

ensonno<sup>®</sup>



# 2025 Environmental, Social and Governance Brief

Your Essential Ally  
Now. Next. Always.

ESG

# A message from our CEO

The future doesn't happen by accident, it is built with intention, accountability, and shared purpose. At Ensono, we are the essential ally to our clients, helping them run and transform the systems and applications that matter most. Every challenge we take on is an opportunity to deliver stronger outcomes, empower our associates, and contribute meaningfully to the communities we serve. We are focused on performing with confidence today while building responsibly for what's next.

Our transformation journey is grounded in long-term stewardship and bold, practical innovation. We combine deep operational expertise with emerging technologies—including AI, automation, and advanced analytics—to improve efficiency, resilience, and decision-making across our business and for our clients. At the same time, programs like our Associate Equity Appreciation Program (AEAP) reinforce shared ownership and accountability, aligning individual contributions with Ensono's long-term success. By pairing innovation with responsibility, we create value that extends beyond business performance and strengthens our culture and partnerships.

In 2025, we continued to advance our Environmental and Social commitments:

**Environmental Stewardship:** We strengthened our carbon management program, using consistent, data-driven emissions insights to guide energy-efficiency strategies and operational improvements. These efforts support our long-term goal of reducing our environmental footprint while maintaining the reliability and scale our clients depend on.

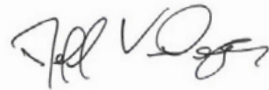
**Social Impact:** Our associates demonstrated the power of collaboration and purpose through our Summer of Giving campaign, contributing time and resources to organizations in the communities where we live and work. In 2025, Ensono donated \$50,000 to nonprofit partners, expanding our impact. Our ten Associate Resource Groups continue to foster inclusion and connection across our global workforce of more than 4,000

associates, and we are proud to be recognized as a Great Place to Work in multiple regions and as an Autism-Inclusive Workplace.

**Innovation Through AI:** We are implementing AI thoughtfully to enhance operational efficiency, support sustainability efforts, and create measurable value for our clients. We deploy AI with clear governance, transparency, and accountability, ensuring ethical use while accelerating smarter ways of working.

By balancing performance with responsibility, Ensono remains committed to creating lasting value, for our clients, our people, and the broader ecosystem we serve. We will continue to focus on measurable progress, trusted partnerships, and the resilience required to move forward with confidence, now, next, and always.

Sincerely,



**Jeff VonDeylen**

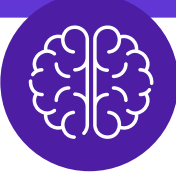


Chief Executive Officer,  
Ensono



# Company Overview

Ensono is the essential ally that helps organizations run and transform the systems and applications that matter most. We power mission-critical environments with security, reliability, and resilience, ensuring stability today while accelerating what's next. As a trusted technology advisor and managed service provider, Ensono partners closely with clients as a true extension of their teams to optimize, modernize, and operate complex hybrid environments across mainframe, distributed, and cloud platforms. Through our combination of deep operational expertise and emerging technologies, including AI, automation, and advanced analytics, we enable organizations to unlock value from their data, adapt with confidence, and turn technology transformation into lasting business advantage. With more than 4,000 associates globally, Ensono supports over 250 clients across industries such as financial services, insurance, public sector, and retail, delivering measurable outcomes through long-term partnerships built on accountability, transparency, and trust.

### Three things make Ensono different

 <p><b>Expertise</b> 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.</p>	 <p><b>Flexibility</b> 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.</p>	 <p><b>Culture</b> Strong relationships fuel successful outcomes. Our 4,000+ 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.</p>
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- Great Place to Work Certified (US, UK, Germany, Poland and India)
- Best Workplaces in UK for Wellbeing, Tech and Development
- Fortune Best Places to Work in Chicago
- CRN Women of the Channel
- CRN MSP 500
- CRN Solution Provider 500
- #1 on Channel Futures MSP 501 list
- Crain's Top Privately Held Companies
- IBM Champions
- AI Breakthrough Awards for Predictive Analytics Solution of the Year
- Economic Times Best Organizations for Women
- Kong Innovation Award



## Accolades

We were recognized in 2025 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.





Ensono's flexible work options are designed around the needs of our people, giving associates across the globe the choice to work in hybrid (office- and home-based) or fully remote environments. This flexibility reflects our trust in associates and our commitment to supporting wellbeing, balance, and inclusion. By enabling teams to work in ways that suit them best, Ensono has strengthened connection, communication, and collaboration across the business—creating a more engaged and positive experience for our people.



Following Ensono's acquisition by KKR in 2021, the company introduced the Associate Equity Appreciation Program (AEAP) to ensure associates share in the value they help create. Launched in partnership with KKR in September 2021, the AEAP provides every eligible associate with a financial stake in Ensono's long-term success. Under the program, associates receive a payout tied to their tenure and the level of return achieved at the time of a future sale of the company, reinforcing a culture of shared ownership, engagement, and accountability. By aligning associate rewards with company performance, the AEAP reflects Ensono's commitment to recognizing contributions and investing in its people.



## 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

**28%**  
efficiency  
improvement

**1,200**  
annual reduction  
of isometric tons  
of MtCO<sub>2</sub>e

**13k**  
pounds of recycled  
metal resourced  
and salvaged for  
new workspaces



# Environmental Stewardship

At Ensono, we take a responsible, outcomes-driven approach to environmental stewardship—ensuring the systems and environments we operate are reliable today while building a more efficient, lower-carbon foundation for what’s next. As the essential ally to our clients, we focus on improving operational efficiency, reducing environmental impact, and enabling long-term resilience across our facilities and value chain.

## Emissions Overview (2025)

In 2025, Ensono continued to strengthen the measurement and management of our carbon footprint, including expanded visibility into indirect emissions:

### MtCO<sub>2</sub>e

Scope 1:	<b>98.6</b>
Scope 2:	<b>22,866.5</b>
Scope 3:	<b>44,699.6</b>

Measuring Scope 3 emissions for the first time represents an important milestone in our environmental sustainability journey, providing greater transparency into emissions associated with purchased goods and services, capital investments, and energy-related activities across our value chain.

## Operational Efficiency and Emissions Reduction

Ensono continues to invest in initiatives that improve efficiency and reduce emissions

across our operations. At our Omaha location, two uninterruptible power supply (UPS) systems were upgraded to higher-efficiency units, delivering more than a **28% efficiency improvement** and an estimated **annual reduction of over 1,200 metric tons of MtCO<sub>2</sub>e**.

We are also making more sustainable choices within our office environments. At our Omaha and Downers Grove facilities, carpet replacements now use products with **48% recycled fiber content**, and in Omaha, restored cubicles were selected over new installations to reduce material waste. During workspace updates, approximately **13,000 pounds of metal** were salvaged and recycled, diverting significant material from landfills.

These actions support our ongoing efforts to address Scope 3 emissions through responsible procurement, waste reduction, and improved operational efficiency. Increases in Scope 3 emissions reflect, in part, business growth and higher levels of purchased goods and capital investments as Ensono continues to expand.

## Long-Term Climate Commitments

Ensono has established a goal to achieve **net-carbon neutrality by 2050** and to **reduce Scope 2 emissions by 60% by 2030**, using a 2023 baseline. Our carbon reduction roadmap includes continued data center consolidation, efficiency upgrades such as HVAC improvements and outside-air economization, increased use of renewable energy, and the positive impact of ongoing utility grid decarbonization.

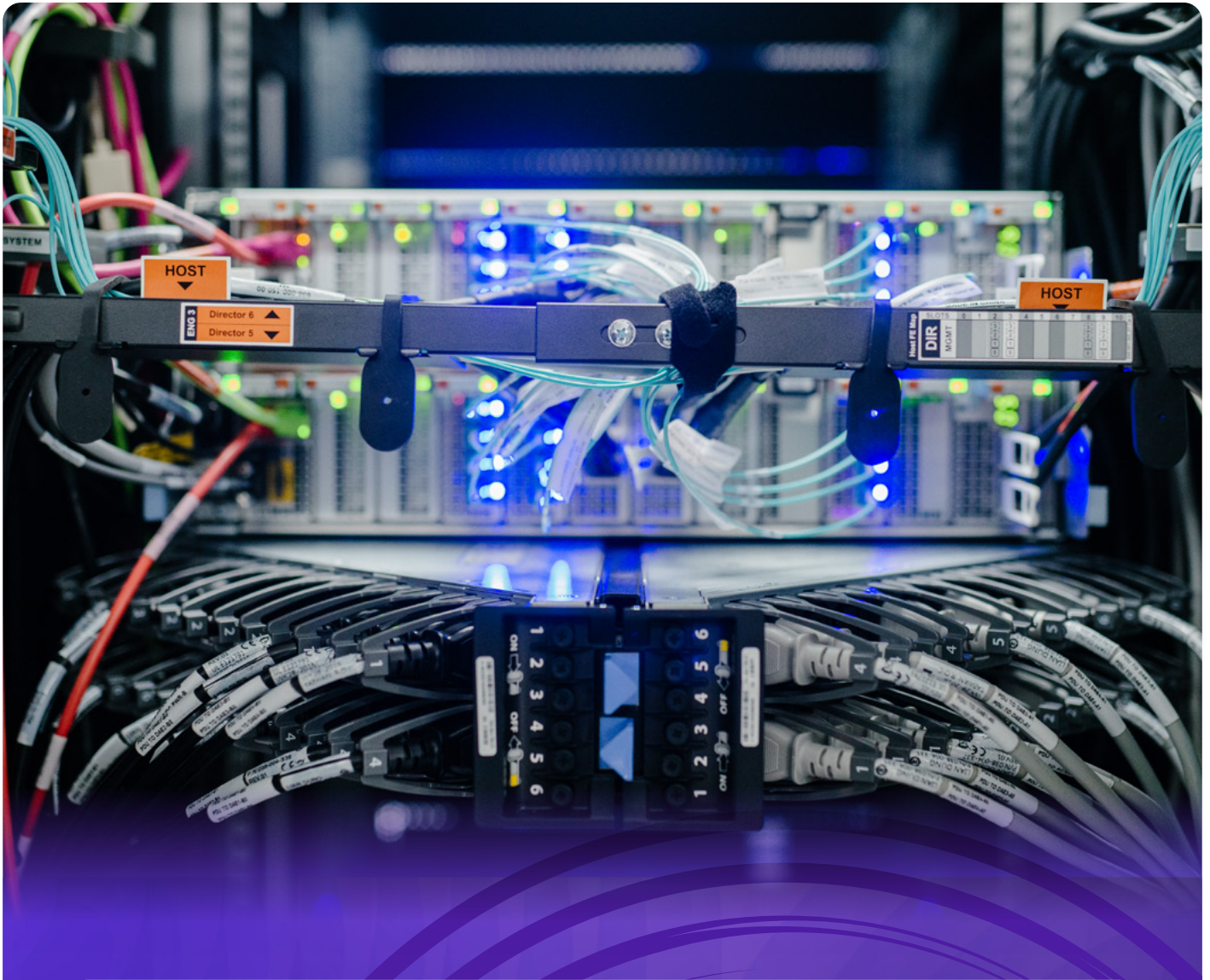
MtCO <sub>2</sub> e	
2024 numbers	2025 numbers
Scope 1 <b>410.8</b>	Scope 1 <b>98.6</b> ▼
Scope 2 <b>23,108.1</b>	Scope 2 <b>22,866.5</b> ▼
Scope 3 <b>52,858.2</b>	Scope 3 <b>44,699.6</b> ▼

## Measuring What Matters

Ensono monitors emissions using nZero's carbon management platform, which enables automated, accurate tracking of electricity consumption and associated emissions across our global data center footprint. Continuous measurement allows us to identify opportunities for improvement, make informed decisions, and align environmental performance with business outcomes.

By improving efficiency across our operations, Ensono reduces energy consumption, manages costs responsibly, and enables continued investment in advanced technologies—supporting both environmental progress and the reliable delivery of services our clients depend on.





## Case Study

# Balancing AI Growth and Energy Demand: Ensono Featured on NHK World

Jim Kozlowski, Chief Sustainability Officer at Ensono, is featured alongside partner NZero in a recent NHK World Japan segment exploring the rapid rise of data centers and the growing energy demands driven by AI and digital infrastructure. The story highlights how the expansion of cloud computing and AI is significantly increasing electricity consumption, putting pressure on power grids and sustainability goals.

In the segment, Jim joins industry leaders to share real-world perspectives on how organizations are responding—focusing on

improving energy visibility, optimizing efficiency, and managing consumption at scale. The feature underscores the critical role of data, analytics, and partnerships like Ensono and NZero in helping enterprises balance performance with environmental responsibility as demand for AI continues to accelerate.



### Learn More

<https://www3.nhk.or.jp/nhkworld/en/shows/6128029/>



## 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.



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 associates, 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.

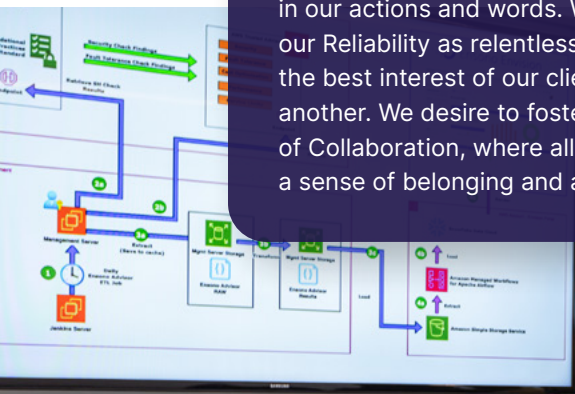
CEO Jeff VonDeylen has signed the [CEO ACTION for Diversity & Inclusion](#) pledge and serves as an executive sponsor of our internal diversity and inclusion program. Together with a global group of associates who actively lead our diversity and inclusion initiatives, our executive sponsors provide guidance and support to oversee and monitor progress across all 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.



## COMMITMENT TO DIVERSITY AND INCLUSION

Continued from page 12

An associate engagement survey is conducted annually to identify where we are doing well. 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 2025, 92 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-associate 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 ten 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. In 2025, we added the ECO associate resource group. The organization seeks to raise awareness of sustainable actions we can take as individuals and as a business in our daily lives to be more environmentally mindful.



# 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.



## Beautiful Brains

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



## HERO

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



## E-Vets

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



## NEST

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



## SOUL

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



## Eco Group

Eco raises awareness of sustainable actions we can take as individuals and as a business.



## Ensono Unidos

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



## Women Connected

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



## 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 is proud to be recognized as an Autism-Inclusive Workplace, a distinction earned through our successful completion of the U Can Employ (UCE) pilot program facilitated by the Els for Autism Foundation. UCE equips employers with practical tools and strategies to recruit, onboard, and retain associates with autism—ensuring organizations create environments where neurodiverse talent can thrive.

This recognition affirms our commitment to building a workplace that values different perspectives, strengths, and ways of thinking. It reflects not just a milestone achieved, but an ongoing responsibility to foster inclusive hiring practices, accessible career pathways, and meaningful support systems for neurodiverse associates.



In 2025, Mandy Meirav represented Ensono at the U Can Employ Employer-to-Employer Summit hosted at Els for Autism in Jupiter, Florida. She participated in a panel discussion alongside employers, autism experts, and autism self-advocates, sharing Ensono's journey toward becoming an autism-inclusive workplace and how we continue to champion inclusion through initiatives such as our Community Groups and inclusive talent strategies.

## 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.



We conduct one formal annual performance review, complemented by a mid-year development plan conversation to ensure associates are progressing against their goals and advancing their career development plans. While these structured touchpoints provide alignment, our approach emphasizes continuous communication with leaders establishing clear expectations early and maintaining regular check-ins and coaching throughout the year. 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.

**100%** of associates receive in-depth training as well as regular performance and career development reviews.

At Ensono, our Mentorship Program reflects who we are as an essential ally to our people, invested in their growth today and committed to what's next in their careers. The Ensono Enhanced Mentorship Program continues to grow globally and is supported through our Workday platform, making it easy for associates to connect, learn, and grow together. As a rolling program, mentorship is always accessible, reinforcing our belief that development is continuous and should be available when associates are ready.

Mentorship at Ensono is built on partnership and trust. Experienced associates serve as mentors, guiding and supporting mentees as a true extension of their professional journey. These relationships help associates deepen their understanding of Ensono's culture and values, build critical competencies, and expand their networks across our global organization. Beyond skill development, mentorship fosters confidence, collaboration, and meaningful personal and professional growth, strengthening our culture of learning, inclusion, and shared success.

By investing in mentorship, Ensono empowers associates to support one another, share knowledge, and build lasting connections, ensuring our people are equipped to deliver better outcomes for our clients while growing together as a community.

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



### 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.



### 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.



### 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.



### Ignite 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.

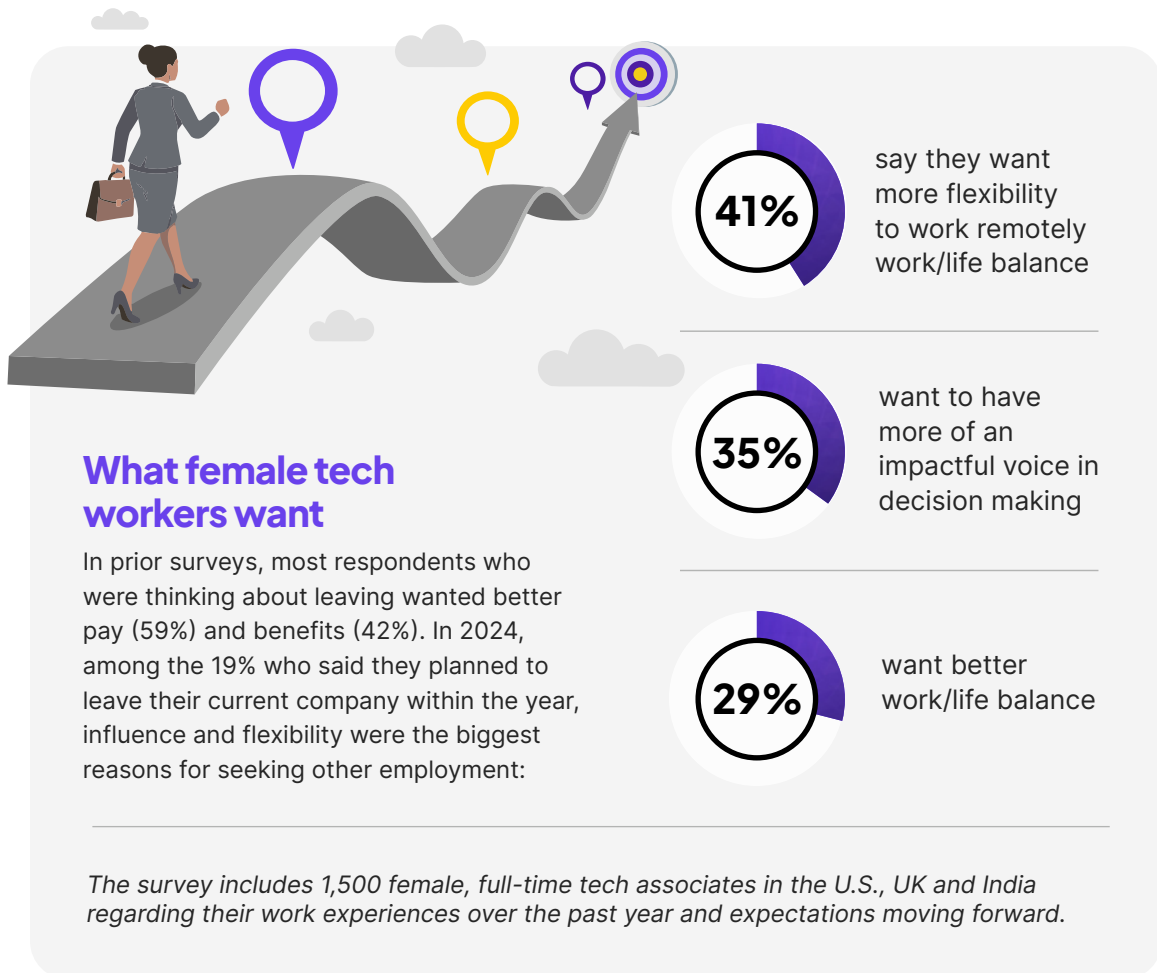
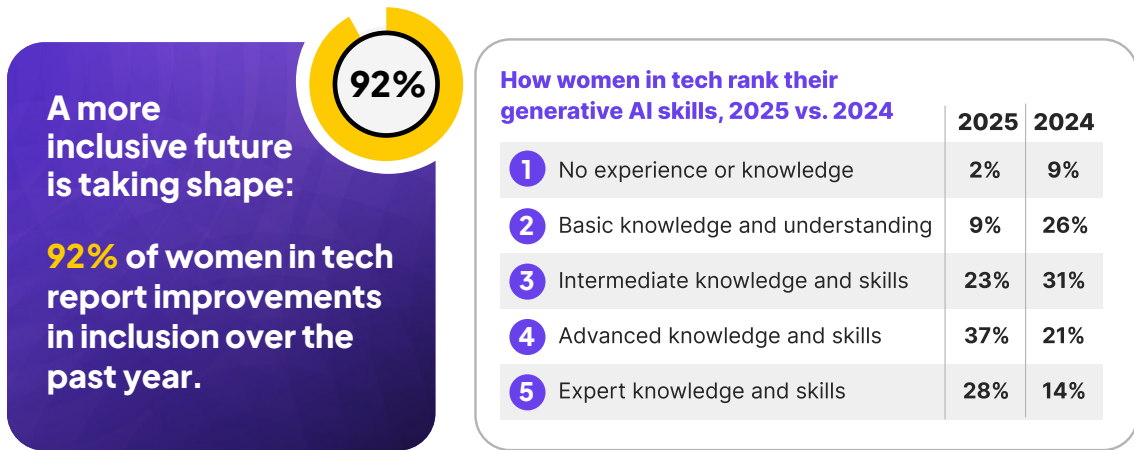


### Aspire Program

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.

Ensono's Mainframe Academy (MFA) introduces college-aged students to the diverse array of mainframe disciplines through a structured 12-week summer internship. Select graduates are offered full-time roles as junior team members, helping build a sustainable pipeline of next-generation mainframe talent. Ensono also offers a mid-career Mainframe Academy, where full-time associates are hired onto an accelerated learning path designed for individuals with prior IT experience. Since its inception, the Mainframe Academy has produced more than 160 graduates.

The Mainframe Academy has continued to evolve into a globally recognized talent pipeline. In 2025, Ensono expanded the program to

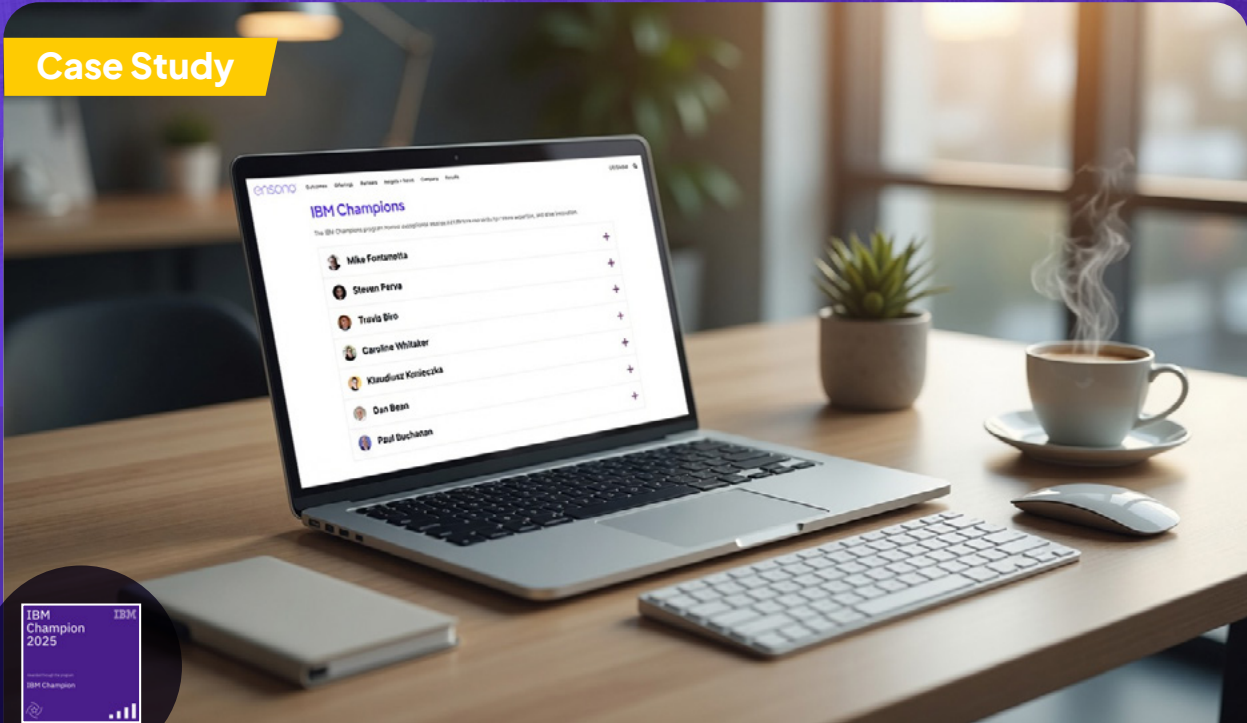
Poland (in addition to US and India) and introduced new U.S.-based Operator and IBMi tracks, broadening entry points into critical mainframe roles. Today, the program supports multiple career paths, including an intern track for college students and recent graduates, a fast-track option for experienced IT professionals, an entry-level operator track, and an IBMi support and systems engineer track. More than 50 individuals are actively enrolled across these pathways, including both interns and full-time associates.

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.



# IBM Champions

## Case Study



Ensono actively participates in the IBM Champions program, an industry initiative that recognizes technical expertise, thought leadership, and advocacy within the IBM ecosystem. The program reflects Ensono's ongoing investment in developing deep platform expertise and contributing to broader industry innovation and knowledge-sharing.

For the 2025 calendar year, Ensono continues to have a strong presence in the IBM Champions community, with eight associates participating in the program. This includes the continued involvement of experienced champions alongside new participants, demonstrating sustained engagement and growth. Ensono's participation has expanded steadily over the past four years, growing from a single representative to multiple contributors, reinforcing the company's

commitment to building leadership capability and advancing best practices across the IBM mainframe community.

### Technical Fellows

At Ensono, we recognize that leadership can take many forms. The Technical Fellows Program enables highly experienced technologists to advance into executive-level roles while remaining deeply focused on technical excellence, innovation, and impact.

Through this career path, Technical Fellows serve as trusted experts who mentor teams, influence technology strategy, and help drive innovation across the organization and for our clients. As of 2025, Ensono has 17 Technical Fellows, reflecting our continued investment in technical leadership, career progression, and the long-term development of deep expertise across our global workforce.



# Ensono Summer of Giving: Making a Difference Together

Ensono's Summer of Giving is a company-wide initiative that brings associates together from June through August to support the communities where we live and work. Guided by our belief that not everyone has equal access to resources or opportunities, Summer of Giving reflects Ensono's commitment to using our global footprint to create meaningful local impact.

In 2025, Ensono associates across regions volunteered their time, energy, and expertise—contributing to environmental sustainability, community wellbeing, and social support initiatives. Together, Ensono donated over \$43,369 (USD) to charitable causes worldwide.

## Highlights from this year's Summer of Giving include:

**Germany**

Hygiene product donation drive and summer barbecue collection to support local community organizations

**India**

Planted 30 saplings in Pune, participated in a beach cleanup in Chennai, and stitched sitting mats for school children

## Poland



Sponsored a first aid course, local bike ride, and volunteered at animal shelters

## United Kingdom



Organized a charity walk supporting local causes

## United States



Volunteered with Feed My Starving Children, cleaned Standing Bear Lake Park, prepared meals and care kits for Ronald McDonald House Charities, and supported the Anderson Humane Animal Shelter



## Big Bike Ride

A signature component of Enson's Summer of Giving is the Big Bike Ride, which brings associates together across regions to support charitable causes through physical activity and fundraising. In 2025, riders from the U.S., UK, and Poland cycled through the French Alps from Geneva to Nice, while associates around the world participated in local rides and walks.



## 2025 President's Club

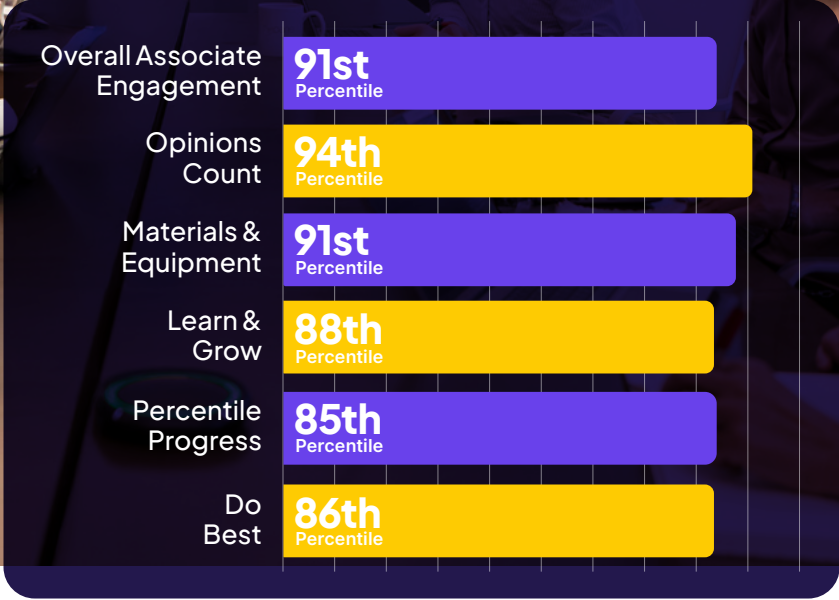
### Ensuring our people are recognized and appreciated

At Ensono, innovation starts with our people. Across the organization, associates demonstrate determination, creativity, and passion every day—and our recognition programs are designed to ensure those contributions are seen, valued, and celebrated. Through a combination of peer-driven recognition and structured innovation programs, Ensono reinforces a culture where ideas are encouraged, excellence is acknowledged, and impact is rewarded.

Ensono Elevate, our global recognition platform, enables associates at all levels to recognize peers for living Ensono's values and delivering meaningful results. Complementing this, EnsoSpark is Ensono's enterprise-wide innovation and recognition program, created to surface bold ideas, accelerate innovation, and reward associates whose contributions drive value for clients and the business. EnsoSpark recognizes both innovative thinking and values-led leadership through dedicated awards that reinforce Ensono's commitment to collaboration, curiosity, and continuous improvement.

A powerful example of this culture in action is Manthan 2025, Ensono India's inaugural Ideation Week and a key part of EnsoSpark. Hosted across Ensono's Pune, Bengaluru, Hyderabad, and Chennai offices, Manthan was designed to ignite creative thinking, encourage cross-team collaboration, and recognize associate-driven innovation aligned to real business and client outcomes.

The program unfolded in multiple phases, beginning with an open call for ideas that generated 159 submissions, reflecting strong associate engagement and inventive spirit. Through a structured evaluation process focused on originality, feasibility, and impact, ideas were progressively shortlisted, with the top concepts advancing to a final showcase reviewed by both India and global leadership. Finalists presented their ideas to a panel of senior leaders, reinforcing the importance Ensono places on giving associates visibility, sponsorship, and recognition for their innovation.



## 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 2025, 91 percent of our global workforce participated in the survey. Continuing our trend of improvement on prior year results, we are ranked at the 90th 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.*

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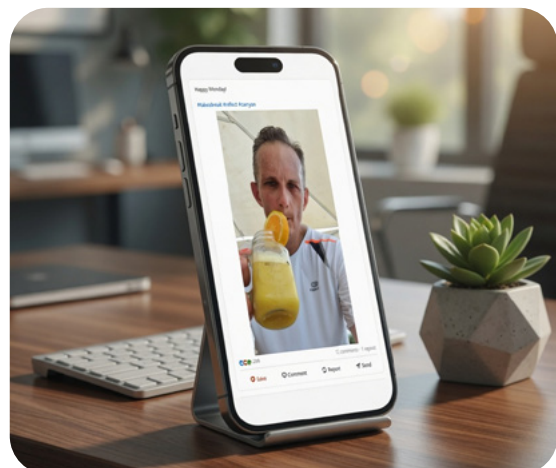


## Company benefits





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 associates 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).



## Ensono Empowering People. Strengthening Operations. Advancing What's Next.

Artificial intelligence plays a critical role in how Ensono helps organizations run with confidence today while preparing for the future. Guided by accountability, transparency, and responsible governance, AI is embedded across our business to enhance decision-making, improve resilience, and deliver measurable outcomes for associates and clients alike.

### AI for Associates: **EnsoAI**

Our approach to AI starts with our people. To enable secure, responsible, and practical adoption, Ensono developed **EnsoAI**, an internal, enterprise-grade AI platform designed exclusively for business use. EnsoAI gives associates access to powerful tools that support productivity, insight, and collaboration—without compromising data privacy or security.

#### Through EnsoAI, associates can:

- Analyze complex data and files
- Summarize documents and reports
- Draft content for internal and client needs
- Research external topics with contextual understanding
- Improve and streamline internal processes

All activity takes place within a secure environment aligned to Ensono's privacy, security, and compliance standards.

To ensure responsible and effective use, associates participate in company-wide AI training supported by role-based learning paths, on-demand modules, and live AI Office Hours. This investment builds AI fluency across the organization while encouraging innovation grounded in trust and accountability.



## AI for Business: AIOps

AI is deeply embedded in Ensono's operational model through **AIOps**, enabling smarter, faster, and more resilient technology operations. Machine learning capabilities help predict issues before they occur, accelerate incident resolution, and improve overall service reliability.

### Key AI-enabled operational capabilities include:

**Envision Predictive Engine (EPE):** Applies predictive analytics and machine learning to proactively detect and prevent failures across infrastructure, operating systems, applications, and networks—driving a **38%** improvement in SLA performance, a **48%** reduction in major incident MTTR, and a **29%** reduction in major incidents.

**DiagnoseNow:** Uses AI-assisted root cause identification and automated remediation to reduce time spent resolving alerts, incidents, and service requests.

**AI-Enabled Root Cause Analysis:** Converts complex technical data into clear, actionable insights, helping teams resolve issues with greater speed and accuracy.

By embedding AI into daily operations, Ensono increases reliability, reduces downtime, and improves cost efficiency—benefiting both clients and internal teams.

## AI for Clients: Data and AI Consulting

Clients turn to Ensono as a trusted ally to navigate AI adoption in complex, regulated, and mission-critical environments. Our data and AI consulting services combine deep technical expertise with hands-on operational experience to help organizations apply AI where it delivers the most value.

### These services support clients in:

- Evaluating AI readiness and integration opportunities
- Defining AI strategies aligned to business goals and regulatory requirements
- Automating workflows and enhancing analytics
- Applying AI to drive modernization and competitive advantage

Every engagement is grounded in practicality, security, and alignment to real business outcomes.

### Governance, Security, and Responsible AI

Responsible AI is essential to building trust. Ensono's governance framework ensures AI is developed and deployed ethically, securely, and in compliance with applicable laws and industry standards—protecting associates, clients, and data.

### Our governance approach includes:

- Clear data-usage guidelines to safeguard sensitive and proprietary information
- Strong privacy and security controls across all AI solutions
- Regulatory reviews to ensure compliance with relevant standards
- Required human review of AI-generated outputs for accuracy and appropriateness
- A formal Responsible AI Policy guiding internal and client-facing use
- Ongoing access to governance and risk teams for guidance and oversight

Through disciplined governance and human oversight, AI remains a force for progress—advancing innovation while reinforcing Ensono's commitment to trust, transparency, and long-term responsibility.

**38%**  
improvement in  
SLA performance

**48%**  
reduction in major  
incident MTTR

**29%**  
reduction in major  
incidents



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:

 <p><b>Audit Committee</b></p> <p>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.</p>	 <p><b>Compensation Committee</b></p> <p>Maintains oversight of compensation and benefits programs, including executive compensation, incentive, and equity plans.</p>	 <p><b>Technology Committee</b></p> <p>Maintains oversight of the company's technology strategy and recommends investments to enable and accelerate growth while managing risk.</p>
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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.*





## 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's commitment to robust cybersecurity

Ensono implemented Okta FastPass, a password-less authentication solution, as part of our ongoing commitment to robust cybersecurity governance. This technology enhances our identity and access management framework by enabling secure, phishing-resistant authentication that eliminates reliance on traditional passwords. FastPass leverages device-based identity assurance and multifactor authentication to reduce the risk of credential theft and unauthorized access. Integrating Okta FastPass aligns with Ensono's information security policies and supports compliance with key standards, including GDPR, ISO 27001 and SOC 2. It represents a proactive governance measure to safeguard client and employee data, mitigate operational risks, and protect stakeholder trust. This initiative reflects Ensono's dedication to continuous improvement of our governance systems through adoption of advanced security technologies.

[Learn more >>](#)