

Emerios Sustainability Report

Environmental, Social, and Governance Program (ESG)

2025

This report is prepared on an annual closed year basis.



Our Company	3
Our Platform	4
Emerios Environmental, Social and Governance Program (ESG)	5
Environmental – Sustainability Commitment	7
Environmental – Carbon Footprint	9
Environmental – Trainings	15
Environmental – Waste Management and Incidents	16
Social – Our Core Values	17
Social – Diversity, Inclusion & Fair Work Environment	18
Social – Team Member Engagement Process	21
Social – Team Member Performance Lifecycle	23
Social – Wellbeing	24
Social – Teleworking Equipment	25
Social – Teleworking Assessment and Incidents	26
Social – Training	27
Governance – Waste, Fraud and Abuse Prevention	28
Governance – Policies Framework	29
Governance – Our Code of Conduct	30
Governance – Technical Audits & Certifications	31
Governance – Privacy Program	32
Governance – Security Program	33
Governance – Trainings and Incidents	35

Our Company



1997
Foundation



120
Team Members
10 employees 110 contractors



10
Countries



1
Team



Beyond Blue Holdings, Inc.
Invests in opportunities where enhanced talent, customer engagement and stakeholder integration delivered (through our Emerios Change Management Platform) can elevate an industry and provide opportunities for growth and benefit for our stakeholders.



Emerios Enterprise Services, Inc.
Offers our world class omni-channel customer engagement platform, which maximizes conversions, streamlines workflows, and integrates all stakeholders. It is designed to create guided experiences that onboard customers and agents quickly, encourage good decisions, and prevent undesired behavior. We specialize in highly compliant solutions that provide key visibility and create opportunities for increased value through highly effective change management.



Emerios Lifeline Solutions, Inc.
In line with the Emerios Enterprise mindset, Emerios Lifeline Solutions provides its services to specific clients who offer the federal Lifeline program to some community members. We keep a responsible and close relationship with our clients to be able to share suggestions and allow them to make the best decisions based on information from the systems used daily.

Our Platform



We enable our clients with our best-in-class suite of products and services designed to help them see, control, and verify all sales activity, so they can make better decisions, exceed revenue targets and use compliance as a competitive advantage.

Some of our goals:

Promote Scalability

Save with Automation

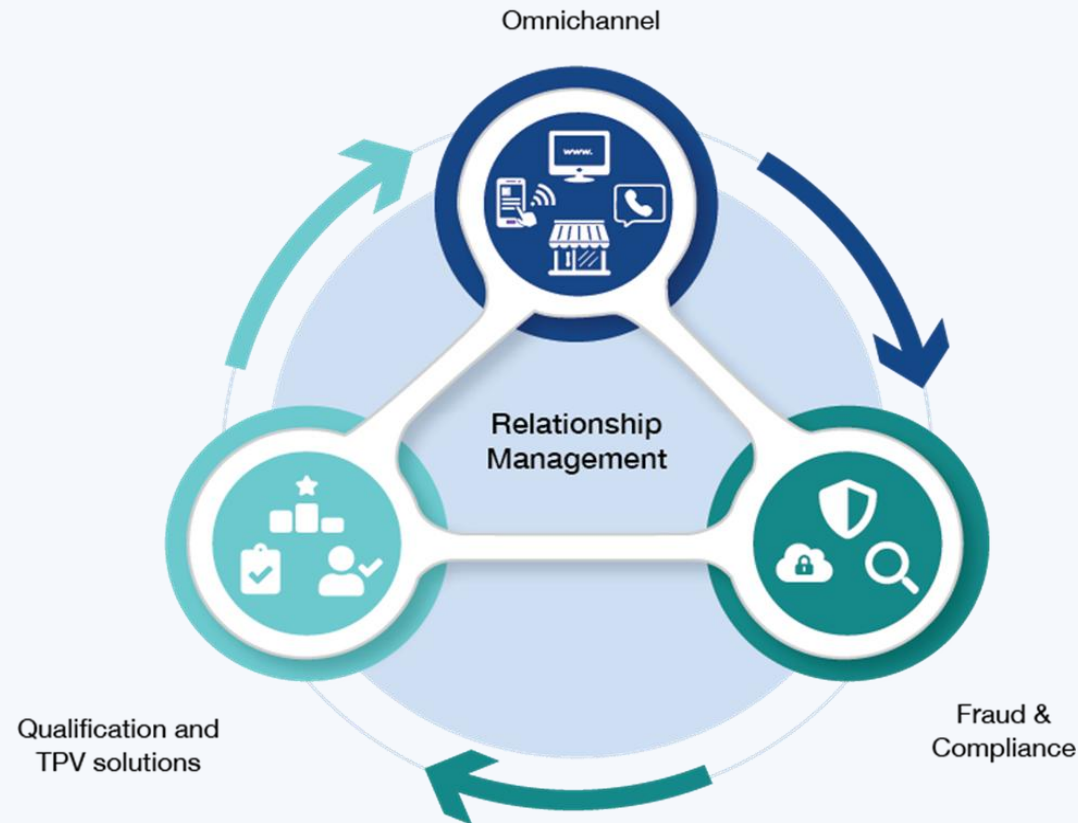
Push for Standardization

Product First Mentality

Foster Reusability

Reduce Maintenance

Client Support



+48M
Applications
Processed

400K
Monthly
Applications

+7M
Active Benefits
facilitated

+8K
Active Agents

Emerios Environmental, Social and Governance Program (ESG)



The Environmental, Social, and Governance (ESG) program is a framework used to assess and improve our performance in key areas related to sustainability, ethical practices, and social responsibility. Each component of ESG represents a different aspect of Emerios' impact on the world:

Environmental (E)



This dimension focuses on Emerios' impact on the environment. It includes considerations such as:

- Carbon footprint
- Energy efficiency
- Water management, pollution and waste awareness
- Natural resource conservation
- Climate change initiatives

We aim to implement environmentally responsible practices and reduce any negative impact on the planet.

Social (S)



The social component of ESG evaluates Emerios' relationships with our team members, customers, communities, and other stakeholders. Key areas:

- Team Members' relations and labor practices
- Wellness, safety and health
- Diversity and inclusion
- Human rights
- Community engagement

Having a strong social performance aims to contribute positively to the well-being of our team and society at large.

Governance (G)



Governance refers to the systems and processes by which Emerios is directed and supervised. This includes:

- Ethics and compliance
- Transparency and accountability
- Business practices improvements
- Internal controls
- Security and compliance

Good governance ensures that we operate ethically, transparently, and with accountability to our stakeholders.

Purpose of the ESG Program:



Risk Management: The ESG program helps to identify and manage risks related to environmental issues, social challenges, and governance practices that could impact long-term performance.

Stakeholder Relations: A strong ESG performance can attract socially responsible stakeholders. Sustainable companies aim to work with partners who share the same principles.

Sustainability: ESG initiatives align with the broader goal of creating sustainable business practices that consider long-term impacts on the environment, society, and corporate governance.

We remain focused on:



Environmental Stewardship: Demonstrating responsible resource use, waste reduction, and environmentally friendly practices.

Social Responsibility: Prioritizing fair labor practices, fostering diversity and inclusion, and supporting the well-being of our team members and communities.

Ethical Business Conduct: Upholding high standards of integrity and ethical behavior in all our business dealings.

Our Commitment: Receiving recognition and collaborating with different projects is a significant milestone for Emerios, and it motivates us to continue our journey towards sustainability excellence. We understand the importance of these values not only for our business but also for the communities we serve.

Continuous Improvement: We remain committed to ongoing improvement in our sustainability performance. We believe in transparent communication and will keep you updated on our progress and initiatives.

Sustainability Commitment

At Emerios, sustainability is not just a practice—it's a commitment embedded in our core values. Our Environmental, Social, and Governance (ESG) program reflects our dedication to responsible business practices, environmental stewardship, and social impact.

We have been developing several initiatives for the past few years to align our practices with the highest global standards. As part of them, we are pleased to announce that Emerios has been participating in assessments conducted by **EcoVadis**.

EcoVadis is a globally recognized sustainability assessment platform, employing a rigorous evaluation process. We started our assessments journey with them in 2022, and since then we are committed to continuous improvement. We consider that this process reflects our efforts to minimize our environmental footprint, champion social responsibility, and uphold ethical business conduct.

Through consistent year-over-year EcoVadis assessments, we reinforce our commitment to progress, transparency, and accountability while working to maintain or surpass our bronze medal.



Sustainability Commitment

We are also proud to partner with **Carbon Neutral+**, which is a climate tech company that aims to contribute to climate change mitigation by helping companies to effectively balance the social, economic and environmental aspects of their operation.

We are working collaboratively to take action and promote a positive impact.



Our Environmental Policy establishes the framework that guides Emerios' actions to reduce environmental impact and promote sustainable practices across the organization. Aligned with ISO 14001 principles, it defines our commitments to emissions reduction, energy efficiency, responsible resource use, waste reduction, supplier sustainability, and environmental awareness.

Carbon Footprint

This is how we manage our corporate carbon footprint:



Carbon Footprint Metrics


This is the evolution of our carbon footprint over the years:



Together, we're making a difference. Every action brings us closer to a greener tomorrow.
Caring for the planet is also part of our culture.

Carbon Footprint Metrics

Historical:

Year	Carbon Footprint (tCO2e)	% Offset	tCO2e	Type of Compensation	Scope 2	Scope 3				Emission Intensity per Team Member who Works (TnCO2e)	Yearly Variation per Team Member
					Carbon Footprint Scope 2 (tCO2e)	Carbon Footprint Scope 3 (tCO2e)			Headcount		
					Electricity Consumption	Total	Subtotal - Home Office	Subtotal - Flights			
2022	203.5	20%	41	Conservation of the Amazon Rainforest – REDD+ - Plus 118 native trees	69.63	133.41	37.75	95.66	110	1.21	
2023	240.68	↑ 50%	121	Conservation of the Amazon Rainforest – REDD+	58.72	181.95	42.08	139.87	127	1.43	↑ 18%
2024	140.63	↑ 73%	103	Wind farm - Argentina	58.21	82.42	40.76	41.66	123	0.67	↓ -53%
2025	159.58	 ↑ 100%	159.58	Wind Farm, Argentina + Afforestation of degraded pastures, Uruguay	76.19	83.38	39.76	43.62	120	0.69	↑ 4%

Carbon Footprint Metrics

2025:

GHG emissions by emission source

Scope	Emission source	Total tCO ₂ e	% Total
1	Company's fleet	0.00	0.00%
1	Own teams	0.00	0.00%
1	Natural gas	0.00	0.00%
1	Refrigerants	0.00	0.00%
2	Electricity consumption	76.19	47.75%
3	Transport cargo shared	0.00	0.00%
3	Transport cargo own	0.00	0.00%
3	Transport passengers	0.00	0.00%
3	Flights	43.62	27.34%
3	Home office	39.76	24.92%
3	Waste disposal	0.00	0.00%
3	Material use and Service	0.00	0.00%

Scope 1: We don't have any Scope 1 emissions because of our industry.

Scope 2: The Scope 2 emissions we have are due to **energy consumption** carried out by our data centers. Because of this, we choose third parties who operate with green energy and have initiatives to offset their carbon footprint (see detail on next slide).

Scope 3: Our Scope 3 emissions are related to **work from home/telework** activities and business **flights**.

Carbon Footprint Metrics

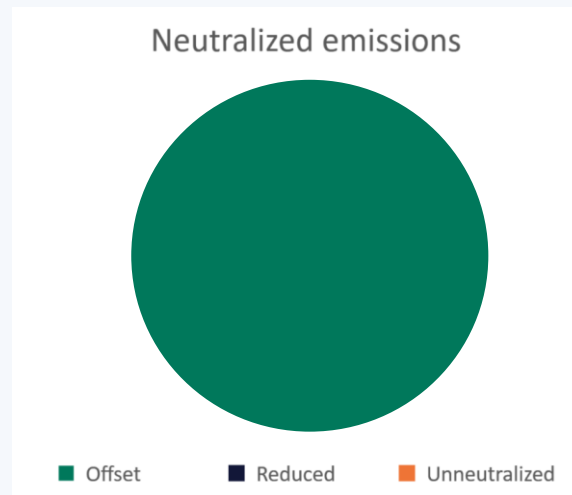
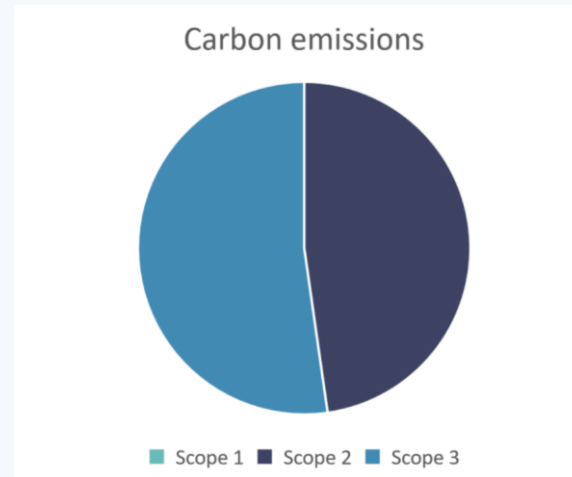
2025:

<u>Activity data</u>			
Company's fleet			
N/A.			
Fuels for own machinery			
N/A.			
Natural gas			
N/A.			
Refrigerants			
N/A.			
Electricity consumption	Datacenter	KWh	Compensated
150575.33 kWh.	Switch	87,258.94	with green energy
	Intelishift	83,338.56	No
	Evoque	78,288.48	No
	Databank	35,460.03	No
Transport cargo shared			
N/A.			
Transport cargo own			
N/A.			

Transport passengers
N/A.
Flights
Economy, 292,558.00 Km.
Premium economy, 19,644.00 Km.
Home office
120 employees, 5 days per week.
Waste disposal
N/A.
Material use and Service
N/A.

Carbon Footprint Metrics

2025:



Training

Trainings performed to educate and raise awareness about environmental and sustainability topics.

This is reinforced by communication campaigns.

Historical:

Year	Topic	Hours Spent	Headcount (HC)	Average Hours per HC
2023	Total	52.1	127	0.41
2024	Total	26.9	123	0.22
2025	<i>No courses</i>	N/A		
2025	Total	N/A		N/A

Water management

Since our business doesn't involve the manufacture of primary materials or final products, some environmental aspects of the supply chain and sustainable procurement (such as water management, or chemical and hazardous waste) are out of our scope.

Waste Management

We are committed to reducing the generation of ordinary waste by promoting the reuse, recycling and compost of waste at home office work.

Historical:

Year	Reused Equipment Type	Weight Reused (kg)	Recycled Equipment Type	Weight Recycled (kg)
2022	Laptops	13.65		
2023	Laptops	11.68		
2024	Laptops, Ergonomic Chairs, Headsets, Smart Watch, Monitor, Monitor stand, Cell phone.	45.48	Ergonomic Chair, Mouse, Hard Drive	38.68
2025	Laptops, Ergonomic Chairs, Phones, Smart Watch, Networking Hardware (switch, WAF), Storage, Backpack, Monitors, Servers, Headsets, Keyboards, Mouses, Miscellaneous IT	330.58	Laptops, Ergonomic Chairs, Phones, Networking Hardware (switch, WAF), Backpack	30.59

Environmental Incidents

No incidents reported.

At Emerios, our culture, people practices, and social impact are guided by a strong set of core values that shape how we work, collaborate, and make decisions. These values are embedded in our daily operations and reflected across our Environmental, Social, and Governance (ESG) initiatives.

Grit

"We like to lean into challenges with a smile"

- + Open-minded & flexible
- + Optimistic amid adversity
- + Doing the right things, the right way, the first time
- + Takes ownership and follows up
- + Perseveres through difficulty

Driven for Positive Impact

"We create and contribute more than we take"

- + Open to & adopts new ideas & practices
- + Works to simplify, standardize and systematize
- + Considers needs of all stakeholders & removes barriers
- + Consistently strives for company success

Kind and Good Hearted

"We build relationships that last"

- + Builds long-term relationships through trust
- + Shares knowledge & trains people to grow
- + Respects others; leverages diversity of thought
- + Communicates in a collaborative manner

Solution Oriented

"We maximize what we have and elevate so it's more"

- + Collaborative approach to problem solving
- + Focused on positive outcomes
- + Manages the delta to build on existing solutions
- + Builds area of expertise and applies learnings effectively

Service Excellence

"We earn our success by elevating the bar to exceed expectations"

- + Collaborative approach to problem solving
- + Focused on positive outcomes
- + Manages the delta to build on existing solutions
- + Builds area of expertise and applies learnings effectively

Social (People & Culture)

- **Diversity and inclusion:** We value diversity and inclusion and strive to create a welcoming and respectful work environment for everyone.
- **Equal opportunity:** Employment and advancement opportunities within the Company are based solely on individual merit, skills, and professional qualifications directly related to professional competence.
- **Fair treatment:** We are committed to preventing discrimination, harassment, or unfair treatment in the workplace.
- **Accessibility:** We support inclusion by providing reasonable accommodations to team members when needed.

Governance (Policies & Support Framework)

These principles are supported by a **clear set of work environment and conduct policies**, including our Code of Conduct.

Reporting channels, such as our Whistleblower Service, are available to raise concerns in a confidential and supportive manner.

Concerns are reviewed with care and consistency to reinforce a culture of **fairness, trust, and accountability**.



Equity Recognition

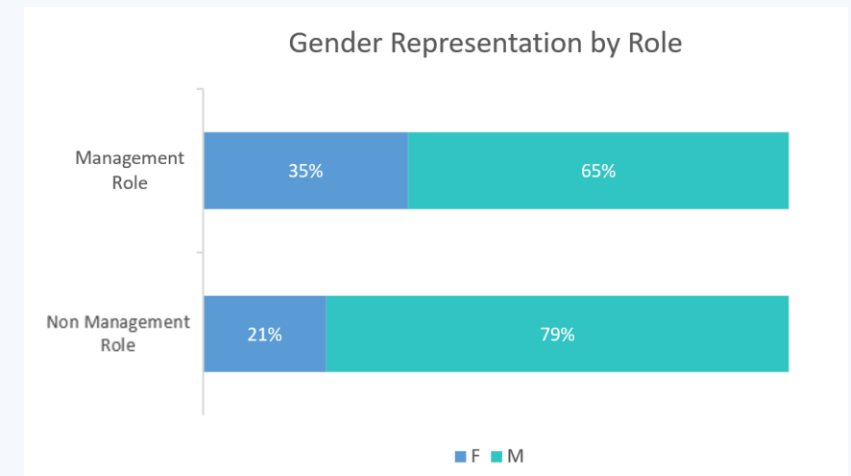
Emerios has been continuously certified by the National Minority Supplier Development Council (NMSDC) as a minority business enterprise (MBE) for several years.

NMSDC is the global leader in advancing business opportunities for its business enterprises and connecting them to member corporations. Their work is about ensuring upward mobility and correcting the unequal access to wealth-building opportunities.



Gender Diversity

Gender representation across workforce and management roles is tracked to support transparency and equity.

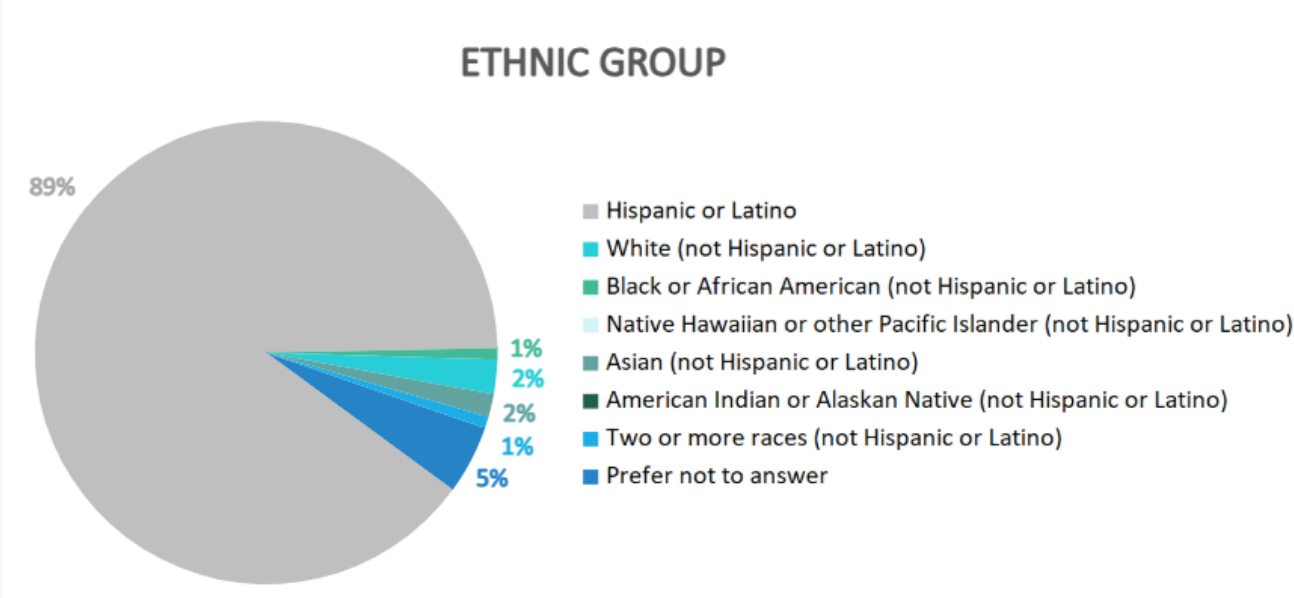
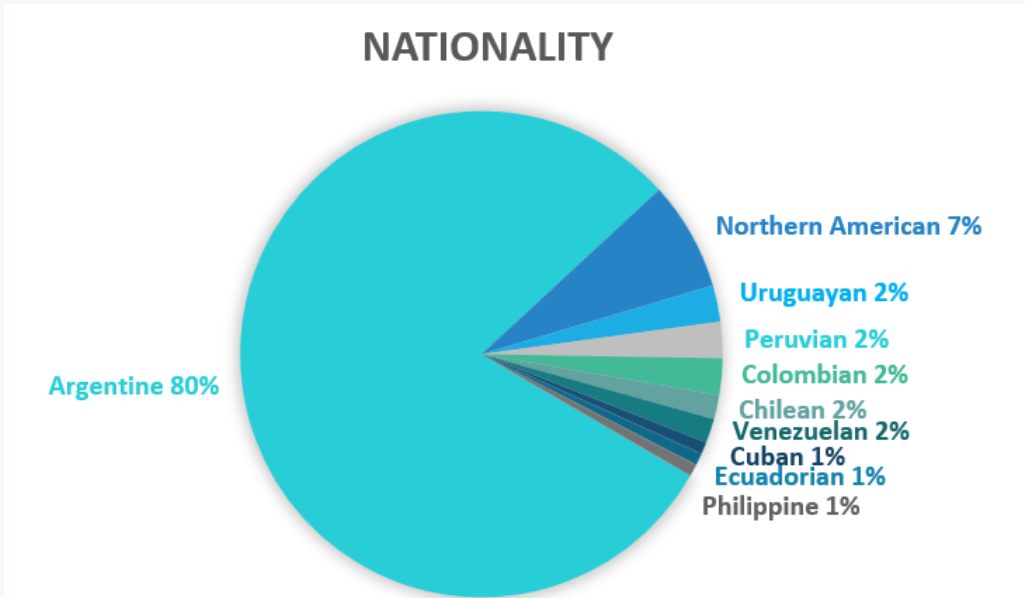




Cultural Diversity

The team brings together a wide range of nationalities and ethnic backgrounds, enriching perspectives and fostering cross-cultural connections throughout the organization.

2025:



We've developed company-wide processes that support growth, alignment, and continuous improvement at every level. These annual initiatives involve every part of the organization and are designed to help each team member thrive and strengthen our collective impact.

Team Member Engagement Survey

Engagement is at the core of our culture. Through an anonymous annual survey, we listen to, understand, and act on what matters most to our team members. This process fosters an environment where everyone feels heard, valued, and connected.

Each year, we measure team member engagement across these key areas:

- **Basic Needs & Professional Development.**
- **Management Support & Communications.**
- **Teamwork, Organizational Culture & Work Environment.**
- **Growth & Culture of Recognition, Well-being, Balance & DEI (Diversity, Equity, and Inclusion).**

We analyze the results and develop action plans based on these insights, ensuring continuous improvement and a stronger, more inclusive workplace.

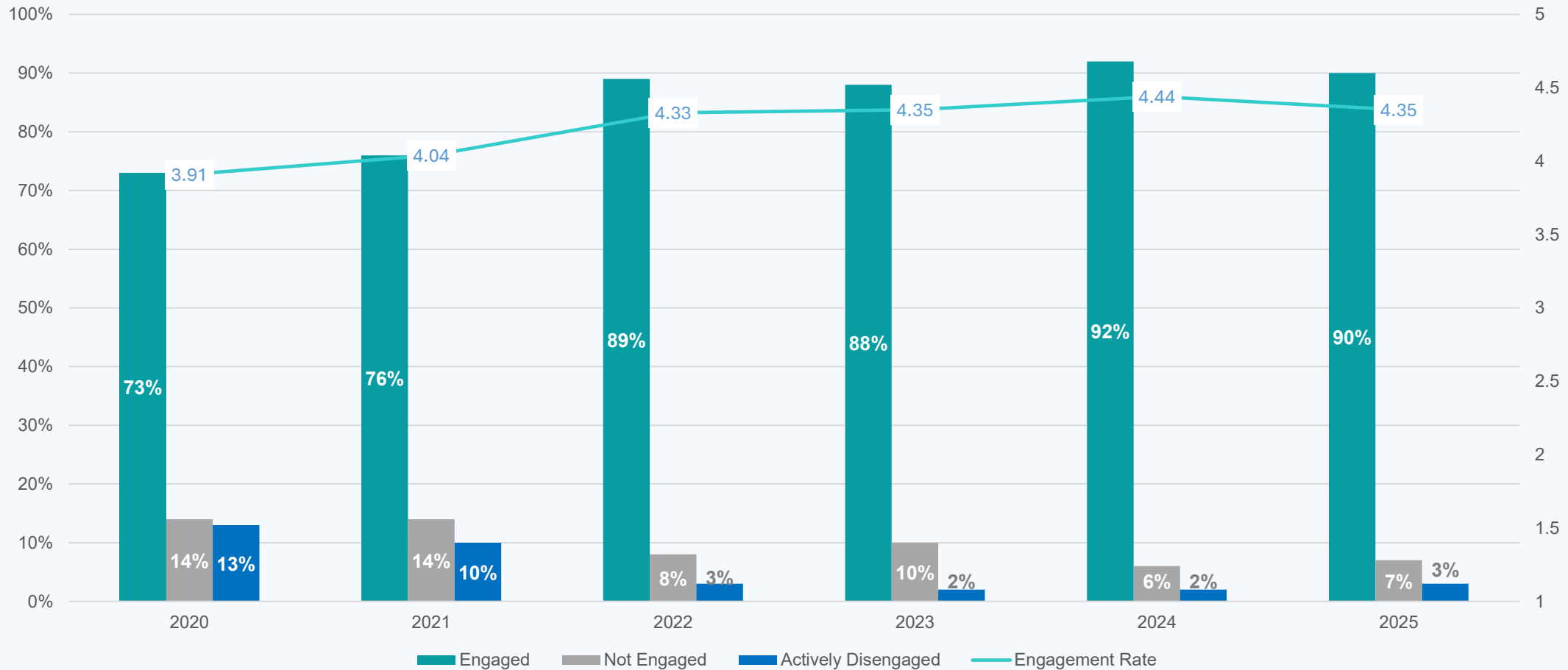
We believe **engaged people build stronger teams**—and stronger teams build a stronger Emerios.



Social – Team Member Engagement Process



Engagement Survey Results 2020 to 2025





Team Member Performance Lifecycle

New Hire Onboarding

During their first **90 days**, new hires follow a structured onboarding process that combines role-specific goals through a 30-60-90 days plan with a carefully planned first-week agenda. This includes meetings with their leader, closest team members, and points of contact, as well as mentor check-ins and a welcome coffee session. New hires are introduced to the global organization through a company-wide welcome email and participate in a dedicated induction session led by the Talent Development team, where Emerios' culture, core values, organizational structure, and purpose are presented. Additionally, new hires complete mandatory trainings on Security, IT best practices, and ESG fundamentals. All necessary tools and equipment are provided from day one.

Together, these onboarding steps help new hires feel welcomed, supported, aligned, and ready to be productive, building a strong sense of belonging from the very beginning.

Frequent 1:1 Meetings

Team members and their leaders hold **regular 1:1 meetings** to review objectives and projects, identify growth opportunities, and encourage active listening and continuous feedback. Leaders are encouraged to schedule recurring 1:1s, while team members are also empowered to take the initiative and request these meetings to align expectations, address challenges, and actively support their professional development.

Performance Process

Our annual performance process supports **continuous growth through reflection, goal setting, and two-way feedback**, including upward reviews, which represent a key improvement in our approach and play an important role in supporting leadership development. The process also includes follow-up actions on performance outcomes, such as pending feedback, identified training needs, and improvement areas to be addressed over time. This helps team members better understand their impact and continuously strengthen their capabilities, while promoting transparency, accountability, and alignment across teams.

At Emerios, each of these steps takes place in an **environment of respect and constructive dialogue**. **Active listening and continuous feedback** between leaders and team members are key to unlocking potential and driving collective success.



At Emerios, we believe that our success starts with the **well-being of each individual**. That's why we provide our team members with the tools and support they need to perform their jobs effectively without compromising their health or personal time.

Healthy Balance

- **Smart planning** helps team members to stay focused and productive. Organize the day to perform efficiently and avoid becoming overwhelmed.
- Respect time. Maintain clear **boundaries** between work hours and rest periods.
- To achieve a healthy lifestyle, we monitor team members days off to ensure they get **enough rest**.

Active Breaks

- We promote **active pauses** throughout the day to refresh body and mind.
- We encourage team members to take a few minutes to **stretch, walk around, improve posture**, or simply **look away** from the screen.
- These short breaks will help them **stay focused** and **reduce stress**.

Comfort & Flexibility

- Creating an ergonomic, dedicated and well-designed setup is essential for focus and efficiency. Budget available under the Teleworking Equipment Policy.
- **Personalizing** and **adapting** the workspace boosts motivation and productivity.
- Our policies invite team members to request **flexible accommodations** for health or comfort reasons.

Teleworking Equipment

As part of our commitment to people wellbeing, equity, and sustainable ways of working, Emerios provides team members with access to essential teleworking equipment through the **Telework Equipment Policy**. All collaborators are granted a dedicated budget to acquire the necessary tools for their workspace.

This policy enables teams to create ergonomic, comfortable, safe, and efficient home-office setups, supporting physical wellbeing, productivity, and long-term engagement in a fully remote environment.

By renewing the equipment budget every three years, Emerios ensures equitable access to appropriate tools while promoting responsible consumption and the sustainable use of resources.

These are the metrics of the equipment acquired by all team members:

Historical:

Year	HC	% of Total Budget Spent (U\$D1000 per person)
2022	110	27%
2023	127	30%
2024	123	24%
2025	120	14%

Teleworking Assessment

These are quality indicators about teleworking conditions of all team members. Based on this biannual measure, the company develops an action plan to ensure that the work environment, tasks and processes are ergonomically optimized to minimize risks of workplace related injuries.

2023:

	Workspace	Fire/Hazard	Sitting Position	Active Pauses/Brakes	AVERAGE
Good	83%	76%	73%	57%	72%
Not Sure	7%	3%	10%	20%	10%
Poor	11%	22%	18%	23%	18%

2025:

	Workspace	Fire/Hazard	Sitting Position	Active Pauses/Brakes	AVERAGE
Good	85%	75%	80%	61%	75%
Not Sure	7%	5%	8%	23%	10%
Poor	9%	20%	13%	16%	15%

QUALITY

- HIGH Good conditions > 80%
- MEDIUM Good conditions > 50% and < 80%
- LOW Good conditions < 50%

Training

Trainings performed to educate and raise awareness about Health and Safety, Harassment, Diversity, Equity and Inclusion topics. This is reinforced by communication campaigns.

Historical:

Year	Topic	Hours Spent	Headcount (HC)	Average Hours per HC
2023	Total	216.3	127	1.7
2024	Total	127.7	123	1.0
2025	Cyberbullying	7.60		
2025	Microaggressions: Introduction	15.60		
2025	Microaggressions: Taking Action	18.67		
2025	Microaggressions: Taking Responsibility	18.50		
2025	Introduction to Cultural Competence	20.20		
2025	Disability Awareness	5.50		
2025	Your Workstation Set Up	9.17		
2025	What Is Burnout?	4.30		
2025	Total	99.53	120	0.83



At Emerios, preventing waste, fraud, and abuse is a core part of our Governance strategy. Our approach is designed to protect resources, ensure compliance, and uphold integrity across all operations.

Our three key pillars:

- **Early detection and monitoring:**

Proactive monitoring and analytics help identify potential risks early, enabling timely action and risk mitigation.

- **A secure framework through controls and compliance:**

Strong internal controls, governance policies, and compliance measures ensure a secure and ethical operating environment.

- **A culture of awareness and accountability:**

Ongoing training and communication promote ethical behavior, shared responsibility, and accountability across the organization.

Whistleblower Service

Emerios offers a confidential Whistleblower Service to report concerns and support transparency, accountability, and integrity.

All reports are reviewed carefully, reinforcing trust and ethical business practices.

The Company maintains a **consistent and integrated set of policies** that establish guidelines for security, compliance, data protection, and responsible use of technology. These policies address multiple areas and work as a unified framework to support compliance and ethical operations.

All team members are required to review and acknowledge them at least annually.

Some of our key policies are:

- **Code of Conduct:** Defines expected ethical, professional, and respectful behavior across the organization.
- **Privacy Policy:** Ensures the protection, confidentiality, and proper use of personal and company information.
- **Information Security Policy:** Establishes enterprise-wide requirements for IT security governance, risk management, regulatory compliance, and the protection of information systems and data..
- **Acceptable Use of Artificial Intelligence Policy:** Guides the ethical, responsible, and compliant use of AI tools.

Together, these policies help maintain **trust, accountability, and transparency** across the organization.

We are compelled to hold ourselves to a higher standard with all of our engagement relations. Everything we do is measured against the highest level of ethical conduct. We set the bar high to demonstrate our commitment to our team, our products, and our partners.

We take care of our team

We emphasize mastery and encourage growth. We know that our Team Members are the lifeblood of what we do, and we take great care of them.

We serve our customers

We deliver great experiences that increase market share and volume. Integrity is required, and trust is our goal. Feedback is sought out and our responsiveness is critical.

We deliver great products and services

Everything we do is to create value, trust, and improved performance. When we identify something that could be better, we take the initiative to step up and improve it.

We are upfront

We facilitate open communication and map clear objectives, whether we are consuming or providing.

We expect mutual respect

As we work on a performance basis, the need for a balanced relationship is critical. We consider each relationship as an investment. As such, we need to know the feeling is mutual.

We do the right thing

We take care of privacy, we are compliant to rules, and we protect our stakeholders fiercely



We are audited, tested and are proved compliant with:

- **SOC 1 Type I**
- **SOC 2 Type II**
- **HIPAA**
- **PCI DSS v4.01**

SOC 1 Type I and **SOC 2 Type II** demonstrate a unified control framework. Both reports are independently validated and are based on the same security, availability, and privacy controls, providing assurance through standard (SOC 2) and client-specific (SOC 1) reporting.

Being **HIPAA compliant** proves the correct use and disclosure of protected health information (PHI), for Federal, State & Internal Audits.

We have a responsibility to protect any client/customer payment-related information we may receive, so that's why we choose the **PCI DSS certification**

Reports by third-party auditing firm, A-LIGN, confirm required controls are in place.

Beyond Blue Holdings and its family of companies are committed to protecting the personal information of every individual we process.



Consumer-First Design

We collect only the minimum information necessary. Our platform facilitates benefits enrollment at the consumer's direction – we are their advocate, not a data broker.



Security by Default

AES-256 encryption, dedicated keys for sensitive data, MFA for all administrative access, and regular vulnerability scanning and penetration testing by skilled personnel.



Regulatory Leadership

Compliant with CCPA/CPRA, HIPAA, 22+ state privacy laws, TCPA/CTIA, and Illinois BIPA. We don't wait for enforcement – we lead with transparency.



Individual Rights

Every user can access, correct, delete, and opt out. We standardize response times to the most protective state requirement (30 days).

Privacy is not an afterthought; it is built into our platform architecture, our business model, and our governance structure.

Emerios operates a **security-first technology platform** supported by a comprehensive information security and governance program designed to protect customer information, uphold data privacy, and support ethical and responsible business operations. Security controls are embedded across infrastructure, applications, and day-to-day operations, and are regularly reviewed to ensure alignment with industry best practices and evolving regulatory expectations.

Security-first platform

- Customer data is protected through encryption and layered security controls, including network, application, and perimeter defenses.

Secure infrastructure

- Core systems are hosted in U.S.-based data centers with independent third-party audits and certifications, including SOC 2, HIPAA, PCI DSS, and ISO.

Controlled access & monitoring

- Role-based access controls, multi-factor authentication, audit logging and continuous monitoring support secure access and timely detection of security events.

Secure development & operations

- Structured change management, secure SDLC practices, vulnerability scanning, and penetration testing support system integrity and resilience.

Vulnerability Management

- A formal vulnerability management program drives risk-based remediation and ongoing reduction of security risk.

In 2025, the Company demonstrated strong security performance through effective vulnerability management, including full remediation of all Critical and High severity items and high closure rates across other findings. This effort is supported by the Company’s privacy and security awareness program, which reinforces accountability, informed data handling, and a culture of security across the organization.

Vulnerability Management & Security Reviews Metrics

2025 Vulnerability & Penetration Test Findings by Severity	#	% Fixed
Critical/High	4	100%
Medium	43	96%*
Low/Informational	16	94%*

2025 Other Security Findings by Severity	#	% Fixed
Critical/High	7	100.0%
Medium	8	87.5%*
Low/Informational	11	100.0%

* Issues that were not fixed were subject to risk analysis & subsequent acceptance

Security Awareness Metrics

Training Campaigns	Duration	Date	# Users	% Completion
Data Privacy Training	60'	01/2025	117	100%
AI at Work	15'	03/2025	117	100%
PCI DSS 4.0: Getting to know...	10'	06/2025	117	100%
Security Awareness Training	20'	07/2025	117	100%

Phishing Campaigns	Date	# Users	% Phish Prone
Regular Phishing Campaign – H1	04/2025	117	4.27%
Regular Phishing Campaign – H2	11/2025	117	2.56%

Security Incidents: 0

Data Breaches: 0

Phishing Metrics

Reported Messages: 434

Blocked Threats: 323 (74.4%)

Spam: 19 (4.4%)

Clean: 92 (21.2%)

Training

Trainings performed to educate and raise awareness about Ethics, Corruption and Fraud topics. This is reinforced by communication campaigns.

Historical:

Year	Topic	Hours Spent	Headcount (HC)	Average Hours per HC
2023	Total	34.86	127	0.27
2024	Total	38.50	123	0.31
2025	Ethics and Code of Conduct: Handling Company Resources	25.75		
2025	The Value of Personal Information	13.73		
2025	Total	39.48	120	0.33

Governance Incidents (Excluding Security and Data Breaches)

No incidents reported.

We know that sustainability is a path of continuous progress, with many challenges ahead, but a clear focus. Since deepening our ESG practices in 2022, our journey has grown substantially, reinforcing our long-term commitment to responsibility, accountability, and positive impact.

We move forward together, shaping a more sustainable future!

