



ALSO Denmark

Report on Corporate Social Responsibility

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ALSO in Brief

ALSO Denmark is part of ALSO Holding with headquarters in Emmen, Switzerland. Founded in 1984, ALSO has developed in the last ten years into one of the leading technology providers in Europe. As a technology provider, ALSO is the link between vendors and the market. The company offers hardware and software, solutions for IT applications and systems, cloud-based as-a-service offerings, and applications from digital platforms, for example for IoT, AI, or cybersecurity.

In addition to physical or digital delivery, the company takes on a variety of other tasks, for example, payment transactions, fine logistics, or credit controlling. For the providers of IT components, the assumption of these tasks results in a reduction of complexity and easier access to the various channels and

regions. During this time, the company has systematically expanded its business models from the role of the traditional ICT distributor to the role of the end-to-end service provider, with a broad portfolio of hardware and software, as well as offers for IT solutions, the cloud, IoT, and other digital platforms. The goal is to ensure the company's sustain able and profitable growth by increasing the competitiveness of its customers and further developing their business sustainably and profitably.

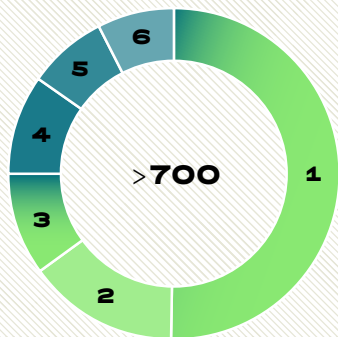
The Group has a portfolio of over 800 vendors, including all global market leaders, for the IT product categories. For resellers, especially SMB partners, the comprehensive offerings enable them to continuously expand the portfolio and services offered to their customers. To this end, they can access a

functional Webshop, a wide range of solution offerings for IT services, and the ALSO Cloud Marketplace as a platform for their as-a-service business. Retailers and e-tailers appreciate ALSO's speed and flexibility, from electronic connectivity options to logistics services such as warehousing options or delivery on behalf of third parties. In 2023, active business relationships were maintained with around 135.000 resellers.

Over the last 12 years, ALSO has built and expanded a robust and flexible ecosystem. The company is currently present in 30 European countries and potentially 114 more countries worldwide through Platform-as-a-Service partners. See Fig. 06

~ 500 million Unique User¹⁾

Vendors



Main product categories:

- 1: Computing
- 2: Server, Storage, Networking
- 3: Components and Accessories
- 4: Consumables
- 5: Software
- 6: Others



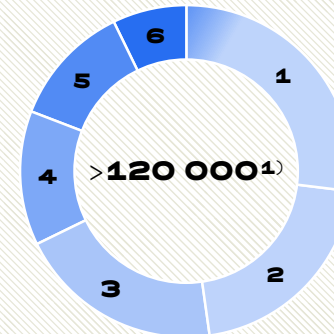
Product categories
(Product mix)

1 450

SKUs at ALSO
251 183

Transactions p.a.
18.17 million

Resellers



- 1: Retailers
- 2: Etailers
- 3: SMB-Resellers
- 4: Corporate Resellers
- 5: Value Added Reseller
- 6: Others

All numbers are approximate
1) Total addressable market

The ALSO Group:

- ▶ Operating in 28 European countries
- ▶ 120 000 resellers
- ▶ Over 700 vendors
- ▶ 1 450 product categories
- ▶ other customized services in the cloud and as-a-Service, logistics, finance, and IT services sectors.

Our 3S business model

With the three business models Supply, Solutions and Service, ALSO serves the ICT industry in two sales channels: transactional, through the sale of IT components, and subscription-based (consumptional) with cloudbased as-a-service offerings, including possible hybrid solutions.

Supply: Sales in this business model include the wholesale of equipment and applications for the IT, consumer electronics and telecommunications industries. Sales are mainly transactional. The ALSO web shop is becoming increasingly important. The business model is characterized by millions of transactions, high sales, high scalability, high working capital requirements, low customer loyalty and low margins. The market entry threshold is accordingly high.

Solutions: ALSO primarily supports small and medium-sized businesses with IT architecture and IT design issues, translates requirements into concrete configurations at short notice and monitors the status of projects. This business model is characterized by competent support and practical assistance as well as the sale and provision of the required IT components. Furthermore, it includes the marketing of solutions for specific industries (verticals). The work of the Solutions teams also increases revenue in the other two business models. Turnover is mainly realized transactionally through the sale of hardware and software, but increasingly also consumptively (subscription-based).

Service/Cloud: This business model comprises the “as-a-service” distribution of all technological components that are necessary for a digital workplace (“unique user”), as well as the digital platforms. In addition, ALSO offers services for logistics and marketing:

- Logistics services includes supply chain solutions along the entire value chain.
- Marketing services provides sales and marketing activities for the vendors. ALSO as well offers resellers, especially SMB customers, a wide range of support in marketing products.

The billable unique user represents the digital workplace of a user including all components, from devices to applications

and services. It is managed via the ALSO Cloud Marketplace (ACMP). In addition, services such as financing, maintenance, dimensioning or procurement and replacement of devices are provided. The ALSO Cloud Marketplace enables users to manage their entire subscription-based as-a-service business. This ranges from the creation of offers to configuration, installation, monitoring, security, and invoicing of services. It is also possible to analyse the usage of each individual workstation as a basis for further monetization. Sales are mainly subscription-based.

The three business models complement each other; all three areas benefit from the shift towards the service sector. IT as a Service generates recurring revenues with higher margins than the Supply business, at the same time it is very scalable and benefits from a lock-in effect. The benefits for Supply are the growing customer base and the device-based as-a-service offerings, while the Solutions business is strengthened by the necessary consulting services for the optimal setup and the use of digital platforms, for example for IoT applications.

Strategy: MORE

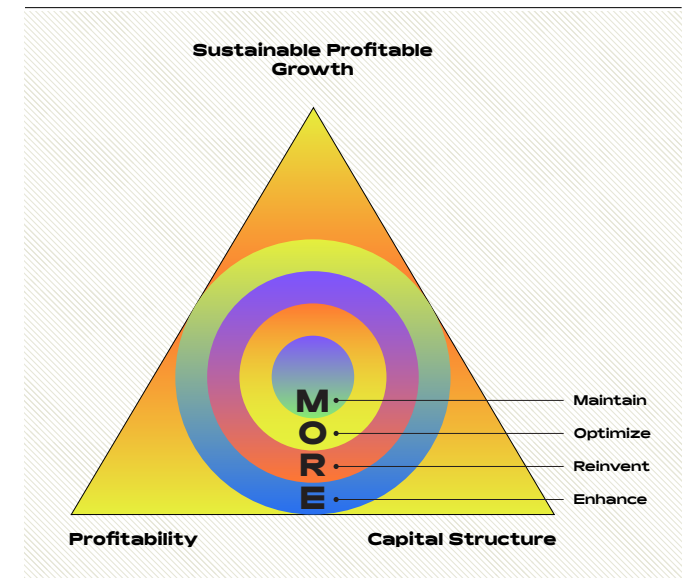
ALSO introduced the MORE strategy in 2011. The company's primary goal is to increase the value of the company and thus to generate the most sustainable returns possible for its shareholders. The decisive factor here is a balanced relationship between growth, capital structure, and profitability. ALSO stands for growth that is repeatable, scalable and profitable, as well as ethical and responsible towards current and future stakeholders.

ALSO continues to drive the company's growth with four key activities:

Maintain stands for securing what has already been achieved, further expansion of the ecosystem or, in developed markets, maintaining the dominant position.

Optimize aims to continuously optimize business models and processes to increase ALSO's operational excellence and financial success.

MORE - Company strategy



With **Reinvent**, the development of new platforms and business models, ALSO will significantly increase the share of solution and service-oriented business models in sales.

Enhance means strengthening through acquisitions, be it by creating presences in new countries, reinforcing the position in already existing markets or through acquisitions in the area of new technologies. ALSO has developed its own programme, “Transformative Integration”, to integrate acquired companies quickly, effectively and efficiently into the existing ecosystem and to roll out existing best practices from acquired businesses within the ALSO Group.

We Make Technology Accessible

Our corporate purpose is to use technology to improve the quality of life of all people.

Technological advancements lead to greater productivity and economic growth for the society. As a competent, reliable, and long-lasting partner, our goal is to grow and give access to a technological product range for every need – from daily essentials to robot theology.

In 2023, Europe experienced the effects of the global cost-of-living crisis due to high inflation. This situation was worsened by the continued disruptions in the supply of energy and food from Russia and Ukraine, and the uncertainties generated by the outbreak of Israel-Hamas war.

The good thing about the IT industry is that it is driven by constant innovation. New technologies, better performance, lower energy consumption — if you don't invest today, you will have to do so tomorrow at the latest. ALSO has an excellent basis for growing with these developments.

Supply:

To be successful in this segment, a high degree of automation is necessary. This is the only way to operate profitably. For this reason, the “Move to Web” for processing orders, especially for the large SMB customer group, was further advanced. The features for e-commerce customers were also expanded and optimised. Special customer development programmes give resellers with growth potential incentives to step by step increase their sales in the web shop.

Solutions:

The precise knowledge of the needs of small and medium sized businesses is a particular strength of ALSO. Equally important is the modular solution competence to support these companies precisely where they themselves do not have sufficient resources. Here, too, the range of services has been continuously developed and expanded. With the solutions stack, SMBs can receive support for complex IT projects, from project management to design and configuration, financing concepts, migration support, refurbishment and remarketing.

Service/Cloud:

Numerous cross-vendor solutions based on the new platforms have been developed for resellers and their customers. These include, for example, Workplace+, an IoT application that, in addition to measuring air quality and workplace occupancy, can also be used to monitor and control energy consumption and reduce emissions. In the areas of education and healthcare, SMB partners have a comprehensive portfolio at their disposal, with which they can access competent support from IT security to the implementation of specialised software applications and AI projects.

Cloud-based solutions have become the basis of every digital workplace. Therefore, the number of unique users continued to increase in 2023.

With the help of an integrated business intelligence tool, partners have the opportunity to precisely analyse the usage structure of their customers and, based on this, develop customised offers for further monetisation.

Corporate Responsibility

We are focused on operating a profitable business based on principles of respect for the individual and our shared environment. The social responsibility is a part of our culture and integrated in the way we do business.

Our business activities affect the lives of many people in both professional and personal respect. For this reason, dialog with our stakeholders is an important factor in developing and improving our sustainable performance. Our goal is to build and permanently maintain trust.

To identify the social, economic, and environmental topics that are most relevant to our stakeholders and our long-term business success, we conducted an extensive double materiality analysis in 2023. We developed a questionnaire that asked our stakeholders for a prioritization of topics in the environmental, social, and governance areas, along with input on specific areas regarding Human Rights, Community Engagement, and other topics. This questionnaire was based on the ESRS list of sector-agnostic sustainability matters that organizations should consider in their materiality assessment as well as matters specific to ALSO and its business models. It requested stakeholders to evaluate the matters considered relevant in terms of both the impact the organization has on them as well as the risks and opportunities they present.

ENVIRONMENTAL TOPICS

- ▶ **Climate Change:** Long-term shifts in temperatures and weather patterns.
- ▶ **GHG Emissions:** Group of gases contributing to global warming and climate change.
- ▶ **Energy Consumption:** Amount of energy used by the organization.
- ▶ **Waste:** Product or substance that is no longer suited for its intended use.
- ▶ **Pollution of Air, Water, Soil:** Release of detrimental substances into the environment.
- ▶ **Water Consumption:** Process of taking water from a source.
- ▶ **Biodiversity and Ecosystems:** Variety of ecosystems and species in a particular habitat.
- ▶ **Circular Economy:** System in which materials are never wasted, and nature is regenerated.
- ▶ **IT-based innovations enabling companies to improve their ESG performance:** IT with the potential to change the way we approach and address global challenges.
- ▶ **Conflict Minerals:** Mining of minerals e.g. tin or tantalum in conflict areas.

GOVERNANCE TOPICS

- ▶ **Transparent Business Practices:** Visibility and accessibility of information, particularly related to business practices.
- ▶ **Customer Privacy, Data Protection, Cybersecurity:** Protection of networks as well as on-prem or off-prem computer systems.
- ▶ **Partnerships with Business Partners to reach ESG Goals:** Relationships and arrangements with parties external to our organization to reach ESG Goals.

SOCIAL TOPICS

- ▶ **Rights of Workers in the Value Chain:** Impacts on value chain workers caused or contributed to by our company.
- ▶ **Employee Benefits:** Added perks given to employees beyond their normal wages or salaries.
- ▶ **Employee Rights (Freedom of Association/Collective Bargaining):** Freedom of workers to join or form labor unions and engage in collective bargaining.
- ▶ **Equality and Diversity:** Fair treatment and opportunity for all.
- ▶ **Health & Safety:** Laws, rules, and principles that are intended to keep people safe from injury or disease at work.
- ▶ **Economic Growth and Decent Work:** Increase of turnover of goods and services, accompanied by opportunities of employment that provide freedom, fairness, and security.
- ▶ **Job opportunities and training for young people:** Training programs to promote sustainable enterprises and to create more and better jobs.
- ▶ **Collaboration with Communities:** Collaboration, coordination, and cooperation with local communities.

The aggregated results led to the list of material topics below:

Areas on sustainable engagement

Total Impact of Society (Financial Materiality)	Total Impact of ALSO (Impact Materiality)	Total Combined
Circular Economy	GHG Emissions	Circular Economy
Customer Privacy, Data protection, Cybersecurity	IT-based innovations enabling companies to improve their ESG performance	GHG Emissions
Economic Growth and Decent Work	Circular Economy	IT-based innovations enabling companies to improve their ESG performance
IT-based innovations enabling companies to improve their ESG performance	Energy Consumption	Energy Consumption
Energy Consumption	Waste	Customer Privacy, Data protection, Cybersecurity
GHG Emissions	Customer Privacy, Data protection, Cybersecurity	Economic Growth and Decent Work
Climate Change	Transparent Business Practices	Climate Change
Job opportunities and training for young people	Partnerships with Business Partners to reach ESG Goals	Transparent Business Practices
Transparent Business Practices	Climate Change	Waste
Waste	Economic Growth and Decent Work	Job opportunities and training for young people

Topics that were not ranked as material, but on which we nevertheless report and take any necessary measures, are as follows:

- ▶ **Water consumption**
- ▶ **Conflict Minerals**
- ▶ **Rights of workers in the value chain**
- ▶ **Employee benefits**
- ▶ **Employee rights**
- ▶ **Equality and diversity**
- ▶ **Health and Safety**
- ▶ **Collaboration with communities**
- ▶ **Partnership with business partners to reach ESG goals**

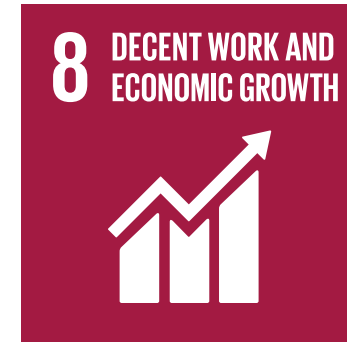
The following topics are out of scope for ALSO and we do not report on them:

- ▶ **Biodiversity and ecosystems:** While we acknowledge the impact of our operations on this topic, most of this impact is indirect.
- ▶ **Pollution of air, water, soil:** Most of ALSO's negative impact is covered by GHG emissions.
- ▶ **Indigenous rights:** ALSO is not active in any countries or regions where the rights of indigenous people are endangered.
- ▶ **Local communities:** ALSO sites do not entail special risks for local communities or have adverse effects on the neighborhoods.
- ▶ **Politics:** No support is given to political parties or politicians; we don't see this as an actionable topic.

- ▶ **Assessment of the health and safety impacts of product and service categories:** There were no incidents, we don't see this as an actionable topic.
- ▶ **Incidents of non-compliance concerning the health and safety impacts of products and services:** There were no incidents, we don't see this as an actionable topic.
- ▶ **Incidents of non-compliance concerning product and service information and labeling:** There were no incidents, we don't see this as an actionable topic.
- ▶ **Incidents of non-compliance concerning marketing communications:** There were no incidents, we don't see this as an actionable topic.
- ▶ **Taxes:** As part of its reporting, ALSO Holding AG provides information on income taxes in its Annual Report. Further discussion on the topic of taxes is not considered to be material.
- ▶ **Specifically with regards to risks associated with human rights abuse,** the greatest risk for ALSO lies with vendors, who can be influenced only indirectly. ALSO attempts to minimise this risk by making respect for human rights an integral part of the vendor contract, which is concluded before beginning a business relationship. At the same time, the company requires business partners to comply with the standards of behaviour defined in the comprehensive Supplier Code of Conduct, which includes guidelines such as the UN Guiding Principles on Business and Human Rights, and the ILO core labour standards. As of the end of 2023, 57 vendors signed the Code of Conduct or submitted their own corresponding documents. 9 out of the 57 manufacturers who took part in a survey were assigned to the highest risk category defined by ALSO, which corresponds to almost 16 percent of all participants. All these manufacturers were contacted for further inquiry. We specifically addressed the issues which came up in the assessment and asked them to develop concrete actions plans to address these areas .
- ▶ Additionally, relevant Sustainable Development Goals (SDGs) were also identified during the stakeholder dialogues. Our impact on these topics was evaluated and based on this assessment we defined the relevant SDGs for ALSO.

Sustainable Development Goals

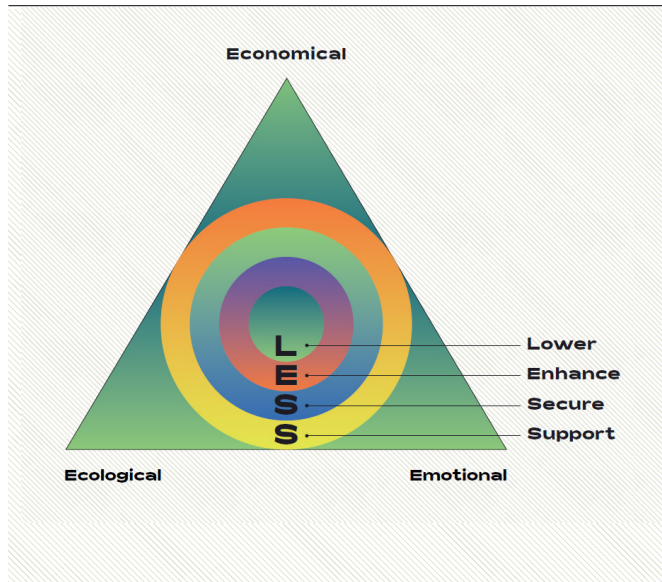
ALSO Group has joined the UN Global Compact and ALSO Denmark is committed to and support the ten principles of the Global Compact in the field of human rights, labour standards, environmental protection and the fight against corruption. We have declared our intention to promote these principles in our sphere of influence.



LESS – our sustainability strategy

For us, responsible corporate governance means growing profitably, acting ethically, and improving people's quality of life with technology. This encompasses environmental issues such as CO2 emissions, energy consumption, and avoiding waste, as well as social issues such as data security and passing on digital expertise across all generations.

ALSOs LESS Strategie



All of these topics are reflected in our LESS strategy, which is an acronym of :

Lower:

We reduce our environmental impact by cutting CO2 equivalents, curbing energy use, optimizing waste management, gradually transitioning to sustainable energy sources, and implementing solutions that help us and our partners move towards a circular economy.

Enhance:

Beyond our company scope we actively work with our partners along the supply chain, developing sustainable IT solutions to amplify the positive impact of IT on society and people's lives. In addition, we constantly enhance our sustainability efforts by raising employee awareness associated with the risks and opportunities around climate change and other ESG factors.

Secure:

Data security, data protection and compliance are a priority for us. Cybersecurity is therefore of the utmost importance for both our own platforms and our customers' service portfolios. In addition, our risk and opportunity management ensures the sustainable profitable growth of our company, the security of our employees' jobs and long-term, reliable partnerships with our customers.

Support:

Promoting digital literacy, particularly among children, is important to us. We also offer job training and career paths for all of our employees. Therefore, we support businesses and society in resource conservation and emission reduction through innovative IT solutions, leveraging technologies like IoT or AI.

For each of these topics we have defined 3 areas of action:

ALSO's goal is to generate sustainable profitable growth. The ESG strategy is supplementing our business strategy MORE (Maintain achievements; Optimize processes; Reinvent business models; Enhance reach through acquisitions). Integrating MORE and LESS is the basis for the realization of both our business and our ESG goals.

L Lower	Resources and Circular Economy
	Energy & Emissions
	Recycled Materials
E Enhance	Sustainable supply chain
	Green logistics
	Training & qualification
S Secure	Data protection & privacy
	Compliance & governance
	Risk & opportunity management
S Support	IT-based solutions
	Social responsibility
	Employee development

ALSOs ESG Strategy: Achieve MORE with LESS

Five Success factors in our ESG performance

1. ESG Engagement Mix

We are committed to developing and implementing environmentally responsible business practices. This includes reducing carbon emissions, conserving natural resources, and promoting sustainable supply chain practices.

Our social commitment includes enforcing respect for human rights along the supply chain and promoting diversity and inclusion within our organisation and beyond. Another key component of our work is clearly defined corporate governance practices, including transparent accounting, process-based decision-making, and effective risk management. The ESG Committee plays an important role in managing and monitoring our engagement.

2. Supply Chain Mix

We only collaborate with vendors and suppliers who share our ESG values and document this by committing to our Supplier Code of Conduct values. The regular assessment of our vendors' sustainable engagement are as important as our efforts to engage with our logistics partners and local suppliers. These actions ensure the respect for human rights and the promotion of sustainable production, transport, and services as standard practices, not exceptions.

3. Productcategory Mix

Developing our portfolio of products and services directed to facilitate our customers and partner's compliance journey with existing and upcoming European requirements in this area.

4. Stakeholder Inclusion

We are constantly engaging with our investors, analysts, and financial partners to understand their ESG priorities and align our strategy with their expectations. On top of this, we carry out comprehensive stakeholder interviews.

Our employees play a crucial role in the implementation of our sustainability strategy.

Employee representatives are involved in all operational matters within the legally possible framework. We offer training and development programs related to ESG, involve employees in ESG initiatives, and value their feedback on ways to improve.

Understanding our customers' ESG requirements and incorporating them into our product and service offerings not only support our own compliance with existing and upcoming European requirements, but also helps us grow our business.

A further important aspect is engaging with the communities in which we operate. We offer jobs and apprenticeships in the countries where we are present, and we also support families through our Oscar platform helping them navigate digital media safely and successfully.

5. Operational Excellence

Constantly optimizing our operations is key to minimizing environmental impact and lowering resource usage. Implementing energy-efficient technologies, reducing waste, and using energy from renewable sources are just some of the measures we take. We will continue to invest in ESG-related process optimization to continuously improve our operations and reduce potential adverse externalities.

Reporting

This CSR report covers ALSO Denmark, our sustainability policy, and provides an overview of ALSO's social and environmental impact. The report was prepared in accordance with Sections 99a of the Danish Financial Statements Act.

EcoVadis: Since its founding in 2007, EcoVadis has become the world's largest and most trusted provider of corporate sustainability assessments. ALSO Denmark currently reports under the ALSO Group, for 2023, the Group was awarded "committed" medal.

ALSO HOLDING AG (GROUP)

Emmen - Switzerland | [Wholesale of computers, computer per...](#)

Company size: L | Assessment scope: Group

Overall score
→ **55/100**

Percentile
61st



Performance 2023

Comprehensive Climate Change Risk and Opportunity Assessment

A comprehensive assessment of the risks and opportunities associated with climate change was conducted during the year at Group Level. This assessment covered the company's business activities, as well as its activities in individual countries. By identifying potential risks, such as supply chain disruptions due to extreme weather events, and opportunities, such as investments in renewable energy, ALSO laid the foundation for a forward-looking risk and opportunity management.

Constant improvement of materiality assessment

In addition to a comprehensive analysis of the company's own performance, structured stakeholder interviews were conducted as a central component of the 360-degree analysis of the company at Group level. They aimed to gain valuable insights into the expectations and perspectives of diverse stakeholders, including shareholders, vendors, resellers, employees and the communities in which we operate. By engaging in open and constructive dialogues with these key groups, we can better understand their priorities and expectations regarding our ESG engagement and plan and act accordingly.

Risk Report

The risk report is a due diligence process used by ALSO at group level, to conduct and review the internal and external audit and assess the risks identified and the risk management measures taken. The Audit Committee appointed by the Board of Directors consisting of three non-executive members of the Board of Directors owns this process.

The organisation of risk management at ALSO is the responsibility of Internal Audit. The principles of risk management are laid down in the ALSO Group's risk management manual. Risks are identified on the basis of analytical analyses or by reporting. A defined group of risk owners (e.g. Group Management, Senior Vice Presidents, Chief Customer Officers, Centre of Competence Heads, functional managers) identifies and assesses risks and reports them to Internal Audit. Employees can also report identified risks to the department.

To identify risks, Internal Audit uses modern, technology-

supported tools for analytical analyses that increase objectivity, effectiveness and efficiency:

Data analyses/data analytics: Data analyses both in individual internal audits and as part of continuous auditing activities. The data analyses are programmed by the internal audit department specifically for the risk-related issues. The internal audit department benefits greatly from the standardised ERP system, which is used to implement Group-wide analyses and considerations.

Process mining: Identifying and analysing actual processes on the basis of digital data. A standard tool is used here.

Robotic process automation: Automation of audit procedures and support for repetitive activities. Internal Audit prepares an annual risk report for the Audit Committee, which summarises the individual risks and provides information at short notice if necessary. The Board of Directors is also informed annually about the risk structure.

The individual risks are assessed in terms of their potential impact on results or liquidity (low to destructive) and their probability of occurrence (low to very high). The classification of the potential impact is determined depending on the consolidated net profit of the ALSO Group and the need to adjust the classification is reviewed annually. Risks are categorised as low, moderate, high and very high on the basis of their potential impact and probability of occurrence.

The management process for business opportunities is based on the MORE strategy regarding management, the Mergers & Acquisitions department and the operating business units. Potential market opportunities are analysed and evaluated. Investment opportunities are examined and prioritised in terms of their potential value contribution. If the identified opportunities are deemed likely to materialise, they are included in the business plans and short-term forecasts. Additional trends or events that could lead to positive business development are presented below as opportunities.

Implementation of ESG Management System

To ensure standardized work on sustainability issues across the Group, an ESG management system was set up in 2023. This system is compliant with ISO 14001 and will be the basis for next year's certification in Denmark. It outlines processes for emissions reduction, waste and materials management, health and safety, diversity, equality, and inclusion. It also includes an assessment of the risks and opportunities associated with climate change. E-learning on ESG topics will be made available to all employees to improve their understanding of and commitment to sustainability. In addition, managers can access sustainability performance figures to promote accountability and transparency.

Responsible Management along the Supply Chain

To ensure sustainability across its supply chain, ALSO developed a questionnaire to assess vendors' performance in environmental, social, and governance aspects which is being conducted. Responses are evaluated using an automated process to eliminate bias. If a predefined threshold is not met, the company engages with the vendor to investigate the reasons and collaborate on improvements. This approach promotes responsible sourcing and encourages vendors to align with ALSO's sustainability goals. In 2023 the questionnaire has been sent to our 95 biggest vendors in terms of net sales, with responses from 56 so far. Unfortunately, 39 vendors have not yet responded, despite repeated requests. We have been in touch with all vendors that were classified as "high-risk" to discuss potential improvements and explore ways we can support them. In preparation for 2024, we have already begun identifying the persons responsible for ESG within more of our vendors.

Managing scope 3 emissions in our Pan-European Logistics Network

As part of ALSO's effort to quantify, and thus also to control and manage, its environmental efforts, we have identified that most of the greenhouse gas emissions produced at ALSO comes from direct energy consumption in our operations – an assessment that considers how we have structured our operations (we commission third parties with the transportation of goods). Having this in mind, reducing energy consumption and emissions remains our top priority in fulfilling our environmental

commitment, while conducting due diligence in the selection of our partners is of utmost importance for promoting sustainability in the value chain (please note that due to the nature of our business, Scope 3 emissions exceed the combined emissions of Scope 1 and 2). Our choice to partner with Bring (freight provider) is an example of ALSO's contribution value chain: Bring has been working systematically with sustainable deliveries since 2008 and aims to only use renewable energy in all vehicles and buildings by 2025.

Limiting CO2 emissions resulting from our deliveries

We are continuously working with our transportation suppliers to reduce the emissions generated by our deliveries across Scandinavia. Since the total CO2 figure will always be affected by the total number of parcels delivered, the focus going forward will continue to be on the reduction of the average CO2 emission per parcel.

From 2015 we have worked together with our transportation suppliers to reduce the CO2e emission per parcel. The majority of our transportation suppliers' have transitioned from heavy duty fleets to modern fleets using renewable fuel, leading to considerable reductions in CO2e per litter fuel. In some regions, it is our default offer, in cooperation with the transportation partners, to have goods delivered only by electrical cars. In addition, our transportation suppliers have significantly improved their systems of calculating emissions, resulting in higher quality of the data reported back to ALSO.

Many of the products and solutions that we sell are still delivered in physical form, especially hardware. Monitoring and initiating measures to reduce greenhouse gas emissions is therefore an important part of our commitment to sustainability. One example is a new function in the Webshop that allows customers to group together all orders made before 4 p.m. This not only saves time and packaging materials; it also helps reduce the emissions caused by transporting goods.

In alignment with the "Enhance" element of our LESS strategy, we are working on defining concrete scientific measurement methods for reaching our goals. The biggest impact, as well as the biggest challenge we currently have, is the measurement of the CO2 emissions upstream. We have made significant advances on the information available to customers to calculate these

emissions. The biggest progress has been made in developing an automated system for downstream emissions. Detailed information on downstream emissions from downstream transportation is readily available for Denmark.

Downstream Emission Assessment

ALSO developed a method for assessing downstream emissions using the GHG protocol. With the help of a tool integrated into the ERP system, the actual emissions generated by deliveries from our warehouses to customers or end consumers are calculated automatically. ALSO offers this free service to resellers in all countries on request. By providing this information, we help them to calculate their own ecological footprint and develop measures to reduce it.

Adoption of 100% renewable energy at ALSO's premises in Denmark



As a step towards minimizing carbon footprint, we have switched to using 100% sustainable VIND energy, which is electricity produced exclusively by Danish wind turbines. One of the major benefits of wind power is that it is a renewable energy source, with very reduced CO2 emissions.

Optimization of waste management in the ALSO Logistic Center

We record and optimize the material and substance flows, ensure recycling and appropriate disposal, and avoid waste while taking account of the environmental requirements.

The largest share of material consumption takes place in our warehouses. As a distributor, we require a considerable quantity of materials for shipping, however, as we don't manufacture goods we generally do not purchase any raw materials. Our possibilities to use recycled materials relate to shipping are limited given that our Supply business model puts us in the middle of the value chain, i.e. we receive packaged goods from our suppliers.

Since the summer of 2012 we worked to structure the processes for the collection and delivery of waste for recycling. We also collect data for the percentage of recyclable materials compared to incineration.

Employees' development

The further development of ALSO depends to a large extent on the knowledge and dedication of its employees. ALSO deals with personnel risks and works with systematic personnel planning and qualification in order to deploy, promote and retain employees according to their abilities. In addition, employee satisfaction is actively monitored. Our personnel and management development is an important prerequisite for the forward-looking and reliable safeguarding of our human resources. Despite all efforts, the shortage of skilled workers will remain a challenge. Internal development opportunities will therefore be further strengthened in the upcoming years in order to qualify our own staff in the best possible way in the medium to long term and thus counteract the shortage of skilled workers.

Internal offer of training and education

In times of fast digital transformation, the requirements for employees are constantly changing. This is why ALSO pursues a holistic strategy for improving its employees' skills. We offer a wide range of trainings on various platforms, enabling employees to develop their skills and qualifications. Offering the opportunity to get internal and external trainings is part of our commitment to be a responsible employer.

Training is delivered either in group training sessions, in individual courses, through either in-house developed e-learning sessions or online courses developed by external service providers. In addition to these methods, ALSO has set-up a virtual academy where knowledge is imparted on various topics, including:

- ▶ BI systems
- ▶ Microsoft Office suite
- ▶ CRM systems
- ▶ Rules of corporate communication
- ▶ "New Work"
- ▶ Management of virtual organisations
- ▶ Financial KPIs
- ▶ Visual arts, and more

Implementation of DEI policy

At ALSO, we believe that diversity and inclusion lead to better business results and contribute to competitive advantages, and we offer a diverse and inclusive working environment in which employees and partners feel equally valued and respected. We ensure equal opportunities for all, regardless of race, skin colour, religion, gender, sexual orientation, gender identity, national origin, age, disability or other legally protected characteristics. In 2023, we developed a DEI policy as part of the ESG management system to ensure full compliance with these rules throughout the organisation.

We do not tolerate discrimination at our company, as mandated in our Code of Conduct. If an employee feels that he or she is being discriminated against, various reporting mechanisms are available. The first point of contact is their respective managers. Alternatively, a Compliance Ombudsman is also available to employees and third parties as an independent external point of contact for reporting violations of the ALSO Code of Conduct.

Gender Representation in managerial positions

First and second level managerial positions

In the ICT industry, gender imbalance remains an ongoing issue. This cultural bias is particularly pronounced in the case of ALSO A/S, a technology distributor managing a logistic center.

And to address it effectively, we are committed to creating an inclusive and welcoming environment for women by implementing recruitment strategies and providing development opportunities within our organization. Our goal is to achieve and maintain a 40-60% gender representation in managerial positions within the next 5 years (until 2029). This seems an ambitious yet achievable goal, considering the trends observed in the organization regarding gender balance.

Indeed, over the 5 year period from 2019 to 2023, the percentage of women in the company has remained relatively stable, ranging from 33% to 36%. Similarly, the percentage of men in the company has also remained relatively stable, varying from 64% to 67%.

Specifically with regards to managerial positions during the same period (2019-2023), the percentage of women in top and medium management levels at the company has fluctuated, with a high of 40% in 2019 and a low of 27% in 2020. In 2021,

the percentage of women in top and medium management level increased to 32%, and then to 39% in 2022. In 2023, the percentage of women in top and medium management level slightly decreased to 34% (or 11 out of 32 positions).

We define managerial position as those with employee responsibilities, calculated by headcount. In this management level the split is 36% women and 64% men. This split is considered satisfactory in regards to the gender split of the company in general. However, we have an ambition to increase the level of the underrepresented gender to 40%. The ambition is expected to be achieved through an active mapping of potential. The principles for selecting or replacing management on this management level are the same as those defined for the board of directors.

To achieve the target of an overall 40-60% gender balance in managerial positions, ALSO A/S currently needs to fill two positions in the management team with women within the next five years. This time frame was estimated considering the management team existing structure and low rotativity trend.

Supreme governing body

The Board of ALSO A/S is composed of three members, all of whom are men – and that has been the case in the past five years. Board members are not replaced according to a fixed plan. In the event of a vacancy on the Board, the most suitable candidate will be selected. If there are candidates of both genders with the same level of skills, the under-represented female candidate will be given preference to ensure better gender balance on the Board. As there has been no replacement on the Board in 2023, the target figure has not yet been achieved. There is an expectancy of changes in the Board composition until 2027.

Employees

Gender diversity



Top and medium management level

Gender diversity



Diversity in age structure

Our sector is a very young one, but a balanced age structure is nonetheless important due to the specific knowledge and networking in the channel. Our ambition is to establish a workforce with diverse age structure to create a dynamic multi-generation environment in the company. We believe that a workforce composed of different age brings diverse skillsets and experience – thereby giving the opportunity to share knowledge and learn from each other.

The age structure of our employees is balanced and displays a good mixture between highly qualified, internationally experienced managers, and young talents.

Age distribution

	2019	2020	2021	2022	2023
Under 20	1%	2%	1%	0,5%	1,7%
21-30	12%	10%	15%	11,8%	9,3%
31-40	19%	17%	14%	14,3%	14,6%
41 -50	39%	40%	41%	33,8%	32,8%
Over 50	29%	31%	29%	39,6%	41,3%

Average age

2019	2020	2021	2022	2023
45	45	45	45	46

ALSO’s approach to Health, Safety and Environment (HSE)

When it comes to the health and safety of our employees, we take our responsibility very seriously, doing everything in our power to safeguard them against work-related illnesses and accidents. Commitment to the health and safety of our employees is part of our goal to be a good employer. With our top priorities addressing issues such as stress prevention and a healthy lifestyle, we help our employees prevent acute or chronic health issues through steps that are easy to integrate into their daily work routine.

ALSO complies with HSE applicable laws and regulations. It is a part of our work culture to adhere to established internal control system and to safeguard the systematic HSE work. The Occupational Safety and Health Committee (Arbejdsmiljøorganisation (AMO)) is a decision-making and advisory body whose main task is to ensure that health and safety at work is in accordance with Danish laws and regulations. The AMO safety representatives are certified and regularly carry out safety inspections.

ALSO Denmark operates a large Logistic Centre where attention to employees’ health and safety is a high priority. To underline our priority, we have implemented a “safety first” program to avoid work-related accidents and all employees receive safety instructions and equipment, as well as health checks. Additionally, warehouse workers receive guidance on ergonomic and working methods preventative of short- and long-term injuries, besides having access to massage equipment at the office.

Anti-Corruption

At ALSO, corruption in any form is against our values and undermines the trust our stakeholders have in us. We firmly believe that conducting business with honesty, transparency, and fairness is not only the right thing to do, but it is also essential for sustainable success. Our Code of Conduct is a central document that governs our internal operations and serves as a contractual commitment to our external partners.

Our Code of Conduct articulates the organisation’s commitment to European and Global standards of ethical behaviour crystallized in hard and soft law, and specifically addresses corruption in its chapters on gifts, invitations, and other advantages; avoiding conflicts of interest with business partners; handling business information and data; and procedures and contact persons for reporting non-compliance concerns. ALSO’s Code of Conduct targets employees and external partners and suppliers, as well as the local community where ALSO operates.

The anti-corruption prescriptions of our Code of Conduct are further proceduralized through two additional internal norms: an Internal Directive on Antitrust and Competition Law, which details aspects of the Code of Conduct relevant to antitrust and competition law and sets out specific binding rules for employee interactions with suppliers, competitors, and resellers; and a Policy on “Incentives, Prizes, Gift Cards, and other Giveaways” to prevent conflicts of interest or bribery issues related to these

activities and ensure transparency and due diligence through a flow of requests and authorization by two levels of management and the Compliance Officer.

In 2023, our actions for preventing and detecting corruption and bribery consisted mainly of:

- ▶ assessing operations for corruption risks;
- ▶ communicating and training employees on anti-corruption policies and procedures,
- ▶ monitoring, as part of the bi-annual report delivered to the Board of Directors (group level)

No further action was taken because no cases of corruption were identified.

A defined group of risk officers, including Group Management, Senior Vice Presidents, Chief Customer Officers, Center of Competence Heads, and employees with functional responsibility, identify and assess risks and report them to Internal Audit. Employees can also report identified risks to Internal Audit. All operations are included in the legally prescribed compliance risk analysis, and tips from whistleblowers are followed up on and investigated using internal audits or external service providers.

Our compliance management program includes comprehensive anti-corruption training for all employees, starting with uniform basic training for all new employees, tailored to ALSO’s business requirements and held in the local languages of all ALSO companies. This training is mandatory for all employees except those in logistics and temporary positions and must be completed within four weeks of joining the company. Completion is actively monitored, and employees who miss the training or do not successfully complete it are notified and supported in doing so.

This foundational training is complemented by two mandatory refresher courses, with the information learned tested using an e-learning platform. Refresher training is provided at regular intervals and actively monitored. Group managers are required to submit a quarterly declaration of commitment that reminds them of their compliance obligations and includes a statement on potential compliance-related issues from the past quarter.

During 2023, ALSO A/S has followed the compliance procedure established by the Policy on "Incentives, Prizes, Gift Cards, and other Giveaways" and has registered and documented events that trigger requests for assessment and approval by management and the Compliance Officer. ALSO A/S has also conducted compliance training for new and existing employees. No events involving corrupt practices have been reported locally or via the ombudsman. Furthermore, no significant risk of corruption or bribery was identified during the latest group-level risk assessment in 2023, although "transparent business practices" were identified as a material risk topic according to the double materiality assessment conducted in 2023. In order to address the inherent risks associated with interactions between ALSO's sales force and other business partners, the above procedures are in place to bring visibility and accessibility of information regarding their engagements.

ALSO gives all employees as well as members of its supply chain the opportunity to report irregularities anonymously to the Ombudsman at any time. His contact details can be accessed via the ALSO Denmark website. The ombudsman is available as an independent external contact for employees and third parties to report broad range of violations in accordance with the defined Whistleblower Policy. No cases were registered in 2023, and no cases were pending from the previous year.

We only collaborate with vendors and suppliers who share our ESG values and document this by committing to our Supplier Code of Conduct values. The regular assessment of our vendors' sustainable engagement is as important as our efforts to engage with our logistics partners and local suppliers. These actions ensure the respect for human rights and the promotion of sustainable production, transport, and services as standard practices, no exceptions.

In this reporting year, we have not been notified/ informed of any significant actual or potential negative occurrences regarding human rights or work practices in our supply chain, nor did any practice in conflict with the existing framework for Corporate Social Responsibility come to our knowledge otherwise.

Data Protection

To ensure compliance with the applicable data protection regulations, particularly the European General Data Protection Regulation (GDPR) and the related national data protection laws, ALSO has created a data protection organization consisting of

a Chief Data Protection Officer at Group level and Local Data Protection Officers at all national companies. Based on a Group data protection guideline, ALSO's business processes in all business areas are geared toward principles such as fairness, lawfulness, purpose limitation, transparency, and data economy, and are reviewed in regular internal data protection audits. Data protection training with subsequent testing is mandatory for all employees once a year.

In 2024, ALSO Denmark aims at implementing ISO/IEC 27001 standard and becoming certified until 2025. Security of ALSO's own and its customer data is constantly challenged and monitored by an external company specialized in cybersecurity intelligence, to guarantee the highest level of security possible.

Development KPIs 2023

Development environmental KPIs 2023

Percentage of renewable vs. non-renewable energy used in ALSO's operations

	2022	2023
Renewable energy	100%	100%

In Denmark, ALSO has contracted 100% VIND energy for its premises, which is electricity produced exclusively by Danish wind turbines.

Consumption of heating and electricity at ALSO Office:

2022	Kwh p.a.
Heating	431.189
Electricity	108.661

2023	Kwh p.a.
Heating	402.543
Electricity	136.650

Consumption of heating and electricity at ALSO's Logistic center (Warehouse)

2022	Kwh p.a.
Heating	1.714.253
Electricity	582.391

2023	Kwh p.a.
Heating	1.726.457
Electricity	515.751

The increase in electricity consumption in ALSO's Office is associated with the installation of four electric cars rechargers, which average consumption was of 27.600 Kwh p.a for the entire year in 2023.

Percentage of waste diverted from disposal vs. directed to disposal

	2022	2023
Waste diverted from disposal	93%	87%
Waste directed to disposal	7%	13%

ALSO uses the services of a third party waste manager, and is currently discussing ways to make the processes more effective, so that we can increase the fraction of waste diverted from disposal.

Development social KPIs 2023

Engagement for sustainability along the supply chain

59 vendors responded to our questionnaire on their commitment to sustainability. A high risk in the area of social responsibility was identified for 12 (20 percent). Discussions were initiated with all of these companies to support them in improving their performance.

Number of accidents

	2022	2023
Work-related injuries	2	4

All of these accidents are classed as minor injuries.

Employee sick absence

	2022	2023
Employee sick absence	4,1%	2,8%

	2022	2023
Discrimination and Harassment cases	0	0

	2022	2023
Employee turnover	16%	16%

Employee gender diversity

	2022	2023
Women	34%	33%
Men	66%	67%

Employee gender diversity in top and medium management levels

	2022	2023
Women	39%	37%
Men	61%	63%

Development governance KPIs 2023

Number of reportable security incidents

	2022	2023
Number of reportable security incidents	0	0

There were no reportable security incidents where personal or business sensitive information was exposed. There were no reportable security incidents where personal or business sensitive information was exposed.

Percentage of employees receiving compliance training

	2022	2023
Participation rate in compliance training	81%	60%

As in 2022, in 2023 all non-warehouse employees of ALSO participated in the compliance training.

Percentage of employees receiving GDPR training

	2022	2023
Participation rate in GDPR training	85%	93%

Outlook

As part of its sustainability strategy, ALSO has set itself specific targets to reduce potential negative impact of its business activities on the environment and to improve the quality of life of all people through IT.

Lower

Area of action: Resources and Circular Economy

- ▶ Establish offers for the refurbishment and recycling of used devices in the Nordics until the end of 2026
- ▶ Provisioning of second-hand devices for selected countries through the ALSO Webshop until the end of 2026

Area of action: Energy & Emissions¹

Scope 3:

- ▶ Account for 100 percent of ALSO's direct downstream emissions by 2025
- ▶ Account for >70 percent of ALSO's direct upstream emissions by 2026

Area of action: Recycled Materials¹

- ▶ >70 percent of all waste generated during ongoing operations is recycled or reused by 2025

Enhance

Area of action: Sustainable supply chain

- ▶ Share the ALSO ESG questionnaire with 100 percent of our major manufacturing vendors to obtain comprehensive knowledge about the sustainable commitment of our manufacturers and thus fulfil our responsibility along the supply chain until 2025
- ▶ Offer dedicated training regarding Human Rights for our vendor relations and procurement departments by then end of 2024
- ▶ Make available to customers sustainability data (e.g. energy consumption, PCF) by products by the beginning of 2026

Area of action: logistics

- ▶ Offer low-emission transport options for our customers until the end of 2026
- ▶ Optimize materials used for transport packaging from a sustainability perspective (ongoing)

Area of action: Training and qualification

- ▶ Introduce ALSO's DEI (Diversity, Equity, Inclusion) policy in 2024
- ▶ Provide access to the ESG Knowledge Base for all employees during 2024
- ▶ Develop ESG trainings for all employees; first training in 2024: Human Rights along the Supply Chain

Secure

Area of action: Data protection and privacy

- ▶ Attain ISO/IEC 27001 certification (information security management systems — ISMS) in Denmark in 2024
- ▶ Maintain initial response time to potential data breaches and cyber-attacks of under 24 hours in 2024
- ▶ Develop privacy trainings tailored to specific business functions until 2025

Area of action: Compliance and governance

- ▶ Enforce zero tolerance for illegal business practices
- ▶ Hold mandatory compliance training for all ALSO staff on a regular and recurring basis

Area of action: Risk and opportunity management

- ▶ Develop and implement guidelines for ESG management and define a plan for managing ESG contingencies until 2026
- ▶ Assess areas of opportunity and develop roadmaps for offerings in the area of sustainability

Support

Area of action: IT-based solutions

- ▶ Develop and market IT-based solutions that have the potential to support companies in improving their ESG goals until 2026

Area of action: Social responsibility

- ▶ Leverage ALSO's www.oscar-scout.com platform to further develop awareness for children and their relatives to navigate safely and successfully through digital media; create 12 more articles/videos in 2024
- ▶ Actively support our resellers regarding ESG topics by sharing knowledge and being a sparring partner for their ESG departments

Area of action: Employee development

- ▶ Provide feedback to our employees twice a year and support them with an Individual Development Plan in Denmark in 2024
- ▶ Support our employees in their career development through external and internal training. The support can be financially and/or through temporary leave of absence (ongoing)

Summary – Trends and Indicators

Employees

Gender diversity



Age structure

	2019	2020	2021	2022	2023
Under 20	1%	2%	1%	0,5%	1,7%
21-30	12%	10%	15%	11,8%	9,3%
31-40	19%	17%	14%	14,3%	14,6%
41 -50	39%	40%	41%	33,8%	32,8%
Over 50	29%	31%	29%	39,6%	41,3%

Employee average age

	2019	2020	2021	2022	2023
Average age	45	45	41	45	46

Top and medium management level

Gender diversity



Employees Health and Safety

	2019	2020	2021	2022	2023
Employee sick absence	3,47%	2,75%	3,2%	4,1%	2,8%
Discrimination and Harassment cases	0	0	0	0	0
Number work related accidents	2	4	1	2	4
Employee turnover	24%	22%	18%	16%	16%

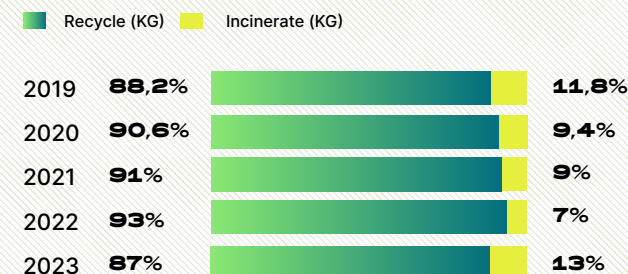
Business Ethics

	2020	2021	2022	2023
Compliance and Code of Conduct training completion rate	99%	98%	81%	60%

Data protection

	2022	2023
GDPR training completion rate	85%	93%

Development in waste management



Trend in heating costs and electricity consumption

Logistic Center (Warehouse)

2019	Kwh p.a.
Heating	1.783.943
Electricity	622.379

2020	Kwh p.a.
Heating	1.541.609
Electricity	638.076

2021	Kwh p.a.
Heating	1.825.241
Electricity	713.101

2022	Kwh p.a.
Heating	1.714.253
Electricity	582.391

2023	Kwh p.a.
Heating	1.726.457
Electricity	515.751

ALSO Office

2019	Kwh p.a.
Heating	729.454
Electricity	195.148

2020	Kwh p.a.
Heating	1.269.000
Electricity	90.452

2021	Kwh p.a.
Heating	127.775
Electricity	79.680

2022	Kwh p.a.
Heating	431.189
Electricity	108.661

2023	Kwh p.a.
Heating	402.543
Electricity	136.650

Appendix : Performance data accounting parameters

Reporting period

ALSO A/S sustainability Performance data reporting covers the period from 1 January to 31 December 2023.

Social performance

Number of employees is a number of permanent full-time equivalents and permanent part time employees employed by ALSO during the year, constituting the total number permanent employees (FTE's). Excluded are and contractors.

Gender diversity. Female over total is the percentage of women employed based on total number of employees (FTEs).

Gender diversity in management. Women in the top management and medium management level is the percentage of women in management positions with personnel responsibilities. Excluded are employees on unpaid leave, contractors.

Average age of employees is calculated on the basis of FTEs. Age distribution is the percentage based on FTEs.

Employee sick absence is calculated on monthly basis in percentage (%), determining the average percentage in the year. Monthly absence %: $\text{Total number of absent days} / (\text{HEADS's} * \text{total work days in the period}) * 100$.

Number of work-related accidents based on the accidents reported to the institution for occupational injuries "Arbejdsmarkedets Erhvervssikring (AES)"

The annual Employee turnover rate:

The employee turnover rate is calculated by dividing the number of employees who left the company by the average number of employees in a year. This number is then multiplied by 100 to get a percentage.

Environmental performance

Energy consumption in Kwh p.a., consumption of electricity and district heating at ALSO A/S rented facilities.

Waste management. Waste is reported in kg as the sum of all waste types generated (plastic, wood, cardboard, electronics) and presented in percentage of the recycled and incinerated waste.



ALSO Denmark