



Update on our 2023 ESG progress & 2024 plans

Environment, Social & Governance Report



Achieving
Together



Acting
Responsibly



Focusing
on Impact

Table of contents

Introduction from our CEO	3
1. Introduction	4
2. ESG Assessment Process	8
3. ESG Assessment Outcomes and Conclusions	9
4. Outcomes of 2023 ESG initiatives	10
5. 2024 impact and ESG Goals and Initiatives	11

Introduction from our CEO

The climate is changing, and now is the time to act to avoid a climate catastrophe. Enabling the transition to a fully renewable energy system is our way to help mitigate climate change.

As a flexibility services provider, we unlock the inherent flexibility of energy-intensive electrical assets. With that, we create extra revenue streams for our customers, balance power grids, and allow more renewables to enter the market.

Our services reduce the need for fossil-fuel power plants to provide flexible capacity to the grid, preventing significant CO₂ emissions into the atmosphere. They also prevent further CO₂ emissions by facilitating the integration of more renewables into the energy system, promoting energy efficiency, and helping decrease reliance on fossil fuels.

While we help energy markets become more sustainable, we also strive to positively impact society and the environment in general through our business operations and activities.

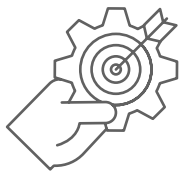
This Environmental, Social and Governance (ESG) report summarises our company-wide approach to ESG across all our business operations. This is closely tied to our B-Corp status, demonstrating our commitment to ESG criteria and guiding us to make a positive impact in every way possible. Through our ESG policy, we are improving how we conduct business through our company value of Acting Responsibly, with honesty and integrity, and always keeping the environment in mind.

Simon Bushell
CEO & Founder



1. Introduction Impact and ESG

We consider ‘Impact’ and ‘ESG’ separate but complementary approaches.



Impact is about what we do

As an aggregator, we enable greater integration of renewable energy into the energy system. This significantly reduces CO₂ emissions by decreasing the reliance on fossil-fuel power plants for flexible grid capacity.



ESG is about how we operate

While our services help energy markets become more sustainable, we strive to positively and significantly impact society and the environment through our business operations and activities. We believe that this positive impact goes hand in hand with long-term business success. We use the Environmental, Social, and Governance (ESG) framework to help us meet the highest standards.



B-Corp

Our ESG initiatives are closely tied to our B-Corp status. Achieved in 2021, our B-Corp certification demonstrates our commitment to making a positive impact, and the B-Corp framework guides us to make further improvements across all ESG areas in alignment with our mission.

Environmental

Our mission is to empower energy users to use their existing flexibility to take immediate action towards a sustainable energy system. Through our services, we have an immediate impact on the environment by preventing the emission of significant amounts of CO₂. By reducing our dependence on fossil fuel power plants, we want to realise our vision of a world powered by a truly sustainable energy system.

"While our services create significant benefits for the climate, we are aware of the environmental impact of our own operations. We therefore take the appropriate steps to avoid, mitigate and compensate for it. Through a materiality assessment, we confirmed that our operational areas with the highest negative impact are our CO₂ emissions and procurement. That's why we focus our ESG efforts on these; by reporting on our emissions, reducing them where possible, removing our operational CO₂ emissions from our foundation to date, and then by offsetting our annual emissions every year."



Olivier van der Feltz
Organisational Strategy Advisor

Our CO₂ emissions

In alignment with our values, we calculate and monitor our CO₂ emissions and identify key contributors across all three emission scopes. This includes Scope 1 emissions from servers (based on data stored and the energy intensity of the server locations), Scope 2 emissions from our offices, and Scope 3 emissions from our travels. We reduce our operational emissions where possible, for example, with guidelines and policies in place to minimise the CO₂ emissions coming from offices and travel.

While we are aware that not all emission contributors are included in our calculations, we are confident that the ones addressed are the most important.

How we remove our emissions

We offset our carbon footprint through removal projects with **Klimate.co** to ensure long-term permanence and environmental impact. We only use removal methods that have a permanence of at least 100 years, including, but not limited to, Direct Air Capture and Soil Sequestration.



Misawa Homes of Finland has been able to save 10% on their energy use by efficiently managing their processes using our proprietary platform.

Social

We act in the most ethical manner towards all of our stakeholders: customers, team members, shareholders, tax authorities, suppliers, competitors, and the community.

Being highly focused on impact, we put our customers at the centre of everything we do by providing reliable, high-quality services. We continuously improve our services by incorporating our customers' feedback and helping them find the best way to transition to a sustainable energy system.

We believe that acting in this way will help us attract and retain the best talent and foster long-lasting relationships with our customers and partners.

"We are committed to creating an inclusive and values based culture where everyone feels that they belong and where everyone has the opportunity to do meaningful work. This includes but is not limited to creating an equitable workplace, paying fairly and ensuring the wellbeing and safety of our employees."



Jade Lubich
Head of Operations and People



Governance

Our corporate governance arrangements comply with all applicable laws and regulations wherever we do business. Our diverse Supervisory Board oversees the policy pursued by the Board of Directors to ensure that it manages the company in accordance with this ESG policy.

We believe that meeting the highest governance standards will ensure business longevity by mitigating regulatory risks and fostering good decision-making.

“Internally, our code of ethics lays out how we conduct business and our legal commitments. It also fosters a culture of ethical decision-making by everyone acting on behalf of Sympower. We share our financial results internally monthly, and all employees have Stock Appreciation Rights, ensuring that they have a vested interest in acting on behalf of Sympower in a way that increases the value and impact of our company.”



Herman Vos
Chief Financial Officer



2. ESG Assessment Process

In 2023, we performed two internal assessments designed to identify our current status and provide us with an initial benchmark of our ESG performance, enabling us to advance our ESG journey.

1. Risk and Impact Checklist

This assessed our company, compliance, resources and potential risk levels to operate. The check consisted of 60+ questions across the three ESG themes, covering topics such as wages, working hours, health and safety, processes, governance, community risks and reputation risks.

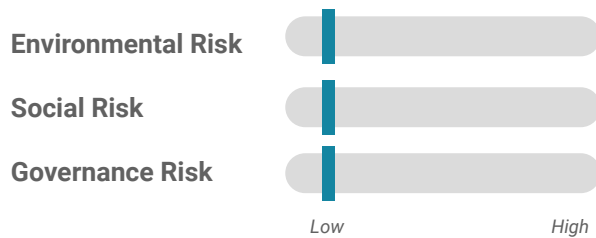
2. Materiality Assessment

This assessment reviewed how we performed against the key ESG criteria that were the most relevant and important to us. The assessment consisted of 48 questions across the three ESG themes, covering topics such as emissions, efficiency, procurement, people policies, diversity, wellbeing, community, board oversight and security.

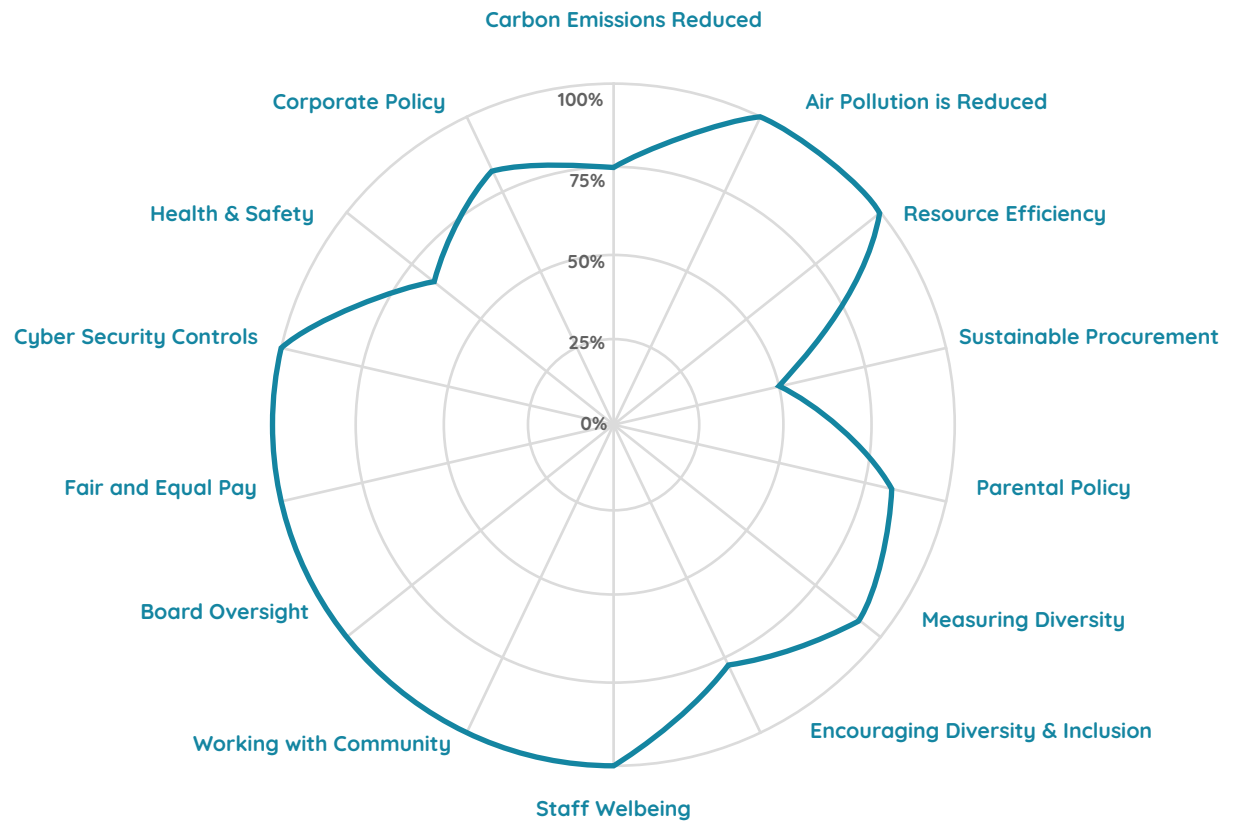


3. ESG Assessment Outcomes and Conclusions

1. Risk and Impact Checklist We scored low risk for all elements. We are at low risk of poor labour practices, injury, environmental damage, reputation damage and community impact.



2. Materiality Assessment We scored relatively high for all elements, with Environmental being our biggest opportunity for improvement. We now have an initial benchmark of our ESG performance which will help us to further advance our ESG journey.



4. Outcomes of 2023 ESG initiatives

For 2023, we set a number of goals that we measure in the dashboard below. We reached our set targets across all three criteria. Next to this, we defined initiatives: we've completed eight of them, and four are rolling over to 2024.

Environmental

	Context	Status
Target	Increase MWhs of flexibility provided to the grid by 40%	Completed
Initiatives	Develop an improved calculation tool for the CO ₂ emissions savings enabled by our services	In progress - Rolling over to 2024
	Improve accuracy of operational CO ₂ emissions calculation	Completed
	Report on our operational emissions removal approach each year	Completed - 260t offset

Social

	Context	Status
Target	Average monthly pulse survey NPS score > 25	Completed
Initiatives	Start collecting customer feedback	In progress - Rolling over to 2024
	Implement a Health & Safety policy for Sympower offices	Completed
	Implement a Health & Safety policy for team members who participate in site visits and installations	Rolling over to 2024
	Develop a charitable giving programme	Completed

Governance

	Context	Status
Target	Perform an ESG materiality assessment and define action plan	Completed
Initiatives	Offer a Works' Council to employees	Completed
	Prepare for B-Corp re-certification	Completed
	Define and implement internal governance structure including intercompany agreements, Procurement rights & Power of Attorneys	Completed
	Develop internal and external ESG report to publish on an annual basis starting in 2024	Completed
	Start preparing for ISO 27001 certification	In progress - Rolling over to 2024

5. 2024 Impact and ESG Goals and Initiatives

We identified initiatives and reporting metrics with targets to advance our operational ESG journey. The selected initiatives are most important to us and focused on the most impactful areas for Sympower. We used the following Inputs to select initiatives and reporting metrics: **1. Outcomes of materiality assessment; 2. Employee surveys; 3. Gaps identified in the B-Corp re-certification process.**

Environmental

Based on the outcomes of our materiality assessment, we focus on the areas with the largest gaps: further assessing our supplier sustainability certifications, and measuring the impact of our services. We will continue to report, reduce and remove our operational emissions.

Initiatives

1. Impact Reporting: report on the CO₂ emission savings enabled by our services
2. Assess our supplier sustainability certifications to ensure sustainable procurement

Reporting

- Volume of operational CO₂ emissions (total operational CO₂ emissions (per category), emissions/employee) - no target
- Net operational emissions (after removals) - target = 0

Social

We selected Employee NPS and attrition as targets because they measure how we define success: retaining an engaged and happy workforce.

Initiatives

3. Diversity and Inclusion Policy & Initiatives
4. Return To Work Program
5. Customer Satisfaction Collection and Reporting
6. Parental Policy & Leave Benefits
7. Unwanted Behaviour Policy

Reporting

- Team happiness (monthly NPS with high participation) - target = 25
- Attrition of our employees - target = <2%
- Customer satisfaction (e.g. customer NPS, # of customers, customer churn, together with qualitative feedback) - target to be added
- Team composition and diversity (including diversity across genders, nationalities and age) - no target
- € donated to charity - no target
- Total volunteering days donated by team - no target

Governance

We have selected frameworks to ensure our compliance with the highest governance standards. In 2024, the focus will be on renewing our B-Corp certification as an overarching framework, as well as starting the ISO 27001 accreditation and CSRD compliance.

Initiatives

8. Security Standards - start ISO 27001 accreditation
9. Vendor Code of Conduct
10. Finish B-Corp re-certification
11. Gap analysis for Corporate Sustainability Reporting Directive
12. Set-up ESG Reporting Dashboard

Reporting

- Number of Whistleblowing occurrences responded to - target = 100%
- Number of safety incidents (near misses and accidents) - target = 0



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