for our people across four key areas:

GOALS:

What we deliver and how consistently we achieve agreed outcomes

IMPACT:

The difference we make for our customers and team outcomes

VALUES ALIGNMENT:

How we show up every day and how our behaviours align with our Culture Code

GROWTH:

How we adapt, respond to feedback, and continuously learn

During our bi-annual performance review cycles we assessed our people's performance against these four aspects of high performance to set clear expectations and provide development-focused feedback. Both our mid-year and end of year cycles achieved 97% self- and 99% manager review completion rates.

Listening to Our People and Driving Action

We have continued to strengthen our approach to listening – ensuring that employee feedback translates into meaningful and visible change. We introduced an updated approach to engagement surveys (twice annually) in partnership with Winningtemp focused on driving meaningful change. We also survey people to get real-time feedback on specific projects, acquisitions, and DEI related topics, helping to shape people's priorities. We achieved an overall pulse of **7.4 / 10** in Sept. Our highest scoring areas remain **Team Spirit, Leadership and Commitment**.

Looking Ahead to 2026

As we continue to build momentum, our focus remains on:

- Embedding AI into the way we work including providing tooling and upskilling as we embrace new technologies.
- Focus on supporting functional learning centred around Customer Excellence and delivering against our strategic pillars.
- Strengthening our Culture Code through recognition and everyday behaviours.
- Focussed DEI through targeted learning, ERG impact and policy evolution.
- Investing in leadership and performance to build a high-performing, accountable organisation.
- Creating more opportunities for connection, learning and community impact.

Through these priorities, we will continue to strengthen our culture, enhance the experience of our people and support long-term, sustainable growth.

When I reflect on 2025, I feel incredibly proud of what we achieved as OneEco. We strengthened our culture, invested in our people, and built the foundations to support our long-term growth. We welcomed the D4H team into EcoOnline – further strengthening our collective capabilities and bringing new perspectives and experiences that will help us grow together as one organisation.

As I look forward to 2026, what stands out most to me is our continued focus to bring our people together in meaningful ways – from our in-person leadership sessions to our quarterly Eco Unleash Days. These moments create space for real connection, collaboration, and alignment, helping us solve challenges together and move forward with clarity and purpose.

We are building a culture where high performance and strong engagement go hand in hand – and where our people feel empowered to do their best work every day.

– Saqi Sheikh, CHRO

Governance Performance

Promoting Ethical Practices

We are committed to high standards of ethical conduct and robust governance. Our core policies, including the Code of Conduct, Modern Slavery Statement, Data Protection Policy and Information Security Policy, are approved by senior management and the Board. These policies are reviewed annually, underpinning our approach to integrity, regulatory compliance and the protection of data and information.

All employees receive mandatory training on anti bribery and anti corruption through annual e learning programmes, with the same training embedded into onboarding for new starters. The last refresher training was held in Q4 of 2025, with a 100% completion rate.

We actively engage with our supplier partners, and conduct due diligence on third parties through our supplier onboarding process. We also have a business continuity policy to identify, monitor and respond to supply chain risks (operational disruption, reputational damage or commercial loss) where required.

Whistle-Blowing Initiatives

We maintain a whistleblowing policy that enables employees to raise concerns about unethical behaviour or non compliance through a safe and confidential reporting channel, without fear of retribution. Our policies on workplace harassment, equal pay and whistleblower protection reflect our commitment to maintaining a safe, inclusive and ethical working environment for all employees.

Cybersecurity

Cybersecurity is a critical aspect of EcoOnline's responsible operations, and we are continuously making improvements to align with the requirements of our ISO 27001 certification. We maintain a regularly tested incident response plan and all employees receive regular, mandatory training on cybersecurity, including how to detect and prevent social engineering threats.

We are compliant with the General Data Protection Regulations (GDPR), with a data privacy shield and a GDPR programme in place to protect Personally Identifiable Information (PII).

Maintaining ISO Certification

Our ISO 9001, 22301, and 27001 certifications provide tangible evidence of our dedication to customer excellence, maintaining business continuity, safeguarding sensitive information and positioning ourselves as a trusted partner. The certifications cover our products and physical locations, and all employees are required to complete the associated training.

Looking to the Future

EcoOnline remains committed to driving sustainability across all industries, whilst also enabling our customers to make positive impacts in their sectors and working collaboratively with our supply chain partners. Our cross-company Sustainability Committee will continue to review our ESG strategy, refining our targets and initiatives to serve two crucial objectives:

To reconcile our growth, efficiencies and structural change with appropriate strategic planning, resourcing and sustainability goals for the next three to five years.

To ensure that our ESG strategy continues to address the aspects of our operations that matter most to our internal and external stakeholders

We will continue to pursue a challenging balance of sustainability ambitions – reflecting goals across the environmental, social and governance areas – which changes behaviours for collective benefit. Selected areas for additional focus will include – but not be limited to – the following topics:

- **Net Zero:**
  We will work towards reducing our greenhouse gas emissions to zero by 2050, offsetting any residual unavoidable emissions with measures that remove carbon dioxide from the atmosphere. We will review and set interim targets to help reach this goal, tracking our journey and minimising our environmental impact through a carbon reduction plan.
- **Energy Efficiency and Renewables:**
  We will continue to target office energy efficiency improvements and renewable energy procurement.
- **Employee Commuting and Business Travel:**
  We will continue to encourage sustainable transport options and hybrid working, to further reduce our emissions from business travel.
- **Investing in Our People:**
  We will continue to embrace diversity and invest in the professional development of our teams, building a culture of inclusion where everyone feels empowered to thrive regardless of background.
- **Governance:**
  By focusing on high ethical standards and compliance, we will reinforce our commitment to responsible business practices and demonstrate our resolve to mitigate potential risks and safeguard our organisation's reputation. We will continue to equip our employees with the knowledge and skills to handle data responsibly, maintain confidentiality and make ethical decisions in their daily work.
- **Supplier Engagement:**
  We will work closely with our suppliers to maintain a sustainable procurement policy which encourages them to reduce their environmental impact and report emissions data. This will include initiatives to reduce the emissions associated with our Purchased Goods and Services. Our focus on supplier relationships and collaborative development will uphold our commitment to transparency, ethical sourcing and responsible business practices.

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