

Broad Horizon ESG policies, statements & guidelines

Broad Horizon is committed to doing business responsibly. We believe in doing the right thing, for our employees, our customers and the broader society. We ensure that this happens by standing up for our customers and employee rights and being as transparent as possible. We want to serve and strengthen the wider community in which we operate. Broad Horizon believes that to truly serve our customers and deliver our purpose of **Being Ahead** we must be agile and continuously evolve and adapt to the changing needs of our people and our customers. Broad Horizon recognizes that this promise can only be delivered in an environment where our people and stakeholders share personal accountability for building an inclusive, diverse and responsible organization. Broad Horizon will conduct its business with integrity and ethics in line with its values and policies.

Our ESG policies, statements and guidelines are summarized below.

Inclusion & Diversity

Broad Horizon understands that there is much more to every one of us than you first realize. That's why Broad Horizon's approach to inclusion and diversity creates an environment where you can bring your authentic self to work. At Broad Horizon, we respect and value everyone and encourage every opportunity to learn and grow together. Our commitment to inclusion and diversity will be demonstrated through our actions and inclusive policies. Our strategy is designed to support and enrich our culture, encourage employee participation, improve organizational effectiveness and strengthen understanding of our customers' values. It includes bringing different perspectives to the organization's operations and decision making. To this end, we will strengthen self-awareness to avoid biases, build on our sense of belonging and encourage inclusivity. We recognize how inclusion and diversity enriches Broad Horizon. By increasing diversity and continuing to embed inclusion in everything we do, we create greater curiosity and this allows us to open up new opportunities and help meet the growing expectations of the company's employees, customers and our other stakeholders.

Health & Safety

Broad Horizon is committed to providing and maintaining high health and safety standards across its business units. We recognize that strong health and safety practices have positive benefits both for Broad horizon and its employees. Broad Horizon is committed to providing appropriate levels of resources to encourage excellent health, vitality and safety standards across the organization. At Broad Horizon, a positive health and safety culture is encouraged and supported by senior management. We will seek at all times to achieve the following objectives and expectations:

- We will promote a high standard of safety for all work activities, and will take all reasonable steps within our control to provide a safe and healthy working environment at our offices and other premises.
- We will encourage our employees to understand and accept that health and safety is an integral part of their individual responsibilities. Employee cooperation is crucial to the success of ensuring the health and safety of all.
- We provide sporting facilities at our premises and encourage the use of bicycles for commuting
- We will satisfy all our legal obligations with regard to health and safety.
- Where required, we will consult staff representatives about changes we make in working practices that may have an impact on health and safety.
- We will provide information, instruction and training to all our employees and incorporate health and safety considerations in relevant business decisions so that risks in this area can be adequately addressed and managed.

Our aim is to limit the number of work-related injuries and illnesses to an absolute minimum. It is important that we work together to provide a safe and healthy working environment for all.

Community Engagement & Charity

By addressing local community needs and encouraging our people to volunteer, Broad Horizon will invest and aim to have a positive impact on the environment and people in the areas we live and work. Through this and through selected donations, Broad Horizon aims to:

- Serve and strengthen the wider community, and create a better quality of life for the beneficiaries of the donations ('giving back').
- Engage employees and, where possible, encourage employee involvement.
- Promote Broad Horizon's Responsible Business vision to employees, customers, business partners and other stakeholders.

Broad Horizon will only support charities and other non-profit organizations that:

- Are designated or registered as a charity or non-profit organization.
- Are not exchanging the donation for any product or service.
- Are not directly involved in illegal gambling, recreational or illegal drugs, tobacco, armaments or alcohol (with the exception of those charities and organizations specifically dedicated to tackling addiction or drug abuse).
- Are not involved in perpetuating the abuse of human rights.
- Do not cause harm to animals for the purposes of either sport or entertainment.
- Do not have activities which involve significant damage to the environment.
- Do not use their charitable work to disseminate information on or encourage support for political or religious causes.

Compliance & Governance

At Broad Horizon we will ensure the highest levels of legal compliance for ourselves, our customers and suppliers. More specifically we will

- Always comply with both the letter and the spirit of the law, wherever it applies
- Ensure that we respect human rights and ensure no exploitation of child labour
- Ensure there is no bribery or corruption in any of our dealings
- Act with integrity at all times in all our dealings
- Always be non-discriminatory (whether on grounds of gender, race or disability), and adopt equality and diversity in our employment practices
- Act responsibly with respect to the environment, aiming for a sustainable approach to the use of resources, avoiding irresponsible disposal of hazardous products and unnecessary waste
- Ensure that our management structures and policies reflect the need for transparency, accountability, equality and probity in the management of our businesses

- Thanks to virtualization and our far-reaching optimization drive, there is considerable savings on electricity costs compared to regular hosting platforms
- We separate and recycle waste
- We invest in the well-being of our staff by facilitating gym and coaches
- We facilitate fruit and vegetables for our staff
- ISO 14001: Corporate social responsibility in which an environmental policy is central
- All engineers are tested for VOG: statement on good behavior
- True is a member of Green web foundation
- Energy consumption per FTE is continuously monitored
- CO2 emissions are measured and periodically examined to see how less can be done
- Hard disks are shredded piece by piece
- True uses environmental requirements at its suppliers within RFP processes
- Environment-related laws and regulations are periodically tested using ISO-14001
- True uses sustainable energy at its data centers and office
- True is one of the initiators of a new training for hosting providers with which we have the mission to train young people for the beautiful ICT profession