

group.one

Sustainability Report 2023

Table of Contents

A Message from our CEO Our Sustainability Commitment	3
Introduction Helping Customers Win Online	4
Sustainability Strategy Our Roadmap to Enable Positive Impact for Customers	9
Environment Caring for our One Planet	16
Social Winning Together as One Team	20
Governance One Unified Approach to Sustainability	25
Looking to the Future Moving Forward as One	29
About This Report	30

Our Sustainability Commitment

At group.one, we are on a mission to help customers win online. We believe that small companies and individual creators are an essential part of the backbone of our society, and we see the critical role they play in driving sustainable transformation and innovation. By providing sustainable digital services we can enable them to create and succeed with their digital businesses responsibly. In 2023, we strengthened three main areas: GHG reduction, Cyber Security and Diversity.

GHG reduction

I am proud of the actions taken during 2023 to strengthen our greenhouse gas emission reduction efforts. At the time of publishing this report, all but one of our data centres are powered by renewable energy, and we plan to retire the one that is not. We continue to be members of [the Climate Neutral Data Centre Pact](#). We also mandated an external advisor to reassess our GHG footprint baseline to cover the entire group, strengthening our decarbonisation commitment. The first results are available in this report.

Cyber Security

We continued our strong focus on cyber security, further developing our Group Cyber Security Team, recertifying our existing ISO certifications in Germany, and initiating an ISO certification process in the Netherlands. Furthermore, we implemented processes to identify cyberattacks pre-emptively.

Diversity

During the year, we also strengthened diversity in our group leadership, recruiting a female Chair of the Board and a female Chief Financial Officer. Increased diversity in top leadership positions serves as the basis to increase diversity across the group. A diverse workforce allows us to successfully serve our diverse customer base, and therefore leads to better business. While meaningful progress was made during 2023, I also recognise our work is far from done.

The past year has also been one of significant change and growth since group.ONE and dogado.group joined forces under the new collective brand

group.one in April 2023. As a result, we are still in the middle of the transformation and the work to align our governance and data collection processes will continue in 2024. An ESG benchmark against our peers also helped us identify areas for further improvement in our ESG strategy.

This is our first annual sustainability report as the new group.one. It reflects our commitment to transparency and accountability in our sustainability efforts, and outlines our achievements as well as our roadmap for the future. I am excited for the journey ahead and the even more significant impact we can have as one group in supporting individual creators and entrepreneurs, regardless of where they are on their digital journey.



Daniel Hagemeier
Chief Executive Officer

Introduction

Helping Customers Win Online

This is **group.one**

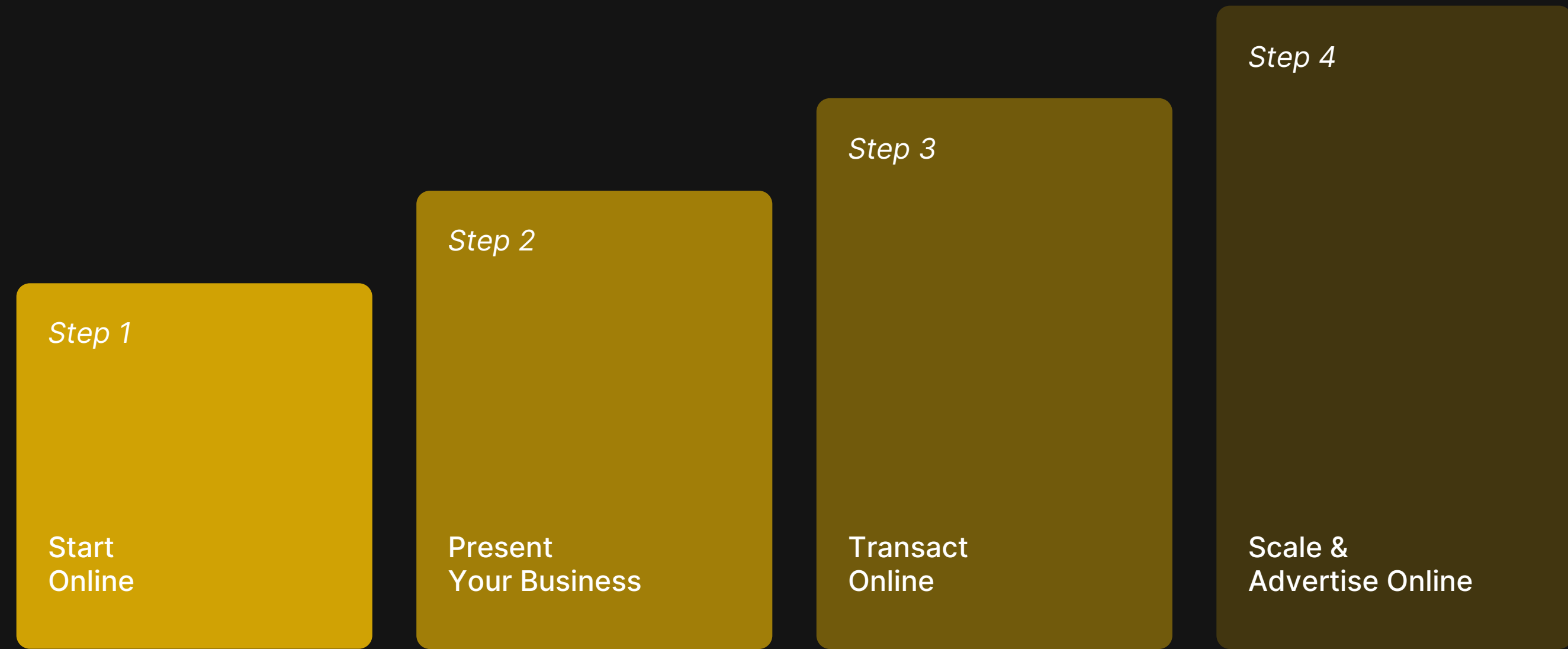
Who we are

group.one is a leading European provider of online presence, cloud hosting and digital marketing services. We help our customers win online through our products and services that empower entrepreneurs to bring their ideas to life and scale their online businesses. Approximately 2 million customers trust us with their online success. Thanks to the support of our partners and owners we are steadily expanding the group's service portfolio and geographical footprint.

Our Ambition

Entrepreneurs and individual creators are the backbone of our society. They are the ones who ensure long-term prosperity. We work in partnership with all of them so that they can develop ideas and be successful online. With an easy-to-use and highly effective product ecosystem, we cover the full spectrum of our customers' needs.

Through our brands we create value for entrepreneurs and individual creators. For example, our one.com brand facilitated sales with a 9% gross merchandise value increase in 2023 across our hosted web shops.



Increase Online Success

Regardless of where our customers are on their online journey, we support their success through our offering across the digital staircase.

How We Help Entrepreneurs Win Online

Products and Services

Domains

Every online project starts with a name. We provide our customers with the respective desired name from 500 domain endings. And if the right name is not available, we help with the domain purchase. Furthermore, we operate our own Top Level Domain “.one”.

Websites & WordPress

The website is the linchpin of digital customer engagement. From easy-to-use website builders to powerful WordPress websites – all based on an excellent web hosting platform. We offer customers all possibilities to drive their business online. This includes not only our Website Builder but also WordPress Hosting.

Cloud Server

Professional infrastructure for professionals: VPS, managed cloud servers and tailor-made managed shop servers for perfect eCommerce operations. These advanced hosting products allow customers to operate high-end web applications in a flexible and secure way.

Digital Marketing

The world of online marketing is evolving and complexifying every day. We help customers navigate the digital marketing landscape, from web presence to search engine optimisation and digital advertising campaigns. These services deliver real traffic and leads to our customers’ websites.









Software as a Service

With website software tools, we help customers be successful on the web. From tools used millions of times better WordPress performance to data privacy software, our SaaS solutions bring decisive improvements to customer websites.

Partners

We work closely with agencies and managed service providers. In a strong partner program, we combine resellable products, decades of experience for the service needs of professional IT entrepreneurs and attractive commercial models.

Selected Key Brands

Location	Nordics Denmark, Norway, Sweden, Finland	Benelux Belgium, Luxembourg, Netherlands	DACH Germany, Austria, Switzerland	Rest of world
Flagship Brands	one.com	one.com 	one.com METANET profihost  HEROLD	one.com
Product Brands	     			

Our People and Offices

Europe and Beyond

18 offices around the world

- Malmö (SE)
- Copenhagen (DK)
- Dortmund (DE)
- Vienna (AT)
- Zürich (CH)
- Amsterdam (NL)
- Berlin (DE)
- Cebu (PH)
- Dresden (DE)
- Dubai (AE-DU)
- Enschede (NL)
- Gurgaon (IN)
- Halle/Saale (DE)
- Hanover (DE)
- Lübeck (DE)
- Oberhausen (DE)
- Tonsberg (NO)
- Vantaa (FI)



Countries

12

Employees

1,225

Customers

2m

Revenue

€303m

Operating for

+20 years

Female employees

29%

Our Group History

Today's group.one has its roots in group.ONE and dogado.group, two founder-led companies which were merged recently. In the last few years, the company has grown quickly. Some of our key milestones from recent years are outlined below.

2019

- group.ONE accelerates go-to-market strategy in the Norwegian market.
- dogado.group offers professional store solutions to customers by acquiring an e-commerce expert.

2020

- group.ONE enters Benelux by acquiring international hosting giant Hostnet and expands in Finland through acquisition of Zoner.
- group.ONE becomes largest .dk domain registrar.
- group.ONE offers its web shop for absolutely free for SMBs needing to bring their business online due to COVID-19.

2021

- dogado.group adds marketing services to its offering by acquiring HEROLD in Austria and Websitebutler in Germany.
- dogado.group achieves ISO 27001 certification for its web hosting and WordPress platform.
- group.ONE launches a managed WordPress offering providing automatic updates, vulnerability and health monitoring, and expands its product line to include Software-as-a-Service.
- group.ONE adds further WordPress capabilities with the acquisition of WP Media including the products WP Rocket, Imagify, and Rocket CDN.

2022

- Flagship brand one.com celebrates its 20-year anniversary as a global brand and introduces WP.one - a performance hosting offering for partners and agencies.
- dogado.group joins the Climate Neutral Data Centre Pact, committing to climate-neutral data centre operations by 2030.
- Entry into the Swiss market as Metanet, a top hosting brand in Switzerland, becomes part of dogado.group.
- group.ONE and dogado.group announce a transformative merger, creating a pan-European provider for Hosting, Marketing Services and Software-as-a-Service.

2023

- The new group.one emerges after merging group.ONE with dogado.group, becoming a leading European Cloud Hosting Provider.
- The first SDG Report 2022 released for group.ONE, outlining goals for gender equality, work and growth, responsible consumption, and climate action.
- group.one welcomes Rank Math, a WordPress SEO champion, boosting our customers' digital capabilities.
- group.one launches the first AI-powered onboarding for any web site builder in Northern Europe, covering eleven languages as well as an AI-powered writing assistant for more than 4.3 million email accounts.

Sustainability Strategy

Our Roadmap to Enable **Positive Impact for Customers**

group.one's Sustainability Vision

The Vision

We enable all small companies and individual creators to reduce their impact on the planet by choosing group.one as their sustainable cloud service provider. We are committed to building the infrastructure for our customers' success in a climate-neutral way.

How

To achieve this, we are dependent on committed and skilled professionals to take on the challenges presented. We employ talented people, independent of their age, ethical background, gender, gender identity, religion, disability or sexual orientation and build a diverse workforce with an inclusive culture that values every single employee's differences, ideas and experiences. Our digital services contribute to an inclusive, secure, resilient, and sustainable future for everyone, everywhere. We deliver modern, easy-to-use website-building solutions for all and offer professional and educational assistance to those who need it.



Defining Our Key Areas

To identify our key sustainability areas, we have interacted with various stakeholders, for example through employee and customer surveys, held annual company strategy workshops with shareholders, and interacted with our customers through various digital platforms. Additionally, we have benchmarked our efforts against peers and industry best practices. These processes determined our key sustainability areas where we have focused our efforts.

group.one will conduct a double materiality assessment in 2024 to reassess the material areas and align with the forthcoming CSRD requirements and topics defined in the European Sustainability Reporting Standards.

On the following page, we summarise each key area and highlight the progress made during 2023, as well as our plans for making and tracking progress in the future.



Sustainability Roadmap

Environment

Key Area	2023 Actions & Achievements	Plans for 2024 and Beyond	How We Measure Progress
Energy Use and Emissions	<ul style="list-style-type: none"> Initiated scope 3 mapping for the entire group Collected groupwide data on Scope 1, 2 & 3 emissions Established emissions baseline Climate Neutral Data Centre Pact self-certification finalised for the data centre owned by group.one Switch to renewable energy continued for data centres 	<ul style="list-style-type: none"> Develop an emissions reduction roadmap All data centres powered by renewable energy Further consolidation of data centres Start implementing other emissions reduction initiatives Evaluate options for a long-term net zero ambition 	<ul style="list-style-type: none"> Energy use Share of renewable energy GHG emissions
Resource Use and Circular Economy	<ul style="list-style-type: none"> Reused 95% of disposed hardware from our Danish site through partnership with Klein Nordic 	<ul style="list-style-type: none"> Expand partnership program with existing and/or new hardware disposal services 	<ul style="list-style-type: none"> Share of e-waste reused Share of e-waste responsibly discarded if not reused

Sustainability Roadmap

Social

Key Area	2023 Actions & Achievements	Plans for 2024 and Beyond	How We Measure Progress
Diversity, Equity & Inclusion for All	<ul style="list-style-type: none"> Aligned on DEI initiatives groupwide Implemented a groupwide Anti-Harassment and Anti-Discrimination policy Developed and installed DEI and unconscious bias training in the DACH region Initiated gender decoders on all job ads to enhance an unbiased hiring process Updated Modern Slavery Statement and published on the UK website New female Chair of the Board 	<ul style="list-style-type: none"> Develop a DEI strategy and set targets groupwide i.e. to reach a higher number of women in leadership positions and technical professions Align data collection process for social KPIs Targeting zero incidents of discrimination across the group Roll out unconscious bias training groupwide Unify data collection processes across the group Collect and analyse gender pay gap data 	<ul style="list-style-type: none"> Gender diversity by age group Percent of female leadership Incidents of discrimination reported Gender pay gap
Talent Attraction and Development	<ul style="list-style-type: none"> Initiated the process of hiring a Chief People Officer Initiated the process of hiring a manager responsible for learning and development 	<ul style="list-style-type: none"> Launch an internal learning platform for all employees Provide bias training for our recruiting managers Hire a Chief People Officer* 	<ul style="list-style-type: none"> Employee engagement score Number of hours of training provided
Employee Wellbeing	<ul style="list-style-type: none"> Implemented groupwide platform for tracking employee engagement 	<ul style="list-style-type: none"> Set groupwide strategy for employee wellbeing 	<ul style="list-style-type: none"> Employee engagement score

*Finalised in February 2024 as Patricia Fors joined the group

Sustainability Roadmap

Governance

Key Area	2023 Actions & Achievements	Plans for 2024 and Beyond	How We Measure Progress
Cyber Security	<ul style="list-style-type: none"> Upgraded to ISO27001:2022 certification for information security for the DACH region Implemented processes to pre-emptively identify cyberattacks 	<ul style="list-style-type: none"> Expand ISO certification to further companies of the group to improve information security and quality management 	<ul style="list-style-type: none"> Substantiated complaints for breaches of customer privacy and losses of customer data
Anti-Corruption and Whistleblowers	<ul style="list-style-type: none"> Zero confirmed incidents of corruption 	<ul style="list-style-type: none"> Evaluate and ensure functionality and effectiveness of whistleblower channel Roll out groupwide Anti-Corruption policy 	<ul style="list-style-type: none"> Confirmed incidents of corruption
Sustainability Governance	<ul style="list-style-type: none"> Conducted a benchmark of our sustainability maturity Initiated the process of forming our sustainability strategy Introduced ESG as part of our onboarding package for employees Revised and updated our ESG policy First groupwide sustainability report 	<ul style="list-style-type: none"> Conduct a double materiality assessment to prepare for ESRS reporting Develop a playbook to onboard new acquisitions into the ESG framework Further develop policies, actions, targets, metrics, and ownership of sustainability areas within the organisation Hire an ESG Director Publish annual sustainability report 	<ul style="list-style-type: none"> Annual sustainability report published Annual ESG roadmap review



Our Chair commits to leading the strategic direction **in the boardroom**

“

I am pleased to launch this first sustainability report for the unified group.one, underscoring our commitment to responsible corporate citizenship from the Boardroom and across the organisation. Sustainable practices are a cornerstone to achieving long-term success for our customers and stakeholders. The Board is committed to regularly reporting on our sustainability performance and progress in line with regulations and best practices. We understand that our journey is ongoing and evolving, and we will continue refining and advancing our sustainability commitments in the coming year. I am dedicated to leading that strategic direction in the Boardroom and will fully support the executive team.



Mette Kamsvåg
Non-Executive Chair of group.one

Environment

Caring for our One Planet

It's crucial that we take responsibility for our impact on the planet. Before the merger, several of our brands had already begun their sustainability journey to ensure that we do just that. group.ONE had established an emission baseline and initiated the process of committing to the Science Based Targets initiative. Now, as a newly formed group, our first step was to gather our environmental efforts and data to update our baseline and re-develop future reduction targets. The data is collected for the calendar year 2023 for group.one (including dogado.group data for the full period). We are reviewing the actions already ongoing in our different

brands to identify environmental best practices that can be applied groupwide. This will strengthen our commitment to be part of the decarbonisation of the tech industry and building the infrastructure needed for our customers to win online in a climate-neutral way.

Our main environmental impact stems from our data centres and their energy consumption. All data centres are located in urban or industrialised areas, thus limiting our risks of environmental impacts on for instance biodiversity. The main environmental-financial risk for group.one is the cost and availability of energy.

Our Energy Usage

Electricity consumption, from data centres as well as technologies like AI and cryptocurrency, are projected to double by 2026.¹ Thus, we at group.one, are focusing on leveraging technologies that can help improve energy efficiency and sustainability for our data centres and keep up with technological and regulatory advancements.

Our primary energy consumption is related to the data centres we utilise, which is captured within scope 2. Apart from the data centres, we also operate 18 offices, which all consume energy. The past years' geopolitical events such as the Russian-Ukrainian conflict and changes in demand through the electrification of new industries have at times influenced energy prices in terms of increased costs.

Through our energy usage, we contribute to climate change. To mitigate this impact, we are implementing various initiatives that align with our commercial strategy while prioritising climate stewardship. We will consolidate the number of data centres we use to fewer, larger sites. In doing so, we will have more operational control and

will be able to improve power usage effectiveness (PUEs) through renewal to more energy efficient hardware post migration. We started this work in 2023 when we consolidated two primary data centres, and further sites will follow in 2024 and beyond.

Furthermore, our group.one-owned data centre located in Oberhausen, Germany, was certified by the Climate Neutral Data Centre Pact, an association of data centre operators and trade associations committed to making data centres in Europe climate-neutral by 2030. During 2023, the data centre was also awarded an EcoVadis silver medal, an improvement from the bronze medal awarded in previous years and placing our data centre in the top 15% of data storage providers. At the turn of the year between 2023 and 2024, the data centre also switched to running on 100% renewable energy. When publishing this report, we source renewable energy for all but one of the 34 data centre locations where we lease capacity, and we plan to exit the one remaining on non-renewable power. Renewable energy is sourced directly through the data centre provider or through Guarantees of Origins (GOs).

¹ IEA (2024), Electricity 2024, IEA, Paris <https://www.iea.org/reports/electricity-2024>, Licence: CC BY 4.0

Table 1 Energy Consumption within the Organisation (MWh, 2023 Calendar Year)

Energy Consumption	Non-Renewable	Renewable	Total
Electricity	5,771	14,370	20,141
District heating	579	0	579
District cooling	0	0	0
Steam	0	0	0
Fuel	2,025	0	2,025
Total	8,375	14,370	22,745

The classification of the energy data could have smaller deviations in terms of renewable vs. non-renewable since some energy classifications needed to be estimated. The data has been calculated for the calendar year 2023. For further details on data disclosed, see 'About this report'.

Table 2 Energy Intensity

MWh per employee	18.6
MWh per million EUR revenue	75.1

Energy intensity figures per employees are based on total headcount as per 2023-09-30. For further details on data disclosed, see 'About this report'.

33 / 34

Share of data centres run on renewable energy

71%

Proportion of renewable electricity

Emissions

We have limited Scope 1 emissions that primarily stem from company vehicles used in our European operations, used for reaching clients. The emissions related to our Scope 2 energy consumption are substantial given that we operate IT infrastructure for close to 2 million customers, as discussed in more detail under “Our energy usage”. Our most significant emissions stem from Scope 3, as illustrated by Table 3. The reporting categories for Scope 3 have been decided after an initial scope-mapping following the GHG Protocol. The category ‘Capital goods’ accounts for all IT hardware purchased in the group for both data centres and offices and the category ‘Fuel and energy related activities’ accounts for transmission and distribution losses and upstream purchased energy. group.one uses a carbon accounting software to support its emissions calculations.

Redeveloping an Ambitious Emission Reduction Target

Using the calendar year of 2023 as a base year, group.one is currently in the process of redefining groupwide reduction targets based on the targets already developed for some of our companies. As we formalise a decarbonisation plan for the new group, we will ensure that it is aligned with the goals of the Paris Agreement, which seeks to limit the global temperature increase to 1.5 degrees Celsius. The ownership of our efforts within environmental performance will be with our future ESG Director, who we will be recruiting during 2024.

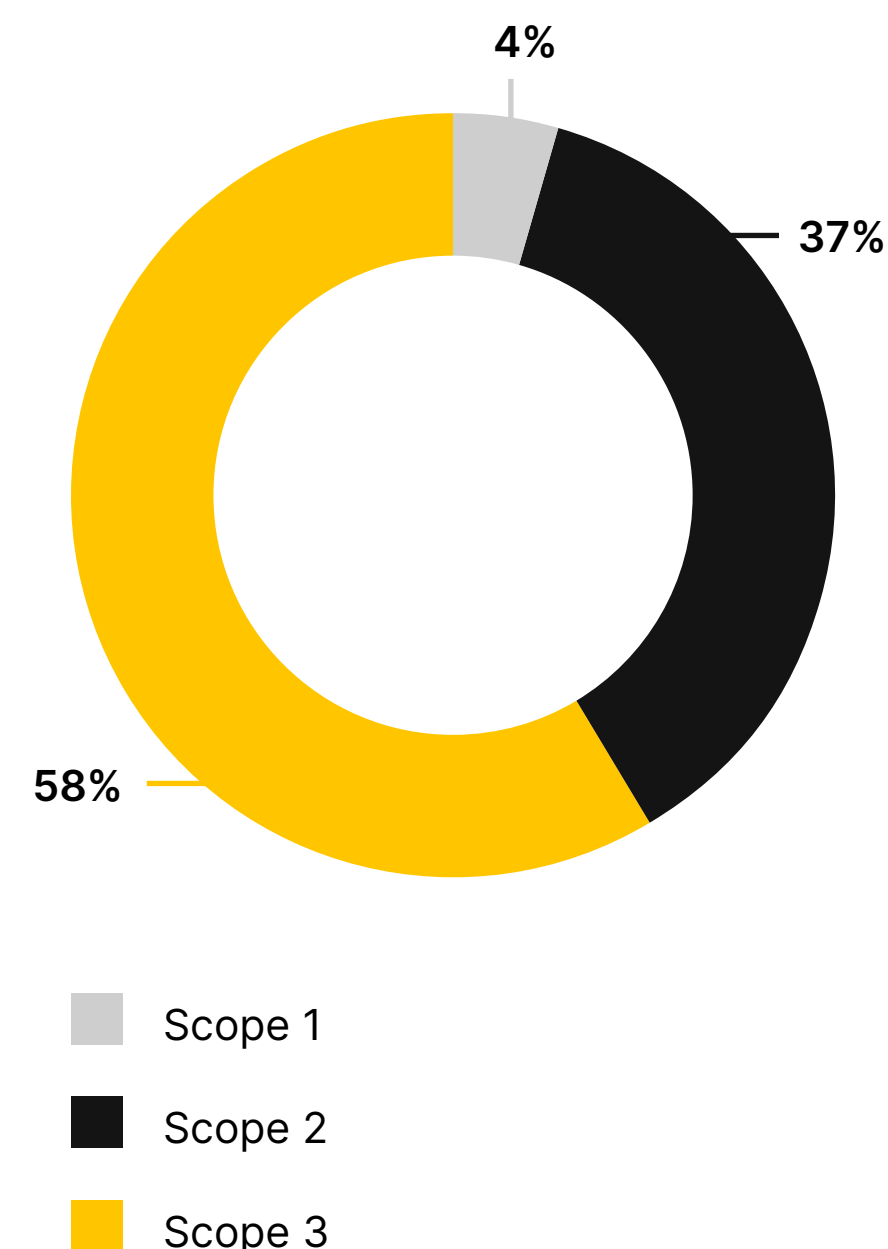


Table 3 Greenhouse Gas Emissions (Tonnes CO2e, 2023 Calendar Year)

Category	Tonnes CO2e	% of total
Scope 1	479	4%
Scope 2 Market based	3,986	37%
Scope 3.1 Purchased goods and services	762	7%
Scope 3.2 Capital goods	2,171	20%
Scope 3.3 Fuel and energy related activities	1,547	14%
Scope 3.6 Business travel	284	3%
Scope 3.7 Employee commuting	1,497	14%
Total GHG emissions (market-based)	10,726	100%
Scope 2 Location based	4,490	N / A

The data has been calculated for the calendar year 2023. Please note that rounding of numbers has been applied for clarity. Totals may therefore differ from the sum of parts. For further details on data disclosed, see ‘About this report’.

Table 4 Greenhouse Gas Intensity

Tonnes CO2e emissions per employee	3.6
Tonnes CO2e emissions per million EUR revenue	14.7

Emission intensity figures include emissions from Scope 1 and 2. Intensity figures per employee are based on total headcount as per 2023-09-30. For further details on data disclosed, see ‘About this report’.



Resource Use and Circular Economy

With a global presence of 1,225 employees providing digital technologies, our organisation continuously needs hardware. The use of hardware connected to our data centres is the main driver of our hardware procurement and, hence, also the most substantial source of e-waste.

At group.one, we acknowledge that there are risks within the electronics value chain with regards to the environment, human rights and labour rights. We want to take responsibility for both the procurement and end-of-life of our hardware. To this end, we will be developing a procurement policy in 2024 to embed ESG into our procurement practices to make sure we are conscious of our sustainability impact of our purchases throughout their life cycles.

During the year, we partnered with Klein Nordic, a Danish reseller of pre-owned hardware and software, allowing 95% reuse of the disposed equipment from one of our most prominent data centres in Denmark. The remaining 5% have been responsibly disposed of. We will further develop this partnership going forward to have all data centre equipment disposals accounted for across the group. This will be facilitated by our strategy to consolidate our number of data centres.

Social

Winning Together as One Team

Diversity, Equity & Inclusion **for All**

Even though we provide digital services, it all starts with people. With the proper skill sets and engagement across the group, we can implement the solutions needed to serve our diverse customer base and reach our environmental goals.

In 2023 group.one employed 1,225 digital experts around the globe, on a daily basis supporting our customers, developing products, and ensuring technical operations continue to run smoothly. With the merger between the dogado.group and group.ONE we both deliver a seamless ecosystem of digital services to serve entrepreneurs globally and also gather a cross-cultural and diverse team of professionals across 12 countries. We know that diverse teams promote innovation, build better products, and therefore also create the best customer experiences.

Table 5 Employee Breakdown by Employment Contract Type and Gender

Gender	Part-Time	Full-Time	Total
Women	78	273	351
Men	105	769	874
Total	183	1,042	1,225

Table 6 Employee Breakdown by Employment Contract Type and Country

Country	Part-Time	Full-Time	Total
Austria	40	158	198
Denmark	11	171	182
Dubai	2	39	41
Finland	0	30	30
France	10	29	39
Germany	38	246	284
India	0	101	101
Norway	0	42	42
Sweden	1	55	56
Switzerland	12	21	33
The Netherlands	68	70	138
The Philippines	1	80	81
Total	183	1,042	1,225

Employee figures are based on total headcount as per 2023-09-30. For further details on data disclosed, see 'About this report'.

Talent Attraction and Development

Table 7 Employee Breakdown by Age and Gender

Age	No of Women	% Women	No of Men	% Men	Total
<30	99	29%	243	71%	342
30-50	225	28%	569	72%	794
>50	27	30%	62	70%	89
Total	351	29%	874	71%	1,225

While our group represents diversity across nationalities, the tech industry still grapples with a skewed gender distribution presenting challenges in recruiting a workforce that reflects gender diversity. At group.one we recognise that we bear a responsibility to address these imbalances in our workforce. In 2023, we therefore strengthened our group leadership by welcoming a female Chief Financial Officer to the group management team. We also appointed Mette Kamsvåg as Chair of the Board of Directors (Non-Executive Director). While much more must be done to achieve the gender balance we aim for, we believe starting with an improved gender balance at the top is imperative to achieve progress throughout the organisation.

The priorities for the future include outlining and strengthening our global DEI strategy and activities further, where we have set long-term groupwide internal targets with the ambition of reaching a higher number of women

Table 8 Gender Distribution in Leadership Positions

	Women	Men	Total
Headcount	40	170	210
%	19%	81%	100%

Employee figures are based on total headcount as per 2023-09-30. For further details on data disclosed, see 'About this report'.

in leadership positions and technical professions. These will be publicly disclosed in future. Our commitment to DEI efforts is unwavering as we continue working to improve our DEI performance.

Anti-Discrimination

group.one has zero tolerance for discrimination and harassment based on age, gender, race, ethnicity, religion, disability, sexual orientation, or any other characteristic protected by law. Our groupwide Anti-Harassment & Anti-Discrimination policy can be used as a guide in everything from recruitment processes to how we conduct business relationships. To measure and track our progress in addressing anti-discrimination in the group, we continuously track incidents of discrimination. During the reporting period, there was one complaint that was handled and investigated as a discrimination complaint. The Senior Vice President Human Resources handled the report according to existing processes and the case was successfully closed.

Digital technology presents opportunities and challenges, particularly regarding digital inclusion. We are committed to ensuring that our digital services and platforms are accessible, regardless of ability or background. This commitment shapes our interactions with customers and informs the development of our digital architecture. Additionally, we provide professional and educational assistance to those in need.

To stay ahead in a competitive landscape for digital top talent, we work to promote an environment for people to thrive in and be motivated to perform their best. To create the best workplace experience we recognise the importance of consolidating our already existing initiatives in various parts of the group to be maintained post-merger. In 2023, we therefore embarked on a thorough review of best practices across the group which will continue during 2024. This will help us understand where to focus our efforts and where we have areas for improvement. In addition to this, we will launch a groupwide employee survey in 2024. During the year group.one welcomed 269 new employees and the average employee tenure was 5.2 years, which we are proud of given the competition for tech professionals in our industry.

As a result of our commitment to creating an engaging workplace, we received various recognitions across the group, from Vienna to India to Dubai. These recognitions validate the dedication of our teams to creating a positive and engaging work environment. See examples below:

- The one.com office in India was honoured with "The Employee Experience Awards 2023" by The Times Group India.
- One.com FZ LLC in Dubai was listed on the "Best Workplaces Lists".
- Our brand HEROLD was rewarded the BEST RECRUITERS 23/24 in Vienna, with 7th place overall among 570 companies in Austria.

Our People and Culture

Creating Lifelong Learning for Employees

In today's fast-paced digital landscape, staying ahead of technological advancements and trends is important for our success and, by extension, our customers' success. At group.one, we recognise the importance of promoting continuous learning to empower all employees to thrive. During the year, we initiated several training programs which will be rolled out across the group in 2024, including, for example, on topics like DEI. We have also initiated the process of installing a role responsible for learning and development across the group. This role will be also responsible for launching an internal learning platform for all employees.

Employee Benefits

We provide various benefits to full-time employees to attract and retain the best employees. As our operations are spread across the globe, each local team forms its country-specific benefits to fit the needs of its employees.

Some of our groupwide benefits are:

- Flexible working conditions
- Remote work friendly
- International working environment
- Social events on all sites bring our employees together
- Competitive local benefits

Employee Health and Safety

The most significant risks related to health and safety in the industry we operate lie in the lack of physical activity and the emerging issue of mental health, especially with the new hybrid and remote work setups becoming preva-

lent worldwide. Given that the tech workforce is spread out globally, providing adequate mental health support poses a challenge. At group.one, we are currently enhancing our people management digital infrastructure to strengthen how we address these challenges.

Each location within our group has a local contract for an Occupational Health and Safety Management System (OHSMS) to monitor and follow up on health-related matters. We regularly conduct due diligence to identify areas for improvement in physical and mental health across all our locations. To further support our employees, preventative health checks are offered in Sweden, Denmark, and India. In 2024, we're streamlining processes to better monitor cases of ill-health across the group and processes for ensuring a proactive approach to employee well-being.

Our Efforts to Strengthen the People and Culture Organisation Further

We initiated the process of hiring a Chief People Officer who will continue the mission to map our best practices across the company and also launch a groupwide people strategy to further strengthen our people agenda. After the reporting period ended, the recruitment of our new Chief People Officer was finalised and Patricia Fors joined the group in February 2024. In addition, to further strengthen the social KPIs and people practice, the company has decided to invest in additional resources in People Analytics and Automation. The new role will ensure the deployment of a new, modern, digital landscape for people management, which will facilitate our analyses of performance across the group.



Community Engagement

As an international firm, we prioritise the empowerment of our local communities where we are represented. Our ambition is to contribute to building an inclusive labour market offering opportunities for all people as well as building our future workforce and talent. Driven by this ambition we are currently supporting two major programs:

Educational Support in India

Through partnerships in India, we contribute to local schools and future talent growth. In this initiative we have chosen to partner with Akshaya Patra which is a not-for-profit organisation headquartered in Bengaluru, India. The foundation strives to eliminate classroom hunger by providing nutritious meals to children studying in government schools and government-aided schools. Akshaya Patra also aims to counter malnutrition and support the right to education of children hailing from socioeconomically challenging backgrounds.

Empowering Future Skills and Talent

Punarjagran Samiti is a not-for-profit organisation in India, committed to education for children and empowerment of women. The organisation works to enable women to successfully earn a living by providing access to skills development, knowledge, and information. Partnering with Punarjagran Samiti, group.one is funding one street school where around 25 underprivileged children get their primary education and in this way be able to get the necessary skills for the future.

Governance

One Unified Approach to Sustainability

Cybersecurity is Core to Our Business

As part of the geopolitical conflicts across the world, we see increasing cyber-attacks, misinformation and disinformation posing risks in the digital landscape. As the digitised company we are, we understand that our dedication to security and privacy directly impacts our customers and their ability to thrive online. Recognising these challenges in the online landscape, we work every day to build and retain the trust of our customers by ensuring digital privacy and security. We engage in continuous vulnerability assessment and monitoring. By actively researching and monitoring threats we proactively prepare to defend against new and emerging cybersecurity attacks.

group.one applies a proactive approach to security matters by comprehensively understanding the relevant threat landscape and taking appropriate actions by gathering pertinent knowledge of threat actors' methods and capabilities applicable to our solutions and conducting thorough analyses. Throughout our structured methodologies, this understanding is carefully considered in the design and maintenance of all our products. Our priority is to embed security into our products from inception, thereby minimising the possibilities for threat actors and safeguarding our customers as much as possible. Acknowledging the evolving

threat landscape, we continually adapt by implementing or enhancing appropriate security controls in response to these changes.

All employees undergo continuous training on customer privacy and security to uphold our stringent standards, thus fostering a security-first mindset across the group. Our Group Cyber Security Team collaborates closely with all teams to ensure ownership and attention to security considerations as well as sharing the latest security and privacy updates. Our approach to privacy and security adheres to industry best practices and regulations, including certifications and audits and compliance with national and international laws. We currently align with frameworks such as the National Institute of Standards and Technology (NIST) cyber security framework. Our entity dogado GmbH is certified with the International Organisation for Standardisation (ISO) 27001. From 2024 dogado GmbH will apply the latest updated ISO27001:2022 and we are looking to implement it at hostnet during 2024, including updating our existing certifications of signature brands.

As security remains our top priority, we always work to improve our existing systems. During the year we therefore implemented processes to pre-emptively identify cyberattacks, and researched further ISO certifications to strengthen existing information security management systems with data privacy extensions ISO27701 and a quality management system ISO9001. By implementing these measures, we reinforce our commitment to data security, safeguarding both the group and our customers against cyber threats. The responsibility for overseeing our information security topics rests with the Chief Information Security Officer (CISO) in close collaboration with our CEO.

To track progress, we measure substantiated complaints concerning breaches of customer privacy and loss of customer data. During 2023, we had no material complaints reported.

Information security accreditations



ISO 27001
International
standard framework
for ISMS practice



Bundesamt
für Sicherheit in der
Informationstechnik

BSI-KritisV
Regulation for determining
critical infrastructures
according to the BSI law

Information security accreditations goals



ISO 27701
Strengthens existing
ISMS with data privacy
extensions



ISO 9001
International standard for
quality management system

Zero

cases of substantiated
data security incidents

Anti-Corruption and Whistleblowing

We have a groupwide whistleblower channel governed by our Code of Conduct. Grievances are received by our administrative team where the Chief Financial Officer serves as the senior member. From 2024 grievances will be governed by the Chief People Officer. Every case is handled based on its type and severity, with internal processing being the initial step. In instances of particularly severe misconduct or violations, authorities may be involved in the investigation.

The General Counsel maintains a risk overview for legal-related risks across the group. To track progress, we measure confirmed incidents of corruption and actions taken. During the reporting year of 2023, we had zero reported incidents.

Zero

cases of corruption



How we govern sustainability

Corporate Governance

The parent company of group.one has a formal Board which ensures appropriate governance.

Our Board of Directors consists of eight members:

- Mette Kamsvåg, Chair of the Board (Independent NED*)
- Thomas Railhac, Letizia Bellucci, Felix Rieger, representing Cinven (NED)
- Eric Hargrave, Dominika Kowalska representing Ontario Teachers' Pension Plan (NED)
- Jacob Jensen, founder one.com (NED)
- Daniel Hagemeyer, Chief Executive Officer, group.one

This Board is the highest non-executive governance body providing strategic guidance and overseeing the company's performance. The duties of the Board are partly exercised through its Audit & Risk Committee and Remuneration Committee.

The Audit and Risk Committee has three scheduled meetings every year. The committee consists of selected Board members and is responsible for preparing topics that will be subject for Board approval. These topics include approval of the annual report and review of audit findings, review of the group's internal control environment, risk assessment and management and finally annual review of policies.

The Remuneration Committee is also represented by selected Board members. The committee has 4 scheduled meetings per year and prepares remuneration topics that are subject for Board approval. The committee reviews the compensation of the Executive Management Team on an annual basis and also evaluates the performance of the CEO. In addition, the committee reviews the succession planning for key employees.

The C-suite management team consists of the following roles (end of December 2023): Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Information Officer (CIO), Chief Technology Officer (CTO) and multiple Chief Operating Officers (COO) as commercial leaders for our different product divisions.

*NED = Non Executive Director

Summary of Groupwide Governing Documents and Policies

- Code of Conduct
- DEI Policy
- Anti-Harassment and Anti-Discrimination Policy
- ESG Policy
- Whistleblower procedures

Sustainability and Reporting Oversight

The Board is responsible for oversight of the sustainability impacts, risks and opportunities with support from the Audit and Remuneration Committees. Our Chief Executive Officer is the Board member assigned responsibility for sustainability issues at the level of the Board and also holds the executive responsibility. In 2023, the Senior Vice President Human Relations, who reports to the Chief Executive Officer, holds operational responsibility for all ESG and HR guidelines and policies.

With the formation of the new group.one, we are formulating the Board's responsibility for sustainability aspects further as well as initiating sustainability training for the Board to ensure a united skillset and foundation. The sustainability report for 2023 was reviewed by the Audit Committee, and signed by the Chief Executive Officer.

Uniting Processes and Data Collection

Moving forward, we recognise the importance of unifying our implementation, reporting and data processes to create a holistic approach to governing our sustainability efforts to align with the forthcoming regulations such as CSRD. We are therefore looking to centralise our data collection efforts to capture, organise, and analyse sustainability data from various sources in a cohesive and structured manner. Assigning responsibilities and hiring an ESG Director will therefore be our utmost priority to ensure that during 2024 we take focused action towards governing sustainability as one group.

Looking to the Future

Moving Forward as One

Looking to the future, we are committed to fulfilling the plans identified for improvement. That is why we signed the UN Global Compact in February 2024, formally committing to the universal principles on human rights, labour, environment, and anti-corruption. As we embark on this journey together, we are confident that as one group we stand in an even stronger position to advance our efforts within sustainability and to have a greater impact in supporting individual creators and entrepreneurs on their digital journeys.

In 2024, we will further advance our environmental initiatives by expanding partnerships to promote hardware reuse within a circular economy framework. Additionally, we are committed to consolidating our data centres to enhance energy efficiency. Furthermore, we will prioritise achieving data excellence, enabling us to establish ambitious targets and laying the groundwork for a comprehensive reduction roadmap.

On the social side, there will be a focus on DEI as we plan to finalise and implement a groupwide strategy and targets for DEI as well as roll out unconscious bias training. We will work towards data excellence also within the social realm, aligning data collection processes for social KPIs and procuring a digital system for our HR data which will also facilitate our analyses of performance across the group.

Moving forward, our sustainability governance will be structured as an integrated policy framework for the entire group and we will hire an ESG Director to support this progress. Another important step will be conducting a double materiality assessment during the year, preparing us for the coming ESRS reporting. AI and digitisation offer great opportunities but also bring significant challenges, especially in data privacy and security. Rigorous and continuous development in cybersecurity will always be at the heart of our business and for our customers' success

as we continue to strengthen our information security management systems with further ISO certifications during 2024.

Finally, the industry we are in shows no signs of slowing down with actors experimenting with new revolutionary technologies to deliver superior customer experiences. By leveraging innovation, collaboration, and continuous improvement, we will accelerate our commitments to contribute to a more sustainable, equitable, and resilient society for future generations. Together, as one, we can make a positive difference and drive meaningful change towards a more sustainable world.

About This Report

This sustainability report is developed for group.one, represented by Redhalo Midco (UK) Limited (company number 11770341) and all its subsidiaries (listed below). Redhalo Midco is privately owned and headquartered in London, UK.

The report also covers the legal entities:

- one.com Group AB (Sweden)
- one.com A/S (Denmark)
- checkdomain GmbH (Germany)
- SYSE AS (Norway)
- Hostnet B.V. (The Netherlands)
- Antagonist BV (The Netherlands)
- Zoner Oy (Finland)
- HEROLD Business Data GmbH (Austria)
- dogado GmbH (Germany)
- one.com INDIA pvt. Ltd. (India)
- one.com FZ-LLC (Philippines)
- one.com FZ-LCC (United Arab Emirates)
- Metanet AG (Switzerland)
- Alfahosting GmbH (Germany)
- Easyname GmbH (Austria)
- profihost GmbH (Germany)
- KAMP Netzwerkdienste GmbH (Germany)
- Digital Garden AS (Norway)
- PROisp AS (Norway)
- WP Media SAS (France)

Reporting period: The sustainability report covers the reporting period 2022-10-01 – 2023-09-30 and is an annual report. All data provided are to be understood as representing this time period, other than environmental data which has been reported and calculated for the calendar year 2023.

Financial data: Revenue is reported on a pro-forma basis for Redhalo Midco.

Environmental data: The emission factors used are IEA 2023, UK DEFRA 2023, IPCC AR4 and AR5, and some supplierspecific emission factors. Gases included are CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, and some unspecified greenhouse gases. Emission intensity figures includes emissions from Scope 1 and 2. Energy and emission intensity figures per employees are based on total number of employees in headcount as per 2023-09-30. Note that rounding of numbers has been applied for clarity. Totals may therefore differ from the sum of parts.

Social data: All HR data is provided in headcount as of end of 30 September 2023 except for number of new employees which is the sum of new employees between October 1st 2022 to September 30th 2023. Leadership positions refer to people with personnel responsibilities.

This report has been externally assured by Deloitte Sweden and has been published as a separate document to the annual report of group.one.

For more and continuously updated information on the group's progress and performance in terms of sustainability issues, visit: <https://www.group.one/en>, or contact:



Patricia Fors

Chief People Officer

(joined February 2024)

E-mail: esg@group.one

GRI Content Index

Statement of use	Redhalo Midco (UK) Limited has reported the information cited in this GRI content index for the period 2022.10.01-2023.09.30 with reference to the GRI Standards
GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosure	Page Number	
GRI 2: General Disclosures 2021	2-1 Organisational details	7, 30	
	2-2 Entities included in the organization's sustainability reporting	30	
	2-3 Reporting period, frequency and contact point	30	
	2-4 Restatements of information	N/A (first group report)	
	2-5 External assurance	30	
	Activities and workforce		
	2-6 Activities, value chain and other business relationships	5-7	
	2-7 Employees	21-22	
	Governance		
	2-9 Governance structure and composition	28	
	2-11 Chair of the highest governance body	28	
	2-12 Role of the highest governance body in overseeing the management of impacts	28	
	2-13 Delegation of responsibility for managing impacts	28	
	2-14 Role of the highest governance body in sustainability reporting	28	
	2-16 Communication of critical concerns	27 - 28	
	2-17 Collective knowledge of the highest governance body	28	
	Strategy, policies, practices, stakeholder engagement		
	2-22 Statement on sustainable development strategy	3	
	2-23 Policy commitments	28	
	2-26 Mechanisms for seeking advice and raising concerns	27	
2-27 Compliance with laws and regulations	No cases of non-compliance during the year		
2-29 Approach to stakeholder engagement	11		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	11	
	3-2 List of material topics	11	

GRI Standard	Disclosure	Page Number
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	7
	201-2 Financial implications and other risks and opportunities due to climate change	16-17
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	5
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	27
	205-3 Confirmed incidents of corruption and actions taken	27
GRI 302: Energy 2016	302-1 Energy consumption within the organization	17
	302-3 Energy intensity	17
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	16
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	18
	305-2 Energy indirect (Scope 2) GHG emissions	18
	305-3 Other indirect (Scope 3) GHG emissions	18
	305-4 GHG emissions intensity	18
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	19
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	22
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	23
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	23
	403-8 Workers covered by an occupational health and safety management system	23
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	23
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	22
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	22
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	26



