

The background of the entire slide is a dark, abstract image. It features a green plant with several leaves on the right side. Overlaid on the plant and the dark background are numerous vertical lines of light, primarily in shades of green and yellow, creating a digital or data-like effect. The Smarttech logo is in the top left corner, with the tagline 'YOUR 24/7 SECURITY PARTNER' below it.

Smarttech
YOUR 24/7 SECURITY PARTNER

Smarttech247 **ESG Report 2025**

**Driving Sustainable and Inclusive Growth
Through Strong ESG Commitment**

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INTRODUCTION

A word from our CEO

The world we operate in is changing at extraordinary speed. Reflecting back on the last 12 months, it's clear that cybersecurity has a profound impact on society. Cyber incidents do not remain confined to systems or networks. They affect people's livelihoods, access to healthcare, financial security, public services, and the trust in the institutions we all rely on. We have seen this happen time and again, and it reinforces the responsibility carried by everyone working in our industry. In 2025, the convergence of AI and cybercrime accelerated this challenge. AI-assisted attacks increased by 72% in a single year, while phishing activity surged by more than 1,200%, driven in part by generative AI tools.

As technology continues to evolve, the organisations we protect, including hospitals, critical infrastructure providers, and financial institutions face increasingly complex and evolving threats. For us, this makes our work more urgent, but also more meaningful. Behind every organisation we protect there are people and communities who depend on its services.

At Smarttech247, we have always tried to turn great challenges into opportunities to create positive change. In 2025, we continued to grow and innovate, expanding our AI-powered detection capabilities and strengthening the protection we provide to our customers. At the same time, we deepened our commitment to the kind of company we want to be and the role we believe we should play in society. That commitment was reflected in numerous initiatives, including delivering our Women in Cybersecurity Academy for the fifth consecutive year, launching a neurodivergence awareness programme for our leadership team, and once again hosting Zero Day Con as a sustainable event.

Every company, regardless of its size or sector, has a role to play in building a fairer, safer, and more sustainable society. For a cybersecurity company, that responsibility is particularly tangible. We help protect the digital foundations on which modern life increasingly depends, but our responsibility does not end there. It extends to our people, our environmental impact, our communities, and the standards we set through our own decisions and actions. This is why we take ESG seriously. The regulatory environment continued to evolve, with changes to the scope and application of sustainability reporting requirements. However, regulatory change does not alter our ambition or our values. Our commitment to transparent, accountable, and comprehensive sustainability reporting is about doing the most we can for our people, our planet, and the communities we serve.

We continue to align voluntarily with CSRD and ESRS principles because we believe that ESG leadership is inseparable from responsible business leadership. As I reflect on 2025, I am proud of what our team has built and of the care, energy, and integrity they bring to their work every day. I am also conscious of how much further we can go. We must embrace all opportunities for a more sustainable future whilst continuing to drive innovation. For Smarttech247, ESG is a daily practice, a long-term commitment, and a collective responsibility.



Raluca Saceanu
Chief Executive Officer
Smarttech247

Company Overview

Smarttech247 is a multi-award-winning MDR (Managed Detection & Response) company and a market leader in Security Operations. Trusted by the world's largest global organizations, our expert security capabilities and unified VisionX MDR platform provide continuous monitoring, advanced threat detection, investigation & response capabilities, 24/7.

We are a recognized MDR vendor in Gartner's 2024 & 2025 Market Guide for Managed Detection and Response and our Security Operations Centers are ISO27001 & ISO9001 Certified.



GENERAL DISCLOSURES

GOVERNANCE, STRATEGY, AND BUSINESS MODEL

Smarttech247 is a global cybersecurity leader dedicated to safeguarding organizations against an increasingly complex and evolving threat landscape. Our strategy is built on delivering innovative, high-quality security solutions, cultivating deep customer trust, and conducting business with unwavering integrity. We firmly believe that sustainable growth and long-term value creation are inseparable from strong Environmental, Social, and Governance (ESG) practices — and this belief is embedded in every strategic decision we make.

The Smarttech247 Directors hold ultimate accountability for ESG oversight, treating sustainability leadership not as a peripheral consideration but as a fundamental driver of our business model. This commitment ensures the systematic integration of ESG principles across all operational functions, as we uphold the highest standards of corporate governance and work to meet the expectations of our stakeholders, regulators, and the communities in which we operate.

Business & ESG Vision	To be a leading global cybersecurity provider, building a secure and sustainable digital future for our clients and stakeholders, while fostering a positive impact on our planet and communities.				
Values	Innovation	Commitment / Customer Trust	Quality	Integrity	Teamwork
ESG Pillars	Education	Environment	Human Rights& Animal Welfare	Wellbeing	Community
Objectives	Leverage our expertise to develop educational modules and resources in cybersecurity for the community and future talent. Support initiatives that promote digital literacy and cybersecurity awareness.	Provide secure and reliable cybersecurity services that enable our customers to operate more sustainably (e.g., efficient data management). Advocate for and adopt environmentally responsible practices within our service delivery.	Ensure our operations and supply chain adhere to the highest ethical standards, respecting human rights and promoting fair labour practices. Support Animal Welfare.	Foster a workplace culture that prioritizes the health, safety, and overall well-being of our employees. Promote mental health awareness and provide resources for employee support.	Actively engage with and support our local communities through volunteering, charitable partnerships, and initiatives that address community needs. Foster a culture of giving back among our employees.
Priority Areas	Partner with educational institutions to offer workshops or mentorship programs. Develop online resources and webinars on cybersecurity best practices.	Develop secure solutions that contribute to environmental monitoring and management for clients. Offer guidance to clients on secure and sustainable practices.	Rigorous due diligence in our supply chain to identify and mitigate human rights risks. Implement clear policies against modern slavery and unethical behaviour.	Implement comprehensive well-being programs, including mental health support and flexible work arrangements. Conduct regular employee surveys to gauge well-being and identify areas for improvement.	Organize team volunteering events (e.g., beach clean), support local charities (e.g., Mercy Hospital Foundation), and encourage employee participation in community initiatives (e.g., The Very Pink Run).

IMPACTS, RISKS & OPPORTUNITIES

Smarttech247 has established a comprehensive risk management framework supported by a structured Corrective and Preventive Action (CAPA) Programme aligned with internationally recognised standards. Building on this foundation, we take a proactive approach to identifying, assessing, and responding to ESG-related impacts, risks, and opportunities across our value chain.

This approach is embedded within our governance structures and organisational culture, ensuring sustainability considerations are integrated into strategic planning, operational decision-making, and long-term resilience objectives. This supports alignment with the impact and financial materiality requirements of CSRD and the European Sustainability Reporting Standards (ESRS).

ESG Risks for Smarttech247

Smarttech247's material ESG risks span all three sustainability dimensions. From an **environmental** perspective, we identify rising operational energy costs and increasing carbon-related regulatory levies, alongside potential disruptions to the third-party digital infrastructure - including cloud service providers and data centres - upon which our service delivery depends. **Socially**, the principal risk lies in attracting, retaining, and developing top-tier cybersecurity talent in an increasingly competitive global labour market, compounded by governance and ethical risks within our technology supply chain relating to vendor practices, data ethics, and responsible technology sourcing. From a **governance** perspective, we face legal, financial, and reputational exposure arising from non-compliance with rapidly evolving ESG regulations — including CSRD, ESRS, and emerging EU digital legislation - as well as the risk of strategic value erosion and missed growth opportunities resulting from insufficient executive management oversight of ESG issues.

ESG Opportunities for Smarttech247

Smarttech247's ESG opportunities span environmental, social, and governance dimensions. **Environmentally**, we are embedding sustainability into product development and innovation, strengthening our market position and credibility with ESG-conscious customers and investors. **Socially**, our inclusive, well-being-centred culture helps attract, retain, and develop top cybersecurity talent, while our commitment to data security and ethical technology practices strengthens customer trust and loyalty. Our community engagement programmes, particularly in cybersecurity education and digital literacy, further expand our social impact. From a **governance** perspective, Smarttech247 is well positioned to drive competitive differentiation through ESG leadership and governance excellence as sustainability credentials become increasingly important in enterprise procurement, investor relations, and regulatory compliance across the EU market.

Metrics

Smarttech247 has conducted systematic, internally calculated Greenhouse Gas (GHG) emissions and carbon footprint assessments annually since 2022, providing a consistent and comparable baseline for tracking our environmental performance over time. These quantitative disclosures form part of a broader set of environmental, social, and governance metrics presented throughout this report, reflecting our commitment to comprehensive, decision-useful reporting in line with CSRD's requirement for entity-specific and comparable sustainability disclosures.

As our ESG reporting maturity evolves, we are committed to progressively enhancing the rigour, scope, and external verification of our metrics - expanding coverage across our full value chain, including Scope 3 emissions from cloud infrastructure and third-party service providers, and aligning measurement methodologies with the European Sustainability Reporting Standards (ESRS) and the GHG Protocol Corporate Standard.

Targets

Smarttech247 has conducted systematic, internally calculated Greenhouse Gas (GHG) emissions and carbon footprint assessments annually since 2022, providing a consistent and comparable baseline for tracking environmental performance over time. These quantitative disclosures form part of a broader set of environmental, social, and governance metrics presented throughout this report, aligned with CSRD's requirements for comprehensive, decision-useful sustainability reporting - with a commitment to progressively expanding scope, and external verification as our ESG reporting maturity evolves.

SMARTTECH247 ESG PROGRAM SUMMARY

Today is defined by rapid technological advancement, artificial intelligence, and growing sustainability imperatives, Smarttech247 is committed to delivering world-class cybersecurity solutions while actively contributing to a more responsible and sustainable technology industry. ESG principles are not peripheral to our mission — they are embedded in our organisational values and culture, shaping decisions across every level of the business, from day-to-day office operations to long-term global strategy.

Our initiatives span a broad range of environmental, social, and governance priorities, including energy efficiency, sustainable travel, waste reduction, employee well-being, and DEI reflecting our recognition that protecting our clients' digital environments and caring for our planet and our people are complementary, not competing, objectives.

Our CSR247 platform, representing Community, Sustainability, and Reliability, serves as the driving force behind all our ESG initiatives and programs.

CSR247

Community. Sustainability. Reliability.

Fostering community, driving sustainability, building reliability.

ENVIRONMENTAL

Smarttech247 takes an active and accountable approach to managing the environmental impacts of its operations, with a clear commitment to reducing its ecological footprint and supporting a low-carbon technology industry. This commitment is formalised through our Environmental Policy and Sustainability Plan, which set environmental objectives, reduction targets, and the actions required to lower carbon emissions while embedding responsible and sustainable practices across our operations and value chain.

SOCIAL

Smarttech247's Corporate Social Responsibility programme reflects our conviction that sustainable business success and positive societal impact are mutually reinforcing. Our social strategy is centred on addressing critical challenges facing the communities in which we operate, delivering tangible contributions, fostering meaningful partnerships with local organisations, and empowering individuals to thrive in an increasingly digital world. Through structured community engagement, targeted resource allocation, and collaborative action planning, we work to create measurable social value beyond our immediate business operations. These efforts are aligned with the United Nations Sustainable Development Goals (SDGs), ensuring our social commitments contribute to globally recognised frameworks for inclusive, equitable, and sustainable development.

GOVERNANCE

Smarttech247's governance framework is built on transparency, accountability, and continuous improvement, supporting our commitment to ethical and sustainable business conduct. Comprehensive policies, C-Level oversight, and open stakeholder communication ensure our approach remains rigorous, inclusive, and responsive to evolving regulatory requirements, including CSRD and the European Sustainability Reporting Standards (ESRS). Our leadership team actively embeds these principles across the organisation, strengthening compliance, risk management, and long-term business resilience.

OUR ESG GOALS

01 Net Zero Carbon Emission by 2040

02 Ensure diversity, inclusion and promote wellbeing

03 20% employees involved in the community and volunteering

04 Sustainable Economic Growth

2025 IN NUMBERS

33

Volunteers

220+

Community hours

27+

Initiatives in the areas of Education,
Environment, Wellbeing, Human Rights,
Animal Welfare and Community

40

Native Irish Woodland Trees planted
as contribution to Biodiversity

3

ESG Awards Nominations Received

ENVIRONMENTAL STANDARDS

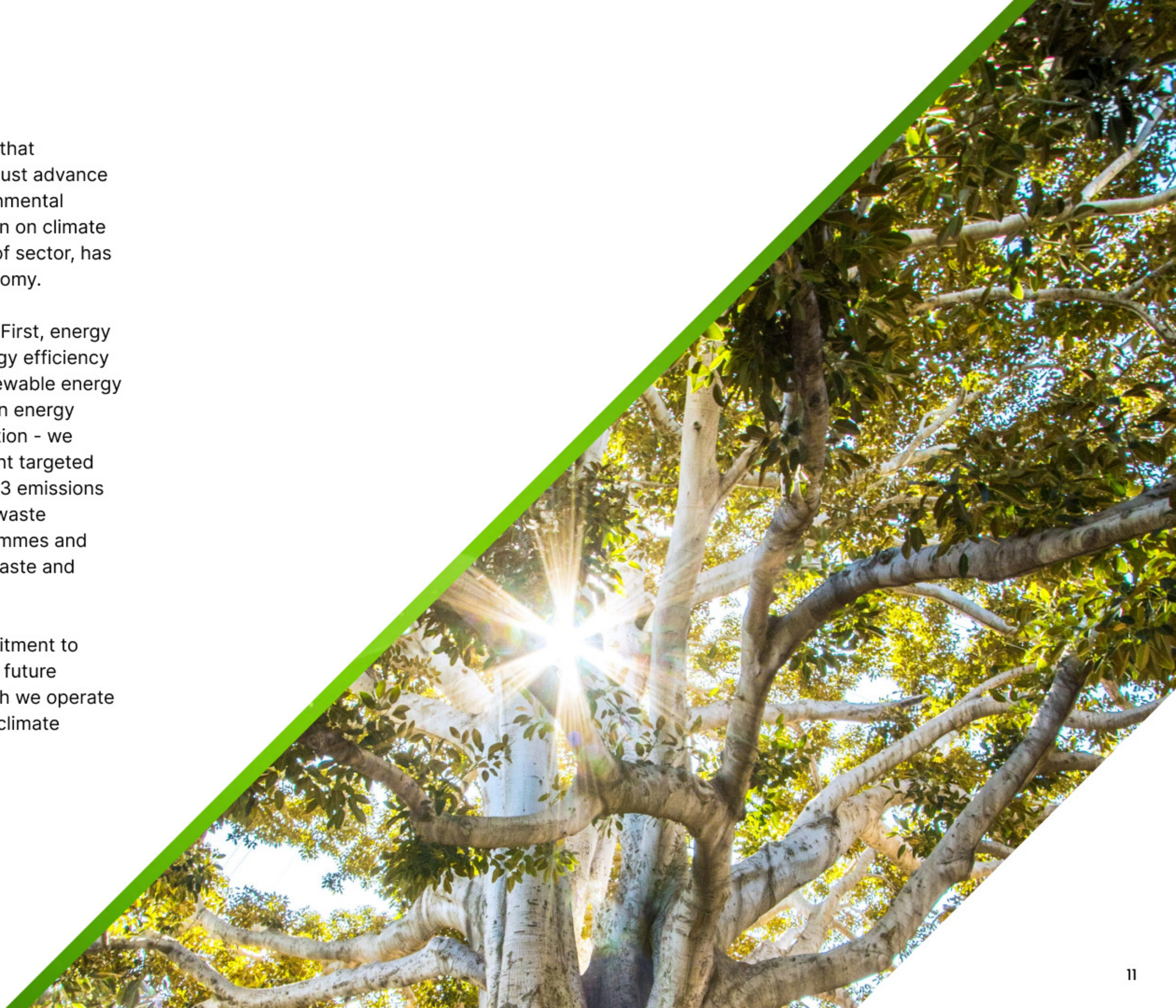


CLIMATE CHANGE (ESRS E1)

As a global cybersecurity leader, Smarttech247 recognises that technological innovation and environmental responsibility must advance in parallel. We are firmly committed to mitigating our environmental impact and actively advocate for industry-wide collaboration on climate action - understanding that every organisation, regardless of sector, has a material role to play in the transition to a low-carbon economy.

Our climate strategy is structured around three core pillars. First, energy optimisation and transition - we are actively improving energy efficiency across our operations and accelerating the adoption of renewable energy sources, including the completion of a full transition to green energy supply for our Ireland office. Second, GHG emissions reduction - we conduct annual carbon footprint assessments and implement targeted initiatives to systematically reduce our Scope 2, and Scope 3 emissions in line with our stated reduction targets. Third, sustainable waste management - we operate comprehensive recycling programmes and apply circular economy principles to minimise operational waste and promote responsible resource use across our facilities.

These actions are central to Smarttech247's broader commitment to environmental stewardship and reflect our accountability to future generations, our stakeholders, and the communities in which we operate - in full alignment with ESRS E1 disclosure requirements on climate change mitigation and adaptation.

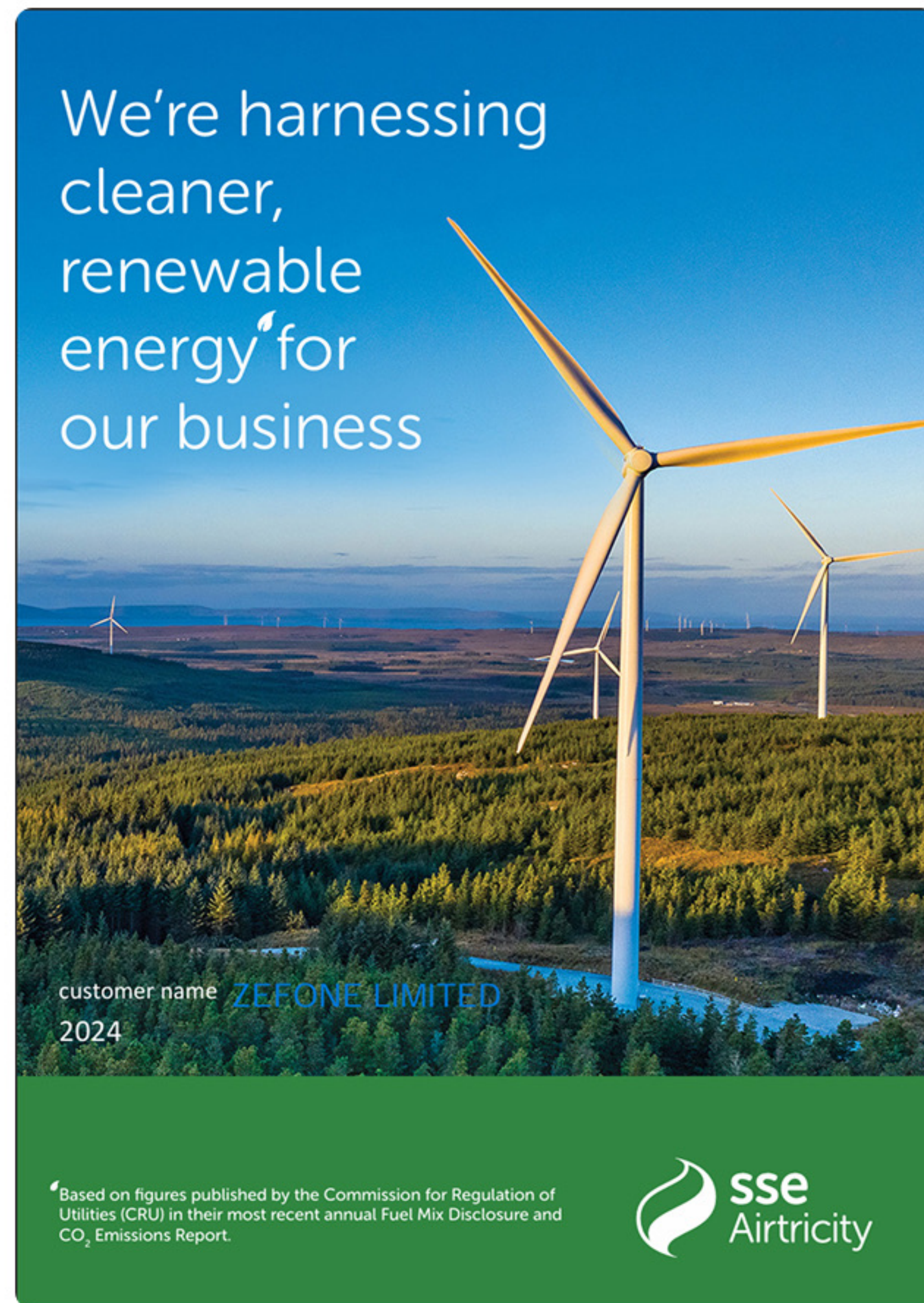


ENERGY CONSUMPTION AND MANAGEMENT

A landmark step in Smarttech247's environmental journey was the full transition to green energy supply for our Ireland office 3 years ago, and this was achieved through proactive engagement with our energy provider - directly reducing our Scope 2 market-based emissions and demonstrating our commitment to renewable energy adoption in practice. Our headquarters has additionally undergone extensive renovations to improve energy efficiency, including the installation of LED lighting throughout and the deployment of energy-efficient air conditioning systems for heating and cooling.

Energy consumption is monitored rigorously through regular recording in a dedicated consumption logbook, providing the consistent, comparable data necessary to track performance against our emissions reduction targets. Our facilities are further equipped with double-glazed windows and presence-detection systems in intermittently occupied areas, ensuring lighting operates only when spaces are actively in use minimising unnecessary energy draw across our estate.

Complementing these physical measures, Smarttech247 maintains an active internal energy conservation programme, delivering awareness guidance, targeted reminders, and workspace notices that reinforce responsible energy behaviours, including powering down lights and screens in unoccupied spaces and optimising workspace utilisation. Collectively, these initiatives have delivered a demonstrable and measurable reduction in our Scope 2 emissions, contributing to our broader climate targets in alignment with ESRS E1 energy consumption and management disclosure requirements.



Smarttech247's (Zefone Limited) 2024 Green Certificate for Smarttech247 HQ office; the 2025 certificate does not publish until around November time of 2026

POLLUTION (ESRS E2)

Smarttech247 ensures that all maintenance activities for air conditioning systems are carried out exclusively by duly accredited service providers, with structured oversight mechanisms in place to monitor, control, and follow up on all interventions — including the systematic receipt and review of service reports to ensure compliance with environmental and regulatory standards.

CARBON FOOTPRINT REDUCTION INITIATIVES

Guided by our ESG Policy and integrated management systems, Smarttech247 takes a structured and evidence-based approach to carbon footprint reduction. With over 75% of our total emissions attributable to Scope 3 sources, our reduction efforts are deliberately focused on this category — actively working to accurately quantify, monitor, and systematically decrease indirect emissions across our value chain, including those arising from cloud infrastructure, business travel, and third-party service dependencies, in alignment with ESRS E1 and the GHG Protocol Corporate Standard.

WATER AND MARINE RESOURCES (ESRS E3)

Smarttech247 adopts a responsible approach to water management through periodic monitoring of consumption across our headquarter office facilities, supported by structured internal awareness campaigns that educate and encourage employees to minimise water use in their daily activities. These initiatives include targeted internal communications promoting water-saving behaviours and fostering a mindful approach to resource use across all locations. While our operations as a digital company present a relatively limited direct water footprint, we remain committed to continuous improvement in water stewardship as part of our broader environmental sustainability obligations under ESRS E3.



BIODIVERSITY AND ECOSYSTEMS (ESRS E4)

Smarttech247 is committed to achieving a net positive biodiversity impact across all business operations by 2040, reflecting our recognition that protecting natural ecosystems is an integral component of responsible corporate sustainability. We collaborate actively with local conservation organisations to support habitat restoration efforts and build employee awareness of biodiversity issues, including through our annual Beach Clean events held in partnership with Clean Coasts and Clean Coasts Ballynamona, where all Smarttech247 volunteers receive dedicated biodiversity education sessions. These initiatives reflect our proactive approach to integrating environmental, social, and economic considerations into our sustainability strategy, in alignment with ESRS E4 disclosure requirements on biodiversity and ecosystem protection.

RESOURCE USE AND CIRCULAR ECONOMY

Understanding our organizational footprint, Smarttech247 is dedicated to responsible and sustainable contributions to our global community. Our commitment drives us to make informed decisions that prioritize ethical practices, environmental stewardship, and the enhancement of community welfare. We have established efficiency measures for the utilization and management of resources throughout our operational lifecycle, from service design and delivery to ongoing maintenance and updates. All waste produced by Smarttech247 (primarily electronic waste and office consumables) is classified in strict accordance with relevant regulations, including the Waste Management Act 1996 (as amended) in Ireland and the European Union's Waste Framework Directive (2008/98/EC) and its subsequent amendments.



OUR OFFICES

Smarttech247 approaches environmental sustainability as a core operational responsibility, ensuring that environmental, social, and economic considerations are systematically integrated into the management and operation of our office facilities. We are committed to implementing recognised best practices across our premises - minimising resource consumption, reducing our environmental footprint, and continuously improving the sustainability performance of our physical operations in line with our broader ESG commitments and ISO 14001 Environmental Management System principles.

SUSTAINABLE EVENTS AND TRAVEL

Smarttech247 is committed to making all company events sustainable, a standard we have successfully embedded into our annual flagship cybersecurity conference, Zero Day Con, which hosts over 600 cybersecurity professionals each year. For the last four consecutive years, Zero Day Con has been delivered at a certified carbon neutral venue, featuring a vegetarian-only lunch menu sourced through a Farm-to-Fork approach, reusable cups and bottles, a zero-waste branding policy, and a digital-first communications strategy - collectively minimising the event's environmental footprint across all dimensions. In support of biodiversity, we have partnered each year with Grown Forest to offset residual impacts through verified tree-planting initiatives, directly complementing our ESRS E4 biodiversity commitments.

Our commitment to sustainable travel is equally embedded in our operational culture. Employees are actively encouraged to prioritise low-emission transport options — including public transport, green taxis, carpooling, and active travel such as cycling and walking — supported by dedicated Cycle to Work and Bus to Work schemes available to all Ireland-based employees. These measures contribute directly to reducing our Scope 3 business travel emissions in line with our broader carbon footprint reduction targets.



OUR COMPANY MERCHANDISE

Smarttech247 takes a deliberate and principled approach to company merchandise, prioritising collaboration with sustainable local suppliers to ensure that all branded products and packaging are produced using responsibly sourced materials, designed with reuse and recyclability in mind. This approach reflects our broader commitment to circular economy principles and responsible procurement, ensuring that even our smallest operational decisions are aligned with our environmental values and contribute to minimising our overall footprint.

CONVERGE 2025

Zero Day Con 2025 is a sustainable event. Thank you for your valuable support!



**40 TREES
PLANTED**



**NO PLASTIC OR
SINGLE USE ITEMS**



**FARM-TO-FORK
VEGETARIAN
MENU**



**RENEWABLE ENERGY
& LED LIGHTING**



**ZERO WASTE
POLICY**



**EXPO DISPLAY
SYSTEMS & GRAPHICS
100% REUSABLE**

We care about our environment

zerodaycon

powered by Smarttech247

SOCIAL STANDARDS

A bold commitment to community, collaboration,
and human-centered impact.

Smarttech
YOUR 24/7 SECURITY PARTNER



OWN WORKFORCE

(ESRS S1)

Smarttech247's approach to social responsibility is centred on cultivating a supportive, inclusive, and high-performing environment for our employees, customers, and the communities in which we operate. We are committed to advancing employee welfare and professional development through structured growth opportunities, comprehensive health initiatives, and well-being programmes that reflect our duty of care to our workforce. Diversity, equity, and inclusion are foundational to our organisational culture, not as reactive measures but as principles actively embedded in our hiring, development, and leadership practices since our inception. Our commitment extends beyond our immediate workforce through structured community engagement and philanthropic initiatives that deliver measurable positive social impact. These efforts reflect our obligations under ESRS S1 and our broader alignment with UN SDG 3 (Good Health and Well-Being), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities).

OUR CULTURE

As Smarttech247 continues to grow as a global organisation, we remain deeply committed to fostering a workplace culture that is consistently enriching, rewarding, and purposeful for every member of our team. Our culture is anchored in five core values: Integrity, Innovation, Customer Trust, Quality, and Teamwork. These values guide our decisions, shape our behaviours, and define how we engage with colleagues, customers, and communities alike. We are committed to empowering every employee to reach their full potential, recognising that our people are the foundation of our ability to deliver exceptional service and drive meaningful impact. As a leader in the cybersecurity industry, Smarttech247 is acutely aware of its broader societal responsibility and is proud to serve hospitals, critical national infrastructure, and essential service providers. Through this work, we directly contribute to safeguarding public well-being, operational continuity, and community resilience.

HOW WE INTERACT WITH EACH OTHER

We are committed to maintaining a warm, collaborative, and inclusive workplace where mutual respect, psychological safety, and collective intelligence are at the heart of how we work. We value individual autonomy while recognising that our greatest impact, both in delivering world-class cybersecurity services and in serving our customers, is achieved through genuine collaboration across diverse perspectives, backgrounds, and experiences. We actively embrace diversity across gender, race, nationality, and professional experience, treating it not as a compliance obligation but as a strategic and cultural strength that drives better outcomes for our people, products, and customers.

Regular, structured employee feedback is central to how we evolve our strategies, processes, and work environment, ensuring they consistently reflect the needs and expectations of our workforce. This ongoing dialogue enables us to identify opportunities for improvement, reinforce a culture of continuous growth, and build an organisation where both individuals and the business can thrive sustainably. These efforts align with ESRS S1 requirements relating to workforce engagement and working conditions.

EMPLOYEE ENGAGEMENT

Smarttech247's commitment to a positive, inclusive, and supportive workplace is reflected in our consistently strong employee satisfaction metrics. We maintain a 4.1-star employer rating, with 80% of employees affirming they would recommend Smarttech247 as a place to work, a meaningful indicator of organisational health and cultural strength. Our leadership also commands exceptional trust, with 99% of employees expressing confidence in our CEO, Raluca Saceanu. These results provide quantifiable evidence of our progress in building a workplace where every team member feels genuinely valued, motivated, and empowered to grow. They also serve as an important baseline against which we will continue to measure and improve employee engagement performance in line with ESRS S1 disclosure requirements.



5.0 ★★★★★

Brilliant Place to Work

🔒 Anonymous employee

Former employee, more than 3 years

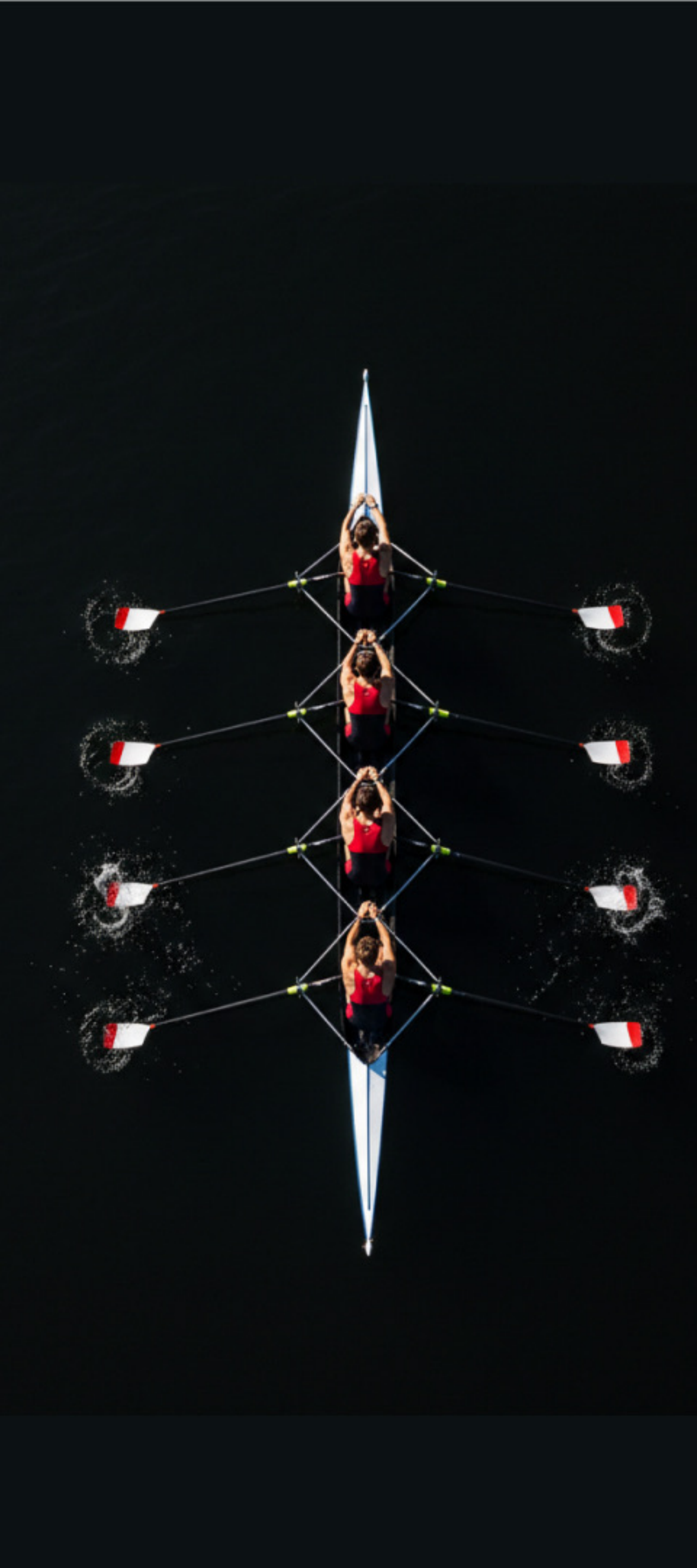
✔ Recommend ✔ CEO approval ✔ Business outlook

Pros

- Career development
- Brilliant Relationships
- Great People
- Challenging Work

Cons

Had no downside to working in Smarttech



WORKERS IN THE VALUE CHAIN (ESRS S2)

Smarttech247 is committed to upholding robust labour standards and human rights protections across its value chain. Our procurement and supplier engagement processes incorporate structured due diligence procedures to evaluate the labour practices, working conditions, and human rights performance of our third-party providers. We maintain a strict and non-negotiable prohibition on modern slavery within our supplier qualification and onboarding framework. These measures align with ESRS S2 disclosure requirements relating to workers in the value chain.

CULTIVATING A POSITIVE & ENGAGING WORKPLACE

Smarttech247 recognises that operating in the high-pressure cybersecurity industry makes intentional investment in employee well-being, social connection, and team cohesion especially important. We regularly organise social events and team-building activities across our locations to strengthen interpersonal relationships, foster a sense of belonging, and create an environment where collaboration and creativity can flourish. We firmly believe that a positive, enjoyable workplace culture is not incidental to high performance - it is a prerequisite for it, directly supporting employee retention, mental well-being, and the sustained delivery of excellence for our customers.

OUR COMMITMENT TO A RESPECTFUL WORKPLACE

Smarttech247 is committed to maintaining a workplace founded on dignity, respect, and open communication — for our employees, customers, and all those who interact with our organisation. This commitment is formalised through comprehensive workplace policies that set clear expectations for professional conduct, constructive dialogue, and mutual respect across all levels and functions of the business. We actively foster a culture where open, honest communication is encouraged and where constructive feedback is valued as an essential driver of individual growth, team development, and continuous organisational improvement - in alignment with ESRS S1 requirements on working conditions and own workforce standards.



CONSUMERS AND END-USERS (ESRS S4)

Smarttech247 recognises its responsibility to consumers and end-users as a core element of its social commitments. We implement robust data privacy and security measures across our products and services, protecting user data and maintaining customer trust. We are also committed to improving accessibility, ensuring our solutions are inclusive, user-centred, and responsive to diverse customer needs. These efforts align with ESRS S4 disclosure requirements relating to consumers and end-users.

HOW WE EMBRACE INNOVATION

The rapidly evolving cybersecurity landscape requires Smarttech247 to maintain a culture of continuous innovation, adaptability, and proactive problem-solving. Defending against sophisticated cyber threats and supporting customers through critical incident response demands not only technical excellence but also an organisational mindset that embraces change, learns from experience, and continually improves. We recognise that meaningful innovation often emerges from challenge and adversity, and we actively foster an environment where open communication about issues, setbacks, and lessons learned is encouraged. This approach supports continuous improvement, product development, and long-term organisational resilience.

- **To embed a culture of continuous innovation across our organisation, Smarttech247 has established a structured set of initiatives designed to stimulate creative thinking, accelerate idea development, and recognise and reward innovative contributions at every level of the business.**
- **Our Innovation Hub serves as a central platform for cross-functional collaboration, bringing together employees from diverse teams and disciplines through regular meet-ups, workshops, and joint projects – creating the conditions for new ideas to emerge from the intersection of varied expertise and perspectives.**
- **Complementing this, our Idea Hackathons provide dedicated, structured environments for employees to pitch, refine, and develop innovative concepts, hosted across our global offices and online to ensure maximum participation and inclusivity.**

- **We invest continuously in the professional development of our people through Continuous Learning Initiatives – supporting attendance at industry conferences, specialist workshops, and training programmes to ensure our teams remain at the forefront of cybersecurity innovation and are equipped to translate emerging knowledge into practical solutions.**

Employees who drive meaningful innovation are formally recognised through our Innovation Recognition Programme, which publicly celebrates creative contributions and reinforces a culture that values initiative, ingenuity, and impact. Underpinning all of these initiatives is a structured Feedback Loop through which employees at all levels are actively encouraged to contribute ideas and insights for process improvement and innovation – ensuring that our culture of continuous improvement remains dynamic, inclusive, and responsive.

WORKING CONDITIONS: EMPLOYEE WELFARE, TRAINING & SKILLS DEVELOPMENT

Smarttech247 places the health, safety, and holistic well-being of our employees at the centre of our workplace strategy, underpinned by a structured well-being programme led by our dedicated Wellness Advocate. Our approach encompasses physical, mental, and emotional well-being recognising that a healthy, supported workforce is fundamental to both individual fulfilment and sustained organisational performance.

We actively promote physical well-being through regular movement breaks, opportunities for exercise, and the provision of nutritious snacks, complemented by employee education on healthy nutrition and lifestyle practices. Mental health is treated with equal priority we provide access to Employee Assistance Programmes (EAPs), stress management resources, and resilience-building education, ensuring employees have the support they need to manage the demands of working in a high-pressure industry. Flexible working arrangements and work-life integration initiatives further reinforce our commitment to sustainable, balanced working practices.

Our physical work environment is designed with employee health and safety in mind, with ergonomic assessments and equipment provided across our facilities. Health and safety protocols are regularly communicated and reinforced through structured training, and we foster a psychologically safe workplace where employees feel genuinely comfortable seeking support, raising concerns, and looking out for one another in full alignment with ESRS S1 requirements on working conditions, health and safety, and own workforce well-being.

Smarttech247's integrated approach to health, safety, and well-being creates a workplace where employees can perform at their best - driving measurable improvements in productivity, satisfaction, and long-term retention. Recognising that our people are the foundation of our success, we have developed a comprehensive employee well-being and retention strategy structured around six interconnected focus areas.

Recruitment

We ensure that the employee experience begins positively at the earliest stage, incorporating realistic job previews into our recruitment process to set clear expectations, improve cultural fit, and meaningfully enhance the retention of new hires from day one.

Onboarding and Socialization

New team members are welcomed through a structured onboarding programme that combines shared and individualised learning experiences, including a dedicated onboarding buddy, designed to accelerate cultural integration, foster genuine connections, and build a strong sense of belonging from the outset.

Training and Development

Employees are provided with regular, structured opportunities for continuous skills development, ensuring our teams remain at the forefront of cybersecurity innovation and are equipped to grow professionally in line with both individual aspirations and organisational needs.

Compensation and Rewards

We offer fair, competitive compensation packages complemented by a structured rewards and recognition system that acknowledges positive contributions and outstanding performance, including our annual Company Awards, which celebrate individuals who have made exceptional contributions to our mission and culture.

Employee Engagement

We maintain an open-door policy and actively monitor and respond to employee satisfaction through ongoing engagement initiatives, fostering a culture of collaboration, innovation, and genuine connection to our organisational purpose

Positive Working Environment

We cultivate a workplace where every individual feels valued, heard, and appreciated for their contributions. Feedback, both positive and constructive, is embedded throughout the organisation as a key driver of continuous improvement, working conditions, and workforce development in alignment with ESRS S1 requirements.

Diversity, Equity & Inclusion (DEI)

Smarttech247's DEI programme is a structured, policy-driven commitment to building a genuinely inclusive technology company where diverse perspectives, backgrounds, and experiences are actively sought, valued, and embedded into how we operate at every level. Our people management approach prioritises both employee satisfaction and diversity, ensuring our hiring, development, and leadership practices reflect the full breadth of available talent, fuelling creativity, innovation, and cultural strength across our cybersecurity teams and beyond.

Our DEI efforts are structured around five strategic pillars: leadership commitment and accountability; equitable policies and practices; cultural competence and awareness; an inclusive work environment; and community engagement and social responsibility. These pillars provide the governance framework through which we embed equality, diversity, and inclusion across our operations, from policy development and process design to day-to-day decision-making. This approach helps ensure our DEI commitments deliver measurable outcomes rather than aspirational statements, in alignment with ESRS S1 requirements and UN SDG 10 (Reduced Inequalities).



Our DEI program is actively driving change through a comprehensive approach:

- Workplace Diversity: Multiculturalism and Social mobility, Gender Balance, Neurodiversity, LGBTQ+ Inclusion
- Accessibility (both online and within our office spaces)
- Employee Wellbeing
- Fair and Inclusive Recruitment Practices
- Leadership Diversity

EQUALITY STATEMENT

Smarttech247 is dedicated to fostering an environment where equality is the cornerstone of our operations and relationships. We believe in treating every individual with respect and fairness, ensuring that no one is disadvantaged or discriminated against based on their background, gender, identity, or circumstances. Our commitment to equality means actively identifying, challenging, and removing barriers to equal opportunities in employment, career advancement, and participation in all company activities. We pledge to continuously evaluate and enhance our policies, practices, and actions to create a workplace where everyone's rights are acknowledged and protected.

DIVERSITY STATEMENT

At Smarttech247, diversity is celebrated and recognized as a vital source of strength and innovation. We are committed to understanding, appreciating, and valuing the rich tapestry of cultures, perspectives, and experiences within our team, viewing this diversity as a critical component of our success. Our aim is to cultivate an inclusive culture that embraces differences and offers every individual the opportunity to contribute, learn, and grow. This commitment extends to all aspects of our business, from recruitment and retention to development opportunities, ensuring diversity is not just supported but actively promoted.

INCLUSION STATEMENT

Smarttech247 strives to create an inclusive environment where every individual feels valued, heard, and supported. Inclusion for us means more than just physical presence; it's about fostering a culture where diverse perspectives are sought out, respected, and integrated into the fabric of our decision-making processes and corporate ethos. We commit to building and maintaining a workplace where each person can express themselves authentically, have equal access to opportunities, and feel a part of the collective success of our company. Our ongoing efforts include training initiatives, open dialogues, and policy reviews to ensure inclusion is practised at every level of our organization.

One notable initiative in our DEI program is our global Women in Cybersecurity Academy, empowering women with in-demand cybersecurity skills and fostering a more balanced industry.

Internally, we are running three separate initiatives to promote our culture of DEI, promote ethical management, and ensure that long term planning is built into our frameworks

1. Employees Awards and Recognition: promoting ethical management through recognizing members showing ethical behavior, and integrity at work;
2. Learn From Each Other - designed to foster professional growth and knowledge-sharing within our team in a structured way. It offers an opportunity for team members to engage in mentorship, creating a culture of continuous learning and skill development;
3. Feedback Loop: provides all team members with the opportunity to submit anonymous feedback on any work-related matter they wish to bring to the Senior Leadership Team's attention.

Our commitment to DE&I is vital for fostering an inclusive environment and achieving our strategic objectives relating to employees.

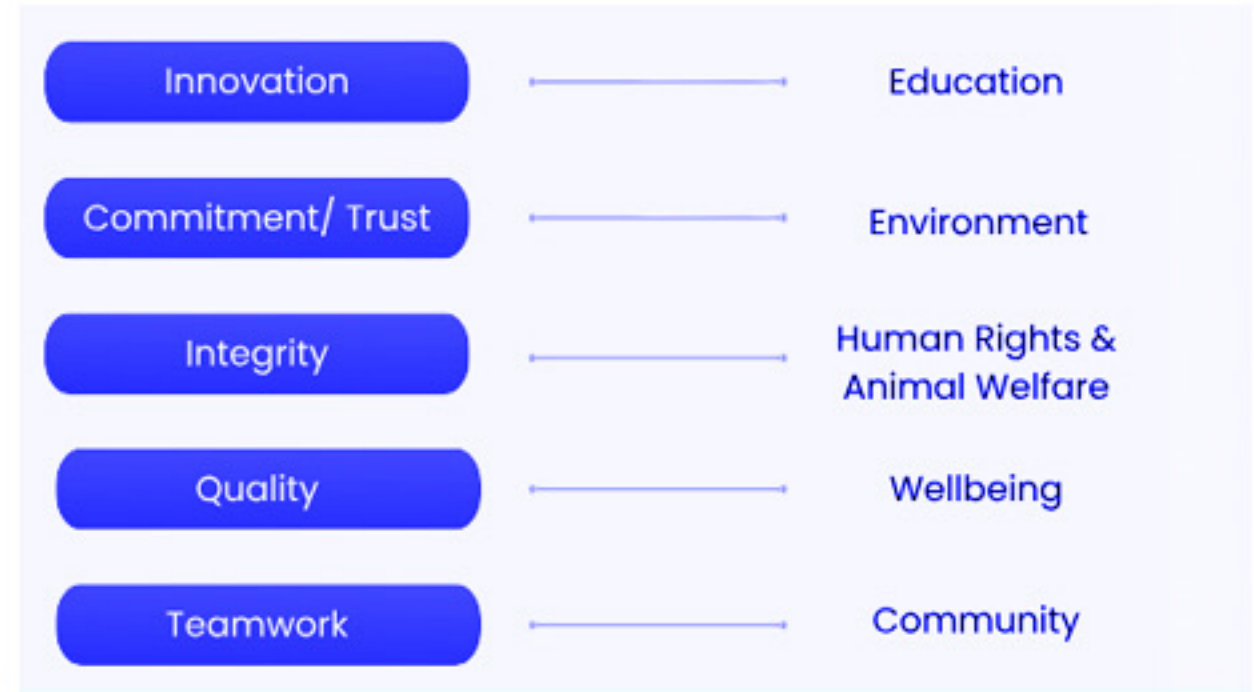


AFFECTED COMMUNITIES (ESRS S3)

Community Engagement and Philanthropy

Smarttech247's community engagement and philanthropy strategy is guided by our core organisational values and structured around five CSR pillars: Education, Environment, Well-being, Human Rights & Animal Welfare, and Community. These pillars provide a clear framework for directing our social impact efforts toward areas of greatest long-term need. Through annual initiatives, employee volunteering, charitable partnerships, and collaboration with local organisations and businesses, we actively support the communities in which we operate.

Our objective is to build lasting partnerships that deliver measurable social impact, supporting our obligations under ESRS S3 on affected communities and our alignment with UN SDG 11 (Sustainable Cities and Communities), SDG 17 (Partnerships for the Goals), and the broader UN SDG framework underpinning our ESG strategy.



Education

Empowering Women in Cyber: Smarttech247's Women in Cybersecurity Academy

The Women in Cybersecurity Academy is a flagship Smarttech247 initiative and a six-week programme designed to equip women with essential cybersecurity and information security skills, helping address the gender gap in the technology sector. The programme welcomes participants from diverse backgrounds, including graduates, final-year students, professionals returning to the workforce, and individuals transitioning into cybersecurity. Participants complete assignments and projects throughout the programme, culminating in a final assessment, with top performers offered short-term work placements at Smarttech247.

In 2025, we delivered the Academy for the fifth consecutive year, welcoming participants from Romania, Ireland, the UK, Poland, the USA, Canada, India, Kosovo, Nigeria, and Pakistan. The programme provided industry-relevant cybersecurity skills that supported career progression and increased diversity within the sector. This initiative directly supports UN SDG 4 (Quality Education), SDG 5 (Gender Equality), and SDG 8 (Decent Work and Economic Growth).

Smarttech247 Infosec Graduate Program

The Smarttech247 InfoSec Graduate Programme is an annual initiative designed to develop the next generation of cybersecurity professionals. Participants gain hands-on exposure to a range of cybersecurity disciplines, building the practical skills and cross-functional expertise needed to launch and advance their careers. Each placement is structured around defined programme objectives to ensure a consistent, high-quality development experience. The programme also contributes to building a stronger and more diverse cybersecurity talent pipeline, supporting UN SDG 4 (Quality Education) and SDG 8 (Decent Work and Economic Growth).

Importance of Neuroscience in Cybersecurity

At Smarttech247, we emphasise the connection between human behaviour, cognitive science, and cybersecurity. We have taken meaningful steps to translate neuroscience awareness into workplace practice. A dedicated neurodivergence workshop was delivered to all managers, equipping leaders with the knowledge and tools to better support neurodivergent employees and foster a more inclusive workplace. We are committed to expanding this programme to all employees, recognising that a deeper understanding of neurodiversity strengthens our DEI commitments while enhancing collaboration, innovation, and the cognitive diversity that drives success in the cybersecurity industry.

This human-centric perspective reflects our broader commitment to responsible innovation, continuous learning, and cybersecurity awareness. It reinforces our belief that building safer digital environments requires as much understanding of human behaviour as technology, in alignment with UN SDG 4 (Quality Education) and SDG 9 (Industry, Innovation and Infrastructure).

Environment

Beach Clean

For the third consecutive year, in the Summer of 2025, a team of 10 Smarttech247 volunteers in Cork partnered with Clean Coasts Ballynamona and the Sea and Land Trust as part of the global Plastic Free July movement collecting several bags of litter from Ardnahinch beach, including plastic bottles and microplastics, and restoring a cleaner, safer shoreline for local wildlife and visitors. This initiative reflects our employees' genuine commitment to environmental stewardship and represents a practical, hands-on contribution to waste reduction and coastal ecosystem protection. As part of our broader community environment programme, this Beach Clean directly supports our ESRS E4 biodiversity commitments and advances UN SDG 14 (Life Below Water) and SDG 15 (Life on Land).



Wellbeing

Very Pink Run

In September 2025, Smarttech247 team members in Cork participated in the annual charity run, this time in the Very Pink Run, helping to raise vital funds for Breast Cancer Ireland's ongoing research and awareness efforts and an eagerness to help positively change the landscape of this disease into the future. Beyond its fundraising impact, the event provided a meaningful opportunity for team connection and reinforced our broader organisational commitment to employee well-being and social impact. Smarttech247 is committed to continuing its support for charitable health initiatives of this kind, contributing to UN SDG 3 (Good Health and Well-Being) and reflecting the well-being pillar of our broader CSR programme.



Charity Mountain Hike

Smarttech247's Ireland team continued its annual charity hiking tradition taking the trails of Torc Mountain in Killarney, and raising funds in support of the Mercy Hospital Foundation. The event combined meaningful charitable giving with team well-being and connection, set against the challenging and scenic terrain of one of Ireland's most distinctive mountain landscapes. This initiative reflects the well-being and community pillars of our CSR programme and reinforces our ongoing commitment to supporting local healthcare and community organisations, contributing to UN SDG 3 (Good Health and Well-Being) and SDG 11 (Sustainable Cities and Communities).

November

For the fourth consecutive year, Smarttech247 proudly participated in the globally recognised Movember movement, with our team taking on the Move for Movember challenge each member committing to walk or run 60 kilometres throughout the month of November. Beyond its physical well-being benefits, this initiative served as a meaningful platform for raising awareness of men's mental and physical health, fostering open conversations on issues that remain critically underrepresented in workplace well-being programmes. Our continued participation reflects the well-being pillar of our CSR programme and contributes to UN SDG 3 (Good Health and Well-Being).



Community

Volunteering For ISPCC At Concerts In Ireland

In the Summer of 2025, a team of Smarttech247 staff volunteered at three concerts to raise funds for ISPCC/Childline. The efforts of our volunteers played a valuable role in contributing to a significant amount, which directly supports Childline's vital work with children.



Christmas Toy Donation Campaign For Children's Health Foundation Ireland

For the past 10 years, Smarttech247 has run an annual toy donation campaign in support of the Children's Health Foundation Ireland. Employees leave donations under the office Christmas tree, which are then delivered to the Foundation for distribution to children and families in local children's hospitals.

Through this initiative, we support the Foundation's efforts to bring joy and practical support to sick children and their families during the festive season, contributing to UN SDG 3 (Good Health and Well-Being) and SDG 10 (Reduced Inequalities)

Christmas Jumper Day And Bake Sale Raising Funds For ISPCC

For the third consecutive year, Smarttech247 hosted the Great Smarttech247 Bake Off, culminating in a charity bake sale on 6 December in support of the ISPCC (Irish Society for the Prevention of Cruelty to Children). Weekly Bake-Off winners brought their creations to the final event, where employees made donations to sample the entries, combining team engagement with charitable fundraising. Together with our company-wide Christmas Jumper Day, the initiative reflects the community and well-being pillars of our CSR programme and our commitment to supporting children's rights and welfare, contributing to UN SDG 3 (Good Health and Well-Being) and SDG 16 (Peace, Justice and Strong Institutions).



Other Initiatives And Activities Organised & Celebrated With Employees:

- Global Environmental Days (Earth Hour, Earth Day, Biodiversity Day, World Environment Day, Nature Photography Day, Sustainability Day)
- Mental Health Awareness Month & Mental Health Talk
- World Mental Health Day
- World Heart Day
- International Volunteer Day
- International Culture Day
- Learn From Each Other
- Feedback Loop
- Book Swap initiative
- Knowledge Bytes Sessions (15min sessions on relevant topics in Cyber and Wellbeing)
- Employees Steps Challenge
- Monthly Fitness Challenges (Work-Out Sessions or Padel)
- Monthly Healthy Food Snack Station
- Monthly Board Games Lunch Break in the office

Collectively, these programmes and initiatives strengthen Smarttech247's ties with the communities in which we operate, support local economies, and foster a culture of giving and social responsibility across our organisation. Employee enthusiasm for community engagement continues to grow year on year, reflecting the values that define our company.

HUMAN RIGHTS & ANIMAL WELFARE

Smarttech247 extends its social responsibility commitments beyond the workplace through active support for organisations dedicated to human rights and animal welfare. We are proud partners of the **Children's Rights Alliance**, a leading advocacy organisation in Ireland since 1995 that unites more than 100 member organisations in promoting children's rights and working to make Ireland the best place in the world to grow up. Our support contributes to this mission and reflects our commitment to child welfare and the protection of fundamental human rights, in alignment with UN SDG 16 (Peace, Justice and Strong Institutions).

We are also proud supporters of the **Munster Lost and Found Pet Helpline**, a local organisation providing essential assistance to lost pets and their owners across the Munster region. Our contributions support animal care and welfare, reflecting our belief that social responsibility extends to the well-being of all living beings within our communities.





GOVERNANCE STANDARDS



Smarttech
YOUR 24/7 SECURITY PARTNER



GOVERNANCE & MANAGEMENT SYSTEMS

Smarttech247's governance framework is founded on the principles of transparency, accountability, and ethical leadership ensuring that our ESG commitments are systematically embedded across all aspects of our business and that our governance structures remain responsive to evolving regulatory requirements, including those set out under CSRD and the European Sustainability Reporting Standards (ESRS).

Our Executive Management team holds ultimate accountability for ESG oversight, treating sustainability leadership as a central pillar of our long-term business strategy and value creation model. ESG-related risks and opportunities are actively monitored and managed at executive level, with appropriate mitigation strategies deployed to safeguard the interests of our company, stakeholders, and the broader communities in which we operate. The Smarttech247 Leadership Team plays an equally proactive role in translating executive ESG commitments into operational practice, ensuring robust governance principles are embedded across all functions, geographies, and decision-making processes.

This approach reflects our core organisational values and our ambition to exemplify governance best practice within the cybersecurity industry maintaining the highest standards of ethical conduct, continuously enhancing our ESG performance, and contributing to a sustainable and resilient future for our business and the communities we serve, in full alignment with ESRS G1 disclosure requirements on governance and management systems.

CORPORATE GOVERNANCE STRUCTURE

Smarttech247 maintains a robust and clearly defined corporate governance structure, consistently implemented across all teams and geographies, and subject to regular internal and external audits through our ISO 9001 (Quality Management) and ISO 27001 (Information Security Management) certification processes providing independent, verified assurance of our governance and operational standards.

We are committed to the continuous review and enhancement of our policies and practices in alignment with evolving ESG standards, regulations, and best practices relevant to our global operations. This includes regular assessment against CSRD, ESRS, and other applicable frameworks across the full spectrum of our ESG commitments encompassing environmental sustainability, social responsibility, diversity and inclusion, and ethical governance. Employee feedback and diverse perspectives are actively sought and valued as an integral part of this process, reflecting our conviction that meaningful governance improvement is a collaborative endeavour.

We approach our ESG governance journey as a continuous, organisation-wide commitment with our policies and practices forming the structural foundation of our accountability to our employees, stakeholders, and the wider communities we serve, in full alignment with ESRS G1 disclosure requirements on corporate governance structures and management systems.

BUSINESS CONDUCT (ESRS G1)

Ethical Practices And Compliance

Smarttech247 is committed to conducting its business with the highest ethical standards and in full compliance with all applicable laws and regulations across every jurisdiction in which we operate. Our ethical framework is underpinned by three non-negotiable principles: an unwavering commitment to honesty and integrity in all business dealings, consistent with our core organisational values; a zero-tolerance policy toward any form of corrupt practice; and full compliance with all laws and regulations pertaining to anti-bribery and anti-corruption. These principles are embedded within our governance structures, reflected in our internal policies, and upheld by every member of our organisation forming the foundation of the trust that our customers, partners, investors, and stakeholders place in Smarttech247, in alignment with ESRS G1 disclosure requirements on business conduct and ethical practices.

Supporting Human Rights & Combating Modern Slavery

Smarttech247 maintains an unequivocal commitment to conducting all business dealings with integrity and full respect for fundamental human rights. We have implemented robust systems, controls, and governance procedures to prevent modern slavery and human trafficking from occurring anywhere within our operations or supply chain in full compliance with our obligations under the Modern Slavery Act 2015 and consistent with the human rights due diligence expectations set out under CSRD and ESRS S2.

Our opposition to all forms of modern slavery, forced labour, and human trafficking is absolute and non-negotiable. This commitment extends beyond our direct operations to encompass our broader value chain we require all suppliers and partners to demonstrate adherence to ethical practices that respect human rights as a mandatory component of our supplier qualification and onboarding process, as governed by our Procurement and Provider Policy. Regular evaluation of supplier ethical practices ensures that our standards are consistently upheld across all third-party relationships, reinforcing our broader DEI commitments and contributing to UN SDG 8 (Decent Work and Economic Growth) and SDG 16 (Peace, Justice and Strong Institutions).

HUMAN RIGHTS

- Save our children
- Invest in our children
- Make our voice strong

FREEDOM

- Knowledge
- teach Morals, Morals.

BE Kind → BE HUMAN

Verbs: to help, to care, to share

we are one

Integrity

• Strive for PEACE..

Supplier Diversity

Smarttech247 works with a diverse network of third-party providers and recognises that responsible supplier management is integral to our governance and ESG commitments. We maintain robust due diligence processes to identify, assess, and mitigate risks across our value chain.

Our Procurement and Provider Policy is built upon three key principles:

Human-centricity: places the needs of our employees and business objectives at the heart of all procurement decisions balancing global efficiency, cost-effectiveness, and automation with an unwavering commitment to sustainability and workforce well-being.

Value-Driven Selection: Ensures that all products and services are rigorously evaluated for the meaningful, organisation-wide value they deliver - prioritising solutions that genuinely address our operational needs and can be effectively implemented across the business.

Adaptability and Progress: Reflect our commitment to continuous improvement and standardisation of our global procurement processes - ensuring our suppliers and tools evolve in line with our growth objectives and ESG standards, in alignment with ESRS G1 requirements on supply chain governance and ESRS S2 on value chain working conditions.

To manage risks associated with our supplier network, Smarttech247 operates a Supplier Security Risk Management framework applied consistently across all third-party engagements. This framework systematically evaluates the security posture of our sub-contractors and assesses potential risks to shared assets through a structured combination of security assessments, audits, and periodic reviews - ensuring that risks are identified, quantified, and effectively mitigated to protect the security, integrity, and confidentiality of shared information in accordance with our ISO 27001 Information Security Management certification and our broader governance obligations under ESRS G1.

Artificial Intelligence

Responsible AI and Sustainable Innovation

Artificial intelligence is central to Smarttech247's cybersecurity capabilities underpinning threat detection, behavioural analytics, automation, and incident response across our solutions. As we continue to expand our use of these technologies, we are equally committed to ensuring they are developed, deployed, and governed responsibly, sustainably, and in full alignment with our broader ESG commitments.

Our current responsible AI efforts are focused on three areas. We actively optimise the energy efficiency of our AI models by prioritising cloud infrastructure powered by renewable energy sources and strategically managing data processing and training workloads to minimise unnecessary computational overhead directly contributing to our Scope 2 and Scope 3 emissions reduction objectives. We uphold rigorous ethical AI practices, including algorithmic transparency and bias assessment, particularly in use cases involving threat prediction and behavioural analysis where the implications of biased or opaque outputs are most consequential. We maintain robust internal controls to review AI-related risks across privacy standards, ethical guidelines, and cybersecurity regulations with AI systems developed and tested by diverse, multidisciplinary teams to minimise unintended bias and promote fairness in outcomes.

Looking ahead, Smarttech247 is committed to formalising its responsible AI governance through the introduction of an internal AI Ethics & Sustainability Framework, which will guide our teams in designing, developing, and deploying AI systems that are transparent, auditable, and aligned with emerging regulatory requirements including the EU AI Act. We will additionally explore partnerships with academic institutions and sustainable AI initiatives to advance innovation in low-energy machine learning techniques ensuring that AI continues to drive cybersecurity excellence while remaining fully aligned with our environmental, social, and governance commitments.

Internal Controls & Risk Management Systems

Smarttech247's internal controls and risk management systems are built upon a comprehensive framework aligned with ISO 27001 (Information Security Management), ISO 9001 (Quality Management), and the CSRD incorporating a structured Corrective and Preventive Action (CAPA) Programme to ensure that risks are systematically identified, assessed, and addressed. Through risk-based thinking embedded across our organisational culture, this integrated approach enables us to safeguard information security in line with ISO best practices while simultaneously navigating the evolving demands of the sustainability landscape ensuring that ESG-related risks and opportunities are managed with the same rigour as operational and financial risks.

Transparency and Reporting

Smarttech247 maintains transparency and accountability across all levels of the organisation through a robust and multi-layered governance framework encompassing our ESG Policy, Code of Conduct, governance structures, Executive Management oversight, rigorous data collection and metrics, and consistent stakeholder engagement. These commitments are communicated through comprehensive internal and external channels, including internal communications, our corporate website, press releases, and customer newsletters. Senior management plays an active and visible role in upholding these standards, supported by strong compliance and risk management practices. We adhere to the highest standards of corporate governance with regular audits, detailed sustainability reporting, and strict regulatory compliance forming the foundation of the trust our stakeholders place in us and the long-term resilience of our operations, in full alignment with ESRS G1 disclosure requirements on internal controls, risk management, and transparency.

Risks and Opportunities

Smarttech247 recognises a number of ESG-related risks that require ongoing monitoring and proactive management. These include the intensifying regulatory focus on environmental impact encompassing carbon emissions, energy consumption, and resource use as organisations across all sectors face increasing scrutiny under CSRD, the EU taxonomy, and related legislation. Evolving stakeholder expectations around employee well-being, diversity, equity, and inclusion, and the assurance of human rights standards across our value chain present additional areas of focus. The demand for transparent, accountable, and auditable governance practices from investors, customers, and regulators alike continues to grow, reinforcing the importance of our ongoing commitment to governance excellence and ESG disclosure maturity.

Environmental Risks

Increasing regulatory focus on carbon emissions and resource consumption: as environmental legislation continues to intensify across the EU and globally encompassing CSRD, the EU Taxonomy Regulation, and emerging carbon pricing mechanisms organisations face growing obligations to measure, disclose, and reduce their environmental impact. For Smarttech247, this risk is primarily concentrated in our Scope 2 electricity consumption and Scope 3 emissions arising from cloud infrastructure, business travel, and third-party service dependencies.

Mitigation: Smarttech247 actively manages this risk through annual GHG emissions assessments, our transition to green energy supply in Ireland, and ongoing optimisation of cloud infrastructure energy efficiency. We are committed to expanding our Scope 3 measurement coverage and developing science-aligned emissions reduction targets consistent with the Paris Agreement and the ESRS E1 disclosure requirements.

Social Risks

Evolving expectations around employee well-being, DEI, and human rights in the value chain: Stakeholder expectations regarding employee well-being, diversity, equity, and inclusion, and the assurance of ethical labour practices across the value chain are intensifying driven by regulatory developments under ESRS S1 and S2, growing investor scrutiny, and the competitive dynamics of the global cybersecurity talent market. Failure to meet these expectations presents risks to talent acquisition and retention, employer reputation, and supply chain integrity.

Mitigation: Smarttech247 addresses this risk through a comprehensive employee well-being and retention strategy, a structured DEI programme built around five strategic pillars, and robust supplier qualification and due diligence processes that embed human rights and modern slavery standards across our value chain. Employee engagement metrics are monitored regularly and used to inform continuous improvement across our social programmes.

Governance Risks

Demand for transparent, accountable, and auditable governance practices: investors, customers, and regulators are placing increasing demands on organisations to demonstrate transparent, accountable, and independently verifiable governance practices - particularly in relation to ESG disclosures, ethical business conduct, and AI governance. Non-compliance with evolving requirements under CSRD, ESRS G1, and the EU AI Act presents legal, financial, and reputational exposure for technology companies operating in the EU regulatory environment.

Mitigation: Smarttech247 manages this risk through a multi-layered governance framework encompassing our ESG Policy, Code of Conduct, C-level ESG oversight, ISO 9001 and ISO 27001 certifications, and regular internal and external audits. We are additionally developing a formal AI Ethics & Sustainability Framework to address emerging AI governance obligations, and are committed to progressively enhancing the rigour, scope, and external verification of our ESG disclosures in line with ESRS G1 requirements.

Risks and Opportunities

Equally, these risks also present significant opportunities for Smarttech247. Our commitment to green energy in our Ireland office and ongoing energy efficiency initiatives position us favourably as the industry transitions towards a lower-carbon economy.

Environmental Opportunities

Sustainable product development and emissions reduction leadership: The growing expectation from enterprise customers, investors, and regulators for verified environmental accountability presents a significant opportunity for Smarttech247 to differentiate itself through measurable progress against emissions reduction targets and the integration of energy-efficient, responsibly designed products. As procurement decisions increasingly incorporate supplier ESG credentials, demonstrating credible environmental performance strengthens Smarttech247's competitive positioning in the enterprise market.

How we are capitalising on this opportunity: Smarttech247 is actively integrating energy-efficient design principles and responsible AI practices into our internally developed products, optimising cloud infrastructure energy consumption, and progressing toward science-aligned Scope 2 and Scope 3 emissions reduction targets consistent with the Paris Agreement's 1.5°C trajectory. Our transition to green energy supply in Ireland and participation in verified biodiversity initiatives such as our partnership with Grown Forest further strengthen our environmental credentials with stakeholders and customers alike, in alignment with ESRS E1 and ESRS E4 disclosure requirements.

Social Opportunities

Talent leadership, customer trust, and community impact: The global cybersecurity industry faces a significant and well-documented talent shortage, making Smarttech247's investment in an inclusive, well-being-centred workplace culture a direct source of competitive advantage. Simultaneously, as data governance expectations and cyber threat complexity intensify across all industries, our commitment to the highest standards of data security, privacy, and ethical technology practice deepens customer trust and reinforces long-term loyalty. Our community engagement programmes, particularly the Women in Cybersecurity Academy, InfoSec Graduate Programme, and cybersecurity awareness initiatives delivered through Zero Day Con positioning Smarttech247 as a socially responsible industry leader with measurable impact beyond our immediate business operations.

How we are capitalising on this opportunity: Smarttech247 continues to invest in a comprehensive employee well-being and retention strategy, a structured DEI programme, and industry-leading talent development initiatives that convert sector-wide talent scarcity into a sustained competitive advantage. Our cybersecurity education programmes directly address workforce diversity gaps and digital literacy challenges within the broader community, advancing UN SDG 4 (Quality Education), SDG 5 (Gender Equality), and SDG 8 (Decent Work and Economic Growth) while strengthening our employer brand and social license to operate, in alignment with ESRS S1, S2, and S3 disclosure requirements.

Governance Opportunities

ESG leadership as a competitive differentiator and growth enabler: as ESG credentials become an increasingly decisive factor in enterprise procurement, investor relations, and regulatory compliance, Smarttech247's proactive alignment with CSRD, ESRS, and emerging EU digital legislation positions us ahead of the compliance curve - converting regulatory obligation into strategic advantage. Organisations that demonstrate governance excellence, ethical AI practices, and transparent ESG disclosure are increasingly preferred as partners, suppliers, and investment targets, particularly within the EU market where regulatory expectations are most advanced.

How we are capitalising on this opportunity: Smarttech247 is advancing its governance leadership through the development of a formal AI Ethics & Sustainability Framework, progressive enhancement of our ESG disclosure rigour and external verification, and the maintenance of ISO 9001 and ISO 27001 certifications that provide independent assurance of our operational and information security standards. Our C-level ESG oversight, structured CAPA Programme, and proactive engagement with CSRD and ESRS requirements position Smarttech247 as a governance-led organisation capable of meeting the most demanding expectations of enterprise customers, institutional investors, and EU regulators - contributing to long-term value creation and business resilience in alignment with ESRS G1 requirements.

Smarttech247's deeply embedded culture of employee value and support complemented by flagship talent development initiatives including the Women in Cybersecurity Academy and InfoSec Graduate Programme positions us to attract, retain, and develop exceptional talent in one of the world's most competitive labour markets, while fostering the innovation and diversity of thought that drives our continued growth. Our robust governance framework, commitment to ethical conduct, and progressive approach to transparent ESG disclosure further strengthen stakeholder trust, enhance our market reputation, and build the long-term organisational resilience that comprehensive sustainability reporting under CSRD is designed to both demand and reward.

Memberships in Ireland

Techies Go Green

A beacon for companies and individuals within the IT and Tech industry dedicated to reducing their carbon footprint and embracing Sustainability.



Biodiversity for Business Ireland

A platform driving the transition to a nature positive Irish economy, where activities enhance natural systems in addition to minimizing impact, by harnessing the energy and innovation capacity of Irish businesses.



S247 COMMITMENT

Smarttech247 are dedicated to continuous improvement and the alignment of our policies and practices with the ever-evolving Environmental, Social, and Governance standards and best practices. Our commitment to ESG principles is integral to our long-term success and the well-being of our employees, stakeholders and community.

Together, we are contributing to a positive impact on our environment, our communities, and our workforce. Smarttech247 is continuously working towards reducing the carbon emissions and would take all the required steps to quantify and reduce the carbon emissions. One of our long-term goals is Net Zero Carbon Emission by 2040 with the objective of halving our carbon emissions by 2030.

The Global Goals For Sustainability Development

Smarttech247 is committed to aligning with the Global Goals for Sustainable Development outlined by the United Nations as we strongly believe it is within everyone's capability to contribute to meeting these targets. The SDGs provide a comprehensive roadmap for addressing the world's most pressing challenges, from poverty and inequality to climate change and environmental degradation. Through our actions and initiatives, we actively contribute in particular to four of these goals:



Quality Education

We are committed to ensuring inclusive and equitable quality education and promote lifelong learning opportunities for all. There is currently a demand of 4mil jobs in Cybersecurity. We are actively promoting opportunities in the areas of internships and grad program.

We run the educational program Women in Cybersecurity Academy on an annual basis. Furthermore, we have partnerships in place with universities, participate in career fairs and collaborate with organizations in the Education area to promote these opportunities. We talk about sustainability from an environmental perspective, and we also refer to it when it comes to our people.

As Cybersecurity is so dynamic and diverse and, with the introduction of AI generated platforms excelling at lighting fast pace, there are dozens of further opportunities for people to grow and learn with support from our training and career development programs.





Gender Equality

We are committed to achieve gender equality and empower all genders. According to the international cybersecurity membership organization (ISC)2 and to other various reports, women make up 24% of the cybersecurity workforce, with much lower percentages in some parts of the world. Research has shown that diversity leads to collective intelligence. Diverse teams make better decisions. Having more women in cybersecurity can lead to more well-rounded discussions and a broader range of insights when assessing security risks and making strategic decisions.

We partner with organizations to promote our opportunities, and we run our Women in Cybersecurity Academy program every year. At Smarttech247, we are proud to have a workforce where over 24% of our employees are women, reflecting our commitment to gender diversity. Our CEO's recognition with the Women in Tech Advocate award by Deloitte further underscores our dedication to promoting and supporting women in technology.

We are actively working towards achieving a 50-50 gender balance, demonstrating our commitment to creating an inclusive environment where everyone has equal opportunities to thrive. This goal is central to our broader diversity and inclusion strategy, as we believe that a balanced and diverse team drives innovation and excellence in everything we do.



Decent Work And Economic Growth

We are committed to promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. We provide equal employment opportunities for all individuals regardless of their gender, race, ethnicity, or background. All employment is decided on the basis of qualifications, merit, and business need. We are fostering a workplace free from discrimination, and we consider knowledge and skills the only criteria for advancement. We firmly believe that diversity is our strength. By embracing a diverse workforce, we encourage a wide range of perspectives, experiences, and talents, which ultimately contribute to innovation and better problem-solving.

We recognize the importance of work-life balance and have implemented policies and practices that allow us to sustain harmony between our professional and personal lives. This includes flexible work arrangements and support for family or personal responsibilities. As a multi-national innovative tech company, we play a vital role in driving economic growth in all the countries we operate. Our contributions include job creation, partnerships with local businesses, and a focus on sustainable business practices that minimize our environmental impact.



Industry, Innovation & Infrastructure

We are committed to keeping infrastructures secure, promote inclusive and sustainable industrialization and foster innovation. Our mission is to keep our customers' infrastructures secure. Our approach is "Customer First", and we focus on prevention. We do this by utilizing the latest in cloud, big data analytics and machine learning, along with our industry-leading incident response team. We are ISO27001, ISO9001, Crest and Cyber Essentials certified. In Cybersecurity, innovation is key.

We have created 3 products in-house which aim to bring value to companies' security, enhance visibility, rapidly detect and respond to advanced cybersecurity threats. Recognizing the profound impact that our operations have on the environment and society, we have made a resolute commitment to infuse sustainability into every facet of our supply chain.

This holistic approach not only aligns with the company's core values but also positions it as a responsible and forward-thinking industry leader. We are not just protecting organizations from cyber threats; we are also actively working to build a more diverse and inclusive tech industry while ensuring sustainable practices across our business operations.

Thank you for reading!

**Are you ready to elevate your
security with Smarttech247?**

Contact Us

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