

Sustainability Report **2025**



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From commitment to validation

Small and medium-sized businesses (SMBs) are the backbone of local economies, engines of innovation, and essential contributors to local and digital communities. As a digital partner to more than two million customers, our responsibility goes beyond enabling growth online. We must help ensure that this growth is sustainable, inclusive, and secure. In 2025, we moved from ambition to validation. Across all three ESG pillars, we strengthened our foundations and embedded sustainability more deeply into our operating model.

Advancing decarbonisation with science-based validation

As a digital services provider, our environmental footprint is primarily driven by energy use in data centres. This year, we took meaningful steps to help reduce our and our customers' impact:

- We obtained the validation of our 2030 emission reduction target from the Science Based Targets initiative (SBTi), reinforcing our commitment to science-based decarbonisation and best-practices.
- Currently, 96% of our data centres are powered by renewable energy.
- As a result of our consolidation efforts, we have improved energy efficiency and reduced operational footprint.

These actions improve our environmental performance and help ensure our services meet customer expectations for sustainable digital solutions, while our SBTi target validation also strengthens our approach and accountability, providing a credible and measurable roadmap for decarbonisation.

Recognising the diversity within our teams

Technology is built by people and must serve people. In 2025, we strengthened our inclusion and belonging (I&B) strategy by moving from intent to structured measurement and global engagement:

- We launched our first global inclusion survey, achieving an 83% participation rate, a strong signal of employee engagement and trust.
- We rolled out global inclusion training, targeting consistent awareness across all regions.
- We maintained 31% of women and gender-diverse profiles in our growing team, demonstrating our efforts in gender representation.

Inclusion is not a standalone initiative; it is a capability that strengthens innovation, decision-making, and our understanding of our customer base.



Daniel Hagemeyer

Chief Executive Officer

Strengthening frameworks in an AI-driven world

As digital services evolve rapidly, especially through AI, trust becomes even more critical. Protecting our customer data and ensuring business continuity remain foundational to our operations. In 2025, we strengthened our governance by expanding on our information security framework:

- We have implemented AI guidelines, ensuring a transparent approach to AI deployment across products and operations.
- We expanded our ISO 27701 certification, now covering our largest region (DACH) strengthening our privacy information management framework and reinforcing our responsible approach to handling customer data.
- We expanded our ISO 27001 certification across the group.

By investing in robust security and governance, we reinforce trust with customers and enable them to grow with confidence, knowing that their digital operations are secure.

Information for investors, auditors, and regulators

Sustainability Report **2025**

This chapter provides a look at the scope of our reporting, from the timeline to the entities involved. To gain a deeper understanding of our organisation, how we operate, and our approach to Environmental, Social and Governance (ESG) principles, explore the following chapters.

01

Scope and structure of our sustainability report

Our evolving approach to ESG reporting in 2025

This third Sustainability Report reflects our commitment to transparency and continuous improvement in ESG practices.

Building on prior reports, we have expanded our disclosures across Governance and Social dimensions, further aligning our reporting with the most material impacts, risks, and opportunities identified through our double materiality assessment. These enhancements also respond to evolving stakeholder expectations and strengthen the consistency and comparability of our disclosures.

While regulatory obligations under the Corporate Sustainability Reporting Directive (CSRD) continue to evolve at the EU level, we actively monitor legislative progress and assess our reporting framework against emerging standards. As part of this effort, we evaluated our ESG reporting against emerging standards to strengthen our readiness for future compliance.

Looking ahead, we will continue to embed sustainability into core business performance management, extend data coverage to newly acquired entities, and further strengthen our reporting.

Reporting period and boundary

This report represents our annual sustainability performance for the period 1 January 2025 to 31 December 2025. All disclosures reflect activities and performance within this reporting period. The report covers group.one, represented by Redhalo Midco (UK) Limited, a privately owned company headquartered in the United Kingdom (company number 11770341).

At the end of 2025, we strengthened our operations in Central and Eastern Europe through the acquisition of Elkdata OÜ, a regional web-hosting provider operating in Estonia under the brand name Veebimajutus.ee. As the acquisition was completed late in the year, Elkdata OÜ is excluded from the scope of this report.

Financial data

Revenue is reported on a pro-forma basis for Redhalo Midco following our financial year, which covers 1 October 2025 to 30 September 2025.

Social data

All HR metrics are based on headcount as of 31 December 2025.

Information on the group's sustainability performance can also be found on the company website, visit:

group.one/company/sustainability

esg@group.one

Environmental data

The emission factors used are IEA, UK DEFRA, EEIO Monetary, IPCC AR4, and AR5, along with some supplier-specific emission factors. Gases included are CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, and some unspecified greenhouse gases. Emission intensity figures include emissions from Scope 1 and 2. Energy and emission intensity figures per employee are based on the total number of employees in headcount as of 31 December 2025. We used custom emission factors to assess our Capital Goods emissions based on product life-cycle assessments (LCAs). Note that numbers have been rounded for clarity. Totals may therefore differ from the sum of parts.

External assurance

The sustainability statements included in this report have not been subject to external assurance.

Legal entities

An overview of legal entities included within the reporting perimeter is presented by operating region to the right.

Nordics

one.com Group AB
group.one Holding DK ApS
one.com A/S
GROUP.ONE NORWAY AS
one.com SimpleSite ApS
Zoner Oy
Larsen Data ApS
group.one Holding NO AS

DACH

group.one Holding DACH GmbH
dogado GmbH
Herold Business data GmbH
Alfahosting GmbH
Profihost GmbH
KAMP Netzwerkdienste GmbH
Easyname GmbH
Metanet AG
Shore GmbH
Shore AG
Checkdomain GmbH
Shore Digital Solutions, SL

BeNeLux

group.one Holding Benelux B.V.
Hostnet B.V.
Antagonist B.V.
Group.one Holding FR AS
WP Media

Rest of World

one.com FZ-LLC
one.com CEBU
one.com INDIA pvt. ltd.
Termly, Inc.
Shore.com Inc.
Social Pilot Technologies Inc.

CEE

Webglobe a.s.
Webglobe, s.r.o.
Webglobe, d.o.o.
Český hosting s.r.o.
MiniCRM Zrt.
MiniCRM Software S.R.L.

About **group.one**

This chapter offers a closer look at our identity, the digital solutions trusted by 2 million customers, and the people who power our growth. These strengths lay the groundwork for our sustainability strategy, explored in Chapter 3.

02

Who we are

Helping small and medium-sized businesses **win online**

Small and medium sized businesses (SMBs) play a fundamental role in society, shaping local economies, driving innovation, and supporting employment. Their continued digital transformation remains essential to building a more sustainable and inclusive digital economy.

We work side by side with entrepreneurs to help them succeed online. Through our intuitive and robust product ecosystem designed to meet their needs, we enable them to grow and adapt in an increasingly dynamic digital environment.

Through our website and AI-enabled Software-as-a-Service (SaaS) solutions, we equip SMBs with an integrated platform offering easy-to-use digital tools, grow-as-you-go products, and dedicated local support, empowering them to build, manage, and expand their online presence.



Easy-to-use digital products

Our AI-powered digital products enable SMBs to create a professional website or e-shop in minutes. Intelligent onboarding, automated content creation, and built-in optimisation tools simplify complexity and support customer acquisition from day one.



Grow-as-you-go software

Our integrated platform combines scalable SaaS with embedded AI that adapts to each business's needs and digital maturity. From marketing automation and pricing insights to compliance and workflow optimisation, our solutions evolve as customers grow.



Local expertise and support

Regional service teams combine deep local market knowledge with AI-driven insights to provide fast, relevant guidance. By blending human expertise with intelligent tools, we help SMBs make confident decisions and grow sustainably.

Our group history

group.one was formed in 2023 with the merger of two founder-led companies, group.ONE and dogado.group. Some of our key milestones are described here.

| 2020–2022

Building the foundation

Expanded across Benelux, Nordics, DACH and Switzerland through key acquisitions including Hostnet, Zoner, HEROLD, Metanet and WP Media.

Entered marketing services and managed WordPress, expanding into Software-as-a-Service (SaaS).

Achieved ISO 27001 certification and joined the Climate Neutral Data Centre Pact.

Announced the transformative merger of group.ONE and dogado.group, forming a pan-European hosting, marketing and SaaS platform.

| 2023

Becoming group.one

The new group.one emerges after merging group.ONE with dogado.group, becoming a leading European cloud hosting provider.

group.one released its first sustainability report before the merger, highlighting goals for responsible consumption, climate action, and gender equality.

group.one welcomes Rank Math, a WordPress SEO champion, boosting customer digital capabilities.

group.one launches the first AI-powered onboarding for website builders in Northern Europe, covering eleven languages and offering an AI-powered writing assistant for more than 4.3 million email accounts.

| 2024

Scaling SaaS

Revamped our customer journey with AI-driven tools: AI writing assistant and AI-powered service support.

Expanded into Central and Eastern Europe (CEE) by welcoming award-winning web hosting and domain registration brands Webglobe and C4.

Strengthened our position in the Nordic region through the acquisition of Telia Finland's domain and web hosting businesses.

Improved our SaaS offering with the acquisition of a leading compliance and a consent management platform, Termly, and booking and payments solution, Shore.

Obtained ISO certifications 14001 (Environmental Management) and 27001 (Security Management) in some of our brands and kicked off the alignment with 27701 (Privacy Information Management) for upcoming group-wide certifications.

2025

Enhancing AI-native and becoming science-based

Expanded into Estonia through the acquisition of Veebimajutus.

Committed to science-based climate action by validating our 2030 target with the SBTi.

Introduced AIDA AI, our central AI engine powering products across the group.

Entered Social Media management through the acquisition of SocialPilot.

Strengthened customer funnel capabilities through the acquisition of MiniCRM.

Empowering SMBs to **win**

We believe in the importance of small and medium-sized businesses for our society. Our more than 2 million customers are leaders and innovators in their fields.

That's why we've built a powerful, comprehensive suite of services to meet every online challenge. And with our local experts by their side, our customers have everything they need to reach their full potential online.

Whether our customers are looking for easy-to-use tools to launch their first website or need sophisticated solutions to streamline and scale their business, we have the tools to help them thrive. Our customer base is diverse, but we have one common goal: we help them win online.

+ 2m customers

trust in group.one worldwide



Solopreneurs and freelancers

With our highly intuitive online solutions, solopreneurs and freelancers can effortlessly set up and manage websites and e-commerce stores.



Small & medium-sized businesses

Our diverse product range is tailored to the unique needs of SMBs, with our experts guiding them to the ideal solution mix for their business goals.



Agencies and resellers

Our extensive cloud and SaaS portfolio empowers agencies and resellers to meet and exceed their customers' expectations. Through partners.one, we provide a dedicated ecosystem that enables partners to integrate, white-label, and scale our solutions as part of their own service offering.

Our product staircase to digital success

Our customers' achievements fuel our own, and we understand that every small business is on its own digital journey.

That's why our product ecosystem is designed to grow with them step by step. As their needs change, they can easily add new solutions strengthening their digital capabilities and growing their business with us.

01

Present

Boosting online presence
Establishing a professional, AI-optimised digital presence.

AI Website Builder

VPS & Cloud Solutions

E-Mail & Collaboration

Wordpress & Plug-ins

02

Attract

Driving traffic and engagement
Optimising reach to attract customers and drive growth.

Social Media Management

Website Performance

Content Optimisation

Managed Online Marketing

Customer Acquisition

Online Privacy & Compliance

03

Sell

Fuelling commerce and growth
Driving business growth through seamless transactions

CRM & Funnel Management

Booking & Scheduling

E-Commerce: Online-Shop

Online Payment

CRM

CRM

CRM

CRM

Our impact, offices and geographics

1,748

employees

22

countries

382

million euro revenue
(pro forma)

96%

data centres powered
by renewable energy

31%

women and gender-
diverse in workforce

0

material cybersecurity
incidents

20+

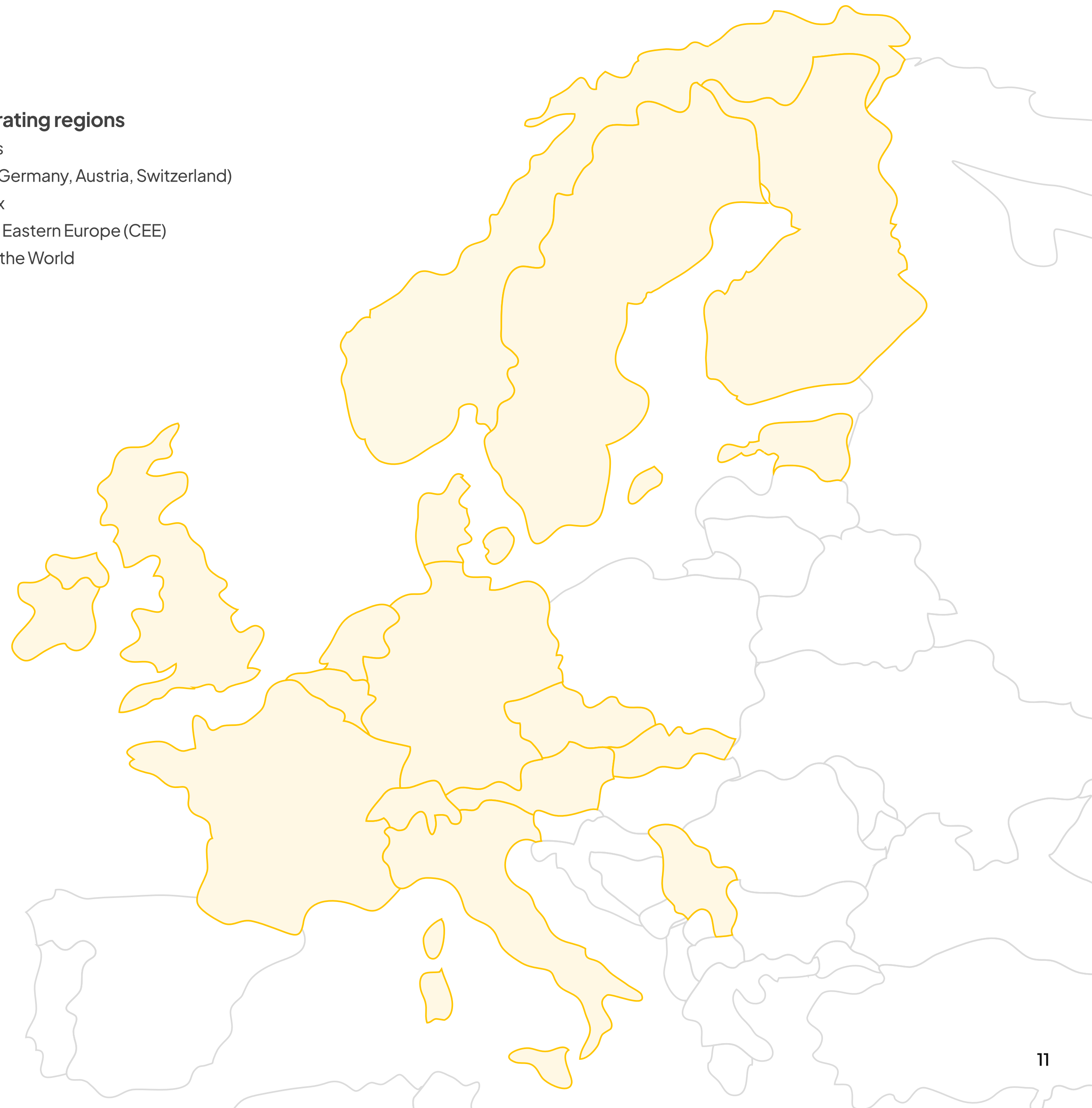
brands

60+

acquisitions consolidated
in an integrated platform

5 operating regions

- Nordics
- DACH (Germany, Austria, Switzerland)
- Benelux
- Central Eastern Europe (CEE)
- Rest of the World



Vision: A partner for sustainable growth

This chapter outlines our sustainability strategy, guided by insights from employees, customers, and partners and reflects our core values. We also highlight key focus areas and initiatives that support our sustainability vision and goals.

03

A partner for sustainable digital growth

Our ESG vision

Helping SMBs win online – sustainably! We are not just a service provider, we are a partner in digital sustainable growth, ensuring that business success and responsibility go hand in hand. This vision comes with three sustainability goals:



Environment

Supporting customers by reducing our own environmental impact by powering our digital services with renewable energy and enhancing our energy efficiency.



Social

Capitalising on our own and our customers' different backgrounds to better support their digital journey with a broad spectrum of innovative services tailored to meet their unique needs.



Governance

Supporting SMBs in adopting ethical and responsible digital practices in the age of Artificial Intelligence and changing digital regulations.

For us, sustainability is about managing risks and seizing opportunities, strengthening the resilience of our SMB customer base. It requires responsible practices across environmental, social, and governance areas – our core sustainability pillars. These pillars are integrated into our corporate strategy and guide how we help SMBs grow.

How our vision connects with our business model

Sustainability is integrated into our day-to-day and aligns with our vision to help SMBs succeed online, sustainably. It is core to our near- and long-term objectives and supports customers in advancing their commercial and sustainability goals.

Operationally, our strategy concentrates on impactful areas and topics. Emphasising employee well-being and broadening our candidate pipeline helps us hire and keep great people in a competitive talent market; adopting environmental practices reduces energy use and operating costs; and robust governance strengthens data security and the adoption of fast-moving AI technologies.

How we interact with our stakeholders to inform our strategic direction

Our key stakeholders include our customers, employees, shareholders, and regulators. Through continuous engagement, we gather and incorporate feedback and insights that inform our priorities and how we execute on our three pillars.

Ways we engage with our stakeholders

Our customers: Across our 20+ brands, our sales and service teams engage with customers every day, providing ongoing insight into their needs and collecting feedback on how our offerings can better support them.

Our employees: We regularly gather anonymous employee feedback through structured surveys. These insights are complemented by open communication channels, including ongoing dialogue between managers and employees, town halls, shoutouts, and our intranet and communication systems which support transparent and ongoing communication.

Our shareholders: We maintain regular dialogue with our shareholders through the Board and other representative forums, ensuring alignment on our net-zero, inclusion and belonging (I&B), and broader strategic priorities. These discussions also provide transparency on key performance indicators and progress.

Our regulators: Engagement with regulatory bodies occurs on a case-by-case basis, during consultations on prospective sector-related regulations and initiatives. We closely track forthcoming regulatory changes to ensure ongoing compliance. Additional information can be found in “Compliance and governance in a digital regulatory landscape” on page 38.

group.one's sustainability focus areas

Our sustainability strategy is based on the outcomes of our double materiality assessment, helping us focus on the topics most relevant to our business and stakeholders.

Our latest assessment identified the key sustainability impacts, risks, and opportunities that guide our mission and goals. These insights informed our actions over the past year and will continue to evolve as our business grows. To remain relevant, we plan to review our double materiality in the coming years to keep it aligned with our priorities and a rapidly changing digital landscape.



Environment

Climate change

Sustainable cloud hosting

Greenhouse Gas (GHG) emissions from electricity use in data centre operations



Social

Own workforce

Investing in specialised training and development programmes

Employee initiatives to promote wellbeing

Attracting female talent in the tech industry

Commitment to human rights

Open-source software contribution to society

Promoting inclusion among the workforce

Gender equality



Governance

Business conduct

Governance in AI integration

Regulation misinterpretation and privacy incidents leading to cybersecurity risk

Fines or reputational damage due to data or cybersecurity breaches

Prevention of data loss to mitigate the impact of natural disasters

AI efficiencies and opportunities

Securing and transitioning customer relationships to high-value customers

Integrating ethics into business operations

Integrating ESG due diligence into the acquisition process

Sustainability corporate governance

Sustainability oversight

The Board of Directors of group.one’s parent company is responsible for oversight of sustainability impacts, risks, and opportunities with support from the Audit and Remuneration Committees. Our Chief Executive Officer is responsible for sustainability issues at the Board level and also holds executive responsibility. The Chief People & Culture Officer, reporting to the Chief Executive Officer, holds operational responsibility for our sustainability and HR guidelines and policies, and our ESG Director leads the implementation of our sustainability agenda.

Our Board of Directors consists of eight members:

Mette Kamsvåg

Chair of the Board: Independent NED*

Letizia Bellucci

Cinven: NED*

Eric Hargrave

Ontario Teachers’ Pension Plan: NED*

Jacob Jensen

Founder of one.com: NED*

Thomas Railhac

Cinven: NED*

Felix Rieger

Cinven: NED*

Luis Camilleri

Ontario Teachers’ Pension Plan: NED*

Daniel Hagemeier

Chief Executive Officer

The Board also ensures appropriate governance, including Sustainability matters, responsible for oversight of the focus areas together with the management team.

It is the highest non-executive governance body, providing strategic guidance and oversight of the company’s performance. The duties of the Board are partially executed through its Audit & Risk Committee and Remuneration Committee.

The Audit and Risk Committee holds three scheduled meetings every year. The committee comprised of selected Board members is responsible for preparing matters that will be subject to Board approval. The Board and its committees are responsible for overseeing key risks - strategic, legal, regulatory, financial, and operational - and ensuring that appropriate mitigation measures are in place. Duties also include approval of the annual report and review of audit findings, review of the group’s internal control environment, and the annual review of policies.

The Remuneration Committee also comprises several Board members. The committee holds four scheduled meetings per year and prepares remuneration topics that are subject to board approval. The committee reviews management team

compensation on an annual basis and evaluates the CEO’s performance. The committee also reviews succession planning for key employees.

The C-suite management team consists of the following (as of year-end 2025): Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Commercial Officer (CCO), Chief Technical Officer (CTO), Chief Information Officer (CIO), Chief People & Culture Officer (CPCO), Chief Product Officer (CPO), Chief Transformation Officer (CT-O).

Our approach to risk management

We identify, evaluate, and manage the key risks that may affect our strategic and operational objectives. A risk registry is maintained to document risks, assess their potential impact, and monitor the mitigation measures applied. Our risk management approach is designed to proactively address risks and support the management team in implementing effective mitigation strategies.

In the following chapters, we explore our Environmental, Social, and Governance (ESG) initiatives, highlighting our performance in 2025, our key achievements, and our goals for each area moving forward.

* NED: Non-Executive Director

Environment: Caring for our planet

This chapter outlines our key environmental focus areas. This includes our emissions reduction plan, supporting procedures, processes, and certifications. It provides a comprehensive overview of our 2025 actions, including the progression of our ambitious SBTi-approved target and net-zero by 2040 plan.

04

Minimising our environmental impact

Our environmental journey towards a healthier planet begins with the choices we make every day. By striving to mitigate the environmental impact of our own operations and value chain, we create the **foundation for something larger: empowering our customers to also realise their own sustainability aspirations.**

This requires a strategic and proactive approach to integrating sustainability principles into our organisation and the wider value chain. In line with this commitment, we have identified two key initiatives that form the foundation of our environmental efforts:



Key area 1:

Emission reduction (net-zero by 2040)

This year, we reached an important milestone with the [Science Based Targets initiative \(SBTi\) validating our 2030 near-term Scope 1, 2, and 3 emissions reduction target](#), confirming its alignment with recognised, science-based emission reduction pathways.



Building on this progress, we compiled our 2025 environmental data, including energy consumption and our greenhouse gas (GHG) emissions footprint, to track our performance and strengthen the foundation for a credible, measurable, and continuously improving emissions reduction pathway.

Key area 2:

Policies, processes and certifications

We deepened the integration of our environmental processes across our operations, while also advancing key certifications to help ensure that our environmental practices are both effective and in line with stakeholder expectations.

Our climate change **roadmap**

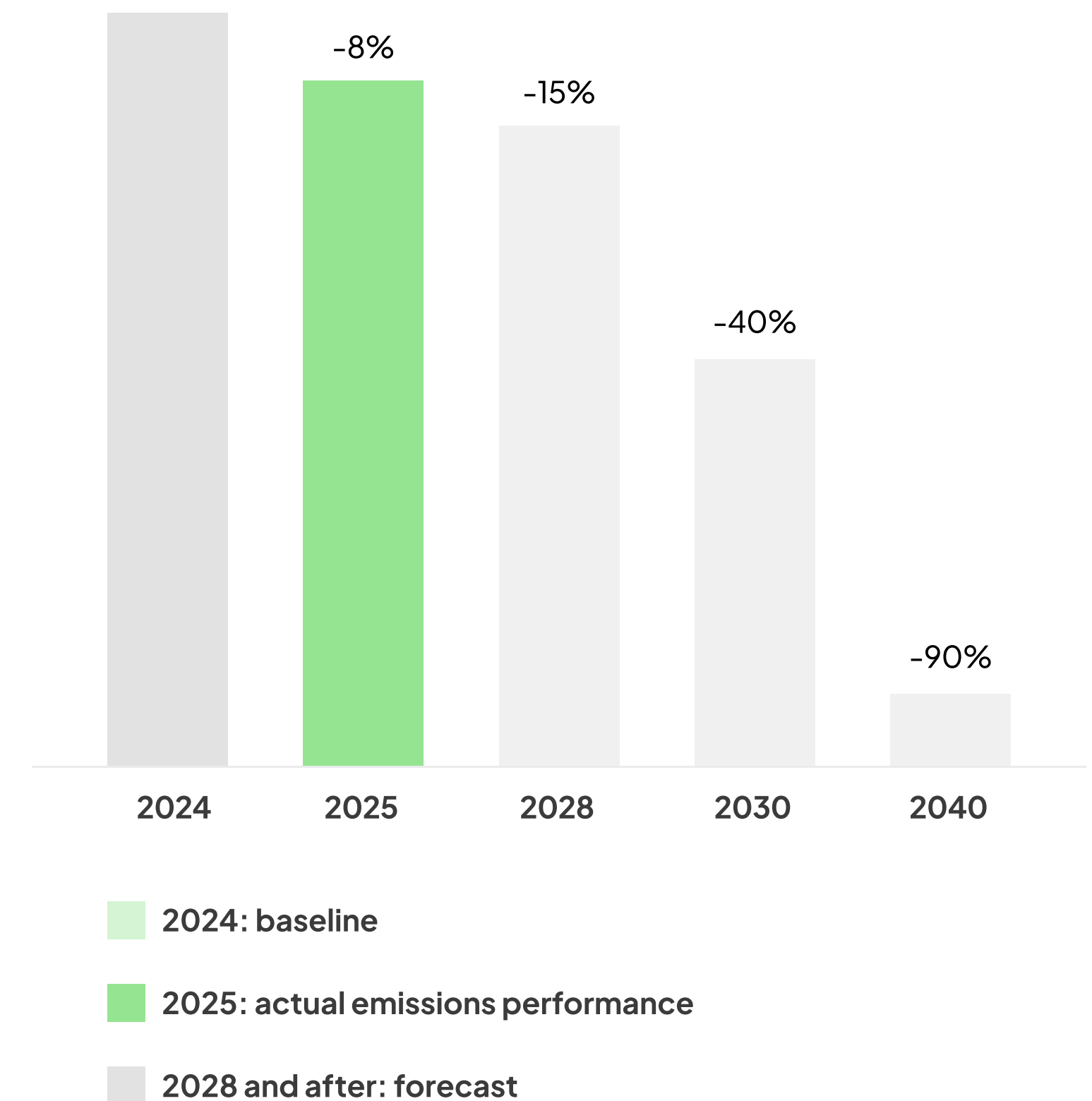
Key Area	2025 achievements	Plan for 2026 and beyond	Progress is measured through
Key area 1: Emission reduction (net-zero by 2040)	<ul style="list-style-type: none"> Continued developing our net-zero by 2040 plan. Validated our 2030 emission targets by the Science Based Targets initiative (SBTi). 8% reduction of our overall footprint and 47% reduction in Scope 2. 96% data centers powered by renewable energy. 48% of our offices powered by renewable energy. Consolidated our data centres and optimised office utilisation, retiring, exiting, or expanding locations where applicable. 	<ul style="list-style-type: none"> Update our emissions baseline to reflect recent acquisitions and infrastructure expansion. Strengthen supplier engagement to support Scope 3 emissions reduction. Improve emissions data collection through centralised monitoring across all regions. 	<ul style="list-style-type: none"> Energy use Annual GHG emissions Share of facilities (offices and data centres) sourcing renewable energy for their operations
Key area 2: Policies, processes and certifications	<ul style="list-style-type: none"> Improved CDP score from D to C, reflecting our efforts. Aligned procedures to the EU Environmental Management Audit Scheme at our fully owned data center, KAMP Netzwerkdienste GmbH. Maintained an EcoVadis silver medal at our fully owned data center, KAMP Netzwerkdienste GmbH. 	<ul style="list-style-type: none"> Expand ISO 14001 and other environmental management certifications across additional brands. Assess the strategic relevance of further environmental certifications and sustainability frameworks. Strengthen internal environmental governance and employee awareness of sustainability practices. Perform a policy review on environment-related procedures for increased impact. 	<ul style="list-style-type: none"> Certification audits (ISO / EMS 14001) and assessments from third-party evaluators CDP Climate Change questionnaire results and scoring trends Employee engagement surveys and feedback

Emission reduction (net-zero by 2040)

As a trusted partner to more than 2 million customers, we recognise our responsibility to reduce our environmental impact and contribute to mitigating the effects of climate change. Building on this commitment, we began the implementation of our net-zero by 2040 plan in 2024, laying out our strategy and roadmap into achieving our commitment.

As we moved from planning into action, this commitment continued to guide our ESG agenda, reinforcing our ambition, sharpening our sustainability focus, and advancing our contribution to the goals of the Paris Agreement. The plan has become a driver of how we manage our environmental impact and prioritise initiatives across our operations.

In 2025, we further strengthened this momentum by securing validation of our 2030 target from the Science Based Targets initiative (SBTi), establishing an accurate, credible, and actionable pathway. In this first year of implementation, we made meaningful progress, particularly in sourcing renewable energy and improving energy efficiency, which led to an 8% reduction in our total emissions compared with our baseline year – driven by a 4% reduction in Scope 1 and 47% in Scope 2 emissions. At the same time, our Scope 3 rose slightly by 1%, underscoring that Scope 3 remains a key area of focus as we continue to work with partners, suppliers, and internal teams to address these emissions over the coming years (for details, see “Our emission reduction actions” on page 21). This achievement delivers more than half of the reduction needed to meet our 2028 interim target of 15%, placing us in a strong position to continue accelerating progress toward our near-term milestones.






Measuring our environmental impact

We continue to assess our greenhouse gas (GHG) emissions to understand how our actions shape our environmental footprint. In 2025, our emissions profile remained largely driven by Scope 3 activities, especially from purchased services (Purchased Goods and Services), acquired IT hardware for our data centres and offices (Capital Goods) and employee commuting.

As part of strengthening our approach, we also deepened the foundations of our reporting by expanding the coverage of emission sources across Scopes 1, 2, and 3 and incorporating additional data sources ahead of our Science Based Targets initiative (SBTi) validation. These updates reflect the progression and continuous improvement of our methodology, giving us a clearer and more complete picture of our impact.

What's in each scope:

-  **Scope 1 – direct emissions from fuel consumption:**
e.g. company cars (fuel), generators
-  **Scope 2 – indirect emissions from purchasing electricity and heat:**
e.g. data centres, offices, company cars (electric)
-  **Scope 3 – Indirect emissions from the rest of our value chain:**
e.g. business travel, employee commuting, purchasing hardware

Emissions per scope (tCO₂eq)

Scope 1	Change
2024	377
2025	361

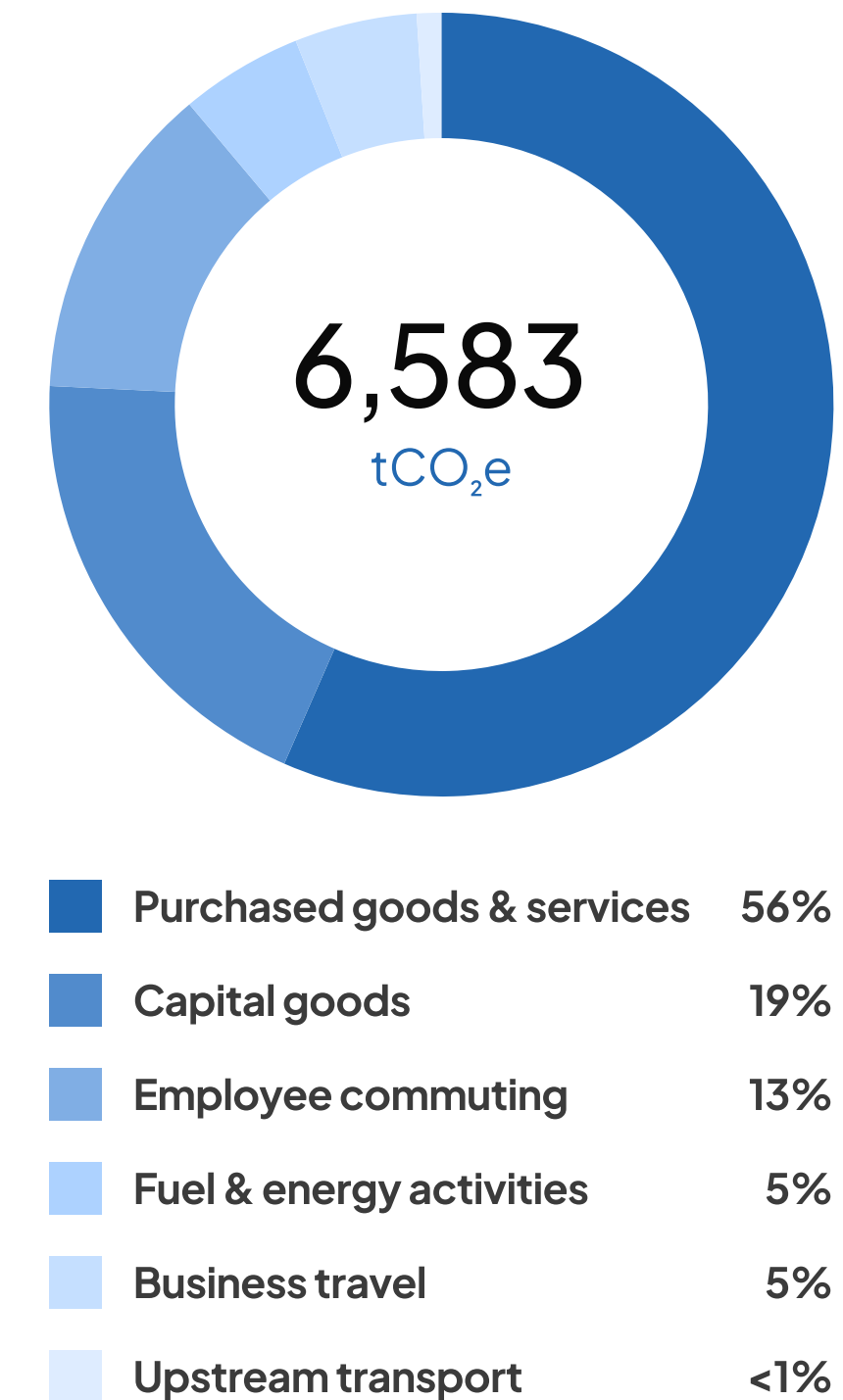
Scope 2 (market-based)	Change
2024	1,548
2025	821

Scope 3	Change
2024	6,530
2025	6,583

Total (market-based)

2024	8,455 tCO ₂ e
2025	7,765 tCO ₂ e

Scope 3 breakdown (2025)



Our emission reductions **actions**

Sourcing renewable energy and improving energy efficiency are central to our net-zero by 2040 emissions reduction plan. As a result of our efforts in 2025, we accelerated our transition to renewables —78% of total energy consumption came from renewable sources (up from 67% in 2024). These efforts not only reduce our direct operational footprint but also strengthen the resilience and sustainability of our growing digital infrastructure.

Through increasing the share of renewable electricity and optimising how energy is used across our facilities, we are driving down emissions in the areas that matter most, particularly within our data centres and offices, where energy demand is highest. Below, we detail our latest emissions reduction actions and performance.

Our fleets' impact

Our net-zero by 2040 plan includes accelerating the transition to electric mobility. Despite an overall expansion of our fleet this year, we increased the proportion of electric vehicles by approximately 2%, continuing to shift our operations towards transport solutions with lower emissions.

Our data centres' impact

Data centres remain the largest contributors to our operational emissions, making their decarbonisation essential to improving our overall greenhouse gas performance. Throughout 2025, we continued to consolidate our infrastructure while also prioritising renewable energy sourcing. As a result, 25 of 26 of our data centres now operate on renewable energy through our infrastructure partners, marking an important milestone in our decarbonisation pathway. The newest site, integrated into our operations in late 2024 as part of our expansion, is expected to transition in the coming years.

Our offices' Impact

We also reviewed our office utilisation, space requirements, and associated energy contracts to identify further opportunities to reduce our energy consumption. This assessment led us to exit certain offices, consolidate others, and expand selected sites to support the growth of our teams. As a result, 48% of our offices are now powered by renewable energy, an increase from 31% in 2024.

To strengthen transparency and oversight of our energy use, we also engaged with our office landlords to explore the adoption of individual energy meters. Access to more granular consumption data is expected to enhance our data quality and provide greater operational control, supporting the delivery of our emissions reduction commitments.

12 MWh

per employee
compared to 13 in 2024

56 MWh

per million EUR revenue
compared to 59 in 2024

Our suppliers' impact

Our Scope 3 emissions saw a slight increase, driven mainly by higher impacts from purchased goods and services, business travel, and capital goods across our operations. Therefore, these categories remain focus areas as we continue engaging with our partners going forward.

At the same time, we strengthened our approach to responsible resource use by implementing e-waste collection across our main markets. Our focus is on directing collected materials towards second-life opportunities wherever possible, reducing the need for disposal and supporting a more circular approach to hardware management.

Energy consumption (in MWh)	Non-renewable	Renewable	Total
Electricity	953	16,542	17,494
District heating	1,476	0	1,476
Steam	895	0	895
Fuel	1,368	0	1,368
Total	4,692 (22%)	16,542 (78%)	21,234 (100%)

Policies and certifications

Reducing our environmental impact has been an integral part of our way of working for many years, which has streamlined our approach, and contributes to our agility.

Moving forward, we will continue our progress towards best practices and plan to implement additional policies and procedures needed to strengthen our sustainability efforts.

As part of our continued progress, we enhanced transparency for customers, partners, and investors through our CDP reporting, improving our rating from D in 2024 to C in 2025. Additionally, our group-owned KAMP data centre in Oberhausen, Germany, successfully aligned its procedures with the Environmental Management and Audit Scheme (EMAS), a voluntary EU framework focused on strengthening environmental performance by supporting organisations in improving resource efficiency and reducing environmental impact in line with environmental regulations. It also received a Silver Medal from EcoVadis in 2025, continuing to serve as our flagship for sustainability efforts. Moving forward, we will continue to progress toward best practices by implementing additional policies and procedures that strengthen our sustainability governance and operational performance.

Policies / Certification

Scope

ESG Policy

Our group-wide Environmental, Social, and Governance (ESG) Policy guides our sustainability and ethical practices. It outlines strategies for reducing our environmental footprint and others.

ISO / Environmental Management System (EMS) 14001:2015

Hostnet B.V and KAMP Netzwerkdienste



Social: **Focusing on our own workforce**

This chapter outlines our core social priorities integral to our sustainability strategy - inclusion and belonging, health and safety, and talent development. We review key initiatives from 2025, plans for 2026 and beyond, and our broader contributions to society, reinforcing our commitment to lasting social impact.

05

Empowering our team, and embracing our diverse customer base

People are at the heart of our business, shaping how we innovate, collaborate, and create value for our customers.

This chapter outlines four key social priorities focused on our employees, our customers, and the communities we engage with. Together, these priorities support a resilient organisation and help ensure we continue to attract, develop, and retain talent as we grow internationally.



Key area 1:

Inclusion and belonging (I&B)

Inclusion and belonging remain central to fostering a respectful and collaborative workplace. Our efforts focus on creating an environment where diverse perspectives are valued and employees feel represented and empowered to contribute. Over the past year, we continued to strengthen initiatives that support inclusion through improved insights, training programmes, and engagement activities across our locations.

Key area 2:

Talent and development

Attracting, developing, and retaining talent is essential to our ability to innovate and scale our SMB platform. In 2025, our focus was on strengthening core people processes, improving data quality, and creating greater consistency in performance management and development practices. Investments in digital HR tools and process alignment have supported deeper insights into workforce trends and more transparent performance and development discussions.

Key area 3:

Health and safety

Health and safety is an important part of our responsibility toward employees. This section provides an overview of our approach to health and safety practices across our operations over the last year.

Key area 4:

Community impact

We engage with local communities through initiatives and partnerships that reflect our commitment to responsible business practices and positive social impact.

Key area 5:

Policies and certifications

We continue to assess and strengthen policies and certifications relevant to our key social topics, ensuring they remain fit for purpose and aligned with our values.

Our own workforce **roadmap**

Key Area	2025 achievements	Plans for 2026 and beyond	Progress is measured through
Key area 1: Inclusion and belonging	<ul style="list-style-type: none"> Conducted our annual I&B survey, with an 83% participation rate. Launched a group-wide inclusion training programme with practical guidance for everyday decision-making. Integrated I&B into the Code of Conduct principles. Piloted mentorship for diverse professionals in Sweden. 	<ul style="list-style-type: none"> Detailed gender pay gap assessment and define follow-up actions where required. Expand inclusion training and leadership awareness programmes across all regions. 	<ul style="list-style-type: none"> I&B survey metrics Gender and age distribution metrics Anti-discrimination and anti-harassment complaints and investigation outcomes
Key area 2: Talent and Development	<ul style="list-style-type: none"> Conducted regular employee engagement surveys, generating actionable insights. Onboarded 468 new employees, supporting the expansion of our international organisation. Implemented a group-wide Human Resource Information System (HRIS) platform to strengthen transparency and consistency in people's processes. Established a global performance and compensation review cycle. Received employer awards across multiple locations (e.g. Austria). 	<ul style="list-style-type: none"> Develop a global job architecture to support compensation benchmarking and career path transparency. Introduce structured talent review and succession planning processes. Expand development programmes to support leadership. 	<ul style="list-style-type: none"> Employee turnover and hiring metrics Employee retention and performance metrics Engagement scores through employee surveys
Key area 3: Health and safety	<ul style="list-style-type: none"> Continued monitoring and improving employee well-being indicators, including work-related injuries. 	<ul style="list-style-type: none"> Maintain focus on zero work-related injuries and fatalities across all operating regions. Continue strengthening well-being initiatives supporting hybrid and international teams. 	<ul style="list-style-type: none"> Number of work-related injuries Days lost due to work-related injuries
Key area 4: Community impact	<ul style="list-style-type: none"> Continued to support local community and education initiatives across operating regions. 	<ul style="list-style-type: none"> Maintain targeted partnerships that support inclusion and education. 	<ul style="list-style-type: none"> Community partnerships and supported initiatives
Key area 5: Policies, processes and certifications	<ul style="list-style-type: none"> Developed and updated multiple group-wide policies related to workforce and ethical conduct. 	<ul style="list-style-type: none"> Strengthen awareness and training related to the Code of Conduct across all entities. 	<ul style="list-style-type: none"> Policy adoption and training participation across entities

Inclusion and belonging

As a global company with offices in 22 countries, embracing diverse perspectives is essential to understanding the communities and customers we serve. These perspectives help us better identify customer needs, support innovation, and unlock opportunities across our markets.

During 2025, we focused on strengthening inclusion through deeper insights, targeted training, and initiatives that support employees' day-to-day experience, further fostering a workplace where everyone feels respected, represented, and able to contribute meaningfully.

83%

participation rate

91%

say they feel we help each other (at work)

87%

say they feel a sense of belonging in their teams

Goals

Our employees:
Enable an inclusive and equitable workplace.

The broader society:
Support initiatives that advance diversity and inclusion in society.

Our employees:
Integrate inclusion and accessibility into our products.

Actions in 2025

We launched our first group-wide inclusion and belonging survey which achieved an 83% participation rate, providing a strong foundation for actionable insights going forward.

We also launched an inclusion training programme and integrated I&B principles into our Code of Conduct, reinforcing our zero-tolerance approach to discrimination and harassment.

Additionally, as a result of our efforts, we maintained our overall share of women in the organisation at 31%, despite the significant team growth over the year.

We partnered with Mitt Liv, a social enterprise focused on diversity, equity, and inclusion, to offer mentorship support to Sweden's largest mentoring programme for professionals with a foreign background. Mitt Liv runs two programmes annually, engaging more than 500 mentees, and supporting between 38% and 51% of participants in recent years in securing employment during the programme.

Understanding the diverse needs of the businesses we serve helps us improve our products and services. During the year, we kicked off our engagement with customers from different backgrounds to better understand their perspectives and needs as input for product and service development. Going forward, these insights help us ensure our solutions remain accessible and relevant to a broad range of entrepreneurs.

Engaging with **customers** for improvement insights

“We provide fall protection equipment for ice rings that enable people of diverse abilities to participate on ice completely without risk of falling...

NoFall really recommends one.com due to its fast customer service, efficient feedback and user-friendly interface that enhances our experience of building up our digital web presence.”



Gender distribution

31%

female and gender-diverse workforce

19%

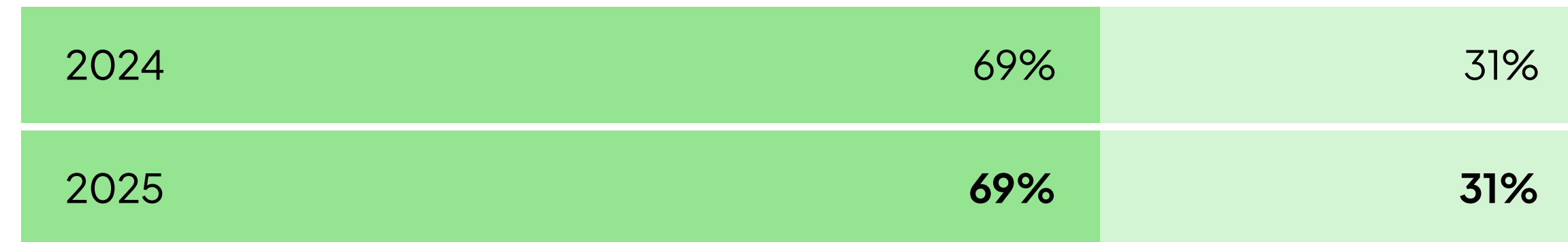
female and gender-diverse top management

1,748

Employees globally

■ Male ■ Female & gender-diverse

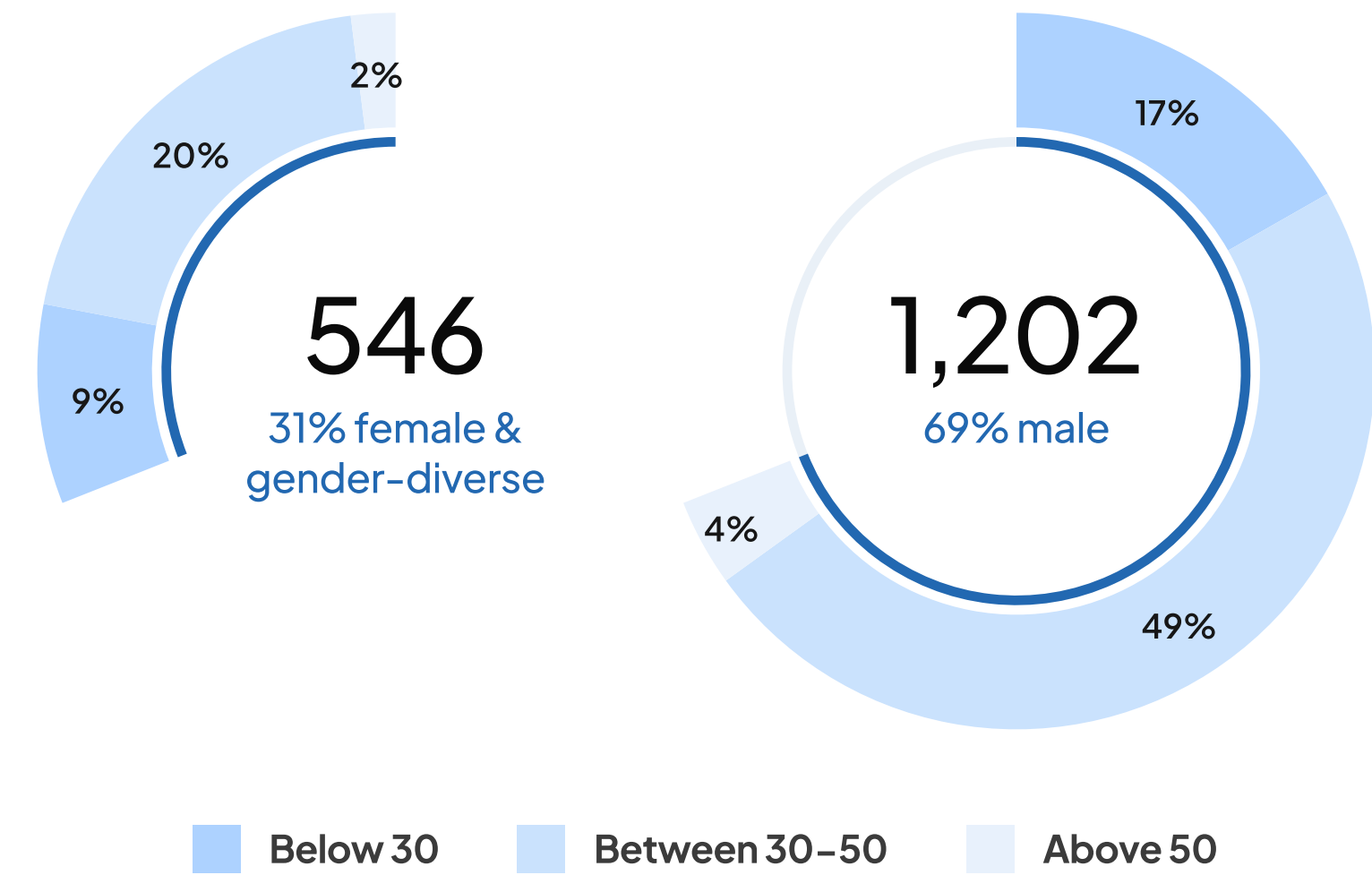
Total workforce



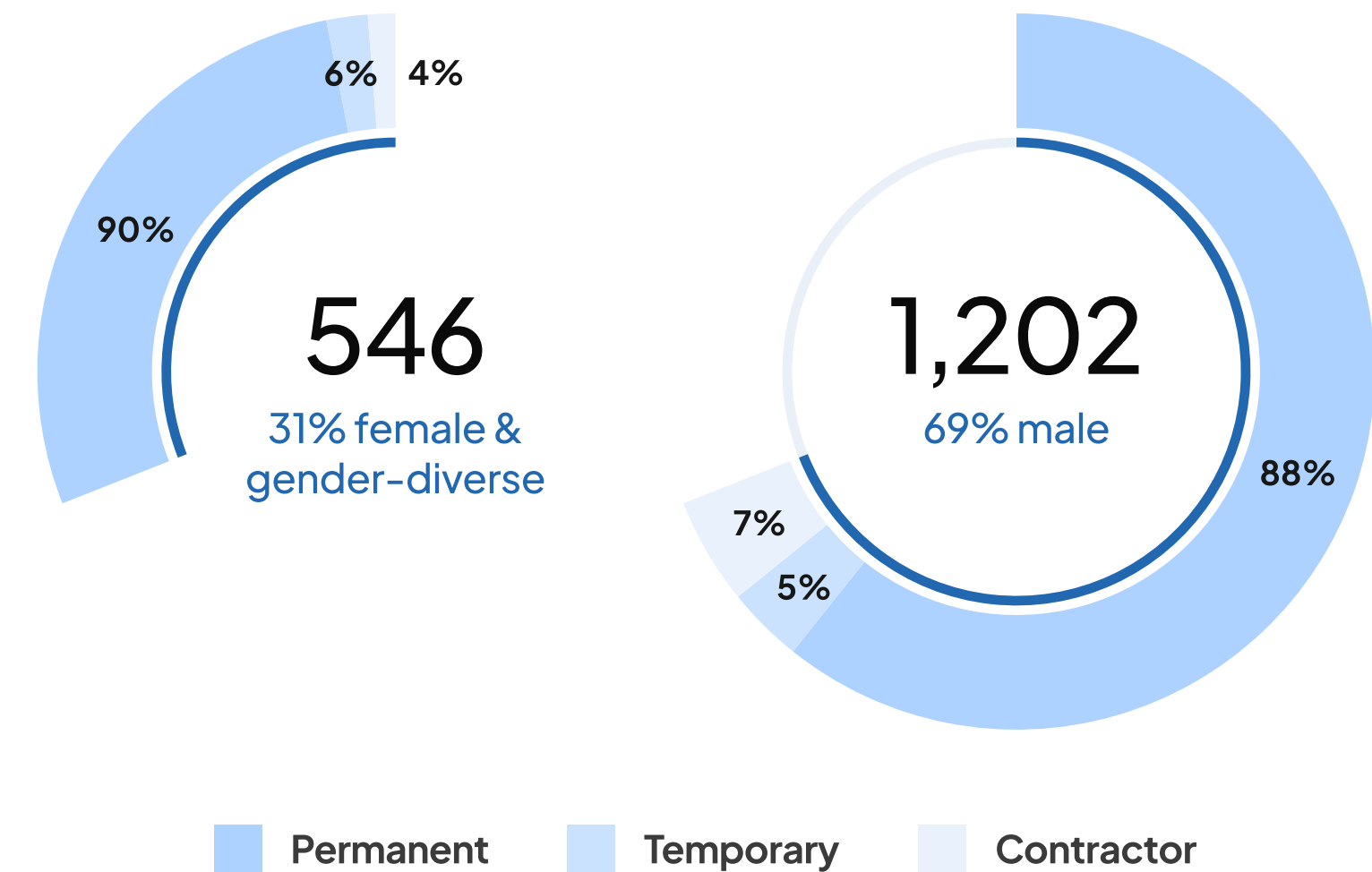
Top management¹



Gender distribution per age



Gender distribution per employment type



Talent and development

Our ability to innovate and grow depends on attracting, developing, and retaining talented people across our international organisation. As group.one expands across markets and technologies, we focus on building a workplace where employees can develop their skills, contribute to innovation, and grow their careers. In 2025, our priority was strengthening people processes, improving workforce insights, and enhancing employee engagement.

9.6%

Employee attrition

84%

Employee survey participation¹

468

New hires in 2025



Strengthening employee engagement

In 2025, we conducted regular pulse surveys to better understand employee perspectives and identify opportunities for improvement. Participation in engagement surveys increased from 74% in 2024 to 84% in 2025, reflecting stronger engagement and a willingness among employees to actively contribute to shaping our workplace.

Talent retention and recognition

Despite significant organisational growth from 1,541 employees in 2024 to 1,748 in 2025, our voluntary attrition rate rose year-on-year, but remained significantly below the 17.4% European technology industry benchmark, at 9.6%. This reflects our focus on building a supportive and engaging work environment.

During the year, group.one also received external recognition as an employer, including being ranked among the top 20 IT & Telecommunications companies in Central and Eastern Europe and being recognised as a Top Company by Kununu for the fifth consecutive year.

Strengthening people processes

We strengthened core people processes and systems to support consistent practices across our growing organisation. Several legacy HR tools were consolidated into group-wide solutions, improving data quality and enabling deeper insights into workforce trends. A key milestone was the introduction of a global performance review cycle, creating a structured and consistent approach to performance discussions across teams and regions.

¹ Participation rate in regular employee engagement surveys

Health and safety

At group.one, we maintain a safe and healthy working environment across all our operations. As a predominantly office-based technology company, our focus is on employee well-being, safe workplaces, and compliance with health and safety regulations in all countries where we operate.

Our core markets provide well-being programmes, including mental health support, stress management resources, and fitness initiatives to support employees working in hybrid and remote environments.

In 2025, no operational or workplace-related safety incidents were recorded across our global operations. Six commute-related incidents were reported in Germany involving traffic accidents on employees' way to or from work. All cases were non-life-threatening and resulted in limited time off with no long-term impact. Although these incidents did not occur during work activities, they are reported as work-related injuries in accordance with German law.

0
workplace-related safety incidents

6
commute-related incidents reported

0
fatalities across all locations

Our contribution to local communities

Beyond our own workforce, we aim to contribute positively to the communities where we operate. Our initiatives focus on three areas: education and skills development, supporting vulnerable groups, and employee-driven community engagement.

Education and skills development

As part of this initiative, we have partnered with Akshaya Patra, a non-profit organisation based in Bengaluru, India. The foundation is dedicated to eliminating classroom hunger by providing nutritious meals to children in government and government-aided schools. In addition, Akshaya Patra works to combat malnutrition and uphold the right to education for children from socio-economically disadvantaged backgrounds.

Supporting vulnerable groups

Across several regions, we support organisations working with vulnerable communities. In Central and Eastern Europe, we provide free services to non-profit organisations supporting people in need, including single mothers, schools, and local charities. In Germany, proceeds from recycling initiatives are donated to Möwennest children's hospice in Oberhausen, which generated approximately €8,500 in donations to support care for children with life-limiting illnesses and their families.

Employee-driven community engagement

Employees across our regions also support local initiatives through volunteer and donation programmes. In the BeNeLux region, for example, employees contributed to local charities through end-of-year celebration initiatives.



Policies and certifications

Our ability to innovate and grow depends on attracting, developing, and retaining talented people across our international organisation. As group.one expands across markets and technologies, we focus on building a workplace where employees can develop their skills, contribute to innovation, and grow their careers. In 2025, our priority was strengthening people processes, improving workforce insights, and enhancing employee engagement.

Policy / Directive

Scope

Inclusion and belonging (I&B) policy

Our group-wide I&B Policy is designed to foster a workplace where all employees are treated with fairness and respect. It promotes equal opportunities, removes barriers to inclusion, and aims to ensure a diverse workforce that can contribute to increased innovation, collaboration, and success.

Anti-harassment and anti-discrimination policy

Our group-wide policy prohibits all forms of harassment and discrimination and aims to ensure a safe, inclusive, and respectful work environment for everyone. While the group follows a unified approach, some brands may have tailored versions to meet local or operational requirements.

ESG policy

Our group-wide Environmental, Social, and Governance (ESG) Policy guides our dedication to sustainability and ethical practices. It outlines strategies for enhancing our social responsibility and other sustainability matters. This policy integrates ESG principles into decision-making to drive long-term value for our stakeholders.

Whistleblower policy

We provide a secure and confidential whistleblower channel for reporting unethical behaviour or violations of company policies without retaliation through this group-wide policy.

Modern slavery

Our UK modern slavery statement outlines our efforts to prevent modern slavery and human trafficking within our operations and supply chains.

Governance: Protecting customers and building trust

This chapter presents our key governance priorities to safeguard our customers' businesses, covering information security, AI guidelines, whistleblower protection, anti-corruption, anti-bribery, anti-money laundering, and full compliance with legal requirements. We outline the main actions taken in 2025 and our plans for 2026 and beyond to further strengthen these areas and our long-term resilience and trust.

06

Protecting our customers' business

Delivering secure and reliable digital services requires a governance framework that promotes integrity and accountability. We focus on protecting data and privacy, upholding business ethics, complying with legal requirements, and embedding strong policies and certifications to reinforce trust with our stakeholders.

In 2025, we continued to focus on four key areas.



Key area 1:

AI, information security and data privacy

Protecting data, systems, and our digital infrastructure remains fundamental to responsible business conduct and resilient operations. Recognising the convergence of information security, data privacy, and emerging technologies, we have expanded this section to reflect these changes. We take a proactive, end-to-end approach by continuously strengthening our security posture, expanding certifications, and embedding security practices. In 2025, we advanced internal awareness, continued developing AI guidelines to mitigate potential risks, and supported the alignment of AI-enabled solutions with our information security and data protection standards.

Key area 3:

Compliance and governance in a digital regulatory landscape

We continuously strengthen our governance by working towards alignment with relevant regulations.

Key area 2:

Business ethics and whistleblowers

Business ethics is central to maintaining stakeholder trust and supporting responsible business practices. Our approach focuses on preventing misconduct, promoting transparency and protecting the integrity of our operations. In 2025, we invested in expanding our whistleblower channel and continued to review policies and practices to strengthen ethical standards. Our framework enables employees and stakeholders to raise concerns safely and confidentially, with processes in place to support timely and transparent resolution. Together, these actions reinforce accountability and help ensure we conduct business responsibly across all markets.

Key area 4:

Policies, processes and certification

We continue to build on our existing sustainability efforts by adding relevant certifications, strengthening our framework.

Our governance **roadmap**

Key Area	2025 achievements	Plans for 2026 and beyond	Progress is measured through
Key area 1: AI, information security and data privacy	<ul style="list-style-type: none"> Expanded ISO 27001 certification coverage across our major operating regions. Began implementing group-wide AI guidelines covering responsible AI deployment, data usage, and model oversight. Proactive monitoring of cybersecurity threats through centralised threat intelligence. 	<ul style="list-style-type: none"> Continue aligning security controls with evolving standards, including ISO 27701 and emerging AI governance requirements. Strengthen security governance across acquisitions through integration into the group security framework. 	<ul style="list-style-type: none"> Substantiated incidents of privacy breaches or loss of customer data Incident response time, and effectiveness of incident resolutions Coverage of certified information security frameworks across operating entities
Key area 2: Business ethics and whistleblowers	<ul style="list-style-type: none"> Integrated whistleblower and ethics frameworks into newly acquired entities. Increased internal awareness of reporting channels and ethical standards across operating regions. 	<ul style="list-style-type: none"> Integrate centralised whistleblower and ethics frameworks into newly acquired entities. Strengthen training and awareness programmes on ethical conduct and anti-corruption practices. 	<ul style="list-style-type: none"> Confirmed incidents (after investigation) of corruption, bribery, and money laundering Employee awareness of reporting channels
Key area 3: Compliance and governance in a digital regulatory landscape	<ul style="list-style-type: none"> Implemented AI training programmes.. Continued internal processes to monitor evolving regulations. Continued proactively aligning our policies, controls, and processes with sustainability requirements and related regulations. 	<ul style="list-style-type: none"> Monitor and prepare for the EU AI Act, CSRD, and related regulations. Conduct regular reviews of sustainability risks, impacts, and opportunities across the organisation. 	<ul style="list-style-type: none"> Number of compliance violations
Key area 4: Policies, processes & certifications	<ul style="list-style-type: none"> Expanding the scope of ISO certifications. Continued strengthening our governance framework for information security and data protection. 	<ul style="list-style-type: none"> Expand environmental and security certifications across additional brands. Continue strengthening governance frameworks across newly integrated businesses. 	<ul style="list-style-type: none"> Certifications coverage across operating entities Results of external certification audits

AI, information security and data privacy

Information security and data privacy are fundamental to our role as a trusted digital partner for millions of customers. Operating in a fast-moving online environment, where our products support websites, domains, communication tools, and digital identities, we recognise that protecting data is central to our value proposition and long-term success.

Information security ensures our systems remain resilient against cyber threats, while data privacy ensures personal data is handled responsibly, transparently, and in line with regulatory requirements and customer expectations. By elevating both topics in this year's report, we underscore their strategic importance and reaffirm our commitment to protecting interactions across our platforms.



Information security

We incorporate information security considerations into key stages of product development, infrastructure management, and operational processes. We take a proactive approach identifying vulnerabilities, monitoring emerging threats, implementing security controls, and strengthening resilience. For that, our Information Security Team works closely with all business units to maintain industry-leading security standards, such as ISO 27001, 27701 and 27018 (refer to page 40 for our certifications), ensuring employees are equipped with up-to-date practices and protocols.

Data privacy

We work to ensure personal information is managed responsibly, with care for privacy, and in accordance with applicable laws and standards. We adhere to industry best practices and comply with relevant data protection laws, including the General Data Protection Regulation (GDPR). Each of our major EU regions is supported by a dedicated Data Privacy Officer (DPO) and a local privacy team, who provide guidance and support to employees across the organisation.

Performance and incident monitoring

Our monitoring and threat mitigation processes underpin our approach to managing information security and data privacy, alongside embedding a strong culture of data protection. These processes continuously track vulnerabilities, incidents, and opportunities for improvement, ensuring that risks are identified and addressed promptly.

0

material cases of data security incidents

Employees can report suspected or confirmed breaches through an accessible online hub, enabling fast escalation and response. The hub also supports transparent communication on how personal information is collected, processed, and stored across our products and customer interactions.

Supporting these operational measures, we maintain a strong culture of data protection. All employees — including those joining through acquisitions — are required to complete information security and data privacy training as part of onboarding. In 2025, we expanded the programme with specialised in-person sessions for C-level leadership and marketing teams, reinforcing awareness across our organisation.

AI Guidelines and Governance

AI is transforming the digital landscape, and at group.one we recognise both the opportunities and potential risks it may introduce. As we use, develop, and deploy AI products and services, we focus on maintaining our quality standards. In 2025, we began implementing our AI guidelines, including a set of principles on how AI is used, designed, deployed, managed, and documented across the organisation. The framework sets principles around data handling, accountability, and documentation, and is supported by internal policies tailored to different stakeholder roles, for example, teams developing AI solutions or using AI outputs. To strengthen awareness of our AI guidelines, we also launched an online training programme, and an internal web hub centralising all related resources.

Business **ethics** and whistleblowers

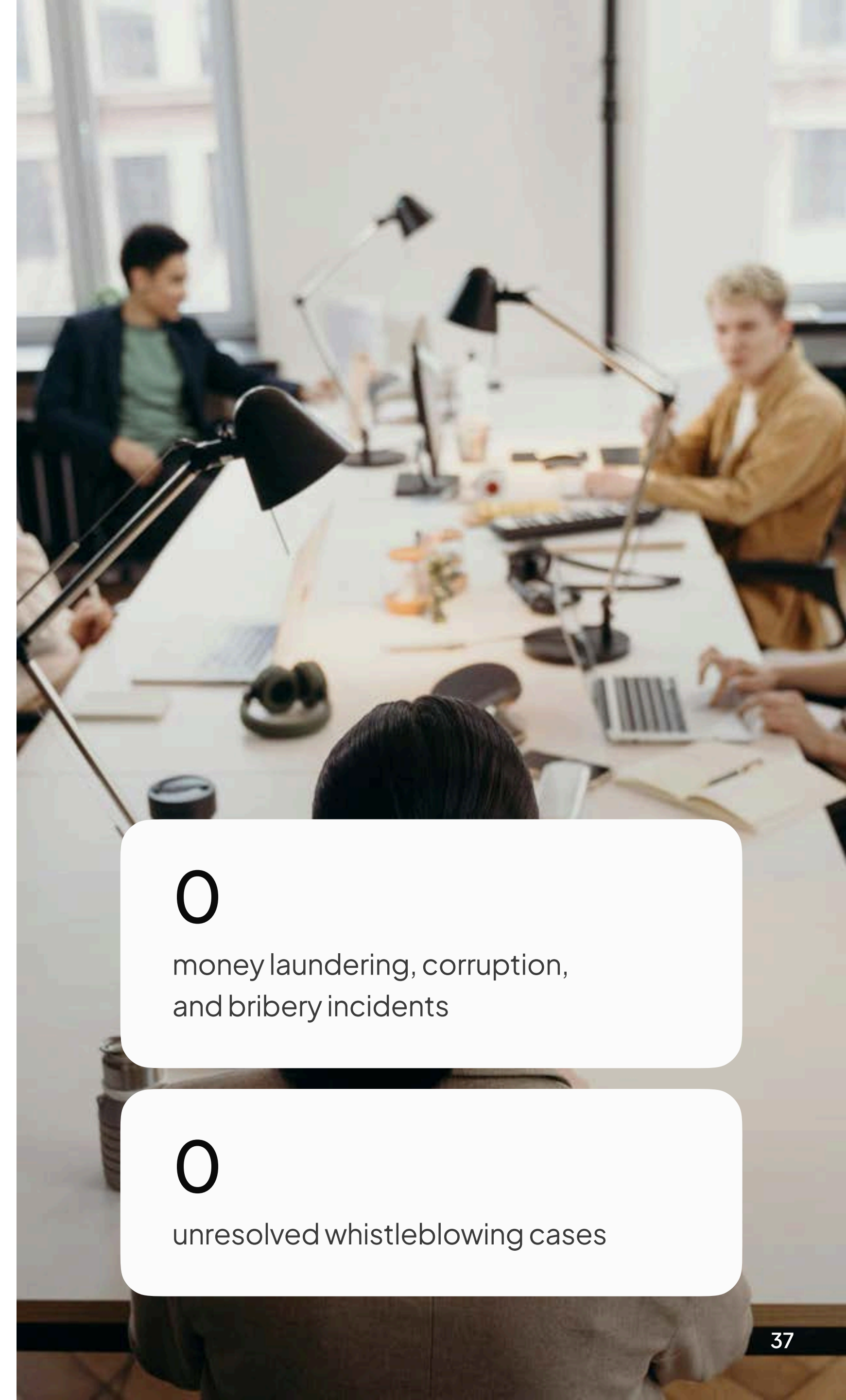
Our approach to business ethics is based on the principles and standards that guide how we conduct our operations. This includes acting with integrity, complying with applicable laws, and making accountable decisions that support trust with customers, employees, partners, and regulators. These principles are reflected in our Code of Conduct and related policies setting clear requirements for our stakeholders on preventing corruption, bribery, and money laundering.

To apply these principles consistently, we strengthened our policy governance by centralising and establishing a policy committee, and introducing a consistent approach across group.one. Within this framework, key ethics policies, such as the anti-bribery and anti-corruption (ABC) policy and the whistleblowing policy, are governed at group level for alignment and accountability.

Building on this foundation, the whistleblowing channel plays an important role in enabling concerns to be reported anonymously and confidentially by employees and external stakeholders. In 2025, we expanded its range to include public access and increased internal awareness through targeted communications.

0
money laundering, corruption,
and bribery incidents

0
unresolved whistleblowing cases



Compliance and **governance** in a digital regulatory landscape

To support the success of our sustainability strategy and key focus areas, we embed governance principles directly into our operational decision-making. Our corporate governance framework, outlined on page 15, ensures clear accountability by enabling the Board to oversee strategic developments, while management monitors operational risks, impacts, and opportunities across the organisation.

Regulatory alignment and sustainability reporting

As a digital services provider operating across multiple markets, compliance with legal standards remains fundamental to maintaining trust with our customers and stakeholders. We monitor regulatory developments across the European sustainability landscape to ensure that our policies, processes, and controls remain aligned with evolving requirements.

In 2025, we continued to track developments related to the Corporate Sustainability Reporting Directive (CSRD) and assessed how potential regulatory changes may affect our reporting framework. As our organisation evolves through growth and acquisitions, we will also periodically review the outcomes of our double materiality assessment to help ensure our sustainability priorities remain aligned with our business and stakeholder expectations.

Digital and AI governance

Beyond sustainability regulation, we monitor developments affecting the broader digital ecosystem in which we operate. This includes regulatory frameworks related to artificial intelligence, digital services, cybersecurity, and data protection.

As AI capabilities become increasingly embedded across our platform and products, strengthening governance around AI deployment, data management, and transparency remains a key priority. Through this approach, we aim to ensure that innovation, regulatory compliance, and responsible business practices evolve together as our platform continues to scale.



We comply with required regulations



AI guidelines introduced in 2025

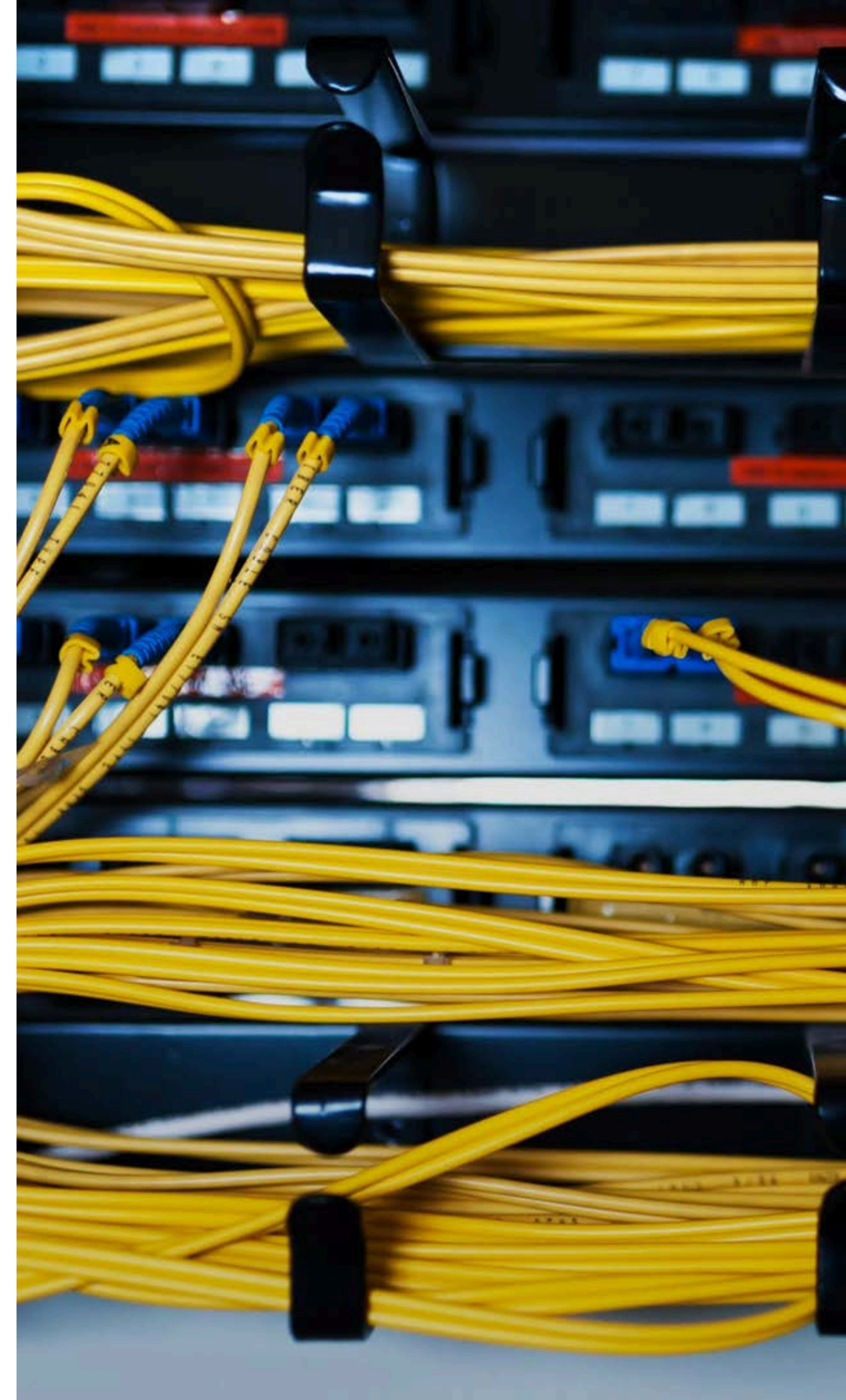
Policies and certifications

Our policies presented here form the foundation of how we operate responsibly, supporting our decisions and behaviours across all markets. They translate our commitments on human rights, labour rights, and anti-corruption into clear expectations for our people and partners.

Additionally, we continue to be participants of the UN Global Compact, committing to align our operations with its ten principles on human rights, labour rights, environment, and anti-corruption.

Policy	Scope
ESG	Our group-wide ESG Policy guides sustainability, ethics, and corporate governance. It outlines strategies to integrate ESG principles into decision-making to create long-term stakeholder value.
Whistleblower	This group-wide policy outlines what can be reported, how reports are handled, and the governance behind the process. It is available on our intranet and publicly on the group.one landing page.

Policy	Scope
Anti-bribery and anti-corruption	This group-wide policy supports compliance with local anti-corruption laws in Germany, Austria, and Switzerland. It prohibits bribery, guides employees on avoiding unethical transactions, and promotes reporting violations.
Information security	Our group-wide Information Security Policy reinforces data protection, integrity, and confidentiality. It outlines security objectives, risk management, governance roles, and compliance with our security framework.
Security incident	The group-wide Security Incident Policy guides employees in handling data incidents, defining security incidents, and providing clear response steps to protect operations and sensitive information.
Code of conduct	Our group-wide Code of Conduct developed in 2025 underlines and summarises our existing group policies and directives, and contains rules and principles governing day-to-day activities related to human rights, labour rights, and other sustainability matters.
Anti-harassment and anti-discrimination	Our group-wide policy, updated in 2025, prohibits all forms of harassment and discrimination, ensuring a safe, inclusive, and respectful work environment for everyone. While the group follows a unified approach, some brands may have tailored versions to meet local or operational requirements.



Policies and certifications

Our certifications, listed on this page, provide independent assurance that our operations meet recognised global standards and help strengthen trust with our customers and stakeholders.

One of our key certification achievements in 2025 was broadening the scope of our ISO 27001–certified activities, which now cover selected one.com operations, thereby encompassing all our major operating regions. This milestone reinforces our information security governance framework and ensures unified, high standards of control across our global operations. It demonstrates our commitment to continuously strengthening the resilience and maturity of our practices.

Certification	Scope
National Institute of Standards and Technology (NIST) Cybersecurity Framework	group.one operational framework is aligned with NIST.
ISO/ Internal electrotechnical Commission (IEC) 27001:2022 Information security management systems	Hostnet B.V., dogado GmbH, one.com and KAMP Netzwerkdienste GmbH achieved relevant ISO/IEC certificate.
ISO 9001:2015 Quality management system	Hostnet B.V. and KAMP Netzwerkdienste GmbH achieved relevant ISO certificate.
ISO/ IEC 27701 Privacy information management system⁴	Hostnet B.V., dogado GmbH achieved relevant ISO certificate.
C5 (Cloud Computing Compliance Criteria Catalogue)	dogado GmbH achieved the relevant accreditation.



Looking to the **future**

Building on this year's progress, we are committed to advancing our sustainability agenda to create a lasting impact for our stakeholders. This section outlines our key initiatives for the coming years, including the enhancement of existing programs and the pursuit of new opportunities across environmental, social and governance areas.

07

Our **strategic direction** in each of our focus areas

As we look ahead, sustainability remains a core component of how we scale our platform, integrate acquisitions, and manage emerging technologies. Our next phase focuses on three priorities: accelerating our net-zero by 2040 pathway as our infrastructure and AI capabilities grow, strengthening inclusion across an increasingly international workforce, and reinforcing governance frameworks around AI, data protection, and evolving ESG regulation.

In 2025, we integrated ESG considerations into our M&A process, ensuring that environmental, social, and governance insights are collected during acquisition due diligence and are also embedded in post-acquisition integration to align new companies with [group.one](#)'s sustainability approach. Looking ahead, we will update our double materiality assessment to reflect the evolution of our business model and ensure our sustainability priorities remain aligned with our operational footprint



Environment: Advancing our net-zero strategy in a growing digital infrastructure

As our platform expands through acquisitions and increasing AI-driven workloads, our environmental strategy focuses on managing a more complex digital infrastructure and value chain.

In the coming years, we will continue executing our net-zero by 2040 roadmap by integrating newly acquired operations into our emissions baseline, expanding renewable energy sourcing across offices and data centres, and improving the energy efficiency of our infrastructure. In particular, we will evaluate available methods to monitor the environmental impacts of AI-enabled services and the associated hardware lifecycle across our platform.

By strengthening data quality and infrastructure efficiency, we aim to ensure that our climate pathway remains credible as our business continues to scale.



Social: Strengthening inclusion in an international organisation

As group.one continues to expand internationally, fostering an inclusive and collaborative culture across regions becomes increasingly important. In the coming years, we will strengthen our inclusion and belonging strategy by expanding global employee surveys, increasing leadership training on inclusive decision-making, and enhancing transparency through initiatives such as our gender pay gap assessments. At the same time, we will continue developing our global job architecture and talent development framework to help ensure consistent opportunities for employees across markets.

Through these initiatives, we aim to support a culture where diverse perspectives contribute to innovation, collaboration, and long-term employee engagement.



Governance: Strengthening AI and data governance in an evolving regulatory landscape

As AI becomes increasingly embedded across our platform and products, governance of emerging technologies remains a priority. In the coming years, we will continue to focus on our AI governance framework to help ensure that AI capabilities are deployed in line with strong standards for transparency, security and data protection. At the same time, we will maintain close oversight of regulatory developments such as the EU AI Act, CSRD, and other evolving ESG requirements. By strengthening internal awareness of governance frameworks and continuously adapting to new regulatory expectations, we aim to ensure that innovation, compliance, and trust evolve together across our organisation.

