



Energize Global Services

A pair of hands is shown holding a small green seedling with four leaves and dark soil. The hands are positioned on the right side of the image, with the fingers gently cupping the plant. The background is a light gray with faint, stylized leaf patterns.

SUSTAINABLE DEVELOPMENT GOALS

FOR THE YEAR 2025



SUSTAINABILITY REPORT

REPORT

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ENERGIZE GLOBAL SERVICES

Sustainability Report 2025

HIGHLIGHTS



MESSAGE FROM OUR CEO



**EGS FOUNDER, PRESIDENT &
CEO
RICHARD BEZJIAN**

We believe long-term business success depends on responsible and sustainable practices. Our commitment extends beyond delivering technology solutions to reducing environmental impact, maintaining strong governance standards, and creating positive social value.

Sustainability is integrated into our operations and decision-making. We work to improve energy efficiency across our infrastructure, maintain high standards for data privacy and security, promote an inclusive workplace, and support digital accessibility and community initiatives.

This report outlines our progress, priorities, and ongoing challenges across environmental, social, and governance (ESG) topics. We recognize that meaningful progress requires transparency, measurable action, and continuous improvement.

To support consistent and accountable reporting, we align our disclosures with SASB standards and engage regularly with stakeholders to better understand expectations and improve our impact.

We remain committed to building resilient, responsible technology that contributes positively to society and future generations.

– RICHARD BEZJIAN, EGS FOUNDER, PRESIDENT & CEO

CORPORATE RESPONSIBILITY FRAMEWORK



COMPANY PROFILE

LONG-TERM VALUE THROUGH
RESPONSIBLE BUSINESS
PRACTICES.



SOCIAL RESPONSIBILITY

SUPPORTING EMPLOYEES,
COMMUNITIES, AND INCLUSIVE
GROWTH.



ETHICAL GOVERNANCE

CONDUCTING BUSINESS WITH
INTEGRITY, TRANSPARENCY, AND
ACCOUNTABILITY.



DATA PRIVACY & CYBERSECURITY

PROTECTING DATA THROUGH
STRONG PRIVACY & SECURITY
MEASURES.



ENVIRONMENTAL RESPONSIBILITY

REDUCING ENVIRONMENTAL
IMPACT THROUGH SUSTAINABLE
OPERATIONS.

SBTi COMMITMENT

Our Climate Commitment

We are committed to aligning our climate strategy with the Science Based Targets initiative (SBTi), ensuring our emissions reduction pathway is consistent with limiting global warming to 1.5°C.

Our Goals

As a **small and medium-sized** software company, we are focusing on:

- Measuring and disclosing our greenhouse gas emissions (Scope 1, 2, and relevant Scope 3 categories)
- Setting science-based emissions reduction targets in line with SBTi criteria
- Reducing operational emissions through energy efficiency and low-carbon digital infrastructure
- Encouraging our value chain to adopt lower-carbon practices

OUR APPROACH

- Transitioning to renewable energy sources for office and cloud operations where feasible
- Optimizing software architecture and cloud usage to reduce computer-related emissions
- Promoting remote/hybrid work models to reduce travel emissions
- Embedding sustainability into procurement and vendor selection

LOOKING AHEAD

We are committed to continuous improvement and transparent reporting as we progress toward achieving our science-based targets.



SASB ALIGNMENT

Our sustainability reporting is aligned with the Sustainability Accounting Standards Board (SASB) framework for the Software & IT Services industry, focusing on the environmental, social, and governance (ESG) issues most material to our business and stakeholders.

KEY SASB TOPICS ADDRESSED

- **Data Privacy & Security:** Strong cybersecurity controls, privacy governance, and compliance measures to safeguard customer and stakeholder data.
- **Employee Engagement, Diversity & Inclusion:** Programs supporting talent development, employee well-being, diversity, equity, and inclusion across the workforce.
- **Energy Management:** Continuous efforts to improve operational efficiency & reduce the environmental footprint of digital infrastructure and office operations.
- **Business Ethics & Governance:** Strong policies, internal controls, and compliance mechanisms to promote ethical conduct, transparency, and responsible business practices.
- **System Reliability & Service Availability:** Resilient technology platforms and business continuity measures to ensure reliable service delivery.



Through alignment with SASB standards, we enhance transparency, support investor decision-making, and demonstrate our commitment to sustainable value creation and responsible corporate performance.



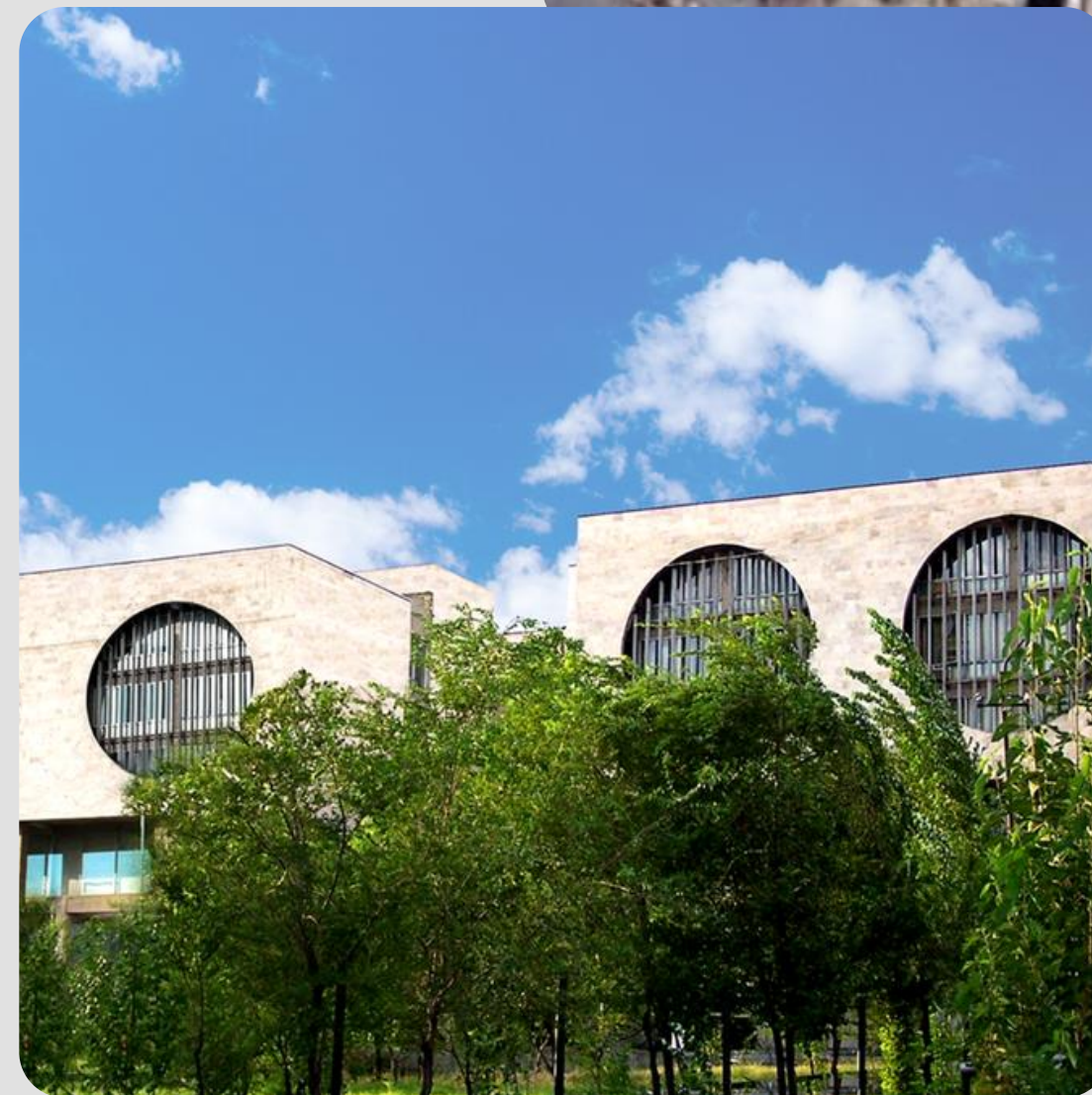
COMPANY OVERVIEW

Energize Global Services (EGS) is a fintech company based in Yerevan, Armenia (6/1 Abelian Street, serving clients worldwide through innovative digital finance solutions. With around 270 employees, we combine technology and financial expertise to deliver secure, user-focused products while supporting environmental and social sustainability.

Our core offerings include digital payment platforms, personal finance tools, and AI-powered financial analytics, helping individuals and businesses manage their finances more effectively. Our operations cover the full value chain, from software development and platform integration to customer onboarding, data management, and ongoing support.

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

Key stakeholders, employees, suppliers, partners, and communities, are engaged through surveys and innovation initiatives to ensure transparency, responsiveness, and ongoing improvement in our services and sustainability efforts.



Google Maps

[Google Maps](#)
[Link](#)



CORE OPERATIONAL ACTIVITIES



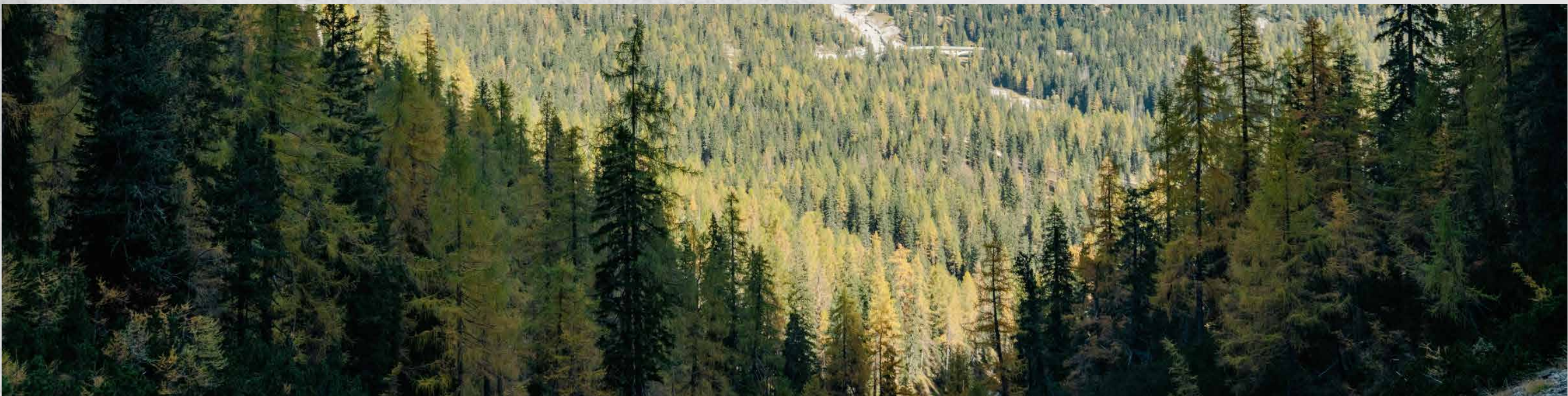
DEVELOPMENT



QUALITY ASSURANCE



**MAINTENANCE &
OPTIMIZATION**



WHAT DRIVES US

EGS offers a range of services, including digital payments, personal finance tools, and financial platforms that simplify decision-making and promote financial well-being. We value diversity, equity, and inclusion across our global workforce. Our company represents over 4 nationalities and a broad spectrum of professional and cultural backgrounds, helping us innovate with empathy and reach diverse markets.

VISION

A future where digital finance advances inclusive growth, economic resilience, and environmental stewardship.

MISSION

Empower individuals and businesses by making financial services more accessible, transparent, & sustainable.



OUR GOALS & SOLUTIONS



As a Fintech and Cloud Solutions company, we are committed to fostering a more inclusive, transparent, and sustainable financial ecosystem. Through innovative digital solutions, including mobile payment platforms, personal finance management applications, and AI-driven analytics, we enhance financial accessibility, security, and efficiency for individuals and businesses.

Our technologies support financial literacy, informed decision-making, and fraud prevention, contributing to reduced economic inequalities and a more resilient digital economy.





SUSTAINABILITY STRATEGY



ESG Vision



ENVIRONMENTAL RESPONSIBILITY

Committed to reducing our environmental impact through responsible & sustainable business practices.



SOCIAL RESPONSIBILITY

Fostering a safe, inclusive, and supportive environment that creates lasting value for our employees and communities.



ETHICAL GOVERNANCE

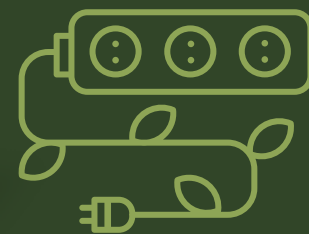
Upholding the highest standards of integrity, transparency, and accountability in all aspects of our business.

ENVIRONMENTAL IMPACT



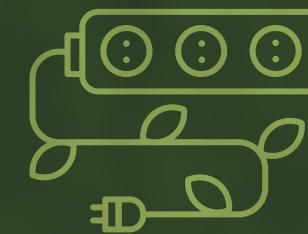
REDUCED CARBON FOOTPRINT BY 24.36%

- Increased smart LED lighting, motion sensors, and solar power (**29.4%** renewable electricity).
- Consolidated workloads onto fewer, more efficient servers.
- Migrated to cloud services using green data centres.
- Upgraded to Energy Star-certified notebooks.
- Scope 1: 0 tCO₂e (no direct emissions)
- Scope 2: **57.61** tCO₂e
- Scope 3: **1,747.34** tCO₂e



ENHANCED WATER MANAGEMENT BY 13%

- Installed water filtration systems.
- Replaced dishwashers with efficient models, reducing water use by **13%**.
- Monitored water use to detect leaks promptly.
- Promoted water conservation among employees.



IMPROVED WASTE MANAGEMENT BY 30.5%

- 100% of e-waste repaired, donated, or resold.
- Promoted reusable items over single-use plastics.
- Introduced waste-sorting bins.
- Digitized workflows and used green coding practices.
- Trained staff on waste disposal.
- Encouraged remote/hybrid work.
- Repaired and repurposed office equipment.



RESOURCE REDUCTION

Driving Energy Efficiency

- More LED lighting
- Expanded occupancy sensors
- Upgraded HVAC systems
- Efficient dishwashers

HVAC Efficiency Upgrade

Aligned with SASB Energy Management and Environmental Footprint metrics (TC-SI-130a.1), EGS upgraded its facilities with:

- A high-efficiency Hisense HVAC system (AS24HR4SXBTD01B) with smart controls, occupancy sensors, and automated scheduling for improved comfort and energy efficiency.

Key Efficiency

- 15–20% reduction in energy consumption
- SEER 6.1–6.5 and COP 3.5 efficiency ratings
- ~1.2 tCO₂e/year avoided, reducing Scope 2 emissions by 15–20%
- Uses R32 refrigerant, with lower global warming potential (GWP)
- Designed for 80% recyclability



RESOURCE REDUCTION (CONT'D)

ECO-FRIENDLY WORKPLACE



Dishwasher Upgrade

2 energy-efficient Toshiba dishwashers (D1452WF) with eco wash programs and optimized water and electricity consumption.



Key Efficiency

- Up to 20% lower energy consumption (Eco mode)
- Reduced water consumption per wash cycle
- Lower Scope 2 emissions through reduced electricity use

These initiatives support our Net Zero 2050 roadmap by reducing Scope 2 emissions.

RENEWABLE ENERGY



The Business Centre continues to advance its sustainability initiatives through the expansion of its solar energy infrastructure, which currently supplies approximately **29.4%** of EGS's total energy consumption.

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

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

Based on calculations, approximately **115,542 kWh** of renewable energy, equivalent to **29.4%** of total energy consumption, is generated from solar panels.





WASTE MANAGEMENT SOLUTIONS

Being a responsible and environmentally conscious organization, EGS is committed to minimizing the environmental impact of its operations. To support this commitment, EGS has implemented a Waste Management Plan that establishes a structured approach to waste reduction, segregation, and responsible disposal across all activities. The plan sets clear objectives and targets, promoting efficient resource use, increased recycling, and continuous improvement in waste management practices as part of EGS's broader sustainability strategy.



KEY ACTIVITIES

STATUS 2024

STATUS 2025

DEADLINE

01

Renew the Contract
with Waste
Management Partner

Completed

Completed

April, 2025

02

Improve Waste
Sorting Infrastructure

Completed

Completed,
Ongoing
Maintenance

May, 2025

03

Conduct employee
awareness trainings &
provide clear waste-
sorting guidelines.

Completed

Completed

March, 2025

04

Handle Waste recycling
and Electronic Waste by
reusing, repairing, etc.

Completed

Completed,
Ongoing
Maintenance

December 2025





Waste Sorting & Practices

EGS has implemented a waste sorting strategy to reduce environmental impact. Clearly labeled bins are placed in common areas, including corridors and kitchens, to encourage responsible disposal and support recycling.



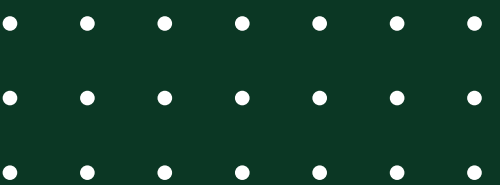
Employee Awareness Trainings

We conduct annual CSR trainings to promote sustainability awareness, focusing on waste reduction, recycling and reuse, IT equipment repair and repurposing, and eliminating single-use items. EGS applies circular economy principles, improves waste segregation, advances digital workflows, & engages suppliers on sustainable practices in line with environmental regulations.



Office Resources & Equipment Management

The office manager oversees the collection and redistribution of office equipment, promoting reuse to reduce waste, cut costs, and support sustainability.



MATERIAL CONSUMPTION REDUCTION

CLOUD COMPUTING & VIRTUALIZATION

Reducing the need for physical servers and IT hardware through more efficient infrastructure utilization.

PAPERLESS PROCESSES

Replacing printed documents, forms, and records with digital workflows to reduce paper, toner, and printing materials.

DIGITAL COLLABORATION & REMOTE WORK

Reducing the use of printed materials and other physical office resources through digital communication and collaboration tools.

EQUIPMENT REUSE

Maintaining, upgrading, and redeploying IT equipment where possible to extend its useful life and reduce the need for new hardware.

REUSABLE ALTERNATIVES

Replacing single-use items with reusable alternatives where applicable to reduce material consumption and waste.

GREENER PARTNERSHIP

EGS has maintained a longstanding partnership with the ECO Project for many years.

In 2025 EGS enhanced its waste management initiatives through continued collaboration with Eco Project.



**ENERGIZE GLOBAL
SERVICES**

Sustainability Report 2025



KEY SCOPE 3 CATEGORIES

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

After a materiality screening of the 15 Scope 3 categories defined by the GHG Protocol, we determined that the following categories are the most relevant and are expected to contribute significantly to our indirect greenhouse gas (GHG) emissions.

CAPITAL GOODS

Emissions associated with the purchase of laptops, monitors, servers, networking equipment, and other IT assets used to support software development and business operations.

PURCHASED GOODS AND SERVICES

Emissions associated with key operational procurement, including IT equipment, cloud services, software, and professional services.

EMPLOYEE COMMUTING

Varies based on remote and hybrid work models. We continue to monitor this category as part of our broader mobility strategy.

FUEL AND ENERGY-RELATED ACTIVITIES

We account for upstream emissions from the generation of purchased electricity, heating, and cooling, which remain relevant due to our company's reliance on data centres and cloud services.

WASTE GENERATED IN OPERATIONS

Emissions from office and electronic waste are moderate but still relevant to our footprint reduction efforts.

BUSINESS TRAVEL

Emissions from air travel and accommodations are tracked and managed, particularly in client-facing roles and international operations.

ENVIRONMENTAL POLICIES & PRACTICES



CSR Framework

EGS maintains a CSR Policy that formalizes its commitment to ethical business conduct, social responsibility, and environmental sustainability.



Community Engagement & Environmental Education

The company supports sustainability through employee volunteer tree-planting activities, CSR awareness training, and environmental education programs for children.



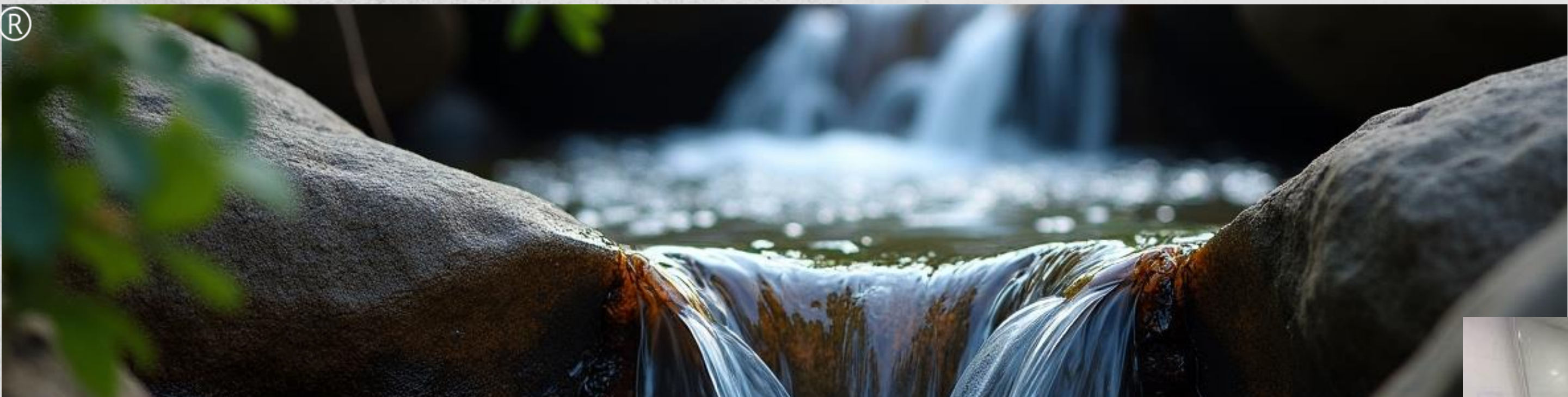
Awareness & Responsible Resource Management

EGS promotes the efficient use of resources by fostering employee awareness and encouraging sustainable practices throughout its operations.



Commitment to Energy Efficiency

EGS continues to invest in energy-efficient technologies and equipment to improve operational efficiency, reduce energy consumption, and support its environmental objectives.



WATER USAGE & MANAGEMENT



Water supply and related infrastructure are managed by the premises vendor. While our company does not have direct operational control, we work closely with the vendor to support compliance with applicable water management & sustainability standards. Water use is limited to essential domestic purposes, including drinking, restroom sanitation, and kitchen facilities.

To enhance water efficiency, the company:

-  Installed water filtration systems.
-  Upgraded to water-efficient dishwashers, cutting water use by **13%**.
-  Periodically promotes water conservation through employee awareness campaigns & signage.



Given its office-based, non-industrial operations, water consumption and related environmental impacts remain minimal.



SHAPING A HEALTHIER WORKPLACE

The company enhances employee wellbeing and environmental awareness through the integration of indoor plants and an on-site aquarium. These initiatives contribute to a healthier and more engaging workplace while promoting appreciation for biodiversity and sustainable practices.

BENEFITS FOR OUR EMPLOYEES

- ◆ Improved mental wellbeing through reduced stress, enhanced relaxation, and improved mood
- ◆ Increased productivity and employee performance
- ◆ Greater job satisfaction and reduced absenteeism
- ◆ Increased awareness of aquatic ecosystems and conservation



SOCIAL RESPONSIBILITY



We are committed to creating positive social impact through ethical business practices, an inclusive workplace, employee well-being, and community engagement.



SOCIAL IMPACT



HEALTHY WORKFORCE

- ◆ Hybrid work model: flexibility & work-life balance.
- ◆ Performance-based bonus program.
- ◆ Supportive and resilient workplace culture.
- ◆ Promotions based on skill evaluations
- ◆ **100%** employee health coverage, including mental health support, with discounted family plans.
- ◆ Air purification systems to enhance indoor air quality.
- ◆ Training, mentorship, & career development opportunities.



DIVERSITY, EQUITY, & INCLUSION

- ◆ Women represent 50% of leadership roles, with a target of 60% by 2029.
- ◆ Enhanced policies to promote equal opportunities and uphold zero tolerance for harassment and discrimination.
- ◆ Fostered a diverse, inclusive, and respectful workplace culture.



EMPLOYEE ENGAGEMENT

- ◆ Conducted an **environmental education** workshop for **children** to promote sustainability awareness and responsible daily practices.
- ◆ Donated **104 evergreen trees** in partnership with Yerevan Municipality, contributing to urban greening and community development. The initiative was recognized with a **Certificate of Appreciation** from the Mayor.



INCLUSIVE COMMUNITY

EGS is committed to building an inclusive and diverse workplace where diversity, equity, and inclusion are integral to its values and culture. We expect all employees to foster an environment of mutual respect, fairness, and equal opportunity.

Through the integration of ethical practices and inclusive principles across our operations, we support the well-being, development, and success of our people, while cultivating a culture grounded in trust, respect, and professional excellence.

INCLUSIVE EMPLOYMENT PRACTICES

- Promote inclusion of minority and vulnerable groups through accessible recruitment, onboarding, and workplace accommodations, supported by regular DEI training.
- Ensure employee representation via a Labor Union to protect and amplify workforce voices.

- Enable **age-friendly** employment through flexible work options, phased retirement, mentorship, and accessible technologies.
- Support foreign employees with relocation and work permit assistance, fair recognition of qualifications, and intercultural integration initiatives.



EMPLOYEE PHYSICAL SAFETY

EGS promotes a safe and resilient workplace through proactive earthquake preparedness measures designed to protect employees and support business continuity during natural disasters.

KEY MEASURES

> **Emergency Preparedness**

Conducted earthquake safety training with external experts to strengthen employee preparedness.

> **Evacuation Safety**

Marked emergency evacuation routes throughout office areas.

> **Emergency Resources**

Installed emergency kits and safety signage in key locations.

These efforts reflect our ongoing focus on employee well-being, health, safety, and workplace sustainability.





EMERGENCY COORDINATION TEAM

EGS has a dedicated Emergency Coordination Team to support and guide employees during emergencies. Emergency procedures are communicated through CSR and safety training programs to ensure preparedness.



NAIRI AVETISYAN

Head of Legal, & Operational
Departments
+374 55 500 205
+374 99 676 677

DAVID HAKOBYAN

Chief Information Security Officer
+374 41 033 666



VARDAN ALOYAN

Office Manager
+374 55 670 105

EMPLOYEE PHYSICAL SAFETY

We prioritizes the health, safety, and well-being of its employees through the consistent implementation of workplace safety measures and protocols.

Access to company premises is controlled through a secure access management system, helping to maintain a safe and protected working environment.

The system includes:

- regular on-site supervision and monitoring by reception personnel
- facility access through electronic badges

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



WELLNESS & PROTECTION



Employee health and safety remain a top priority at EGS. We are committed to providing a safe, healthy, and hygienic workplace through appropriate measures and resource allocation.

- ◆ Full health insurance coverage (**100%**) is provided to all employees.
- ◆ Discounted health insurance plans are available for employees' family members.
- ◆ Regular health awareness programs are conducted to encourage preventive care.

These initiatives promote workforce well-being and mitigate health-related disruptions.

Dear Client,

We are glad to inform you that as the insurance services provider of the employees of "ENERGIZE GLOBAL SERVICES" CJSC for the period of 01/06/2025-31/05/2026 is appointed "LIGA INSURANCE" insurance company.

Please read provided documents carefully to ensure you are aware of all the benefits, terms and conditions that are applicable to the cover provided.

To register an application, please contact us by the following 24/7 Call Center number:



012 88 88 88

For current issues related to the open application, please contact us during business hours at the following number:



060 62 22 22



FOSTERING EMPLOYEE WELLBEING

To support employee health and wellbeing, the company offers:



A wellness room supporting physical activity & recovery, equipped with table tennis, yoga equipment, wooden stall bars, and cardio machines.



A soundproof booth for focused work, private calls, and restorative breaks, supporting mental wellbeing and productivity.

They foster physical activity, reduce stress, and support a healthier, more engaged workforce, contributing to a balanced and productive workplace culture.





Recharge, Don't Just Rest.

Balanced & Healthy Workplace

We are committed to fostering a safe, resilient, and productive workforce by integrating employee well-being into its sustainability approach. Guided by our CSR framework and ethical business standards, we ensure full compliance with applicable health and safety regulations.

Beyond compliance, we prioritize holistic well-being as a key driver of long-term sustainability. Since 2022, we have offered a complimentary in-office yoga program to support physical and mental health, while also encouraging social interaction, teamwork, and a more collaborative workplace culture.

CSR TRAININGS

In 2025, EGS delivered CSR training to employees to strengthen understanding of CSR principles and the company's CSR policy alignment with broader organizational goals.

The training reinforced adherence to sustainability and ethical standards, covering environmental sustainability, health and safety, and community engagement.

The initiative not only strengthened employees' knowledge but also fostered a strong understanding of, and alignment with, the company's core values.

It aimed to embed responsible practices across the workforce and support a culture of sustainable and socially responsible business conduct.





EXTERNAL CSR ACTIVITIES



PROTECTING OUR ECOSYSTEM



As part of its commitment to social and environmental responsibility, EGS undertook the following CSR initiatives during the reporting period:



Funded the planting of **104 trees** in partnership with the Municipality received a certificate of appreciation from the Mayor in recognition of the initiative.



Employees volunteered and participated in the tree-planting event.



GO GREEN

EGS organized an eco-education workshop for children to promote environmental awareness and sustainable habits.

The children participated in the following activities:

NURTURING NATURE

Planted and watered seeds in the garden while learning how to care for growing plants.

WASTE WISE

Practiced identifying and correctly sorting waste into designated recycling bins.

SAVING RESOURCES

Explored practical ways to conserve energy and water in their daily lives.





CYBER SECURITY CAMPAIGN

EGS organized Cybersecurity Awareness Month 2025 to promote safe digital practices and support global cybersecurity awareness. The campaign increased LinkedIn followers and page reach while strengthening our thought leadership and commitment to public cybersecurity education.

📢 As Cybersecurity Awareness Month comes to a close, one thing is certain: good cybersecurit...
Posted by Lena Gyulkhasyan
10/31/2025
Get up to 76,000 more impressions by boosting this post. ? [Boost](#)

All followers

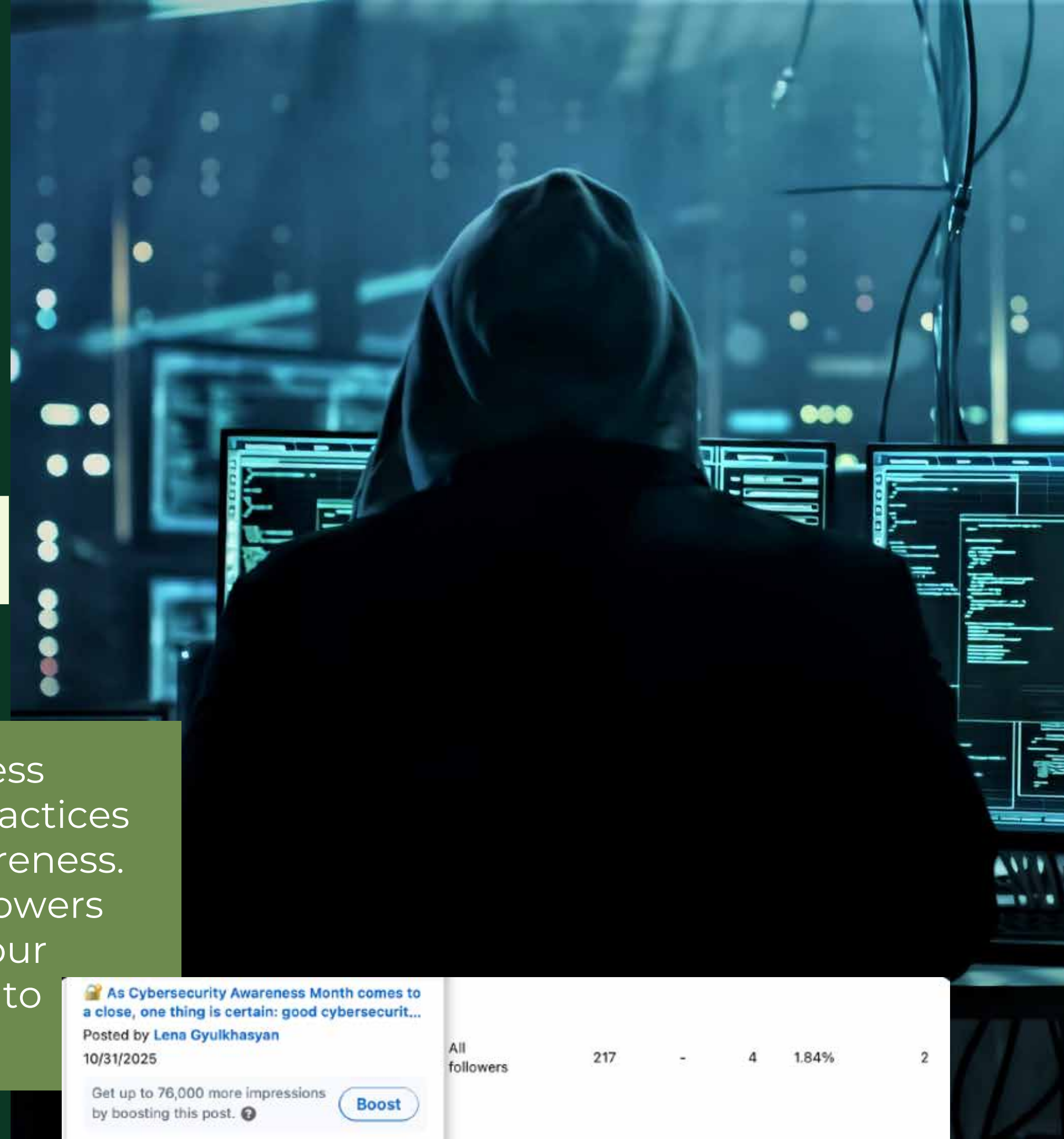
217

-

4

1.84%

2





ETHICAL GOVERNANCE

EGS upholds integrity, transparency, and ethical innovation through strong governance, ensuring ethical leadership, data privacy, cybersecurity, compliance, and accountability, while preventing fraud and corruption and aligning with sustainability objectives.





GOVERNANCE & DATA PROTECTION

- Protecting personal and organizational data
- Promoting the responsible, ethical, and transparent use of AI.
- Upholding a strict Code of Ethics and Conduct across all business activities.
- Adopting a zero-tolerance approach to corruption, bribery, conflict of interest, and retaliation.
- Providing confidential and anonymous channels for reporting ethical concerns.
- Ensuring secure systems and infrastructure
- Maintaining ISO 27001 and ISO 9001 certifications and compliance with GDPR, PCI DSS, and other key international standards.



INFORMATION SECURITY MANAGEMENT SYSTEM

Certified to ISO 27001 since 2018, EGS demonstrates a sustained commitment to information security, ensuring the confidentiality, integrity, and availability of partner data, as confirmed by a successful 2025 audit

ISO 27001

BUREAU VERITAS
Certification



QUALITY MANAGEMENT SYSTEM

Certified to ISO 9001 since 2009, EGS reinforces its commitment to quality management, customer satisfaction, and continuous improvement, also validated by a successful 2025 audit.

ISO 9001

BUREAU VERITAS
Certification



DATA PRIVACY & CYBERSECURITY

We protect sensitive data through strong privacy policies and cybersecurity measures, ensuring global regulatory compliance, stakeholder trust, and resilience against evolving digital threats. We embed security and privacy into our operations to uphold ethics and protect digital integrity.

KEY COMMITMENTS:

-  **Comply with GDPR and applicable data protection regulations, and adhere to PCI DSS, ISO 27001, and ISO 9001 standards.**
-  **Implement advanced cybersecurity controls to safeguard sensitive data**
-  **Regularly train employees on data privacy and cybersecurity awareness**
-  **Organize cybersecurity awareness campaigns on a yearly basis**



RAISE A CONCERN

EGS provides confidential whistleblowing channels for employees and stakeholders to report unethical conduct, policy violations, or legal concerns. Reports may be submitted anonymously and are reviewed independently, with a strict **zero-tolerance policy for retaliation**.

Concerns may be raised:

 via email at whistleblowing@energizeglobal.com

 through the Whistleblowing Box located in a private, surveillance-free area.

These mechanisms support EGS's commitment to transparency, accountability, and ethical business practices.



PERFORMANCE METRICS REPORT

We track key sustainability KPIs across environmental, social, and governance (ESG) areas, aligned with **SASB** Standards to support consistent and transparent reporting.





ENVIRONMENTAL KPIS ➤



To reduce its environmental impact and support sustainability goals, EGS relies solely on electricity for its office operations and occupies a rented space within a business center powered by solar panels.

ENERGY CONSUMPTION

Preserving Ecosystem Balance for the Future





KEY INDICATOR	2024	2025	% CHANGE	SASB CODE
Energy Usage EGS Armenia	386,468 kWh	379,748 kWh	↓ 1.73%	TC-SI-130a.1
Energy Usage EGS Bulgaria	13,169 kWh	11,933 kWh	↓ 8.9 %	TC-SI-130a.1
Total Energy Consumption	399,637 kWh	391,681 kWh	↓ 2%	TC-SI-130a.1
Renewable Energy Usage	94,458 kWh	115,542 kWh	↑ 22.3 %	TC-SI-130a.1
% of Total Renewable Energy	23.6 %	29.5 %	↑ 24.79 %	TC-SI-130a.1
Total gross Scope 1 GHG emissions	0 tCO ₂ e	0 tCO ₂ e	0 %	
Total gross location-based Scope 2 GHG emissions	82.53 tCO ₂ e	57.61 tCO ₂ e	↓ 30.2%	TC-SI-130a.1
Total gross market-based Scope 2 GHG emissions	82.53 tCO ₂ e	57.61 tCO ₂ e	↓ 30.2%	TC-SI-130a.1
Total gross Scope 3 GHG emissions	2,000.22 tCO ₂ e	1,747.34 tCO ₂ e	↓ 12.6%	
GHG Emissions (Scope 1 + 2)	82.53 tCO ₂ e	57.61 tCO ₂ e	↓ 30.2%	TC-SI-130a.1



ENERGY EFFICIENCY INITIATIVE



In line with **SASB TC-SI-130a.3**, the company improved IT energy efficiency by replacing monitors with **ENERGY STAR®** certified models in 2025, reducing monitor energy consumption by approximately **7%** and lowering associated electricity use and emissions.



As part of its energy efficiency initiatives, the company replaced outdated dishwashers (LG D1452WF & BEKO DFN 6840) with **energy-efficient models** (TOSHIBA D1452WF), achieving **energy savings** of up to **22%**.



WASTE MANAGEMENT SOLUTIONS

Reducing Pollution Through
Responsible Practices



ISO 9001
BUREAU VERITAS
Certification



ISO 27001
BUREAU VERITAS
Certification





Although SASB TC-SI standards do not include waste or recycling metrics, we remain committed to responsible waste management through waste reduction, proper disposal, and circularity initiatives. We also refurbish end-of-life devices for donation and resale, extending product lifecycles and reducing electronic waste.

Devices Description	HP 15 15.6" i5-10210U / 16GB RAM / 1TB HDD / 256 GB SSD / MX110 2GB / Win 10Pro 9HK59EU (including Win10 Pro); HP 15 15.6" i5-10210U 32GB 256SSD 1TB MX110 2GB ODD Windows 10 PRO (including Win 10Pro); Dell Vostro 3500 i7 1165G7 / 32GB RAM / SSD 512GB/ 15.6" /WVA / FHD / W10Pro / grey; Lenovo THINKPAD L570 20J800 1MGE Intel Core i7-7500U 2*2.7 3.5GHz. 8GB RAM , 256GB SSD, DDR4-2400 15.6; Dell Vostro 3500 i7 1165G7/8Gb/SSD512Gb/15.6" / WVA/FHD/W10 Home; Dell Vostro 3500 i7 1165G7/ RAM 8Gb+32GB / SSD 512Gb / MX330 2Gb /15.6" /WVA/ FHD/ Win 10Pro (including Win10Pro); Dell Vostro 3500 i7 1165G7/ RAM 8GB+32GB / SSD 512GB /15.6" /WVA /FHD /W10Pro / grey 3500-7398; Lenovo ideapad 330s 15.6" Laptop, intel core i7 -8550u Quad-Core Processor, 12 GB DDR4 RAM, SSD M.2 256 GB1TB Hard Drive, Win 10 Pro; HP Probook 450 G6 i7 8565U/16GB/480GB SSD/620/15.6"/FHD/Win10 Pro 64/silver; Lenovo ThinkPad E580 15.6" HD; HP ProBook 450 G6 UMA i7-8565U 450 G6 15.6 FHD AG UWVA 220 / 256 GB SSD M.2/ 16 GB RAM/ 1 TB HDD/Win 10 Pro; HP Probook 450G6 i5-8265U 15 16GB / 120 GB SSD /1TB HDD/ Win 10Pro; HP Probook 450 G7/CPU: Core i5 10210U/RAM: DDR4 32GB/SSD: 256GB/Video: Intel UHD /Display: 15.6" Full HD 1920x1080/OS: Windows 10 Pro/; i7 8700/ 2x8Gb/ 1TB/ SSD 240Gb/ Win 10 ; i7 7700/ 2x8GB/ 1TB/240 GB/Win10 Pro/Kb; Dell Vostro 3510 i7 1165G7/ 16GB+16GB/ /SSD512GB /15.6"/WVA/FHD/W10Proupg W11Pro/black 3510-0215
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KEY INDICATOR	2024	2025	% CHANGE
Office Paper	250 KG	243 KG	↓ 2.8 %
Plastic	180 KG	174 KG	↓ 3.3 %
Glass		48.5KG	
Hazardous Waste : Batteries	250 KG	4 KG	↓ 98.4 %
Resold/Donated Devices	875 KG	352 KG	↓ 59.7 %
Other	563 KG	649 KG	↑ 15.2 %
Total Waste Generated	2118 KG	1470.5 KG	↓ 30.5 %
Total Waste Recovered (Recycling, Reusing)	1305 KG	817.5 KG	↓ 37.35 %
Waste Diversion Rate	61.59%	64.3%	↑ 4.4 %



As a result of increasing environmental awareness, **19 employees** have chosen to use electric vehicles for their daily commute, contributing to a reduction in transport-related greenhouse gas emissions and environmental pollution.

To facilitate the adoption of low-emission transportation, the premise owner has provided a few electric vehicle charging stations throughout the site.

Together, these measures contribute to the Company's broader objective of minimizing its environmental impact and supporting the transition to a low-carbon economy.



Driving a Greener Future



WATER CONSERVATION

Although water supply and infrastructure are managed by the site vendor, EGS collaborates to promote water efficiency and responsible resource use. We have installed sensor-activated faucets to reduce water consumption and periodically monitor them to prevent leaks and conserve water. Moreover, the existing dishwashers were replaced with newer, more water-efficient models, reducing overall water consumption and resulting in an estimated **13%** decrease in water use.



INDICATOR	2024	2025	SAVINGS
LG D1452WF (1 Unit)	10 L/cycle	-	-
BEKO DFN 6840 (1 Unit)	13 L/cycle	-	-
Toshiba DW-14F6(B)-CIS (2 Units)	-	20 L/cycle (10+10)	-
Total Water Consumption	23 L/cycle	20 L/cycle	3 L/cycle
Water Reduction	-	-	13%



EGS[®]

SOCIAL KPIs ➤

EMPLOYEE TURNOVER, DIVERSITY & INCLUSION



As part of our commitment to transparency, equity, and inclusion, we annually disclose key workforce sustainability metrics in alignment with **SASB** standards.

This includes employee retention, foreign talent, and gender diversity, providing stakeholders with a clear view of our human capital performance.



EGS
Armenia

KEY INDICATOR	2024	2025	SASB CODE
Employee Turnover Rate	18%	2.64%	TC-SI-330a.3
% of Women on Board	40%	40%	TC-SI-330a.3
% of Female Employees at Top Management Level	50%	50%	TC-SI-330a.3
% of Employees Requiring Work Visa	6%	6.04%	TC-SI-330a.1
% of Female Employees in the Company	34%	35.6%	TC-SI-330a.3
% of Female Employees in the Technical Staff	33.5%	33.3%	TC-SI-330a.3
% of Female Employees in the Administrative Staff	53%	51.5%	TC-SI-330a.3
% of employees from a minority and/or vulnerable group	8%	10.2%	TC-SI-330a.3
% of employees from a minority or vulnerable group at top management level	11.4%	37.5%	TC-SI-330a.3



KEY INDICATOR	2024	2025	SASB CODE
Employee Turnover Rate	15%	32.92%	TC-SI-330a.3
% of Employees Requiring Work Visa	5%	3.7%	TC-SI-330a.1
% of Female Employees in the Company	26%	25.92%	TC-SI-330a.3
% of Female Employees in the Technical Staff	22%	24%	TC-SI-330a.3
% of Female Employees in the Administrative Staff	80%	77.77%	TC-SI-330a.3
% of employees from a minority and/or vulnerable group	1.3%	1.48%	TC-SI-330a.3



TRAININGS & DEVELOPMENT

In 2025, we strengthened employee awareness & capabilities through trainings on ethics, safety, sustainable procurement, & data protection.

High participation levels reflected our commitment to fostering a responsible, resilient, & informed workforce.

Empowering Growth & Success



KEY INDICATOR	2024	2025	SASB CODE
Average number of training hours per employee	11.7	12.3	TC-SI-330a.2
% of Employees Trained on Discrimination & Harassment	95.5%	96%	TC-SI-330a.2
% of Employees Trained on Business Ethics	97%	97.5%	TC-SI-330a.2
% of buyers completing sustainability procurement training	70%	75%	
% of employees trained on Health & Safety Issues	100%	100%	TC-SI-330a.2
Number of Employees reimbursed for Certifications or Licensing	7	9	
Number of Employees Receiving Skills Trainings	227	220	TC-SI-330a.2
Number of Employees With Personal Development Plans	210	197	
Number of Internal Mobility Cases	7	20	
* Other Trainings (including Business Ethics)	92%	93%	TC-SI-330a.2

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





PAYROLL DETAILS REPORT

KEY INDICATOR	2024	2025	SASB CODE
Median Gender Pay Gap (Overall)	25%	27%	TC-SI-330a.3
Median Gender Pay Gap (Top Management)	-66.2%	22%	TC-SI-330a.3
Median Gender Pay Gap (Administration)	62%	-51%	TC-SI-330a.3
Median Gender Pay Gap (Technical Staff)	20%	23%	TC-SI-330a.3
Pay ratio: highest-paid vs. median employee	185%	120%	TC-SI-330a.3

In line with our commitment to transparency, equity, and inclusion, we disclose our annual gender pay gap metrics across key employee groups. This report highlights pay differences between male and female employees and supports our ongoing efforts to ensure fair compensation and equal opportunity at all levels. While the SASB Standards (TC-SI-330a.3) emphasize workforce representation, we extend our reporting to include pay equity outcomes, reinforcing our commitment to measurable progress in diversity and inclusion.



WORKFORCE REWARDS & REPRESENTATION

KEY INDICATOR	2024	2025
Number of Employees Receiving Performance-related Bonuses	181	203
Number of Employees Receiving Overtime payment	32	33
Number Of Employees Covered By Collective Agreements	249	241
Number Of Employees Covered By Employee Representatives	249	241

We maintain open and constructive social dialogue between management and employees through ongoing engagement with employee representatives and labor unions. This includes regular consultation, negotiation, and information sharing to support fair labor practices, employee well-being, and inclusive decision-making. These efforts strengthen mutual trust, enable proactive issue resolution, and enhance our social sustainability.



We remained committed to employee health and safety, with all employees receiving relevant training. No unauthorized access incidents were recorded, demonstrating the effectiveness of our security measures. Although absenteeism increased slightly year over year, we continued to support employee well-being through ongoing health and workplace initiatives.

EMPLOYEE HEALTH, SAFETY & SECURITY



KEY INDICATOR	2024	2025	SASB CODE
Incidents of Unauthorized Entry to EGS Premises	0	0	TC-SI-550a.2
% of Employees covered with healthcare	100%	100%	
Absenteeism Rate	0.27%	0.39%	
Number of Work-Related ill health	37	35	

NUMBER OF HOURS WORKED

KEY INDICATOR	2024	2025
Standard annual working hours	2,024	2,009
Paid annual leave in hours	160	160
Public holidays in hours	64	72
Estimated actual hours worked	1,792	1,745



GOVERNANCE & ETHICS KPIS





INFORMATION SECURITY GOVERNANCE

We uphold strong data security& privacy standards through robust policies, data protection measures, & procedures that support the secure handling of sensitive information & safeguard the privacy of our users & employees.

KEY INDICATOR	2024	2025	SASB CODE
Number of Data Breaches	0	0	TC-SI-230a.1
Percentage Involving PII	0%	0%	TC-SI-230a.1
Number of users affected	0	0	TC-SI-230a.1
Number of Confirmed Information Security Incidents	0	0	TC-SI-230a.1
Number of users whose information is used for secondary purposes	0	0	TC-SI-220a.2
Number of Law Enforcement Requests for User Information	0	0	TC-SI-220a.4
Implemented Security Measures	Data Protection & Privacy: Data Protection Policy, Guide: Pseudonymization, Minimization, and Encryption, Privacy Impact Assessment, Binding Corporate Rules Data Subject Rights & Requests: Subject Access Request Procedure, Data Portability Procedure, Withdrawal of Consent Procedure, Data Subject Consent Withdrawal Form Personal Data Breach Management: Personal Data Breach Notification Procedure, Personal Data Breach Report, Breach Registry Log Data Records & Logs: Personal Data Registry Log Information Security Policies & Procedures: Security Policy Statement, Cryptography Policy, Secure Transfer of Information Policy, Incident Management Policy, Security Response Plan Policy, Business Continuity Policy, IT Employee Acceptable Use Agreement		





DATA PRIVACY & PROTECTION

We maintain strong data governance and privacy practices, supported by internal controls, employee training, and regulatory compliance.

No legal actions or confirmed cases of data misuse were reported during the reporting period.

KEY INDICATOR	2024	2025	SASB CODE
Confirmed cases of data misuse	0	0	TC-SI-220a.1
Total Amount of Monetary Losses from Legal Proceedings Related to User Privacy	0 (USD)	0 (USD)	TC-SI-220a.3

SUSTAINABLE PROCUREMENT

We promote inclusive and responsible sourcing through fair, transparent, and consistent supplier selection practices, providing equal opportunities to qualified and diverse suppliers.

Our supplier expectations include respect for human rights, fair labor practices, non-discrimination, and a workplace free from harassment and abuse. We seek to identify and address discrimination risks in our supply chain and foster long-term, responsible supplier relationships.

KEY INDICATOR	2024	2025	SASB CODE
% of targeted suppliers with ESG clauses in contracts	95%	98%	
% of targeted suppliers with signed Code of Conduct	95%	98%	





BUSINESS ETHICS & INTEGRITY

We maintain strong standards of integrity & legal compliance. During the reporting period, there were no incidents of corruption, unfair competition, or privacy breaches. Ethics training reached a broad portion of employees, & our whistleblower mechanism continues to support transparent & responsible reporting of concerns.

KEY INDICATOR	2024	2025	SASB CODE
Incidents of Legal or Regulatory Action for Corruption and Unfair Competition	0	0	
Total Monetary Losses from Legal Proceedings Related to Anti-competitive Behavior	0 (USD)	0 (USD)	TC-SI-520a.1
Number of Confirmed Ethics Violations (discrimination, harassment)	0	0	
Number of Confirmed Corruption Incidents	0	0	
Whistleblower Reports Received	22	20	
Number of Child or Forced Labor Incidents Reported	0	0	
Total Number of Reports Investigated	19	17	
Description	Anti-corruption & Fraud, Conflicts of Interest, Bribery & Corruption, Breach of Code of Conduct, Gifts, Favoritism, Bribery, Kickbacks, Data Privacy Violations, Unauthorized Access, Sharing, or Sale of Personal Data, Actions Taken in Response to Confirmed Violations, Unfair Competition		





SASB INDEX

This SASB Index covers FY2025 and reflects our commitment to transparent reporting, responsible business practices, and the creation of sustainable value for stakeholders and communities.

TOPIC	SASB CODE	QUALITATIVE COMMENT	DISCLOSURE LOCATION
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1 TC-SI-130a.3	EGS actively monitors energy use and integrates renewable energy to reduce our carbon footprint and promote sustainable growth. We also manage environmental and social risks and opportunities in line with SASB standards.	Energy Consumption, pp. 46-47 Energy Efficiency Initiative, p. 48 Resource Reduction pp.13-15
Data Privacy and Freedom of Expression	TC-SI-220a.1 TC-SI-220a.2	EGS strictly prohibits the use of user information for secondary purposes without consent. In the reporting period, there were zero such incidents, reflecting our commitment to data privacy and responsible data use.	Information Security Governance p. 64 Data Privacy and Protection p.65
	TC-SI-220a.4	We did not receive any law enforcement requests for user information during the reporting period. We remain committed to protecting user data and complying with all applicable privacy and legal standards.	
	TC-SI-220a.3	We maintain a strict commitment to data privacy and security, with robust measures to prevent violations and misuse of user information.	
Data Security	TC-SI-230a.1	We prioritize the protection of user data through robust security protocols, demonstrating the effectiveness of our measures and continuous commitment to strong cybersecurity practices.	Information Security Governance p. 64
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	We focus on employee retention, support international talent, and promote strong gender diversity across technical and administrative roles, reinforcing our commitment to inclusion and equity.	Employee Turnover, Diversity & Inclusion, pp. 54-56
	TC-SI-330a.2	EGS is committed to continuous employee development, ensuring the vast majority of our workforce receives regular trainings. Our ongoing efforts focus on enhancing skills and knowledge to support both individual growth and organizational success.	Trainings & Development, pp. 57,58
	TC-SI-330a.3	We are committed to promoting gender diversity across our workforce and management, fostering an inclusive environment that supports equal opportunities and diverse leadership.	Employee Turnover, Diversity & Inclusion, pp. 54-56 Payroll Details Report p.59
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	EGS did not incur any monetary losses from legal proceedings related to anti-competitive behaviour during the reporting period, reflecting strong compliance with fair competition laws and internal governance practices.	Business Ethics & Integrity p. 66
Managing Systematic Risks from Technology Disruptions	TC-SI-550a.2	We maintain strict security protocols to prevent unauthorized access to our premises, reflecting our commitment to safety and risk management.	Employee Health, Safety, & Security pp.60-62





FUTURE COMMITMENTS



NET ZERO STRATEGY



Action Plan Based on SBTi guideline

In line with the Science-Based Targets initiative (SBTi) criteria for SMEs, EGS has committed to reducing its absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 42% by 2030, relative to a 2022 base year.

To support the development and credibility of this commitment, the company conducted a preliminary assessment of the SBTi framework, including a review of its Scope 1, Scope 2, and relevant Scope 3 emissions, data availability, and key sources such as cloud services, purchased electricity, & business travel to evaluate readiness for science-based target setting.



NET ZERO STRATEGIC COLLABORATION

In support of our Net Zero 2050 ambition, we have partnered with Worldline, our trusted value chain partner of 19 years, to advance emissions reduction efforts and establish a clear pathway to decarbonization. This initiative is aligned with the Science Based Targets initiative (SBTi).

KEY CHALLENGES PRIOR TO COMMITMENT ADOPTION	PRELIMINARY ACTIONS
Achieving net-zero emissions across EGS delivery center locations remains challenging due to the absence of supporting government policies and frameworks.	Perform a systematic analysis of relevant governmental and state-linked organizations to identify partnership opportunities, support mechanisms, and enable frameworks that contribute to the advancement of environmental, social, and economic sustainability goals.
Local adoption of science-based climate targets is limited, with a few companies in Bulgaria and only one in Armenia currently committed to the SBTi.	Conduct a thorough assessment to define potential emissions reduction pathways, identify key milestones and prerequisites, and establish a well-informed basis for commitment.





KEY ACTIONS TO ACHIEVE SBTs

Priority action areas identified to support progress toward EGS's Science-Based Targets:

Renewable Energy Increase

Expanding renewable energy use to lower CO₂ emissions from office electricity consumption.

HVAC Energy Efficiency

Improving the energy performance of HVAC systems across office premises.

Green Equipment Procurement

Continued investment in high-efficiency energy- and water-saving equipment to improve operational efficiency and reduce environmental footprint.

Support for Hybrid Work Models

Continuing to optimize hybrid work arrangements, reducing commuting emissions and office energy consumption.

These measures support the company's science-aligned decarbonization pathway and broader environmental sustainability objectives.

SDG & Risk Mitigation



SDG 13 Climate Action

Committed to SBTi-aligned emissions reduction targets, supporting global decarbonization through improved energy efficiency and reduced GHG emissions, achieving a **26.55%** reduction vs. our base year (2023).

SDG 7 Affordable & Clean Energy

Increased energy efficiency and renewable energy use, achieving **24.79%** renewable energy and a **2%** reduction in overall energy consumption. Implemented Risk Assessment Report recommendations to further improve energy efficiency and reduce environmental impacts.

SDG 12 Responsible Consumption & Production

Improving resource efficiency, waste management and responsible procurement, resulting in a **30.5%** reduction in waste and **37.35%** of waste diverted through reuse and recycling.

SDG 8 – Decent Work & Economic Growth

Providing a safe and supportive workplace, fostering employee development, and promoting responsible employment practices, with an average of **12.3** training hours per employee.

Customer Risk

Reduce reliance on a single customer through targeted mitigation measures.

Access Security

Maintain zero unauthorized access incidents across EGS premises

GHG EMISSIONS INTENSITY REDUCTION TARGET

As part of our climate strategy, we continuously assess and improve our energy performance to drive operational efficiency and reduce greenhouse gas emissions. Through measurable actions and performance monitoring, we remain focused on minimizing the environmental impact of our operations.

YEAR	TOTAL FLOOR AREA (SQ.M)	SCOPE 1 EMISSIONS (TCO ₂ E)	SCOPE 2 EMISSIONS (TCO ₂ E)	SCOPE 3 EMISSIONS (TCO ₂ E)	TOTAL EMISSIONS (TCO ₂ E)	EMISSION INTENSITY (TCO ₂ E/SQ.M)
Base Year: 2023	2,400	0	203.27	2,254.18	2310	0.94
Target Year: 2030	2,400	0	49.5	1,160.17	1210	0.50

TOTAL GROSS SCOPE 3 GHG EMISSIONS

EMISSION SOURCE	2024 EMISSION (TCO ₂ E)	2025 EMISSION (TCO ₂ E)	REDUCTION ACHIEVED
UPSTREAM GHG EMISSIONS			
Purchased goods and services	1,133.47	985.63	↓ 13 %
Capital goods	747.91	650.36	↓ 13 %
Fuel and Energy-Related Activities (not included in Scope 1 or Scope 2)	27.19	24.76	↓ 8.9 %
Waste generated in operations	15.95	13.87	↓ 13 %
Business traveling	9.35	5.69	↓ 39.1 %
Employee commuting	66.34	67.03	↑ 1 %
DOWNSTREAM GHG EMISSIONS	N/A	N/A	N/A
Total Scope 3	2,000.22	1,747.34	↓ 12.6 %



Waste Management Targets

Overcoming the Obstacles

EGS is committed to reducing the environmental impact of waste generated from its operations by minimizing waste generation, increasing reuse and recycling, and reducing waste requiring disposal. From 2023 to 2025, total waste generated decreased from 2,427 kg to 1,470.5 kg (~39.4%), while the waste diversion rate increased from 60.86% to 64.3%. Building on this progress, the company aims to further reduce operational waste and increase the proportion of waste recovered through recycling and reuse.

REDUCE TOTAL OPERATIONAL WASTE BY 50% BY 2030 FROM THE 2023 BASELINE.



INCREASE WASTE DIVERSION RATE TO 75%, FROM A 60.86% 2023 BASELINE.



REDUCE OFFICE PAPER WASTE BY 50% BY 2030, COMPARED WITH THE 2023 BASELINE.



REDUCE PLASTIC WASTE BY 50% BY 2030, COMPARED WITH THE 2023 BASELINE.



ENSURE 100% OF OBSOLETE IT EQUIPMENT AND BATTERIES ARE RESPONSIBLY MANAGED THROUGH OUR CONTRACTED WASTE MANAGEMENT PROVIDER.





Energize Global Services

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P R O T E C T N A T U R E

THANKS

P R O T E C T O U R F U T U R E