



2024 Environmental, Social and Governance Brief

Your relentless ally for better outcomes.



Make better happen

ensonono.com

A message from our CEO

At Ensono, our commitment to excellence drives us to deliver unparalleled IT solutions, empowering businesses to achieve their technology goals today and envision the possibilities of tomorrow. Our expertise spans advisory, managed cloud, and mainframe services, positioning us as a trusted partner in navigating the complexities of the digital landscape.

Our mission, Make Better Happen, reaches beyond our clients and associates to impact the broader world. In the dynamic landscape of IT services, we serve as a relentless ally, allowing our clients to concentrate on their primary objectives while we manage their technology requirements.

We believe that diversity fuels innovation and growth. By fostering an inclusive environment, we create opportunities for individuals from all backgrounds. As part of this commitment, I proudly uphold the CEO Diversity and Inclusion pledge, joining over 2,500 U.S.-based companies in advancing diversity and inclusion.

The 2024 ESG report highlights our dedication to sustainable practices across Environmental, Social, and Governance dimensions:

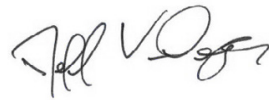
- **Environmental Stewardship:** We are committed to reducing our carbon footprint and have implemented a comprehensive carbon management program. This initiative provides us with monthly insights into our emissions, guiding our efforts to enhance energy efficiency. From 2023 to 2024, we saw a 16% decrease in Scope 2 electricity consumption and an 18.8% decrease in Scope 2 carbon emissions.
- **Social Impact:** In 2024, we contributed \$155,000 to charitable organizations, reflecting our dedication to community support. Ensono has been recognized as a Great Place to Work globally, a testament to our inclusive culture. Our Employee Resource Groups have expanded to nine, with over 250 associates

actively participating in diversity and inclusion initiatives. We are also proud to be named an Autism-Inclusive Workplace and to have hosted our inaugural India Pride event.

- **Governance Excellence:** Strong governance is the backbone of our trusted client relationships. We prioritize data security, privacy, and business continuity through rigorous audits and compliance training. Our Board of Directors, through its Audit Committee, ensures robust oversight of our enterprise risk and ESG initiatives.

Our ESG efforts are integral to building a resilient and responsible company for our clients, partners, and team members. Together, we are shaping a sustainable future.

Sincerely,



Jeff VonDeylen
Chief Executive
Officer, Ensono

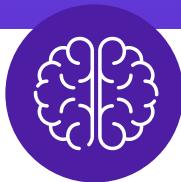


Company Overview

Ensono is your relentless ally in navigating the complexities of IT transformation. As a leading expert technology advisor and managed service provider, we empower businesses to optimize and modernize their IT operations across hybrid environments, including mainframe and cloud solutions. Our unique blend of expertise, flexibility, and culture allows us to deliver personalized solutions that align with your business goals, ensuring adaptability and innovation in a rapidly changing landscape.

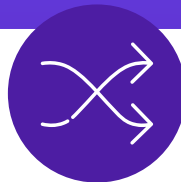
With over 3,700 associates globally, we support more than 250 clients, including major sectors like financial services, insurance, public sector and retail. Recognized for our AWS Mainframe Modernization Competency and as an Azure Expert MSP, we are dedicated to delivering better business outcomes and fostering long-term client relationships.

Three things make Ensono different



Expertise

Complicated IT environments need a seasoned perspective. From mainframe to cloud, we have the breadth and depth of experience to meet you where you are now and get you to what's next.



Flexibility

In an unpredictable market, adaptability and visibility win. Our client-first approach lets you adjust your service level to business fluctuations. We're the only provider that will let you shift workloads without penalty as your strategy evolves.



Culture

Strong relationships fuel successful outcomes. Our 3,700+ associates are highly specialized experts with a blue-collar services mindset-ready to roll up their sleeves and work as a seamless 24/7 extension of your own team to co-create your future success.



Accolades

We were recognized in 2024 as a Great Place to Work, top managed service provider, for women in technology, as one of Crain's top privately held companies and for several other technology awards.



- Great Place to Work Certified (US, UK, Germany, Poland and India)
- CRN women of the channel
- CRN MSP 500
- CRN Inclusive Channel Leader
- CRN Solution Provider 500
- #2 on Channel Futures MSP 501 list
- Crain's Top Privately Held Companies
- IBM Champion
- Silver Brandon Hall Group for Leadership Development
- Learning Provider of the Year
- Bronze Stevie Award for Technology Excellence for Modern, Cloud-Connected Mainframe
- Next Generation 2024 winner





Based on the dedication of Ensono associates during the pandemic, Ensono has adopted flexible work options which give global associates the opportunity to choose hybrid (office and home-based) or fully remote work. This new approach to work has spurred greater communication and new ways to collaborate inside the business, and is an acknowledged positive for team members.



KKR

Acquisition by KKR

In 2021, Ensono was acquired by KKR, a leading global investment firm. This change in ownership has given us greater resources to enable our clients to achieve better outcomes, faster. Headquartered in Greater Chicago, Ensono has more than 3,700 associates around the globe dedicated to helping businesses evolve to meet the needs of an ever-changing world.



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 as well as manage our emissions from our supply chain. 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.

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.

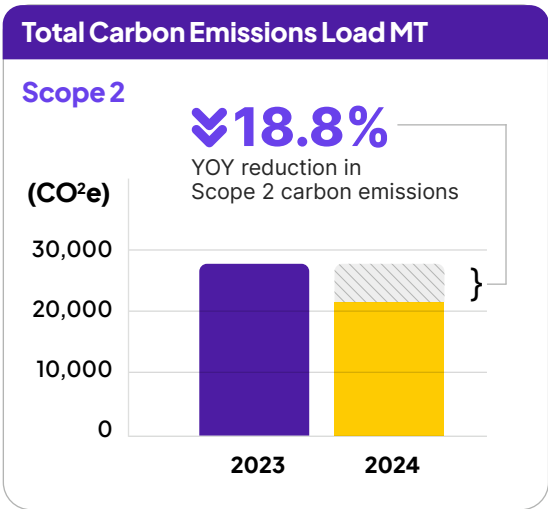
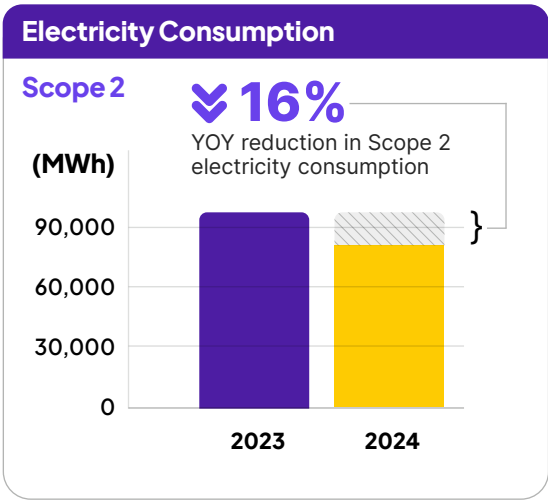
Ensono has very limited direct (Scope 1: 410.80 MT CO₂e) emissions generated from internal operations. Our electricity consumption is primarily indirect (Scope 2) emissions, based on energy purchased from other sources for three Ensono-run data centers, as well as 11 colocation or lease agreements with third-party providers. Our Scope 3 emissions are primarily from

capital goods purchased, fuel and energy related activities from Scope 2 usage, and purchased goods and services.

In 2024, Ensono continued to make 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 achieved these data center emissions improvements while simultaneously growing our revenue and our customer base, which typically increases demand for resources.

Ensono monitors 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.

Our analysis shows nearly a 16% decrease in Scope 2 electricity consumption and a 18.8% decrease in Scope 2 carbon emissions from 2023 to 2024. Ensono was able to procure renewable energy in two data centers starting in 2024 which enabled a greater reduction in carbon emissions compared to the reduction in electricity consumption.





Case Study

Tree Planting

As part of our ongoing Corporate Social Responsibility efforts, Ensono associates in Chennai participated in a tree plantation event at the MCC Campus School. Together with the school's students, the team planted trees on the school grounds—an initiative aimed at promoting environmental sustainability and strengthening community engagement.

The event brought together Ensono

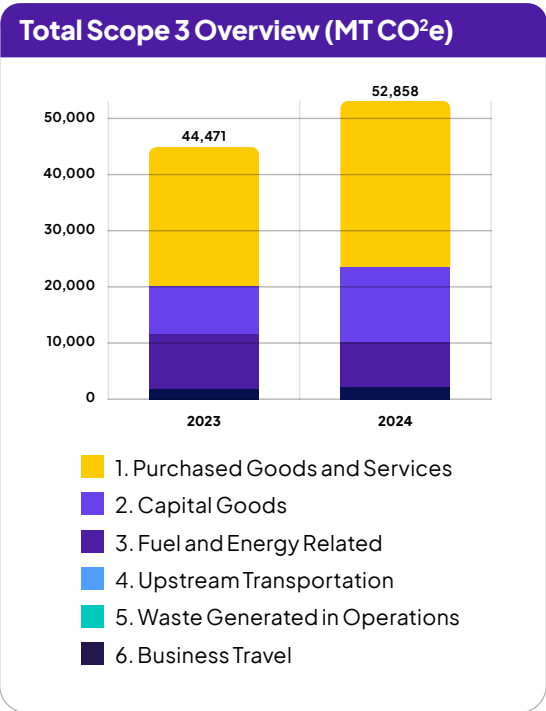
associates and students in a shared mission to foster a greener environment. The students' excitement and active participation underscored the impact of hands-on environmental education and community involvement.

By encouraging sustainable practices and environmental awareness at a young age, this initiative reflects Ensono's broader commitment to supporting the communities where we live and work, while advancing our environmental, social, and governance goals.



Ensono has measured Scope 3 emissions for the first time as part of our broader environmental sustainability strategy. Recent initiatives at our Omaha and Downers Grove locations demonstrate our commitment to reducing indirect emissions throughout our value chain. In Omaha, we are upgrading two UPS systems to more efficient units, which will improve overall efficiency by over 28% and result in an annual reduction of more than 1,200 metric tons of CO₂e.

We are also making conscious choices in our office environments to support sustainability. When replacing carpeting in Omaha and Downers Grove, we selected products with 48% recycled fiber content—the highest among our options. Additionally, in Omaha, we opted for restored cubicles instead of new ones, minimizing waste and supporting a more sustainable workspace. During the removal of old cubicles, our teams salvaged 13,000 pounds of metal for recycling, diverting significant material from landfills.



These actions reflect our ongoing efforts to address Scope 3 emissions by making responsible procurement decisions, reducing waste, and improving operational efficiency across our facilities. Scope 3 increased from 2023 to 2024 due to purchased goods/services and capital goods directly attributable to the growth in revenue for Ensono year over year.

Ensono has created a goal to be net-carbon neutral by 2050 and to reduce our Scope 2 emissions by 60% by 2030 from 2023 baseline. Our carbon reduction roadmap includes continued closure/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. In addition, Ensono will be considering our Scope 3 emissions with the longer term goal to reduce these emissions over time.

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

60%

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

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.



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.

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. This includes breaking down materials and shredding drives before disposal.

Ensono's policy is to reduce local and global environmental impact through implementing sustainable practices at Ensono offices and facilities. These practices include, but are not limited to, reduction of single-use disposable plastics (silverware, straws, cups), encourage use of re-usable containers for liquids and food consumption, and use of recyclable paper products whenever possible. Ensono has implemented recycling programs across our facilities and include clearly marked receptacles for recyclable waste. It is our commitment to seek continued improvement in these policies and maintain vigilant awareness of Ensono's environmental impact.

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.

Ensono Charitable Foundation

The Ensono Charitable Foundation is a philanthropic initiative committed to making a positive impact in the communities where Ensono operates by supporting a variety of charitable causes and initiatives. With a focus on education, health, and community development, the foundation aims to empower individuals and foster sustainable growth. Through donations, volunteer efforts, and partnerships with nonprofit organizations, the Ensono Charitable Foundation contributes to the well-being of underserved populations. By leveraging the resources and expertise of Ensono and its employees, the foundation strives to create meaningful change and inspire a



culture of giving and social responsibility. In its efforts, the foundation donated \$155,000 in 2024 to various charities, including ChiTech Academy, ArkanPaws, United Way of the Midlands, Night of Support, Whispering Roots, DuPage Habitat for Humanity, and Covenant House.

Diversity and inclusion

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 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 diversity and inclusion program. Executive sponsors, along with global ambassadors and regional workstream owners, oversee and monitor all our initiatives.

COMMITMENT TO DIVERSITY AND INCLUSION

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 the collective pursuit to Make Better Happen.



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 2024, 91 percent of our global workforce participated in the survey. Our results indicate that we have a culture where associates feel heard and valued, are equipped with proper materials, have opportunities to learn and grow, and are surrounded and supported by team members who are committed to doing quality work.

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.

Ensono Board



Ed Anderson



Bradley Brown



Karen Puckett



Webster Chua



Jack Sepple



Building community at Ensono

Ensono has nine Global Community Groups that support the diverse interests and needs of our associates. Women Connected has been in place since 2019, bringing women together for quarterly seminars, career development and networking events. Six additional communities were established in 2023 and two more in 2024, connecting and giving voice to other groups with common interests across the company. Ensono's Global Community Group are open to all associates regardless of whether they identify with a particular group or are an ally of the group.

GLOBAL COMMUNITY GROUPS

The multi-colored enso symbol is a celebration of the diversity of our people and our ideas.

It is a reminder that when everyone is included, what makes us different can Make Better Happen.



Spark

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



Women Connected

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



NEST

NEST provides an inclusive environment where diverse family dynamics are respected and celebrated.



HERO

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



Beautiful Brains

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



E-Vets

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



SOUL

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



Ensono Unidos

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



Next Gen

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

Autism-Inclusive Workplace

Ensono was awarded the Autism-Inclusive Workplace badge. This recognition was achieved as part of our successful completion of the U Can Employ pilot program, facilitated by the Els for Autism Foundation. U Can Employ provides companies with essential tools and strategies for recruiting, onboarding, and

retaining associates with autism. This badge certifies Ensono's commitment to fostering an inclusive environment where individuals with autism can thrive. It is another milestone reflecting our dedication to diversity and inclusion, and our ongoing efforts to create a supportive workplace for all.

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.

At Ensono, the **Mentorship Program** is a cornerstone of our commitment to fostering learning, growth, and collaboration among associates. Seamlessly integrated with Workday, the program offers enhanced transparency and efficiency, ensuring a superior experience for both mentors and mentees. Mentorship at Ensono is not just about skill enhancement; it is a powerful tool for building strong relationships and supporting career development. By participating in this program, associates contribute to a culture of continuous learning and development, where experienced mentors guide and support mentees, fostering both professional and personal growth.

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. This program is for new managers, and covers crucial problem solving, people and project management skills.



SOAR Program

This is a year long training program for new senior managers and experienced managers. This program enables mid-to-senior level managers to problem solve, drive teams toward common goals and drive curiosity and innovation.



Ascend Program

Ensono's Ascend program is targeted for directors and senior directors. The program will address people management, strategic business acumen and other leadership skills.



Summit HiPo Program

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

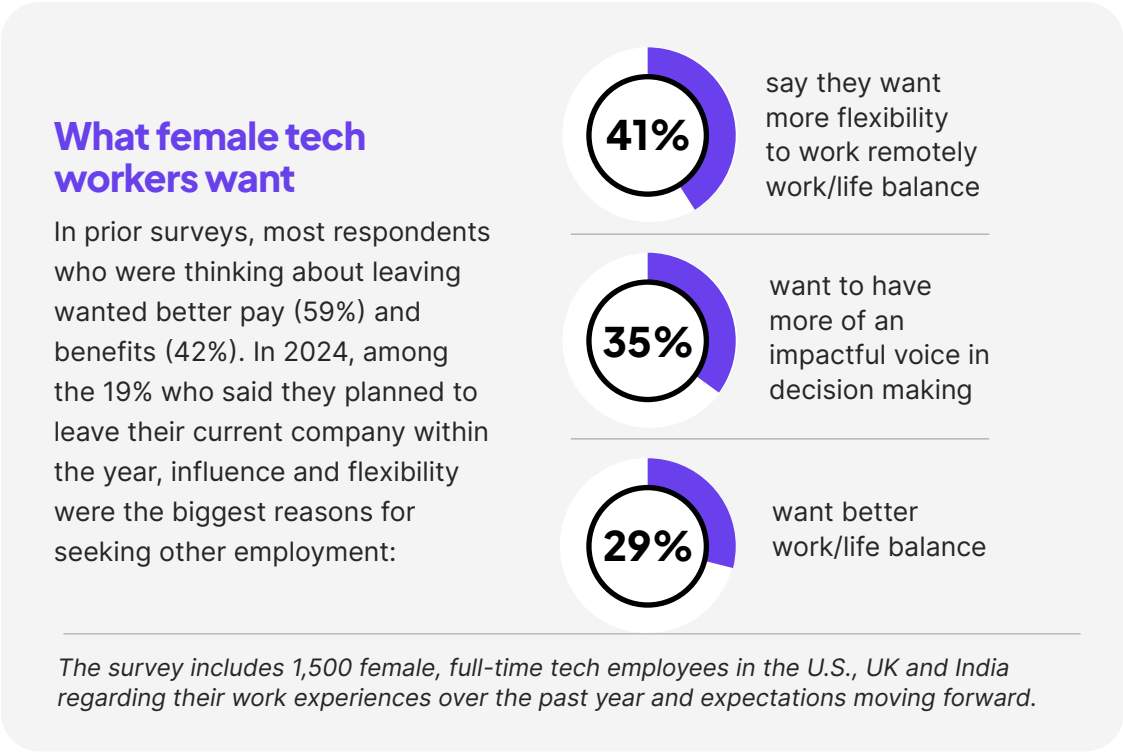
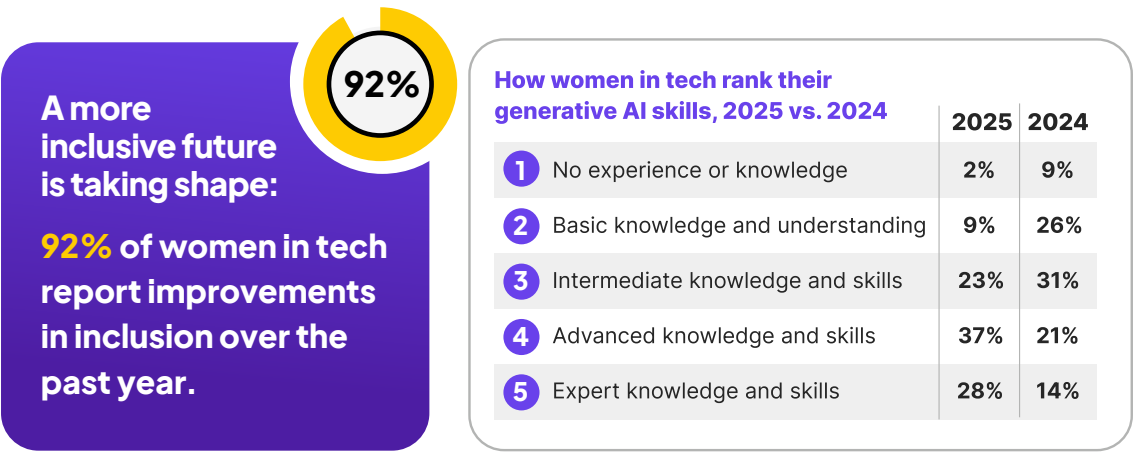


Aspire Program

Ensono's Aspire program is for individual contributors focused on developing knowledge of Ensono product and services, diversity sensitivity, overcoming resistance to change, problem solving, accountability, communication, continuous learning, cross-team integration, innovation and collaborating globally.

Speak Up 2025 Survey

The Speak Up 2025 survey, sponsored annually by Ensono since 2019, gathers insights from female tech workers in the U.S., UK, and India on topics such as remote work, inclusion, harassment, and learning and development. The 2025 survey reveals significant progress, with 92% of respondents reporting improved workplace experiences attributed to hybrid work and AI skill-building, while also highlighting persistent challenges in the technology industry for women.





Academies and partnerships

In the U.S., we created **Ensono Junior Academy**, a two-year 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's **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. The Mainframe Academy is open to associates in US, Poland and India. Since its inception, the Mainframe Academy has had 162 graduates.

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.



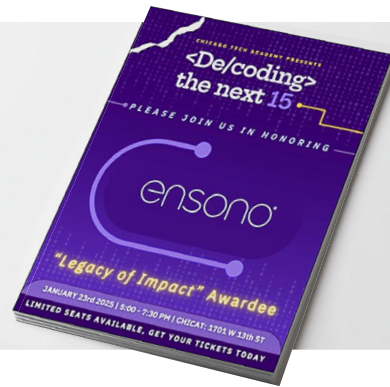


Ensono Junior Academy

Supporting inner-city students

Ensono Junior Academy is a transformative two-year, paid internship program designed to empower juniors and seniors from Chicago Tech Academy, a charter school where 97% of students identify as Black, Hispanic and Asian/American/Indian/Bi-racial, and 91% receive free lunch. This initiative provides students with technical training, professional skills development, and one-on-one mentorship, equipping them with a well-rounded set of capabilities to drive their careers forward.

By offering hands-on internships, Ensono bridges the gap between classroom learning and real-world experience equipping ChiTech students with essential skills, industry knowledge, and professional networks crucial for thriving in the tech industry. Ensono's support has enabled students to pursue higher education without financial barriers. Additionally, Ensono's training programs and job placements have provided ChiTech graduates with a solid foundation for career success, empowering alumni to confidently enter the workforce and build long-term careers, as studies show individuals with relevant work-based training are twice as likely to secure jobs in their chosen fields.



"Since graduating from the program, I committed to Bradley University in Peoria, and I have decided to do a work study in the bookstore to help pay for my tuition. I am a member of the black student alliance at my school and yes EJA helped me hold myself accountable and being able to talk to my professors and upperclassmen when I struggled my first week of college."

— **Ja'Myia Hopson 2024**,
EJA graduate

EJA helped prepare me to find an internship and understand what I might expect from a workplace."

— **Fernando Romero 2023**,
EJA graduate



Case Study

Ensuring our people are recognized and appreciated

Our workforce demonstrated 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.

The EnsoSpark Program is Ensono's latest initiative to foster innovation and recognize

the exceptional contributions of its associates. This rewards and recognition program is designed to celebrate those who have made a significant impact on the company and its clients through their innovative ideas and outstanding performance. The program features two award types: the Innovation Award, which acknowledges associates whose ideas create value for Ensono and the Values Award, which honors those who exemplify Ensono's core values, offering similar monetary rewards.

Associate engagement

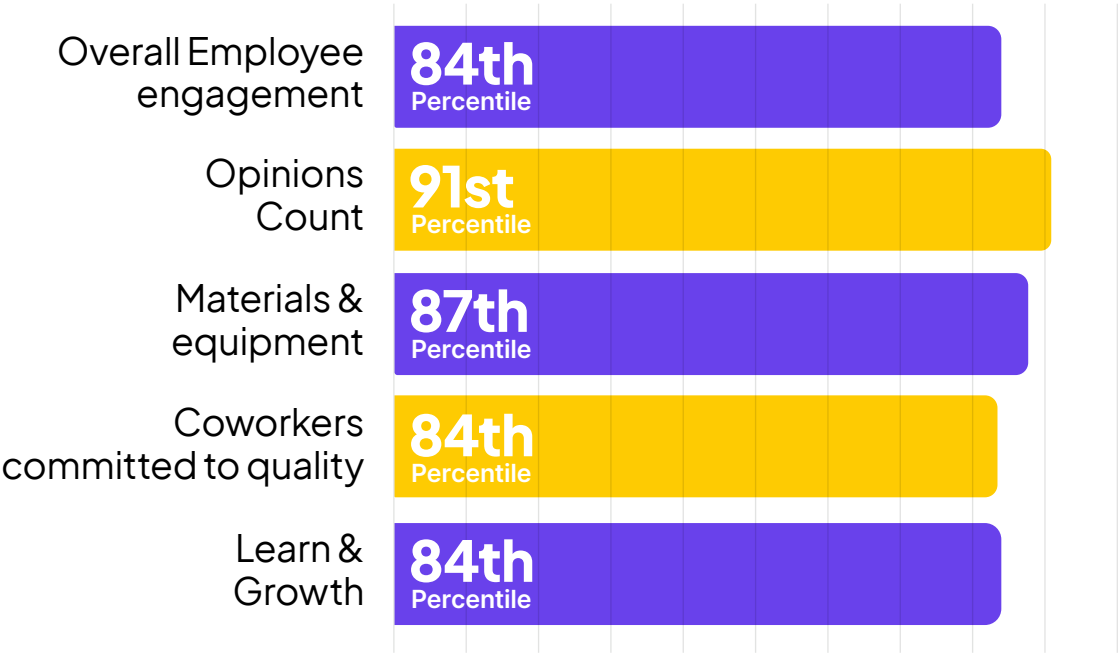
Ensono aims to promote positive relationships with our associates by supporting them in every phase of their careers. Throughout their tenure, associates have access to a variety of trainings that establish core competencies and provide opportunities for upskilling in every role.

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 2024, 91 percent of our global workforce participated in the survey. Continuing our trend of improvement on prior year results, we are ranked at the 84th percentile compared to Gallup's company-wide database.



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.

Sabbatical Program

The Ensono Sabbatical Program offers a unique opportunity for associates with continuous service of more than 5 years to take a 31-day sabbatical. Associates have the option to use up to two weeks of PDO either before or after their sabbatical. The purpose of a sabbatical is to provide

employees with an extended break from their regular work responsibilities, allowing them time for rest, personal development, or pursuing interests outside of their professional duties. This break can help prevent burnout, increase job satisfaction, and enhance overall well-being.

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 Personify Health, 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 racial backgrounds, and we maintain 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 require 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, technology, and supply chain. In 2024, Ensono achieved its global security compliance and business continuity objectives. To mitigate supply-chain risk, we maintain and require our vendors and suppliers 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 tests are 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.

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 added the Ensono UK location to the ISO 27001 Certificate in 2023. We retained quality management (9001), IT service management (20000) and business continuity management (22301) certifications. We also successfully transitioned to the ISO 27001:2022 standard from ISO 27001:2013. The new 2022 standard addresses climate change with a focus on environmental performance, supply chain management, stakeholder engagement and leadership commitment.



In 2024 we obtained a new ISO 27701 Privacy certification which is an extension of ISO 27001 and supports Ensono's commitment to keeping personal data safe.



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 2024 we maintained Cyber Essentials and Cyber Essentials Plus for our UK Digital Network. This certification enables 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.

Case Study



**Ensono
Envision®**



Offering secure, innovative solutions

Our Ensono Envision® platform represents our dedication to secure communication and digital innovation. We provide a client experience that enables IT insights and drives application decisions to optimize hybrid environments and create meaningful change. Ensono Envision® can improve performance and offer innovative solutions to effectively manage the complexity of digitization. We developed this platform in alignment with our policies for security and application management.

[Learn more >>](#)