



kovecta

Environmental policy

Corporate policies 2025

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01

Purpose

The objective of this Environmental Policy (hereinafter, the “Policy”) is to define the strategy of Konecta, a multinational group of companies specializing in the provision of customer management digital client experience services and solutions (hereinafter, Konecta, the Company or the Firm), with the environment, establishing its commitments to sustainable development, the protection and respect of our environment, as well as the mitigation of and adaptation to climate change.

Although the nature of its activity does not have a significant impact on the environment, Konecta remains committed to integrating environmental and energy efficiency aspects into its day-to-day operations.

In this way, it is committed to sustainable development, promotes climate action and contributes to overcoming the challenges of the energy transition in order to meet the needs of the present without compromising those of the future.

This Policy is an extension of its regulatory framework and expands on the principles established in the Code of Ethics, in the section “Environmental protection and social responsibility policies”, ensuring scrupulous compliance with the laws and regulations in force in each country, its own requirements, and international standards. This Policy will be available on the corporate website (www.konecta.com) to ensure that it can be consulted by all interested parties.

The company has incorporated environmental performance and the fight against climate change as one of the cornerstones of its sustainability strategy and as one of the reference frameworks for establishing its general principles of action; thus making this Policy the cornerstone of a system that aims to respond to the expectations and requirements of Konecta's stakeholders (partners and shareholders, employees, customers, suppliers, society, public administration and regulatory bodies) in relation to environmental preservation, in line with the Sustainable Development Goals (SDGs) 6, 7, 12, 13, 14, 15 and 17, approved by the United Nations.

As a signatory to the UN Global Compact, which the company joined in 2004, and in order to contribute to the United Nations' 2030 Agenda for Sustainable Development, Konecta makes the following commitments:

- Analyse and identify specific actions in the field of combating climate change that will enable Konecta, on the one hand, to detect and take advantage of opportunities that may arise from a decarbonised economy and, on the other, to increase its capacity to adapt, its resilience and reduce its vulnerability to climate change.
- Design a strategy focused on sustainable development, including the reduction of greenhouse gas emissions to help mitigate the effects of climate change.
- Define objectives, setting targets and indicators to monitor their progress, carrying out the necessary actions to achieve them and defining verification, audit and control processes to ensure them.
- Promote cooperation with its value chain and thus transfer its culture of sustainability to them.
- Make relevant information on the company's commitment and performance in these areas available to stakeholders.

02

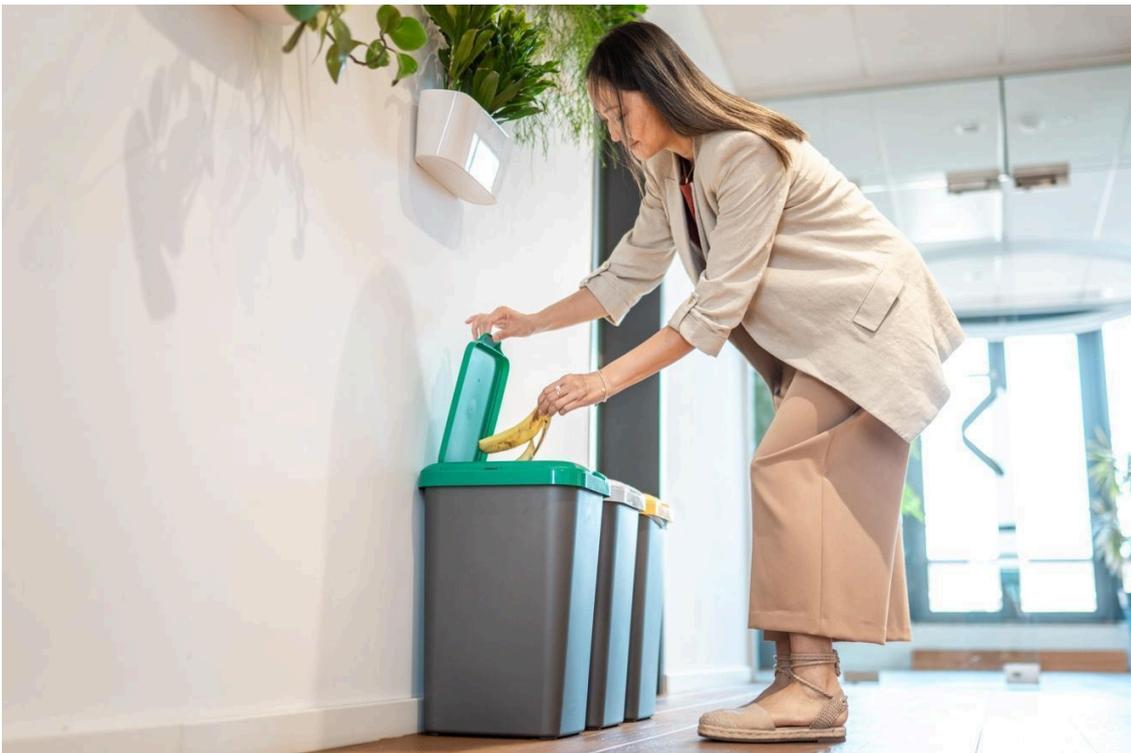
Scope of application

The content of this Policy applies globally to all Konecta entities as part of its Compliance Programme and is endorsed by the company's senior management.

Consequently, it is mandatory for all Konecta employees, regardless of their position or role within the organisation or their geographical location.

Notwithstanding the foregoing, the scope of action and application of this Code may, when necessary and possible due to the nature of the relationship, be extended to all individuals and/or legal entities linked to Konecta on a business or professional basis, for a relationship other than employment: suppliers, contractors and workers in the supply chain, and business partners.

Given that many of Konecta's companies have their registered office outside the European Union, internal regulations will be adapted to the regulations of each State, respecting and ensuring the basic principles set out herein.



03

General principles of action

Aware that each of the countries in which the company operates has a different social context and different needs, this Policy is implemented through plans and actions adapted to the reality of each of its local operations in order to achieve a safe and healthy working environment.

The application of this policy comprises the following guiding principles to achieve the objectives set by Konecta:

- Integrate climate change into internal strategic planning and decision-making processes, as well as into the analysis, management and reporting of long-term scenarios and risks, considering the analysis of physical risks to facilities and worker safety, as well as the recommendations of the Task Force on Climate-related Disclosure (TCFD) and other leading organisations in relation to climate governance and information on risks and opportunities in this area.
- Manage these risks and opportunities responsibly, minimising their adverse impacts and enhancing their positive impacts on the environment and the value chain, in accordance with the results of the double materiality analysis.
- Establish short-, medium- and long-term emissions mitigation targets aligned with the objectives of the Paris Agreement, the principles of the Global Compact, the SDGs and any subsequent revisions. In this regard, Konecta has committed to the SBTi initiative to reduce its global emissions. Progress towards these targets will be reported in the company's sustainability report.
- Establish effective Environmental Management Systems, actively maintained and updated, working towards continuous improvement by meeting the requirements and expectations of stakeholders.
- Commit to responsible and sustainable consumption. The company monitors its main consumption, waste and emissions in order to manage and optimise the use of water and energy, as well as other resources. It also promotes waste reduction and proper waste management. This is verified annually by an independent external entity.
- Actively fostering a culture that promotes the efficient and responsible use of energy, as well as promoting the use of renewable energies.
- Involve all stakeholders in the periodic updating of the climate strategy, promoting a culture aimed at raising awareness and knowledge among all of them (including the supply chain and encouraging it to adopt practices consistent with those of the company, making use of due diligence analysis and subsequent improvement plans).

These principles of action respond to the impacts, risks and opportunities (IROs) arising from the applicable material issues: environmental management, decarbonisation strategy, good governance and risk management, ethics and regulatory compliance, and communication and transparency with stakeholders.

Both employees and any third parties who suspect or have evidence of any behaviour that contradicts the principles expressed in this Policy must report their information, doubts or concerns confidentially and without fear of reprisals, through the Information Channels available on the corporate website at URL <https://konecta.integrityline.com>, in accordance with procedure PG COR 26 Information Channels, available in the same space, which specifies the different channels available and the nature of the communication that can be made through them.

This channel is available 24 hours a day, 7 days a week. No reprisals will be tolerated against anyone who, in good faith, reports facts that could constitute a breach of this policy, and the guarantees and protections established by applicable regulations and legislation will apply to whistleblowers.

Breaches of this policy will be subject to the corresponding disciplinary measures in accordance with internal rules and procedures, without prejudice to any administrative or criminal penalties that may also result and be imposed by the competent authority.



04

Updating and revision

The Environmental Policy will be reviewed and updated periodically, or when necessary, to adjust it to changes in the business model, or that may occur in Konecta’s field of activity, or as a result of the approval of directly applicable regulations, ensuring its effectiveness and compliance.

NOTE: This Policy has been reviewed and approved on December 16, 2025, by the highest governing body and replaces any previous version of it, with only this document being valid from this date onwards.

Control version

Version	Review date	Reviewed	Validated	Approved	Reason for change
3	12/19/2022	Quality and Environment Organization & Procedures	Legal Affairs	Board of Directors	General Policy Review
4	09/10/2024	Quality and Environment Organization & Procedures	Legal Affairs	Board of Directors	Included aspects related to climate change General Policy Review
5	12/16/2025	Sustainability Organization & Procedures	Legal Affairs	Board of Directors	Alignment with legal requirements Alignment with the new format and branding