

enson^o

2023 Environmental, Social and Governance Brief

Your relentless ally for better outcomes.



Make better happen
enson.com

A message from our CEO

At Ensono, our core purpose extends beyond delivering unparalleled IT services; it encompasses a commitment to making a positive impact on the world. Through our comprehensive range of advisory, managed cloud, and mainframe services, we empower businesses to achieve their technological aspirations, laying the groundwork for future advancements in their IT endeavors.

“Make Better Happen” is not just our value proposition, it’s our guiding principle for both our team and our clients. Our expertise in cybersecurity, data continuity, infrastructure, and managed services positions us as an ally in the complex and evolving landscape of technology, allowing our clients to concentrate on their primary objectives.

Diversity and inclusivity are the cornerstones of our growth strategy and innovation. We are dedicated to paving the way for enhanced opportunities for individuals of all backgrounds, within Ensono and beyond. The 2023 ESG (Environmental, Social, and Governance) report encapsulates our efforts to contribute positively to our business and the global community through:

- Minimizing our environmental footprint
- Encouraging associate inclusion, growth, and development
- Upholding stringent governance and data security standards

Our dedication to environmental stewardship, the well-being of our team, and the integrity of our operations not only makes Ensono a great place to work but also elevates us as an ally to our clients.

Environmental initiatives

In 2023, our efforts to minimize our environmental impact saw significant progress, as we streamlined our data center operations without hindering our growth and client expansion. By strategically reducing the number of data centers in operation, we not only extended our business reach but also achieved a remarkable decrease in our energy and carbon footprint. Specifically, we reduced our global data center electricity usage by 13 percent and cut our overall carbon emissions by 17 percent compared to the previous year. These achievements align with our ambitious goal to reduce emissions by 60 percent by 2030, as we move towards attaining net-zero emissions before the 2050 target.

Social responsibility

Ensono has embarked on a multifaceted journey to elevate associate engagement, diversity, and learning opportunities across the board. Through our annual engagement surveys, we’ve identified key areas for improvement, propelling us into the 75th percentile of Gallup-ranked companies, a reflection of our efforts to foster a thriving workplace. We made significant strides in



Jeff VonDeylen

Chief Executive Officer, Ensono

increasing the representation of women and minorities within our workforce, underscoring our dedication to creating equitable opportunities in the tech industry. With the establishment of eight Global Community Groups, including Women Connected, and the launch of a Global Mentorship Program, we're nurturing a culture of continuous learning and development. Our approach is designed to not only enhance professional growth but also to ensure our practices align with our overarching goals of inclusivity and excellence.

Governance

Ensono emphasizes robust governance and ethical practices, ensuring the security and integrity of client systems through a structured framework. Our diverse board champions ethical conduct, supported by thorough audits and adherence to industry standards, including SOC, ISO, and PCI DSS certifications. We prioritize cybersecurity and risk management through our Enterprise Risk Management Program and maintain high standards for data privacy and the ethical use of AI. Ensono's commitment to transparency, accountability, and continuous improvement underpins our efforts to safeguard client trust and uphold our reputation as a leader in managed services. This governance overview showcases our dedication to ethical leadership, risk mitigation, and fostering a culture of integrity across all operations.

The ESG report is a testament to our ongoing commitment to building a better future for our clients, partners, and team members. Together, we have the power to shape a brighter, more sustainable future.

Sincerely,





COMPANY

OVERVIEW

Ensono is more than a managed service provider, we are your expert technology advisor and steadfast ally. Our commitment extends globally, aiding clients as they optimize, evolve, and innovate their technological landscape to embrace the future.

Our comprehensive service range and seasoned technologists adeptly manage everything from intricate legacy systems to cutting-edge cloud-native environments. We tailor our solutions to expedite the achievement of your business objectives, surpassing expectations.

What sets Ensono apart? Feedback from our clientele highlights three key areas: expertise, flexibility, and culture.

Three things make Ensono different



Expertise

Navigating complex IT ecosystems demands seasoned expertise. Ensono stands out, equipped to guide you from mainframe to cloud, ensuring a seamless transition to next-gen technology. We're proud to be one of the select eight global providers with the prestigious AWS mainframe modernization competency and a top-tier global Azure Expert MSP. Our capabilities promise a smarter today and a brighter tomorrow in the cloud. Additionally, our leadership in the ISG Provider Lens for Mainframe Services and Solutions and management of over 1 million MIPS demonstrates our unparalleled mainframe proficiency.



Flexibility

In the fluidity of today's market, adaptability is crucial. Ensono's client-centric approach provides the agility to align your services with business dynamics. Unique in our offering, we allow workload adjustments without penalties, supporting your evolving strategies. Our Ensono Envision® insights platform delivers continuous, comprehensive visibility into your IT landscape, from real-time ticketing to financial and usage metrics. Enhanced with Ensono Advisor's dynamic intelligence, it ensures you have the insight you need when you need it, fostering informed decision-making.



Culture

At the heart of Ensono is a culture built on strong, productive relationships. Our team of over 3,000 specialized professionals embodies a service-driven ethos, committed to working alongside you as an integrated part of your team 24/7. This partnership is the cornerstone of our mutual success, tailored to co-create a prosperous future.

Growth and accolades

In 2021, Ensono was acquired by KKR, a leading global investment firm, giving us greater resources to enable our clients to achieve better outcomes, faster. Headquartered in Greater Chicago, Ensono has more than 3,400 associates around the globe dedicated to helping businesses evolve to meet the needs of an ever-changing world.

KKR

Further, we were recognized in 2023 as a top managed service provider, for women in technology, as one of Crain's top privately held companies, and for several other awards in technology and thought leadership communications.



2023 CRN MSP 500
Elite 150 List



2023 CRN Women of the
Channel List



#1 on Channel Futures
MSP 501 List



Women in Tech Excellence
Awards 2023, Engineer of the
Year Finalist (Yuki Kitaoka)



#1 on Crain's
Largest Privately Held
Companies 2023 List



Health Tech Awards 2023
Winner,
Most Promising Pilot



2023 Americas Awards
for Excellence,
Breakthrough Award



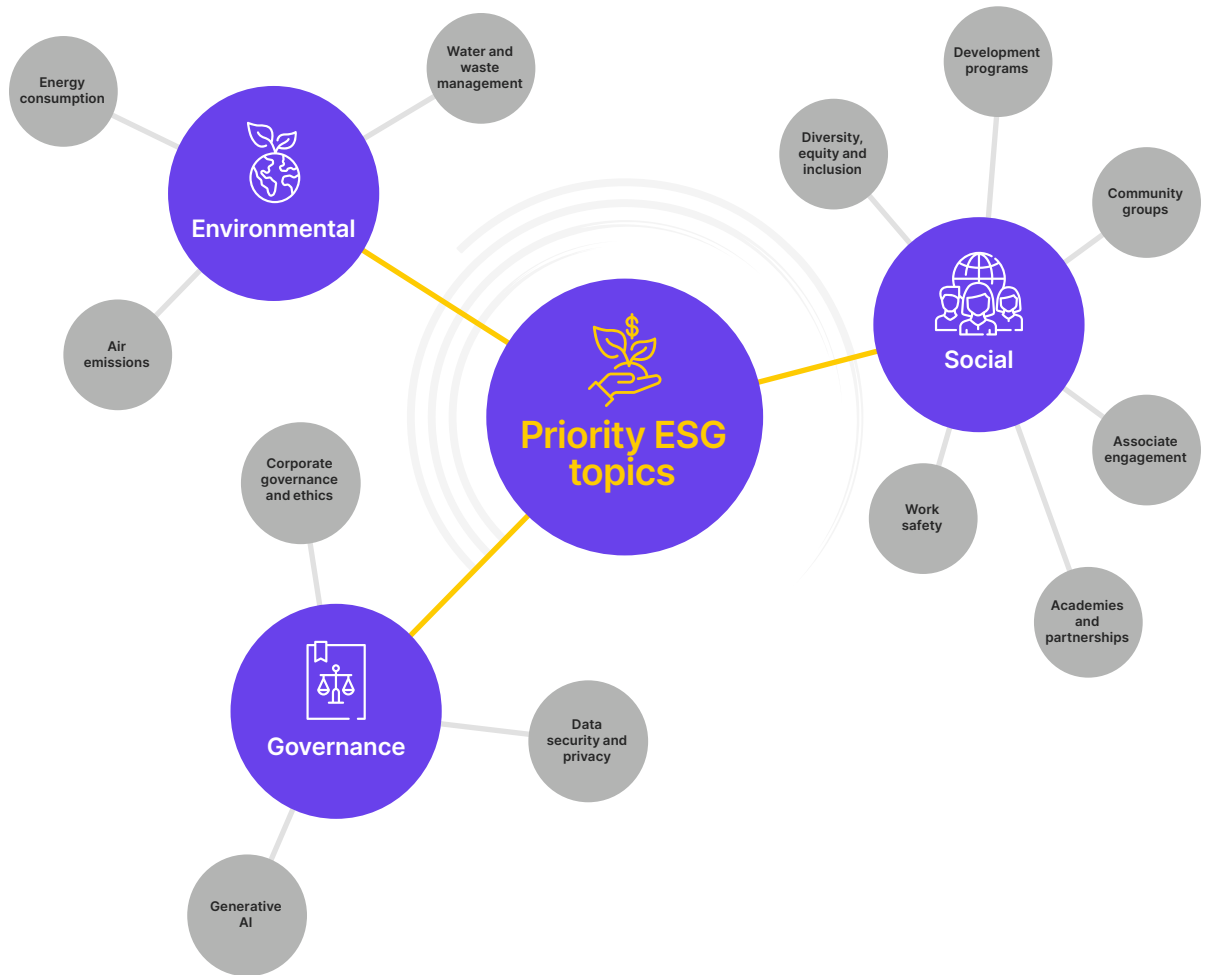
2023 MarCom Awards
Platinum Winner, Corporate
Publication

ESG is an essential part of Ensono's sustainability journey

Ensono has identified high priority sustainability initiatives in three areas: the environment, social responsibility and corporate governance. The purpose of this report is to share Ensono's current ESG practices and approaches with our stakeholders as we deepen our commitment to sustainability and continue to be a responsible corporate citizen.

ESG MISSION STATEMENT

Ensono is committed to incorporating ESG principles to deliver transformative technology solutions and do great things for our clients, associates, and the communities where we live and work. We believe in being an ally for better business—working together to make better happen faster.





OUR ESG PRIORITIES:
ENVIRONMENTAL

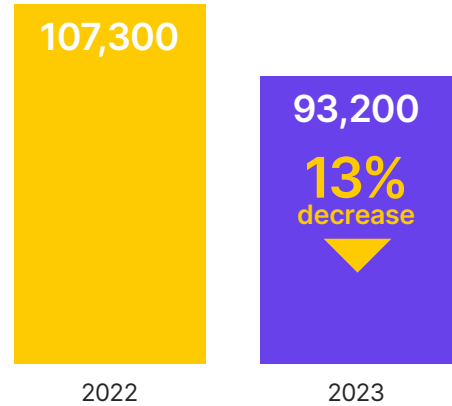
At Ensono, we strive to be responsible stewards of the environment while maintaining reliability for our clients. Our goal is to responsibly manage overall energy consumption, air emissions, water usage and waste management functions. To minimize the environmental impacts of carbon emissions, we have implemented programs that help us limit resource consumption and reduce energy usage throughout our facilities.

In 2023, Ensono made tremendous progress in reducing our emissions footprint by reducing the number of data centers we use to support our business. Several of these data centers were older generation facilities which had a higher carbon footprint than some of our more modern and efficient data centers. We were also able to consolidate IT environments to drive additional reductions in power use and emissions. We were able to achieve these emissions improvements while simultaneously growing our revenue and our customer base, which typically increases demand for resources.

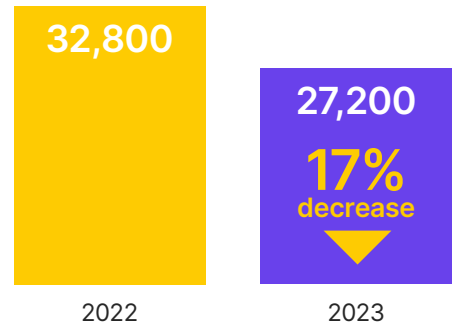
We monitor emissions through nZero's carbon management platform, which provides accurate and automated data collection. Electricity consumption across all global data centers, measured in megawatt hours (MWh), is transmitted to nZero every month. nZero compiles the data, checks for anomalies or errors, and calculates a location-specific carbon emission load measured in metric tons of carbon dioxide equivalent (MT CO2e).

Accurate and continuous emissions reports are an important step in managing our environmental footprint, and will enable better insight and decision making as future opportunities for energy efficiency are identified.

Electricity Consumption (MWh)



Total Carbon Emission Load (MT CO2e)



Improving efficiency at our Illinois data center

▼ 1,100,000 kWh/year

CASE STUDY

At our data center in Downers Grove, Illinois, we have significantly improved our Power Utilization Efficiency (PUE) by replacing infrastructure, shutting down unnecessary equipment, and enhancing controls. Our building management system enables greater efficiency in cooling and reductions in our environmental impacts. In addition, we installed new energy-efficient Uninterrupted Power Supply (UPS) systems that decrease our energy usage by over 1,100,000 kWh per year. We also incorporated LED-proximity lighting to enhance visibility and efficiency at our facility. This advanced data center reflects our dedication to efficient, reliable service for our customers.

Energy consumption

As a Managed Service Provider (MSP), Ensono leverages shared resources for our clients to drive greater efficiency in IT management. Rather than running separate IT systems, companies can centralize their data with Ensono resulting in a lower collective environmental footprint. We create further operational efficiencies for clients by sharing technology within our data centers, reducing overall energy consumption.

Ensono has very limited direct (Scope 1) emissions generated from internal operations. Our electricity consumption is primarily indirect (Scope 2), based on energy purchased from other sources for the three Ensono-run data centers, as well as 13 colocation or lease agreements with third-party providers.

In 2023 we engaged Ramboll, a global engineering, architecture and consulting company that helps companies create sustainable solutions. This work led to the development of our carbon roadmap that will enable us to achieve our goal of net-zero by 2050, which we will continue to refine in 2024 and beyond.

We anticipate reducing our emission level approximately 60 percent from 2023 to 2030 as we implement the carbon reduction roadmap.

Our carbon reduction roadmap includes continued closure and consolidation of inefficient data centers, the positive effects of utility grid decarbonization, emission reduction projects such as HVAC upgrades utilizing outside air economization and direct purchase of renewable energy.

Greater efficiency in our operations improves costs and enables investments in advanced equipment and technology, while reducing energy consumption and mitigating climate change.



We built our Kings Mountain data center to LEED® Gold standards when it was constructed in 2011—we also replaced controls in the North Carolina location to enable the use of plate-frame heat exchangers.

Air emissions

Across our data centers, Ensono focuses on environmental air compliance to maintain operations that align with our standards and adhere to local requirements. We developed permit processes for air emissions at our locations to support consistency in our approach. We continue to identify opportunities to enhance our management system and comply with permitting regulations for air emissions.

Water and waste management

Responsible management of our natural resources is important to Ensono's environmental strategy because we recognize the value of preserving the environment and limiting our material consumption.

At our data centers that use water for cooling, we apply treatment processes, if needed, to maintain water quality to enable water recycling. This approach allows us to reuse the water for cooling an average of six times before it is discharged.

We collaborate with third-party vendors to manage proper disposal of hazardous waste materials at our data centers, including batteries and oil. We also developed a spill prevention, control and countermeasure (SPCC) plan for diesel fuel. Finally, we recycle electronic waste, which includes breaking down materials and shredding drives before disposal.

Ensono takes the environmental impact of our operation seriously, by continually working to measure and improve the carbon impact of the IT services we deliver to our clients.



OUR ESG PRIORITIES:
SOCIAL

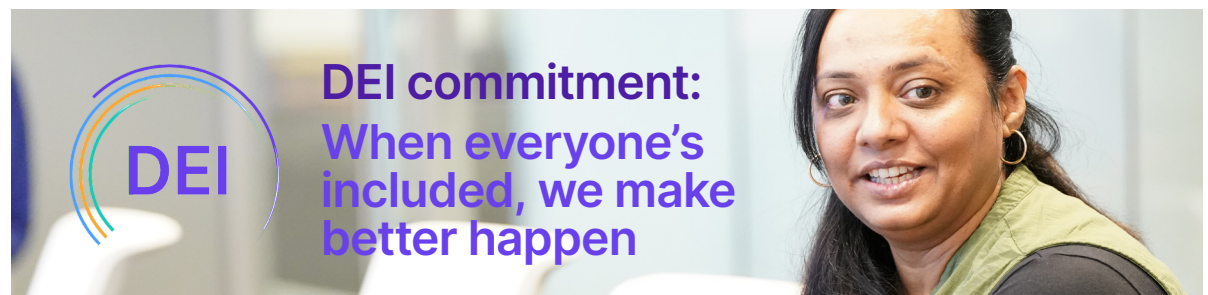
At Ensono, our people are the foundation of everything we do. Our goal is to drive innovation and create an environment that motivates, engages and empowers associates to achieve their goals. We win when our people win. We believe in an open and inclusive approach to working together, where associates can build productive relationships within and outside the company that propel us forward, driving better technology solutions for today and tomorrow.

Diversity, equity and inclusion (DEI)

We want to inspire new ideas that make Ensono stand out, and we believe that diversity helps us win on innovation and competitiveness. We have a feedback-rich environment that encourages

associates to voice concerns, and we provide training that helps us recognize and eliminate unconscious bias in the hiring process and in our interactions. Understanding unconscious bias is part of a continuing conversation to create a more responsive, mindful and equitable workplace.

Ensono is committed to building a diverse, equitable and inclusive workplace because we believe that diversity of people and ideas is crucial to achieving growth. CEO Jeff VonDeylen has signed the [CEO ACTION for Diversity and Inclusion pledge](#), and is one of the executive sponsors of our internal DEI program. Executive sponsors, along with global ambassadors and regional workstream owners, oversee and monitor all DEI initiatives.



At Ensono, we value **honesty** and openness in our actions and words. We are known for our **reliability** as relentless allies that act in the best interest of our clients and of one another. We desire to foster an environment of **collaboration**, where all associates feel a sense of belonging and are empowered to be their full, authentic selves. We believe that diversity is a strategic advantage that drives innovation and a spirit of **curiosity**, positioning us as a market leader. We share a deeply rooted **passion** that transcends our differences and unites us in our collective pursuits.

An associate engagement survey is conducted annually to identify where we are doing well and where we can continue to improve. The survey measures engagement, ownership and accountability at the company and the regional level, with the goal of creating a workplace where all associates are thriving. In 2023, Ensono ranked in the 75th percentile of all Gallup companies, outperforming the global workforce tracking by Gallup. In addition to our employment goals, Ensono's board includes five non-employee directors who bring diverse personal and professional perspectives to the company's guidance:



Ed Anderson



Bradley Brown



Webster Chua



Karen Puckett



Jack Sepple

DEI goals

We acknowledge that communities commonly underrepresented in the tech industry do not always have equal opportunities and, as a result, we have created multiple programs to address these inequalities before the hiring process even begins. Ensono meets all the requirements of an affirmative action employer, consistent with our goal of providing equal opportunities for all current and prospective associates.

GENDER EQUITY

We continue to analyze and address the gaps outlined in our [2022 Gender Pay Gap Report](#), which addresses differences in representation and pay by gender in the UK. Men make up the majority of UK associates, which is reflective of the technology industry generally. The UK mean gender pay gap was only 1.7 percent in 2022, a decrease from the year prior. Greater equity in pay is closely tied to greater representation of women across all levels of the organization, and in senior leadership roles. Men and women at all levels are eligible for our performance-based equity program, and we are working to reduce gender pay gaps globally through community outreach, recruiting and internal development programs.

While we didn't meet our 2023 goals, we have made progress on our goal of increasing the representation of women and minorities in our global workforce, and will continue to focus on improving our recruitment of diverse candidates. Since 2022, we have increased our global female diversity from 22.4 percent to 23.5 percent and our Black or Hispanic/Latino diversity from 14.5 percent to 14.8 percent. Overall, our ethnic diversity in the US is at 27.8 percent. By 2025, we plan to increase diversity through greater representation of women and minorities in each of our regions and within our leadership ranks.

2023 DIVERSITY

23.5%

women
(global)

22.7%

women in
leadership
(global)

14.8%

Black or
Hispanic/
Latino
diversity
(U.S.)

9%

Black or
Hispanic/
Latino diversity
in leadership
(U.S.)

2025 DIVERSITY GOALS

26%

women
(global)

25%

women in
leadership
(global)

20%

Black or
Hispanic/
Latino
diversity
(U.S.)

13.5%

Black or
Hispanic/
Latino diversity
in leadership
(U.S.)

Building community at Ensono

Ensono now has eight Global Community Groups that support the diverse interests and needs of our associates. These associate-led groups are designed to foster belonging and inclusivity by offering a channel for sharing, education, support and culture for different groups of associates. Women Connected has been in place since 2019,

bringing women together for quarterly seminars, career development and networking events. Seven additional communities were established in 2023, connecting and giving voice to other groups with common interests across the company. Participation is voluntary, and groups can find the structure that works for the associates involved and their specific needs.

GLOBAL COMMUNITY GROUPS



LEADERS

Spark's purpose is to hold discussions and small-group sessions to promote thought diversity and idea sharing among leaders.



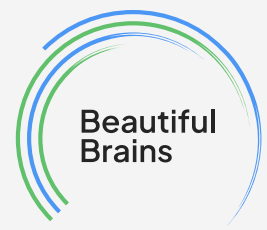
WOMEN

Women Connected provides events and education including coping with imposter syndrome, handling microaggression and embracing change.



LGBTQ+

Helping Educate Regarding Orientation (HERO) provides events and education including Pride Month and National Coming Out Day.



NEURODIVERSE

Beautiful Brains provides support for neurodiverse associates, including those with autism, ADHD and/or learning disabilities.



BLACK & AFRICAN AMERICAN

Supporting with Optimism, Understanding and Love (SOUL) provides events and education including MLK Jr. Day and Black History Month.



HISPANIC & LATINX

Ensono Unidos provides events and education including Hispanic Heritage Month and influence on U.S. history and culture.



VETERANS & ACTIVE MILITARY

E-Vets provides events and education including veteran meet ups and recruiting and support for vets and military in the workforce.



NEXTGEN

NextGen provides a supportive platform for young professionals at Ensono, fostering mentorship, leadership, and collaboration to drive future success and innovation within the company.

Development programs

Our diversity programs not only provide inroads for underrepresented groups, they offer valuable mentoring and leadership opportunities for associates who are interested in developing others.

At Ensono, learning and development opportunities are integral to maintaining the accomplished team that defines our success in the technology industry. Our approach balances transparent career paths with regionally-specific programs to provide associates with the individualized support they need while setting comprehensive goals. This year-round guidance instills associates with key capabilities that push their career, and Ensono, forward.

100%

of associates receive in-depth training as well as regular performance and career development reviews.

While performance reviews take place twice a year, continuous feedback sets the stage for company and individual success. Managers meet with associates to establish job expectations early in the process, and continue the conversation throughout the year with frequent check-ins and developmental coaching when needed. Continuous communication creates greater accountability, and helps ensure individual performance metrics, strengths and development goals are aligned with company goals. In addition to one-on-one check-ins and bi-annual performance reviews, Town Hall meetings are held every two weeks to keep our global workforce up to date on our strategies.



Ensono has a number of continuous learning avenues that are available to associates.

Our **Global Mentor Program** program pairs mentees with mentors to assist in expanding organizational understanding, and support professional and personal growth. Mentors benefit by learning to counsel, listen and model behaviors for success. In 2023 Ensono launched this program globally, with 68 mentors and 94 mentees participating, with women representing more than 20 percent among both mentors and mentees.

Other learning opportunities include monthly webinars, Thriversity (a platform for skills-based immersive courses and masterclasses), and a self-paced leadership development program.

Career development programs

Ignite Management Development Program (MDP) – This program was launched in 2022, promoting leadership skills in managers and team leaders. The program is for new managers, and covers crucial problem solving, people and project management skills.

Ascend Program – This is a new program that will be launched in 2024, targeted to directors. The program will address people management, strategic business acumen and other leadership skills.

Summit Program – This is a leadership development program for directors and vice presidents focused on the skills needed to drive organizational excellence and sustainable growth.

Women's Leadership Programs (WLP) –

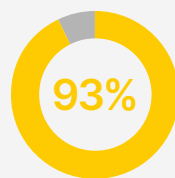
This program further develops women in senior leadership roles. Participants gain experience developing and applying skills that will help them continue to advance in their careers. This program was launched with women in India in 2022, and was expanded globally in 2023.



Speak Up 2024 Survey

Since 2019, Ensono has sponsored an annual Speak Up Survey that asks female tech workers in the U.S., UK and India about their views on remote work, inclusion, harassment and learning and development. [The Speak Up 2024 Survey](#) reflected many areas of improvement and progress, as well as new insights into what women working in tech want from employers.

EQUITY AND INCLUSION

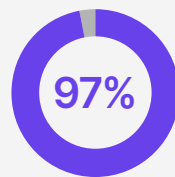


93% say experiences related to gender equity and inclusion for women in tech has improved in the past 12 months.

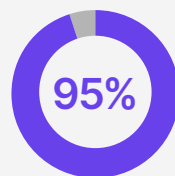
WHAT WOMEN IN TECH WANT

In prior surveys, most respondents who were thinking about leaving their current position wanted better pay (59 percent) and benefits (42 percent). In 2024, among the 19 percent who said they planned to leave their current company within the year, influence and flexibility were the biggest reasons for seeking other employment:

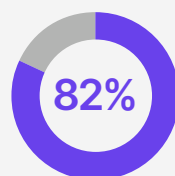
REMOTE WORK



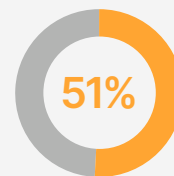
97% who work remotely at least part of the time agree there are more opportunities for them in the tech job market due to remote work.



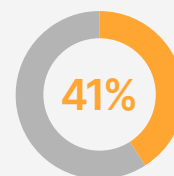
95% say remote work has improved work/life balance.



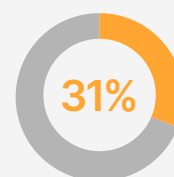
82% say remote work has made promotions and career advancements easier.



51% say they want to have a more impactful voice in decision making.



41% want greater flexibility to work remotely.



31% are looking for improved work/life balance.

The survey includes 1,500 female, full-time tech employees in the U.S., UK and India regarding their work experiences over the past year and expectations moving forward.

Academies and partnerships

In the U.S., we created **Ensono Junior Academy**, a paid internship program for inner-city youth. We have also developed a number of programs designed to create new entry points into the industry (see case study below).

Ensono Cloud Academy provides technology training to those with no prior experience, including cloud foundation training, cloud role and technical training and field training. We've seen tremendous success with Ensono Cloud Academy and are expanding the program globally to further promote a skilled and diverse workforce.

Ensono Mainframe Academy introduces college-aged students to the diverse array of mainframe disciplines through a 12-week summer internship. Some graduates are offered full-time jobs as junior team members. We also offer a mid-career Mainframe Academy, where we hire full-time associates on an accelerated learning path.

We are also proud to offer jobs to military personnel leaving active duty as a **SkillBridge** partner with the Department of Defense. This program helps members of the U.S. Armed Forces re-enter the civilian work force.



Ensono is a signatory of the **Tech Talent Charter**, a nonprofit organization based in the UK that uses measurable resources to drive diversity and inclusion in the tech sector. This organization provides a variety of resources and case studies to increase our diversity awareness. This toolkit includes information on hiring diverse talent, supporting associates who take extended leave, developing and retaining talent, and retraining in tech programs.



**Ensono Junior
Academy**

CASE STUDY

Supporting inner-city students

We are proud to offer **Ensono Junior Academy**, a paid internship program, to select juniors and seniors attending Chicago Tech Academy. At this Chicago charter school, 95 percent of students identify as Black, Indigenous or People of Color (BIPOC), and 91 percent of students receive free lunch at school. Through our program, students receive technical training, professional skills development and one-on-one mentorship to help develop well-rounded capabilities for technology careers.

Ensuring our people are recognized and appreciated

Our workforce demonstrates determination and passion on a daily basis, and our recognition programs help highlight and amplify awareness of the many contributions that take place across the organization every day.

Ensono Elevate is our global recognition program, and all associates are encouraged to use this program to share appreciation of peers and colleagues with teams across the company.

Ensono Innovators is another company-wide recognition program. Associates nominate coworkers who have made a significant impact for recognition at a Town Hall meeting. At the end of the year, all those receiving the award are eligible for our annual outstanding performance award. The winner receives an extended, seven-day trip for two to our President's Club.



Associate engagement

Ensono aims to promote positive relationships with our associates by supporting them in every phase of their careers. Throughout their tenure, associates have access to a variety of trainings that establish core competencies and provide opportunities for upskilling in every role.

By fostering feelings of trust, open communication, and appreciation, Ensono strives to cultivate a community that enables associates to thrive. We combine a top-down and bottom-up approach to encourage associate engagement, which includes board-level oversight with input from our associates. This approach allows Ensono to provide supportive resources and to adjust to any feedback.

If an associate leaves Ensono, we offer outplacement programs to assist displaced associates through work transitions. Outplacement resources help with creating a strategic action plan, resume/CV development, interview preparation and salary negotiation. Job search tools may identify hidden opportunities outside of traditional job boards, and Big Data tools provide insights on target companies.

Our Gallup Q12 survey provides valuable associate feedback that is updated annually. In 2023, 91 percent of our global workforce participated in the survey, and overall engagement increased two percentage points. Continuing our trend of improvement on prior year results, we are ranked at the 75th percentile compared to other Gallup companies surveyed.

High engagement is important because it is closely tied to higher retention, and those who are engaged are significantly less likely to seek outside employment.

Company benefits

Ensono provides competitive benefits across all regions, including paid maternity and paternity leave, and company matching on a portion of retirement contributions. Globally, all of our associates also receive one full day of paid time off to volunteer. Most of our associates work primarily from home. This change from office-based work originated during the pandemic, but continues today based on associate input regarding the benefits of working from home for work-life balance. Offering the option to work remotely or part-time in the office is just one of the ways we listen to associates and demonstrate care for their wellbeing.

We know that wellbeing is important to both engagement and retention, and it has been an integral aspect of our culture at Ensono since our inception. In partnership with Virgin Pulse, we have created a customized wellness program that encourages associates to set goals and make conscious decisions that benefit overall health and wellness. The program gives associates the opportunity to:

- Earn points by tracking healthy habits, setting wellness goals or joining an Ensono Company Challenge.
- Redeem points for rewards such as gift cards.
- Earn discounts on company medical plan contributions.
- Take science-based courses including stress management; mindfulness and meditation; emotional intelligence; and insomnia sleep training via the Whil digital wellbeing app.

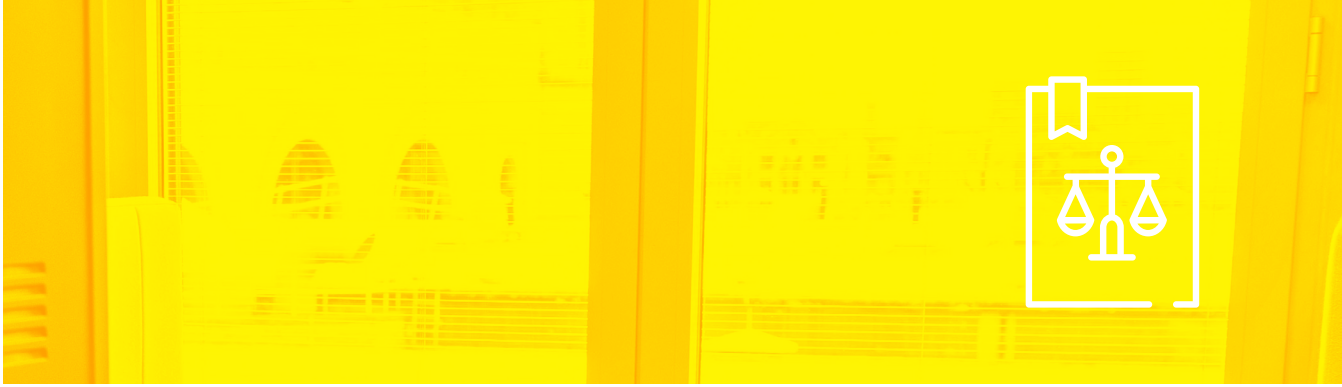
Our Global Associate Assistance Program is an additional professional service that provides free, confidential counseling and guidance for personal and/or family concerns.



Work safety

Safety is a key priority for Ensono, and we continue to expand the policies we have in place to protect our associates. Our safety management includes the following training and preventative measures:

- All associates in data centers must complete online training to prevent common accidents.
- Potential hazards associated with data center operations are reviewed with all associates.
- In addition, we provide personal protective equipment at our data centers, including hand, face and limb protection, as well as arc flash suits (a full-body uniform of thick material to safeguard against the dangers of electrical maintenance).



OUR ESG PRIORITIES:

GOVERNANCE

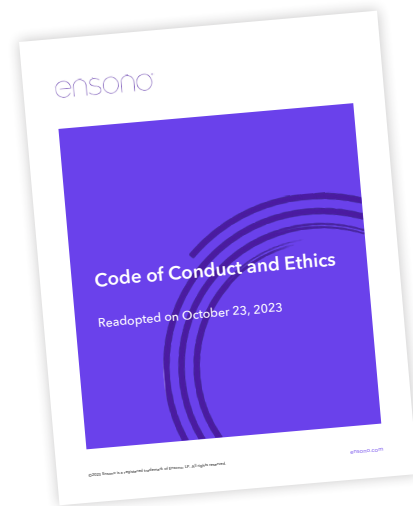
Ensono's core business is to protect and manage critical systems for our clients. As a trusted managed services provider, the safety of these systems and data assets remains one of our top priorities, and our approach to governance enables effective oversight and management of these critical systems.

Corporate governance and ethics

To preserve the trust of our clients, Ensono integrates responsibility at every level of the organization, starting with our board of directors. With the oversight of the board, we conduct regular audits of our business internally and by independent third parties, maintain industry-recognized certifications, and monitor controls throughout our operations to enhance the security and efficiency of our business. We value diversity of thought, background, and experience on our board, so the composition of the board includes independent directors with varied industry experiences, genders, and ethnic backgrounds, and maintains an ongoing commitment to prioritize diversity as the board may be expanded.

Our board of directors established three committees and annually reviews the charters of each committee to maintain proper focus and oversight. These committees meet at least quarterly and include the following:

- **Audit committee:** Maintains oversight of our financial statements, audits, controls, reporting process, enterprise risk management, cybersecurity and ESG initiatives, and our policies for ethics and reporting concerns.
- **Compensation committee:** Maintains oversight of compensation and benefits programs, including executive compensation, incentive, and equity plans.
- **Technology committee:** Maintains oversight of the company's technology strategy and recommends investments to enable and accelerate growth while managing risk.



Ensono's [Code of Conduct and Ethics](#), is annually reviewed with the board, and reflects our commitment to promote honest and ethical conduct, comply with applicable laws and regulations, protect our assets, and maintain transparency and accountability. We provide and require annual compliance trainings for all associates. We encourage associates to hold each other accountable and report any ethical concerns or suspected violations, either directly to management or anonymously through a third-party tool. We maintain a whistleblower policy that demonstrates our commitment to protect anyone who makes a claim based on reasonable belief of a violation. All claims are investigated with any decisions or actions properly communicated and an opportunity to appeal up through our chief legal officer or audit committee chairman.

In addition to our governance and ethics programs, we maintain an enterprise risk management program to avoid, manage, and mitigate a comprehensive set of risks to our business including macroeconomic, geopolitical, environmental, cybersecurity, and supply chain. In 2023, Ensono achieved all global security compliance and business continuity objectives. To mitigate supply-chain risk, we maintain and require our vendors to comply with a Supplier Code of Conduct. Ensono's Enterprise Risk Management Program (ERM) includes a global Third Party Risk Management Policy that addresses potential risks associated with third party supplier and vendor interactions.

Data security

To maintain the integrity of our systems, Ensono's Information Security Team oversees security operations, information risk management, mainframe security, and identity management on a global, enterprise-wide basis. We monitor our security landscape 24x7 and have experts available to deal with any potential events. Our audit committee and executive team receive regular briefings on cybersecurity from our Information Security Team, which partners across the company to address risks and track threats. All associates complete annual training on data security and compliance programs, and teams with higher risk receive additional training. In addition, our security and compliance internal audit function performs control testing and provides updates about compliance, security and resiliency that reinforce the critical importance of these practices throughout the year. Phishing testing is conducted monthly across all associates and any failures result in additional training and attention from leadership.

Ransomware attacks represent a major concern for managed service providers, so we focus on thoroughly preparing for, and responding to, this risk as well. In addition to monitoring threats, we regularly perform tabletop exercises, initiate awareness campaigns to train our associates to identify ransomware, engage third parties to support our initiatives, and regularly conduct penetration tests on our network. We continuously review and update our incident plans and response procedures to reduce any vulnerabilities against ransomware. Ensono cybersecurity teams also monitor multiple threat feeds and external sources for actionable intelligence to help better defend Ensono and our customers.

CASE STUDY

Offering secure, innovative solutions

Ensono Envision® is more than just a platform—it's our commitment to pushing the boundaries of digital innovation and secure communication. We're all about enhancing your client experience by delivering crucial IT insights and guiding your application strategies to thrive in hybrid environments. It's where performance meets innovation, designed to simplify the complexities of digitization while firmly adhering to our robust security and application management standards.

Enter Ensono Envision® Advisor, your personalized navigator in the complex world of IT operations. This guidance platform brings a new layer of clarity, offering expert recommendations tailored to your needs for cost efficiency, security, performance, and reliability. Imagine having a dedicated team of experts, just a call away, ready to help you optimize your IT landscape across every platform. It's about making informed decisions effortlessly and embracing the power of collaboration to drive meaningful change.



Ensono's policies on global information security, security incidence response, vulnerability management, and global compliance guide our practices and align with industry standards. Our platforms target security incident management, end point protection, vulnerability management, and threat detection. We maintain a comprehensive global framework for security programs based on National Institute of Standards and Technology (NIST) and Center for Internet Security (CIS) guidelines, and our System and Organization Controls (SOC) program governs controls in the business. Ensono successfully completed third-party audits for SOC 1 and 2, validating trustworthy management of internal transactions covering security, availability and confidentiality principles.

Ensono also complies with information security and risk management standards, including International Organization for Standardization (ISO) 27001, ISO 13001, Payment Card Industry Data Security Standard (PCI DSS), and other applicable standards.

- In 2022, we added **Cloud Services** and **Advisory and Consulting** to the ISO 27001 certificate, and in the UK we retained quality management (9001), IT service management (20000) and business continuity management (22301) certifications.
- Ensono contracts an independent industry leading consulting firm to publish SSAE 18 SOC 1 SOC 2 report attesting the controls relevant for all our critical processes and infrastructure.
- Ensono maintained PCI DSS Attestation of Compliance (AOC) certification for all data centers, AWS, our Envision managed service platform and the DCS cloud environment, enabling us to serve clients that require PCI-certified environments.
- Partner certifications strengthen our relationship with industry leading cloud service providers, including AWS, Azure and SAP.
- Business continuity testing was completed in all regions, including data center and Envision recovery exercises and annual documentation updates.
- In 2023 we added Cyber Essentials and Cyber Essentials Plus for our UK Digital Network. This certification will enable us to proceed with opportunities within the UK Government and affiliated entities.

Data Privacy

Our [Global Data Protection and Privacy Policy](#) describes our commitment to comply with regulations and responsibly manage and process personal data. We have implemented internal standards and controls that protect the rights of data subjects and maintain the security of personal data. In accordance with our policy, we provide annual training on privacy and data protection for all associates and third parties that process data for Ensono. We also incorporate controls in our agreements with third parties to uphold data privacy.

Generative AI

With the emergence of artificial intelligence (AI) as a powerful tool that has the potential to improve data insights and client support, we believe there is also a responsibility to protect original content and disclose the use of generated content.

In 2023, Ensono published a set of guiding principles related to use of generative AI, and communicated these principles to all associates in a letter from our CEO.

Our reputation is built on client trust, innovation and industry experience, and we are committed to maintaining the highest ethical standards. This commitment includes the responsible and thoughtful use of AI, and careful planning to proactively mitigate risk. To this end, we have initiated an AI steering committee headed by Ensono's Chief Technology Officer. The steering committee provides a forum for ongoing dialogue among company leaders regarding the appropriate use and risks associated with AI.

The Technology Committee of the Board of Directors also exercises oversight of strategy and risks associated with Generative AI and the Audit Committee reviews the risks as part of Ensono's overall Enterprise Risk Management program.

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