

Environmental, Social and Governance (ESG) Statement

1. Introduction

1.1 Context

Noventiq is a responsible corporate citizen and we recognize that as a business, we play a crucial role in supporting the development of a sustainable and prosperous society and we are deeply intertwined with environmental, social, and governance (ESG) concerns. We consistently strive to build sustainable, equitable, healthy, and diverse communities through innovative digital transformation and information technology solutions combined with strong environmental, social and governance performance. This commitment informs every aspect of our business, including how we design and build new projects, operate our portfolio, and collaborate with stakeholders.

This second ESG statement for Noventiq aims to reinforce our commitment to ESG transparency, giving further details on our strategy and commitments in each component integrating our approach, building on the actions taken and results achieved so far.

1.2 Why ESG Matters

Meeting our environmental and sustainability obligations to combat global warming, pollution, inequality, and poverty is one of the most urgent challenges facing communities worldwide.

As addressed previously, we are conscious that ESG is now much more than a responsibility. ESG is fundamental to our reputation as a business and represents an opportunity to build a more sustainable business and also serves as a critical differentiator for enhancing relevance, trust and creating value.



2. ESG approach

Our goal is to integrate ESG into our operations, hence our approach is structured around three pillars relevant to our business and aligned with our values and culture.



3. Environmental

3.1 Overview

Climate change is one of the most significant risks to our world so, at Noventiq, we aim to embed environmental stewardship in everything we do, implementing best practices and responsibly managing environmental risks. Our environmental policy sets the basis for our goals and activities in this field. Its purpose is to ensure the company's environmentally sound and sustainable short and long-term development and minimise negative environmental impacts.

3.2 Our commitments on climate change and protection of the environment

We are committed to driving down our energy and carbon impacts. Our sustainability program focuses on environmentally initiatives that deliver near-term efficiency, value, and health for our business. We select the scope of business, methods of operation and types of resources which affect the environment to the minimum possible extent.

During the last two years, we have implemented several waste management initiatives across our major offices to recycle plastics and minimise paper usage. Additionally, by embracing remote-working arrangements and technology, we have reduced the environmental footprint of our office spaces and lessened the need for many of our employees to commute and travel.

We also assist our customers and partners to implement advanced methods and technologies to reduce adverse environmental impact and resource consumption.

Furthermore, we actively participate in initiatives and projects across the different locations in which we operate aimed to combat environmental impacts and protection of climate.

Environmental projects and our communities

During 2022 Noventiq participated actively in several environmental initiatives:

- **India #EarthDay activity:** Noventiq India collectively contributed to planting trees to support farmers through the #TaxFreeTrees campaign, initiated by Sankalp Taru, an IT-enabled NGO, spreading greenery and helping people earn tax rebates.
- **Reforestation in Colombia:** In Noventiq Colombia, a reforestation day was carried out with the Foundation 'Al Verde Vivo', as part of the project "one million and a half trees to recover the upper basin of the Bogotá river"; as carbon footprint offset initiative to mitigate climate change.
- **Reducing the environmental impact of deforestation in Argentina:** The team in Argentina partnered with the IPNA Foundation, Therapeutic Educational Center for people with disabilities, to go to a deforested area and plant a few Bauhinia forficata trees, commonly known as Brazilian orchid trees, which has multiple benefits for the environment including the protection of the microclimate.

4. Social

4.1 Overview

Corporate social responsibility is at the core of our corporate values. Our primary focus is fostering an environment that promotes individual growth and prosperity by making our business a fun, exciting, safe and rewarding workplace. We also have a long history of providing meaningful and often transformational support to the communities in which we operate.

4.2 Our social commitments

Compensation and Benefits

We create inspiring workplaces where people feel valued. We offer competitive compensation and benefits to all regular full-time employees, including but not limited to paid holiday/vacation and sick leave.

Culture, Engagement and Growth

We create fun, spirited work environments that reward collaboration at all levels. We encourage leaders to demonstrate an 'open door policy' and to ensure a 'zero retaliation policy' whenever an employee reports a concern. Our code of conduct, The Noventiq Way, addresses these responsibilities and is emphasised in our employee training.

Noventiq, a Great Place to Work

Our focus on fostering an environment that promotes individual growth and prosperity has been acknowledged through the attainment of 'Great Place to Work' certification in numerous markets where Noventiq operates, including India, Colombia, Costa Rica, Argentina, and Peru, among other countries. Furthermore, Noventiq has consistently demonstrated its commitment to upholding fundamental rights and human dignity within and outside the workplace, implementing crucial diversity and inclusion policies critical to the company's leadership team.

We aim to foster personal and professional growth for employees at all levels of the organization through annual performance reviews, role-specific training and professional development opportunities. The recent implementation of '**Viva Learning**', a comprehensive learning platform seamlessly integrated with our company's systems, allows us to consolidate and streamline all learning resources into a single, user-friendly hub, serving as a gateway to accessing a wide range of valuable learning content, including LinkedIn Learning courses, custom training materials, and a host of other helpful internal and external resources to foster employee's personal and professional growth.

We continually strive to have an engaged and fully informed workforce. We hold employee 'all hands' events, including quarterly global 'hotline' meetings hosted by our Human Resources team and senior leaders across the company. Regular Employee Engagement Surveys allow open and honest feedback from our employees, providing an opportunity for direct communication about where our organisation is succeeding and where more support is needed.

Diversity and Inclusion

We embrace and value diversity in all forms, whether gender, age, ethnicity or cultural background. Equal opportunity is integral to our recruitment process. We aim to develop a diverse talent community, and we have people from over 60 different nationalities working as part of Noventiq. We seek to maintain a positive workplace free from discrimination and harassment. We champion pay equity and mutual respect, promoting an environment of fairness and equality. Our commitment to diversity and inclusion applies to the highest levels

of the organization. Our Board Diversity and Inclusion policy recognises that diversity strengthens board performance and promotes long-term shareholder value.

Health and Safety

We create and maintain a safe and healthy working environment to ensure safety in our work practices, improve labour conditions, and the occupational health, safety and well-being of employees, vendors and customers. As part of this commitment, we have launched wellness initiatives and programs across our main offices aimed to support and improve our employees' physical and mental health. For example, as part of the Active Noida initiative, in 2022, team Noventiq India participated in the #WorldEarthDayRun. This marathon event is an opportunity for the community to come together and celebrate sustainability for the planet while focusing on fitness and health.

Supporting our Communities

We are committed to giving back to the communities where we live and work. Hence corporate social responsibility projects are an indispensable part of our business. We continually strive to add socially beneficial projects to our record, primarily focusing on helping especially vulnerable groups, such as orphaned or disadvantaged children, the elderly and people with disabilities. We also support our local communities in the markets in which we operate by helping to meet basic nutritional needs and providing opportunities to improve education and tech literacy.

ESG Regional Committees

As part of our ESG structure, regional ESG committees led by the regional Human Resources teams have been established to ensure appropriate focus and coverage of key initiatives, define the program's framework, choose and validate sponsorship or volunteering activities and monitor those results. Representatives of Finance, Legal, Governance and Compliance are actively involved in those committees ensuring all initiatives are performed according to internal policies and in compliance with the law.

For example, in 2022, Noventiq India re-aligned its partnership with the Annamrita Foundation, which provides midday meals to schools across India. Employees from Noventiq, Embee, and Umbrella Infocare Mumbai offices volunteered to serve midday meals to the students of a Primary School in Mumbai. This gesture reflected Noventiq India's pledge to feed 500 schoolchildren for a year with a substantial contribution towards the cause.

5. Governance

5.1 Overview

We consider governance practices essential to creating and preserving value for its shareholders and other stakeholders. These include a sound approach to corporate

governance that aims to comply with all applicable laws, rules, regulations and policies and adhere to our corporate values and business principles.

5.2 Our Governance commitments

Business Risk, compliance and ethics

We continue cultivating a culture of integrity that holds Noventiq and its employees accountable to the highest moral and ethical standards. Educational tools and periodic training of our workforce in compliance and operational topics, including ESG topics and responsible management, are priorities on the business agenda.

Our code of conduct, The Noventiq Way, and compliance policies set the moral and ethical standards that must prevail in all aspects of our business operations. These documents are subject to regular review and are available to all colleagues on our intranet. We aim to continue providing and expanding training for all teams, including ethics and compliance training. All employees must attest that they have read and understand our code of conduct and complete mandatory annual compliance training relevant to their roles and location.

The ISO 27001, 37001 and other quality certifications are in place across a number of our operations to reflect our commitment to remain aligned with best practices in key business areas and processes.

Our Audit and Risk Committee oversee the company's risk and compliance function to gain assurance that appropriate operational and compliance controls are in place and operating effectively; identifying, evaluating and managing risk

We are reviewing our Board composition to ensure we have an independent, effective, highly skilled and diverse Board of Directors that will ensure alignment with our values and generally accepted best practices. Our Board diversity and inclusion policy is our first step towards this goal, underpinning how we will embrace board diversity in all facets, including skills, experience, gender, ethnicity, and race.

Ethics and Human Rights

Everyone at Noventiq, from the boardroom to the front line, preserve and promote the protection of human rights and welfare within our business activities and those of our supply chain. We address these principles in our code of conduct, The Noventiq Way, our Supplier Code of Conduct, and our Modern Slavery and Human Trafficking Statement.

'The Noventiq Way'

The recent launch of our new Corporate Code of Conduct, 'The Noventiq Way', reflects our unwavering commitment to conducting business ethically and with integrity and the highest standards of honest and ethical conduct. It is the foundation of all we do at Noventiq – from the boardroom to the front line.

We are committed to ensuring a fair workplace for our employees and partners with whom we do business. We have strict policies to protect against unlawful discrimination and harassment. Our values and business principles encourage honest and direct communication to resolve issues and concerns expeditiously. Our "Speak Up" channel provides an alternative and anonymous method of reporting suspected compliance violations, unlawful or unethical behaviour, or fraud. Our Speak Up policy provides clarity to everybody in Noventiq on how to report concerns and addresses our 'zero retaliation policy', and confidential treatment of all reports received.

Noventiq holds human rights to be an essential component of our business. We have a zero-tolerance approach and reject all forms of forced or child labour, contemporary slavery and human trafficking. We are committed to ensuring transparency in our business and approach to tackling modern slavery throughout our supply chains, consistent with disclosure obligations under the Modern Slavery Act 2015. We expect the same high standards from all our business partners.

6. Scope of this Statement

Noventiq's first annual ESG Statement and was approved and published in September 2021. This statement was approved by a meeting of the Noventiq Board of Directors on 15 September 2023

Hervé Tessler
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