



2024 ANNUAL REPORT

Environmental, Social & Governance (ESG) Policy

This report outlines our approach to integrating ESG in our day-to-day business activities.

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The mission

Our company values

In order to meet our company values we seek pro-actively, through our global in-house legal team, to maintain up-to-date policies and procedures for Health and Safety both locally and corporately.

Our company values

Principles to guide every employee



Build connections

We form collaborative relationships based on respect, authenticity and transparency.



Embrace the growth mindset

We seek opportunities to learn and challenge ourselves.



Nurture Communities

We empathize with and embrace uniqueness, both inside and out.



Own the outcome

We hold ourselves and each other accountable. We focus on results and celebrate success.



Enjoy innovation

We aspire to create outstanding experiences and services time after time.

Introduction

Emplifi aims to adhere to the OECD guidelines for responsible business conduct in developing an ESG policy that matures its sustainability. We have done this by focusing on embedding responsible business conduct into our policies and management systems. While not mandated to report, Emplifi takes its commitment to ESG seriously.

ESG



OECD guidelines

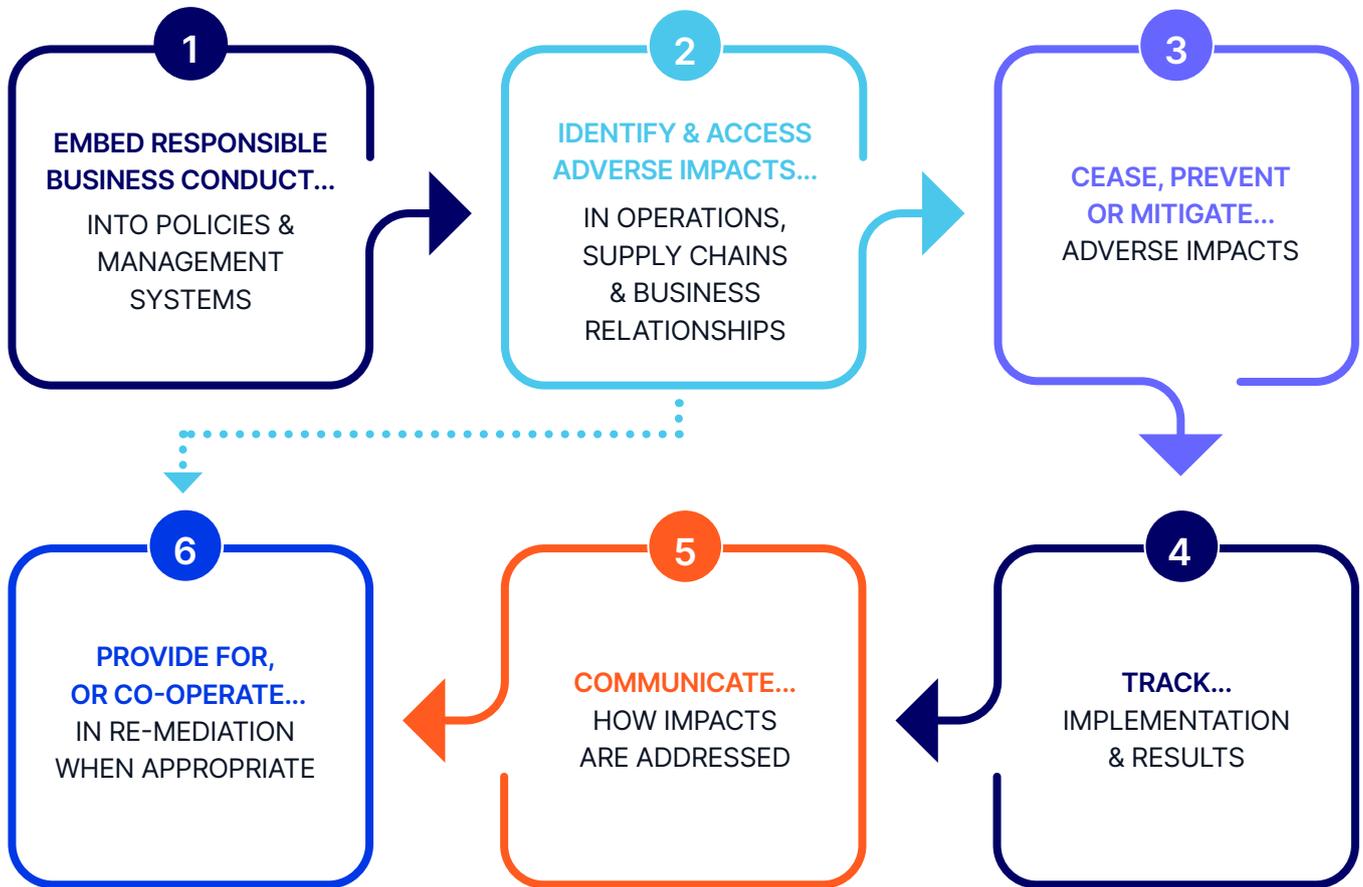


Diagram: OECD risk-based due diligence process & supporting measures.

Our objectives

Our 2024 objectives are to centralize governance, entrench responsible AI use and commence carbon footprint monitoring.

ESG integration

The Emplifi ESG committee was established following endorsement from our CEO in early 2022 consisting of key members of the leadership team and chaired by a senior member of the legal team.

The focus was to establish what ESG meant to Emplifi and identify key areas to improve. Since then Emplifi has continued to develop.

The committee



Sarah Jarman
VP, Legal



Sandra Martišková
People and Diversity Lead
EMEA and JAPAC



Dagmar Sevcikova
Chief People and
Diversity Officer



Todd McCaslin
Chief Technology Officer



Peter Bennfors
Chief Financial Officer

The year in colour

ENVIRONMENTAL

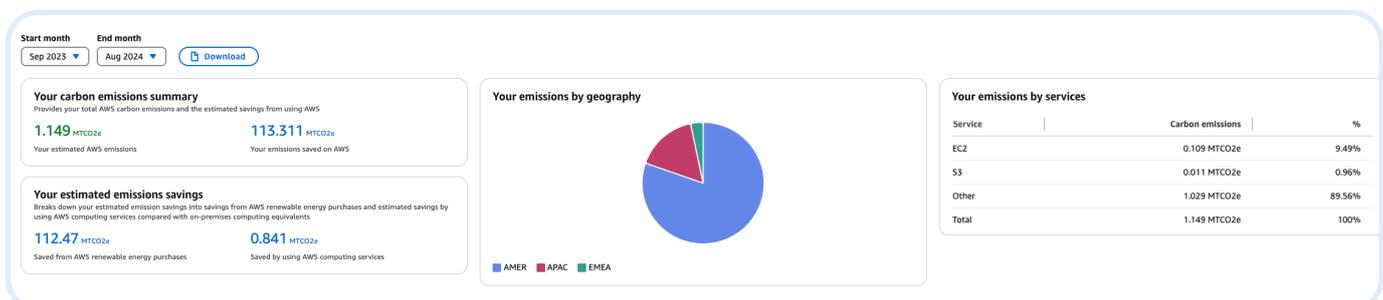
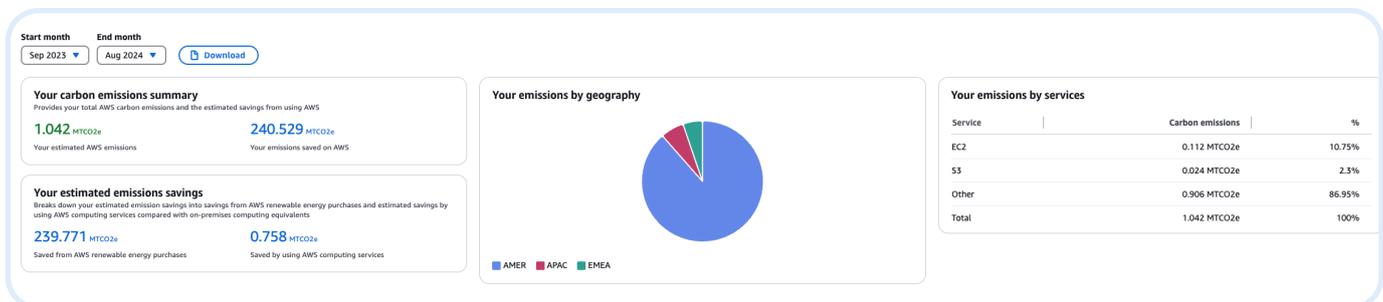
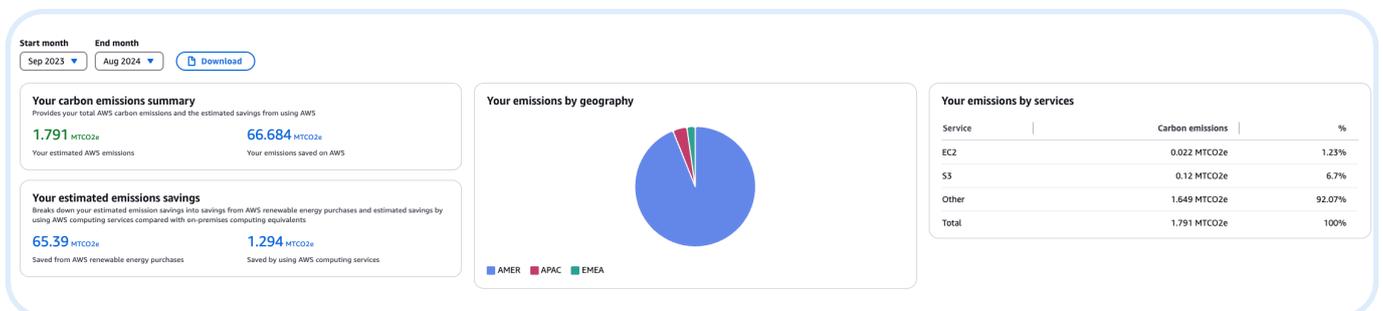
Summary: Emplifi is exploring ways to reduce the carbon footprint it creates by doing business and has integrated sustainability measures through waste policies and carbon footprint tracking through third parties.

Ecovadis rating

Our Emplifi Czech Republic office has achieved a Committed Ecovadis rating which is “an evidence based rating from more than 200 industry categories, 175 countries and companies of all sizes. They cover four sustainability themes: Environment, Labour and Human rights, Ethics and Sustainable Procurement.”

Sustainable initiatives

Emplifi has started to track carbon footprint through some of our key suppliers such as AWS and introduced a company waste management policy.



SOCIAL

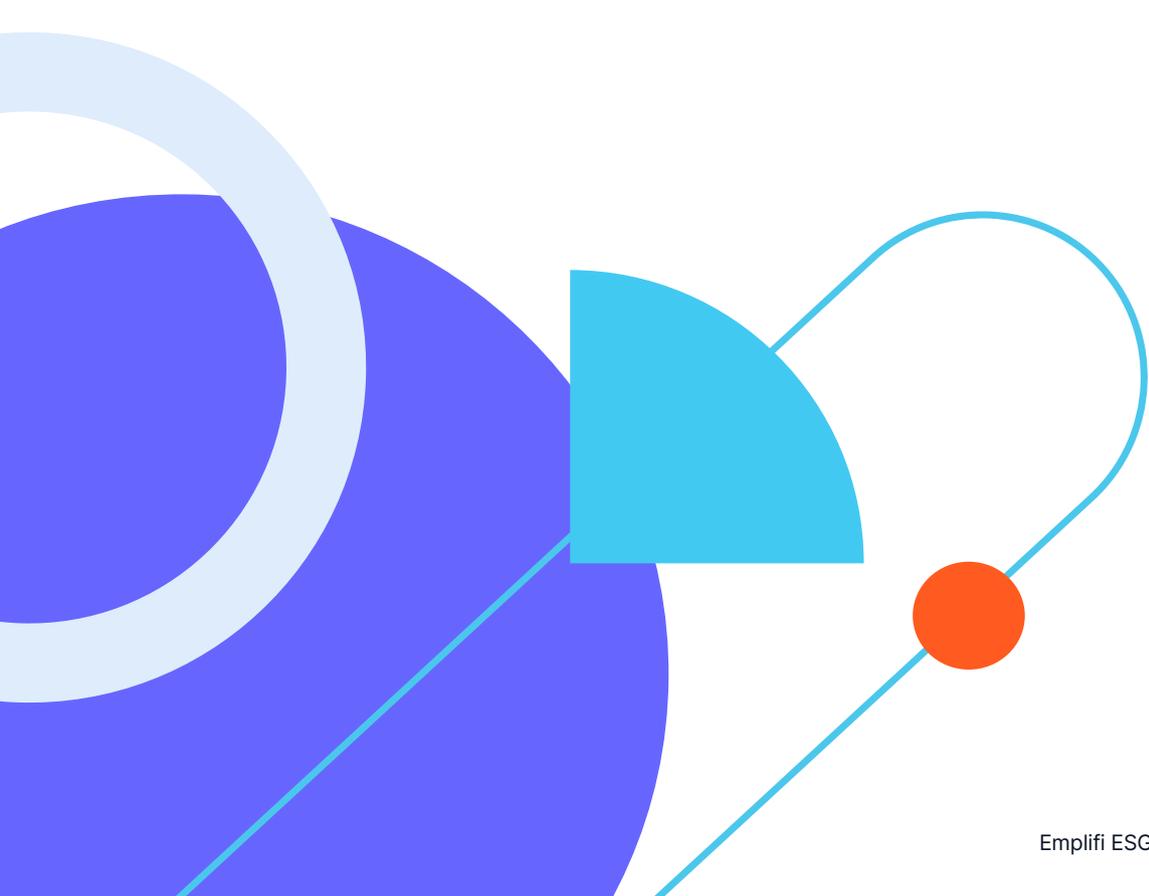
Summary: Emplifi now employs people from 55 different nationalities and as such want to nurture and develop our talent, developing a culture that promotes diversity and inclusion.

Mental health

Emplifi recognises the importance of mental health. Access to professional support is also provided and there is a mentoring program that furthers the support afforded to the individual. We continue to invite motivational speakers to discuss topics focusing on intrinsic motivation and share best practices.

Total rewards & performance

Emplifi has ensured adherence to its behaviours and core values are entrenched by including them in regular performance reviews. Differentiation based on personal impact and accountability for results as well as market competitiveness and equal pay has stayed at its core. In addition, Emplifi has also introduced a global parental leave policy that not only sets minimum leave among different jurisdictions but also applies to same sex and adoptive couples.





Pride Business Forum

As part of its continuing commitment to diversity and inclusion, Emplifi continues to be a member of the Pride Business Forum, a Prague-based non-profit that works with large employers and other institutions to help create safe, inclusive workplaces for LGBTQI+ employees.

Pride month 2024 saw a myriad of celebration, education and open conversation such as fire side chats with external guests. Emplifiers took part in events such as a pride catwalk where it was clear modelling could be a second career.

Women in Emplifi

Emplifi celebrated international women's day with initiatives such as educational videos put together by the Chief People and Diversity Officer Dagmar showcasing the female voice from leaders across the company to share their insights, talk about what more can be done to support the advancement of women and offer advice to those who are just beginning their careers.

At Emplifi, 45% of employee base are women. In 2024, 45% of our new Employees were women.

2024 also saw the appointment of not one but two new female C-suite members, as we welcomed our new Chief Marketing Officer Susan Ganeshan and new Chief Revenue Officer Jennifer Brooks which now means women represent an impressive 50% of our C-suite leadership.



Volunteering & the community

In recognition of the importance of giving back to the community, Emplifi offers employees the possibility of taking paid time off to volunteer. We encourage employees to use these days to volunteer in teams to foster internal teamwork and communities as well. 2024 included employees based in London volunteer for community kitchens.



GOVERNANCE

Summary: Post acquisitions in the last couple of years Emplifi has continued to enhance compliance and commitment to global laws especially in workplace safety, data privacy and cybersecurity.

Workplace safety

Emplifi continues to enhance HSE including plans, policies, risk assessments and global reviews to ensure compliance and awareness. Our dedicated facilities teams work with our in-house legal team and individuals that have stepped up to volunteer as first aiders or fire safety officers.

Data privacy

Emplifi operates in over 138 countries (and therefore, jurisdictions) around the world and we have developed data mapping and compliance strategies for each, including standard operating procedures and data breach plans, that are now united into a global group approach that allows swift and compliant action if needed.

Privacy by design has been entrenched into the teams by privacy impact assessments and we are developing mandatory group level privacy training for every employee annually as well as global governance, policies and procedures that ensure compliance and a robust first line of defence.

Data subjects can exercise their rights through a centralised desk that ensures compliance with relevant legislation both as a data controller and processor.

Queries and requests can be sent to the following:

Security, legal and Data Protection Officer (DPO): dataprivacy@emplifi.io or if sensitive directly to our DPO: sarah.jarman@emplifi.io

Cyber security

Our Chief Technology Officer prioritizes security at Emplifi, which led to the appointment of a Chief Information Security Officer and an EU-based security advisor. Together, they collaborate with our Data Protection Officer to ensure robust privacy measures and maintain Emplifi's leadership in security.

Technical queries can be sent to: security@emplifi.io



We recognise the importance of transparency in our supply chain so Emplifi has taken steps to encourage our suppliers to abide by the same standards... ”

Code of Conduct

Employees receive a comprehensive Code of Conduct that unifies us at a group level for our commitment to raising conflicts of interest, insider trading, anti bribery and competition/ antitrust, discrimination, illegal behaviour and retaliation. This year it was also updated to include AI.

Supplier Code of Conduct

Suppliers are required to endorse our Code of Conduct which includes requirements on ethics, anti-bribery, corruption and privacy. Emplifi has significantly strengthened multifunctional reviews and controls to ensure our supply chain is robust particularly where there is use of AI.

Privacy

Emplifi continues to develop a culture of privacy compliance that supports the rights of data subjects including in regard to AI.

Statement from our CEO, Ohad Hecht

“Emplifi is going from strength to strength and I am excited to have joined at such a pivotal time. We take our responsibilities seriously and will continue to foster a culture of inclusivity and responsibility. Together we are not just building a successful company but contributing to a more sustainable and equitable world.”



Ohad Hecht, CEO Emplifi

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