

PROGRESS WITH PURPOSE SUSTAINABILITY OVERVIEW

KRONOSNET TOPCO, SL

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NOURDINE BIHMANE
CEO, KONECTA

We are delivering on our plan, driving sustainable growth, and strengthening our place as a global partner in digital services and CX.

To all our stakeholders,

2025 was a defining chapter in Konecta's history, marking the transition of our strategic vision into operational reality. With our **Katalyst 2028 plan**, we set out to transform Konecta into a Customer Experience (CX) maker driven by Agentic AI, merging the power of cutting-edge technology with the irreplaceable value of human connection and empathy.

Today, I am proud to say that we are delivering on our plan, **driving sustainable growth**, and strengthening our place as a global partner in digital services and CX. Konecta's progress this year has been marked by rapid digital growth and global expansion.

We expanded our footprint by opening new service centers and Global AI Competence Centers in key markets, including India and Egypt, while building strategic partnerships to strengthen our technological offerings. Importantly, the launch of our future-ready portfolio and creation of **Konecta Digital** both guide our clients through their evolution toward AI-driven CX and responsible digital modernization.

Yet, as we embrace this technological shift, my vision for Konecta remains focused on our most critical asset: our people. Technology is only as effective as the human talent that uses it. In this new AI era, the role of our professionals is not reduced or replaced; it is elevated. We believe that to offer best-in-class experiences to our clients, our people must grow alongside technology, working in an inclusive, diverse and equitable environment that remains our greatest strength.

A core pillar of our strategy is the evolution of our workforce from traditional operators into "experience makers". These are professionals equipped and empowered to manage complex, high-value interactions using advanced digital tools. To support this, we have heavily invested in upskilling and reskilling, launching the Konecta Academy to train our teams in AI and digital competencies.

We place equal importance on advancing our sustainability goals. Sustainability is not a side project; it is a core part of how we grow. **In 2025, we took a bold step forward by announcing our ambition to achieve Net Zero carbon emissions by 2040,** accelerating our commitment by ten years ahead of the Paris Agreement deadline. Our plan to reduce carbon emissions is working, significantly lowering our direct emissions and increasing our use of renewable energy. Thanks to these continuous optimizations and intelligent resource management, we have improved our global environmental ratings, validating our path toward **a greener future**.

Our responsibility extends far beyond our office walls and into the communities we call home. Through **Konecta Foundation**, we turn our social mission into real opportunities for vulnerable populations, focusing on socio-labor integration and digital skills training.

This year, we expanded our community impact initiatives to **fund social projects worldwide**. We have also formed local partnerships to create jobs where they are needed most; our teams have given their time to volunteer, directly helping thousands of people.

In 2025, we took a bold step forward by announcing our ambition to achieve Net Zero carbon emissions by 2040.

In 2025, we proudly renewed our commitment to the United Nations Global Compact, which we have supported for over two decades.

Underpinning all our actions is our strong commitment to **ethical business practices** and strong governance. As digital acceleration amplifies the importance of data protection, we have established robust frameworks to ensure that **our deployment of AI is ethical, transparent and compliant with regulations**.

In 2025, we proudly renewed our commitment to the United Nations Global Compact, which we have supported for over two decades.

We remain completely aligned with its Ten Principles regarding Human Rights, Labor, Environment and Anti-Corruption, integrating these values into our daily operations and supply chain.

I want to extend my gratitude to our incredible team, our trusted clients, and our strategic partners. Their dedication and teamwork are the true engines of Katalyst 2028. Together, we are not just adapting to the future of Customer Experience; we are building it.

Introduction



Scope of the report

This document presents the Group's sustainability performance, providing an in-depth overview of each ESG pillar (Environmental, Social and Governance), taking into account information from all the countries where the Group directly operates, as well as identifying the material topics defined as most relevant to the business and its stakeholders.

Key milestones and highlights for 2025

This document presents the Group's sustainability performance, providing an in-depth overview of each ESG pillar (Environmental, Social and Governance), taking into account information from all the countries where the Group directly operates, as well as identifying the material topics defined as most relevant to the business and its stakeholders.

BUSINESS

NEARLY
€2B
IN REVENUE

+500
CLIENTS

28
COUNTRIES

+100
PROJECTS AND 15,000 GenAI SOLUTIONS DEPLOYED

ENVIRONMENT

23%
REDUCTION IN SCOPE 1 AND 2 EMISSIONS

43.56%
OF ELECTRICITY CONSUMPTION SOURCED FROM RENEWABLE ENERGY

95%
LED LIGHTING COVERAGE ACROSS FACILITIES

PEOPLE

NEARLY
109,000
EMPLOYEES

66%
WOMEN

1,751
EMPLOYEES WITH DISABILITIES

+15,000
EMPLOYEES TRAINED IN GenAI

98.54
TRAINING HOURS PER EMPLOYEE

450
DONATIONS
(thousands of euros)

GOVERNANCE

Creation
OF THE GLOBAL DATA PROTECTION OFFICE AND THE CORPORATE AI GOVERNANCE AND MANAGEMENT FRAMEWORK

Development
OF CLIMATE RISKS AND OPPORTUNITIES MATRIX

+47,700
TRAINING HOURS DELIVERED IN ETHICS AND ANTI-CORRUPTION



Get to know Konecta



Who we are: our business model

Konecta is a leading global strategic partner in digital services, Artificial Intelligence (AI) and Customer Experience Management (CXM).

With a presence in **28 countries** and with **more than 25 years** of experience, Konecta supports the transformation of clients' business models through cutting-edge solutions that deliver agile, efficient and personalized interactions.

Its business strategy is anchored in **Katalyst 2028**, a multi-year transformation roadmap designed to position Konecta as a fully Generative AI-powered Customer Experience (CX) organization, where AI and human talent seamlessly converge within an omnichannel ecosystem to deliver experiences that combine technology with emotional intelligence. This strategy also supports the Group's continued international expansion.

Sustainability is fully embedded into Konecta's transformation roadmap and is deployed through its ESG strategy.

Konecta's investments in its human capital reflect the company's conviction that people must evolve alongside technology. They include its large-scale upskilling programs, the Konecta AI Academy, and its adoption of the Customer Operations Performance Center (COPC) CX operational excellence framework.

Konecta has expanded internationally through a global and multilingual model. With its multicultural workforce of nearly **109,000 professionals across four continents**, Konecta can respond with agility to the diverse needs of the market.

PORTFOLIO AND SERVICES



The evolution beyond traditional CX strengthens Konecta's position as a trusted partner in technology and data-driven operations delivering end-to-end value, while also accelerating its own internal transformation through AI-based solutions and digital strategies.

In June 2026, Konecta launched its new open agentic AI and orchestration platform, Kolibri. As the operating system for CX, Kolibri combines pre-built use cases, enterprise governance and open orchestration to rapidly deliver production-ready AI without locking organizations into specific vendors or solutions. Kolibri is designed for complex and regulated sectors including banking, telecommunications, energy, mobility, retail, and travel and tourism. The platform is underpinned by Konecta's ISO 42001-certified AI management framework - one of the few in the customer experience industry - with cybersecurity controls, compliance policies, observability and audit trails built into every deployment.

Konecta Digital Services

AGENTIC ACCELERATORS:
Pre-built, domain-specific solutions that are adapted to customer needs:

Cross-Industry Accelerators
- VoC / VoE
- BO Automation
- Smart FAQs
- E-mail triage
- Digital Collection

Industry Accelerators
- BFSI
- Retail
- Telco
- Energy

ENTERPRISE OPERATIONS

HR | **Finance** | **Procurement**

CX & DATA PLATFORMS
System integration & managed Services, based on market / partnership solutions:

- **CX Modernization**
- **Customer Data Platform**
- **GEN AI FOR CX** (insight, Copilot, Autopilot)
- **CRM**

EMPLOYEE EXPERIENCE
Managed services based on:

- **Smart Employee Care**
- **Digital Employee Experience**
- **Modern Workplace Services**

GROWTH, MARKETING & REV GEN

E2E Digital MKT:
- Attract: Lead generation
- Engage: omnichannel AI orchestration
- Convert: E2E Sales
- Growth: Customer analytics & GenAI powered insights
- Retain: Loyalty program

CONSULT-TO-OPERATE: ADVISORY CONSULTING | TRANSFORMATION | TIGER TEAMS

GenAI/Agentic AI roadmap & strategy | **DATA assessment / roadmap & Strategy** | **Employee Experience strategy** | **CX Transformation** | **CRM Transformation**

AGENTIC ACCELERATORS	Pre-built, AI-powered solutions designed to transform operational and customer interaction processes faster
ENTERPRISE OPERATIONS	Pre-built accelerators to streamline horizontal enterprise operations processes

CORE EXPERIENCES

⟶ Customer experience

Hybrid agent solutions and AI-enabled innovations for both front- and back-office to revolutionize customer experience and fit client needs.

⟶ Employee experience

Employee care solutions, from helpdesks to knowledge management, to support and engage employees and help for the business thrive.

⟶ Growth, marketing & revenue generation

Outcome-based solutions to boost sales, improve efficiency and achieve better ROI.

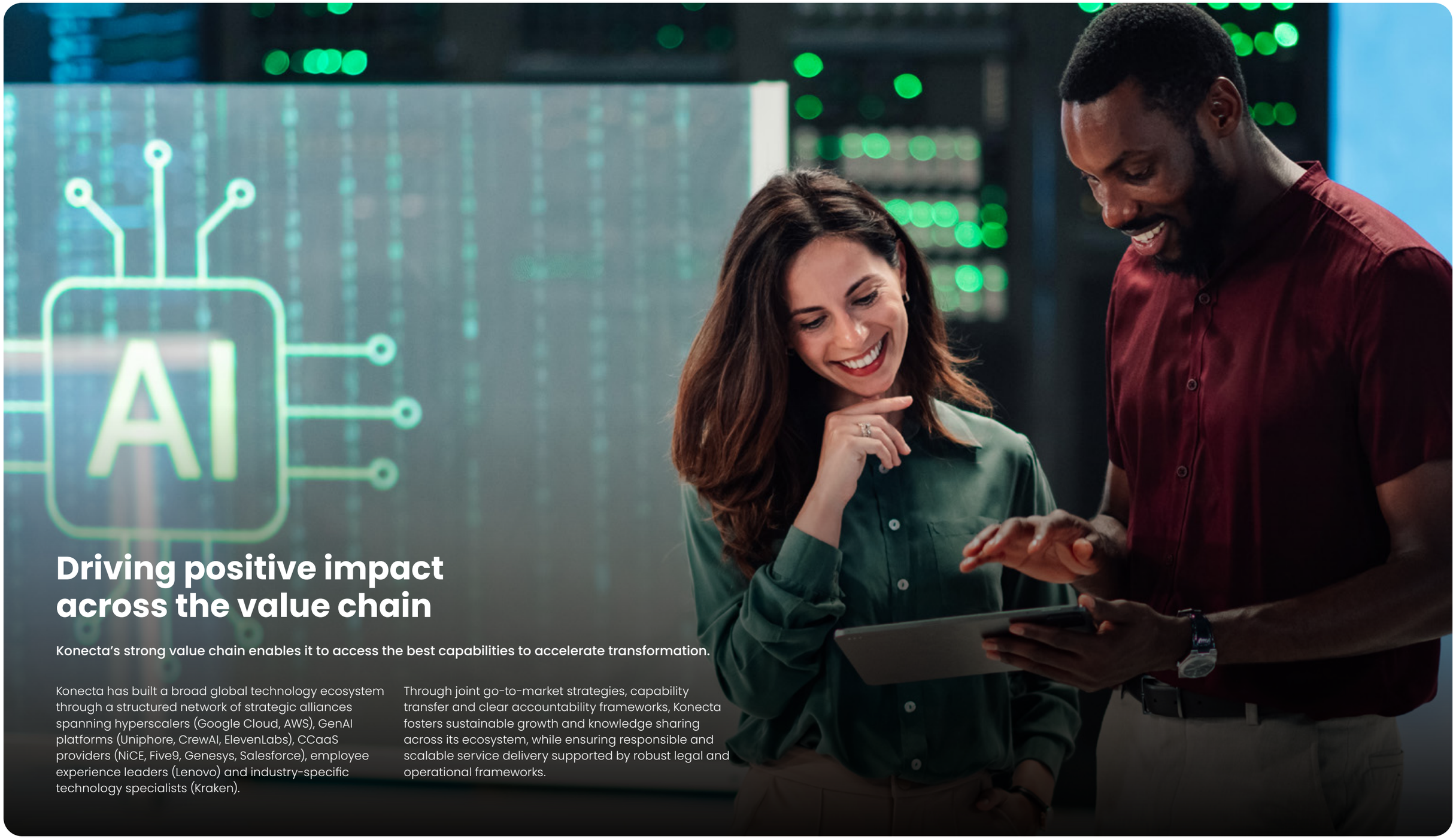
STRATEGY AND TRANSFORMATION	Agile advice and strategies from service design to technology implementation to process optimization





STRATEGY AND TRANSFORMATION

- GenAI/Agentic AI roadmap & strategy
- Data assessment / roadmap & strategy
- Employee experience strategy
- CX transformation
- CRM transformation



Driving positive impact across the value chain

Konecta's strong value chain enables it to access the best capabilities to accelerate transformation.

Konecta has built a broad global technology ecosystem through a structured network of strategic alliances spanning hyperscalers (Google Cloud, AWS), GenAI platforms (Uniphore, CrewAI, ElevenLabs), CCaaS providers (NiCE, Five9, Genesys, Salesforce), employee experience leaders (Lenovo) and industry-specific technology specialists (Kraken).

Through joint go-to-market strategies, capability transfer and clear accountability frameworks, Konecta fosters sustainable growth and knowledge sharing across its ecosystem, while ensuring responsible and scalable service delivery supported by robust legal and operational frameworks.

KONECTA PLATFORM

EXPERIENCE OUTCOME

Customer Experience
Insights, Copilot and Autopilot

Employee Experience
Insights, Copilot and Autopilot

Operational Optimization
Back-office and front-office optimization

Industry Accelerators
Prebuilt use case, data models & GenAI workflows



ORCHESTRATION

Patterns & Composition
Low-code and visual builder environments

MCP Servers
Konecta created MCP servers for customer external system of records

CORE RUNTIME

Core Agentic Platforms
Execution engines and agent orchestration platforms

LLMs + Agentic Layer
Developer frameworks & foundational models

Trust & Security
Responsible AI tooling,
RBAC & model auditing

DATA & INTEGRATION FOUNDATIONS

Data & pipelines
Data ingestion, pipelines and RAG

Integration Hub
API Mgmt, Events, External Systems

Platform Lifecycle Mgmt
Deployment, monitoring, Prompt Ops & FinOps

Prepared to address the challenges of the future



The disruption driven by AI, the convergence of BPO and Digital Services, and the growing demand for technology-driven solutions is reshaping Konecta's markets.
At the same time, stakeholders' expectations of businesses to operate responsibly and commit to meaningful sustainability goals have become a strategic driver.
To address these challenges, Konecta's governance model - aligned with the EU AI Act and achieving ISO/IEC 42001 certification - ensures that AI is deployed ethically, transparently and in full compliance with regulatory requirements, while maintaining trusted relationships with current and future employees, clients and partners.

Konecta's ESG strategy

Transforming for tomorrow's customer needs requires that sustainability is embedded into the business to create long-term value for all stakeholders.

CORPORATE GOVERNANCE
SDGS 16 & 17

- Robust compliance program that enables adaptation to the evolving needs of the business.
- Active listening to stakeholder expectations, supported by a strong commitment to transparency.

SOCIAL
SDGS 3, 4, 5, 8 & 17

Human capital

- Diversity, inclusion and equal opportunities.
- A culture of safety, health, and workplace wellbeing.
- Continuous development of employees' skills and capabilities to prepare for the future.

Community support

- Inclusion of vulnerable groups at risk of exclusion.
- Strategic partnerships to maximize the impact of initiatives.
- Promotion of solidarity and employee engagement.

ENVIRONMENT
SDGS 7, 11, 12 & 17

- Achieving Net Zero by 2040.
- Reduction of CO_2 emissions.
- Reduction of resource and energy consumption.



2025 marked key milestones for Konecta's strategy:

ENVIRONMENTAL

Konecta announced its ambition to become a Net Zero company by 2040, with the target 10 years ahead of the timeline established by the Paris Agreement. The company continued to enhance its positive environmental impact; for example it improved its CDP rating to B and achieved an A- rating in CDP's Supplier Engagement Assessment, reflecting a high level of maturity in how climate considerations are integrated across its supplier ecosystem.



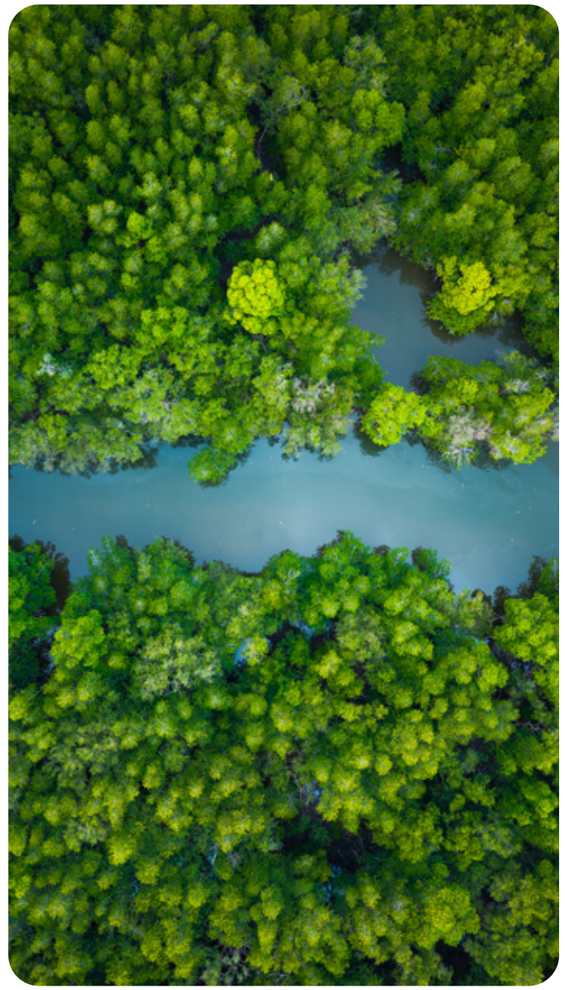


SOCIAL

Digital acceleration is reducing replacement positions and has further strengthened Konecta's commitment to equipping its workforce with the skills needed for the future, **including dedicated training programs in AI and Generative AI (GenAI) through Konecta Academy.**

GOVERNANCE

The digital landscape is expanding risks related to data protection and cybersecurity. **Konecta has implemented a Data Protection Impact Assessment (DPIA) and security framework** to ensure secure, auditable and compliant GenAI deployments.



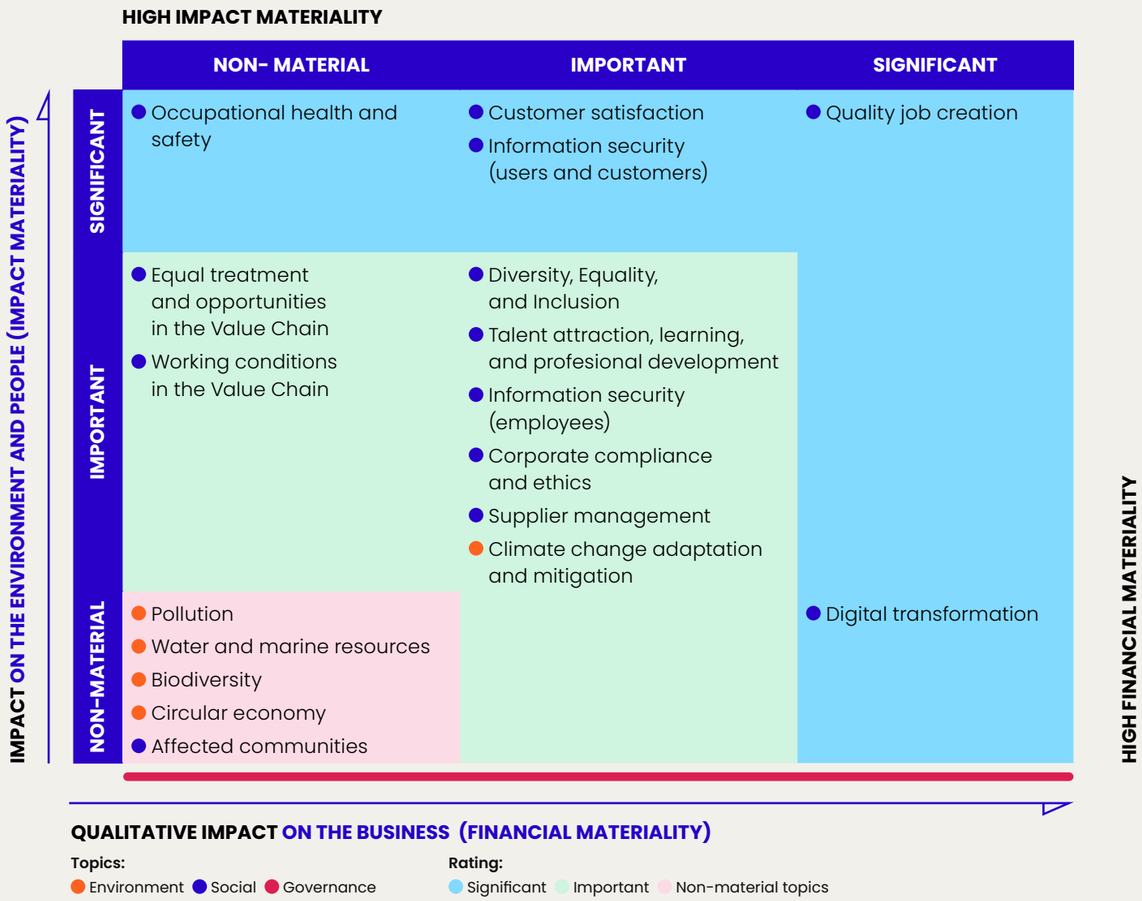
This strategy is underpinned by materiality assessments conducted since 2016 to identify the sustainability priorities most relevant to Konecta's business and stakeholders. In addition, since 2022, the company has adopted a double materiality methodology, which incorporates both Impact and Financial perspectives, in alignment with evolving European sustainability reporting regulations.

This strategy is aligned with international frameworks and standards such as the 2030 Agenda, the Sustainable Development Goals (SDGs), the Science Based Targets initiative (SBTi) for climate change mitigation and adaptation, and the Universal Declaration of Human Rights.

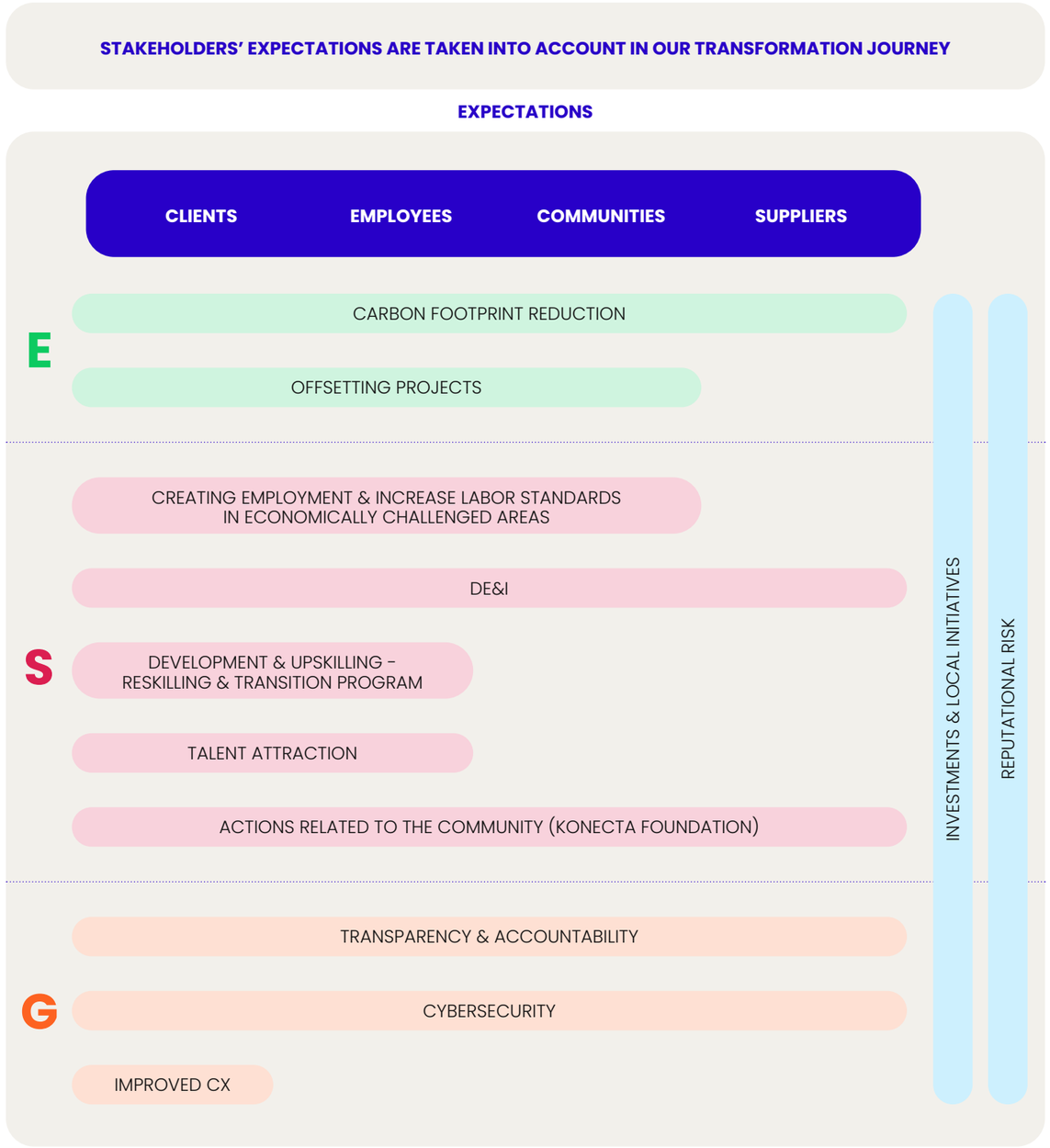
The Corporate Sustainability department, supported by local teams, is responsible for coordinating, managing and monitoring actions implemented. Konecta also has a Sustainability Committee (see Section 5. Corporate Governance and Risk Management).

Stakeholders include shareholders, public administrations, clients, financial institutions, NGOs/social organizations, employees, suppliers, and society at large.

Criticality Level: Impact - Financial



Sustainability Stakeholders Mapping of Expectations



Environmental protection



Environmental management within the strategic approach

While Konecta's business model has a limited environmental footprint, the Group integrates the environmental impacts and risks associated with its operations, as well as the expectations of regulators and stakeholders, into its sustainability strategy.

Konecta has placed climate action at the core of its environmental strategy. In 2025 the company updated its climate risks and opportunities matrix, aligned with global best practice; it covers physical risks arising from climate change plus risks associated with the transition to a low-carbon economy.

In recognition of the quality of its climate management and its transparency in environmental disclosure, Konecta achieved a **B rating** in the **2025 CDP (Carbon Disclosure Project) Assessment**.

The company obtained an **A- rating** in CDP's **Supplier Engagement Assessment (SEA)**, which evaluates the integration of climate-related criteria into supply chain management.

Decarbonization strategy

In 2025, **the Group approved its Decarbonization Plan**. This outlines the key actions that will guide the company toward achieving its **Net Zero ambition by 2040**, with value chain integration identified as a key priority.

Konecta's decarbonization commitment is aligned with the global SBTi initiative and embedded within its **Katalyst Strategic Plan**, which positions efficiency and digitalization as key levers for the company's transformation.

SBTi Near-Term commitments are to:



Konecta's roadmap is structured around four key pillars:

FACILITIES	Konecta is developing a new global facilities management model to establish more efficient operations, with clear guidelines for the fit-out and management of its sites. The Group continues to optimize workspace utilization through site rationalization and remote working. In addition, Konecta promotes ISO 14001 certification across its key sites and encourages circular economy initiatives.
IT SOLUTIONS	Ongoing initiatives include upgrading equipment to more energy-efficient versions, deploying eco-efficient software, and accelerating cloud migration.
MOBILITY	Progress continues in replacing leased fleet vehicles with more sustainable alternatives, while promoting sustainable mobility practices such as lower-emission transport for business travel. Where appropriate, hybrid and remote working models are encouraged.
SUPPLY CHAIN	The *Achilles* platform is being implemented gradually as part of Konecta's supplier selection criteria in line with ESG standards. The company is working to identify strategic suppliers for joint emissions reduction targets.



ACTIONS IMPLEMENTED



→ Energy efficiency

Konecta's strategy focuses on energy consumption through initiatives aimed at increasing use of **renewable energy** and **self-generation capacity**.

- **100% renewable electricity** is used across operationally controlled sites in Germany, Spain, Italy, Moldova and the UK. The Group promotes the use of renewable energy sources in other geographies, including Albania, Argentina, Brazil, Chile, France, Peru and Türkiye.
- **Photovoltaic solar panel installations** are in place across selected operations. In 2025, self-generated electricity reached **151.43 MWh**.

Other measures implemented include:

ENERGY AUDITS
During 2025, energy audits were carried out in seven locations where there was no legal requirement to do so, complementing those already mandated by regulation.

AI-POWERED AUTOMATED INVOICE READING
This initiative, scheduled for 2026, uses AI to reduce errors and improve efficiency in data management.

LED LIGHTING UPGRADES
Conventional lighting systems continue to be replaced with LED technology, reaching 95% coverage of total illuminated surface area across all geographies.

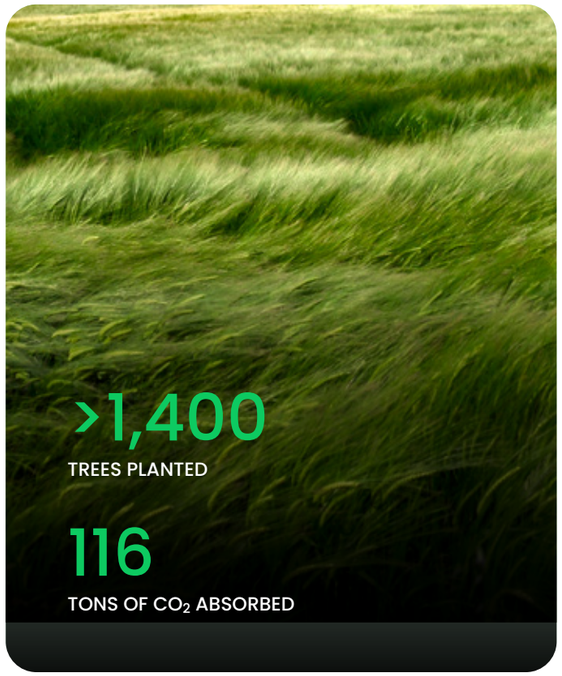
EFFICIENT HVAC SYSTEMS
93% of the Group's surface area is equipped with efficient HVAC climate control systems, reducing energy consumption while maintaining workplace comfort.

→ Carbon compensation programs

Konecta develops **carbon compensation programs** through reforestation and renewable energy initiatives.

In 2025, the company carried out **reforestation projects in Colombia and Peru**, with more than 1,400 trees planted. In Spain, two carbon offsetting projects enabled the absorption of 116 tonnes of CO_2.

Konecta's collaboration in Italy with the **Ente Parco Nazionale delle Foreste Casentinesi** also stands out. This includes funding of environmental, educational, and research activities, the restoration of five hectares of land, and research focused on pollinating insect species.



In 2025 Konecta launched a corporate offsetting project based on the construction of a **102 MW wind farm in Mexico**. This contributes to the decarbonization of Mexico's electricity market, enabling reductions in GHG emissions. It has already generated an offset of **667 Verified Carbon Units (VCUs)**, equivalent to **667 tonnes of GHG emissions**. The project has also delivered the following positive impacts:

- Job creation during the construction, operation and maintenance phases.
- More foreign investment and diversification of the national energy portfolio.
- Contribution to the improvement of energy generation infrastructure.
- Support for the development of local communities across three key dimensions: basic rights, essential services, and sustainability.

Throughout 2025, Konecta developed its own methodology to quantify the Internal Carbon Price (ICP). This calculates and establishes an initial internal carbon pricing benchmark using the "Implicit Carbon Pricing" methodology. It is based on the economic cost of the actions undertaken by an organization to reduce its emissions. This work has already been integrated to support strategic decision-making from the perspective of the transition toward a low-carbon economy.

ENERGY RESOURCE MANAGEMENT



DURING 2025, TOTAL ELECTRICITY CONSUMPTION REACHED 68,653.98 MWH, OF WHICH 43.56% CAME FROM RENEWABLE SOURCES, REPRESENTING A 17.62% REDUCTION IN TOTAL CONSUMPTION COMPARED TO THE PREVIOUS YEAR.

43.56%

17.62%

CARBON FOOTPRINT

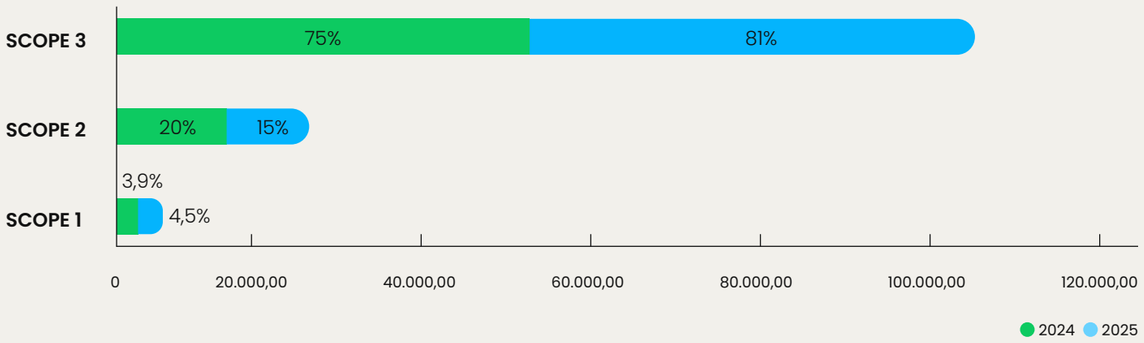


KONECTA ACHIEVED A 10.38% REDUCTION IN DIRECT EMISSIONS (SCOPE 1 AND 2) COMPARED TO THE PREVIOUS YEAR. THE REDUCTION WAS PARTICULARLY SIGNIFICANT IN SCOPE 2 EMISSIONS, WHICH DECREASED BY 15.74%.

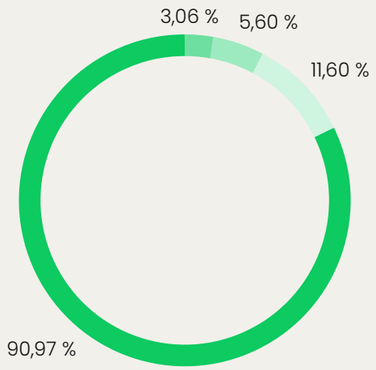
10.38%

15.74%

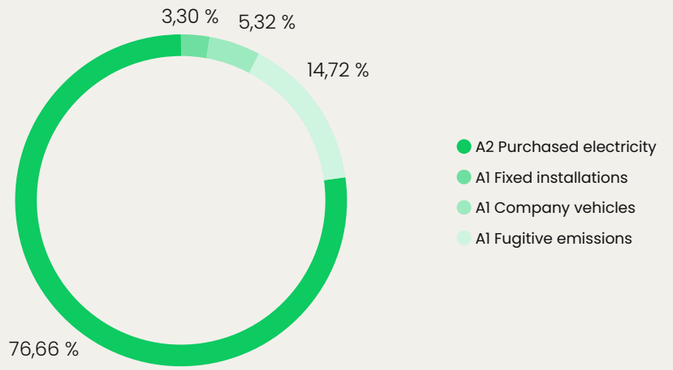
Emissions 2024 vs 2025



Scope 1+2 in 2024



Scope 1+2 in 2025



Waste management and circular economy

Through responsible consumption and waste management, Konecta works with its value chain to reduce dependency on materials in the context of growing competition for resources. For example, Konecta in Colombia once again participated in the Puntos Verdes Lito initiative, which converts properly collected and managed Waste Electrical and Electronic Equipment (WEEE) into accumulated “green points”, which are then allocated to social causes. In 2025, the Colombia team accumulated 6,004 Lito Green Points, donated to the ITAQUERAS “Garments with a Social Purpose” project, supporting the employment of 30 women heads of household.

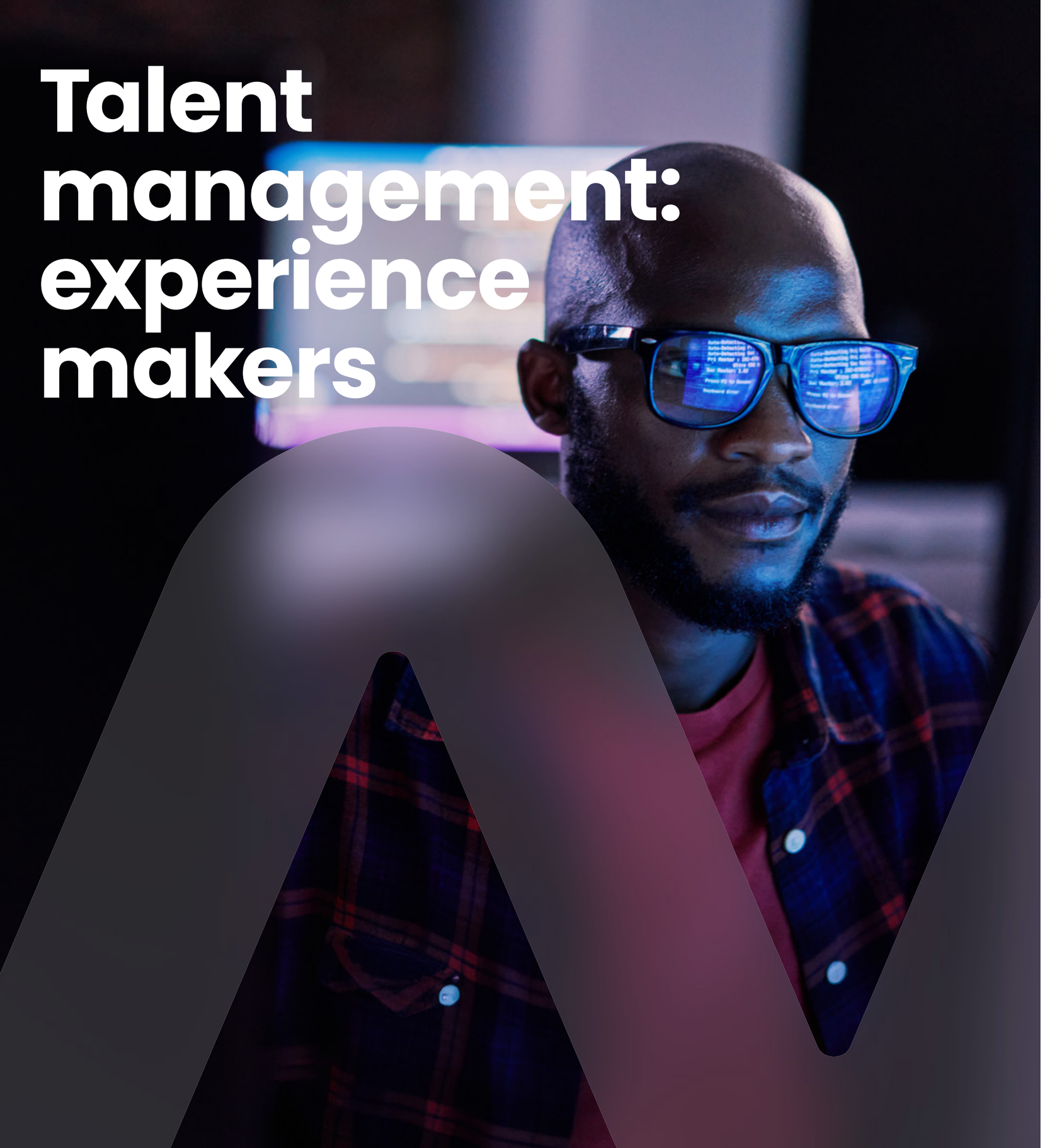


Internal awareness and engagement

Konecta continues to strengthen employee awareness and engagement around sustainability. In 2025 it launched a new internal platform, the Sustainability Hub, which supports Konecta’s professionals while also helping its sales, communications, procurement and operations communities to integrate the company’s ESG values and practices into everyday working. Konecta also created a sustainability-focused employee newsletter where key initiatives and day-to-day actions across the organization can be highlighted, serving as inspiration and best practice.



Talent management: experience makers



Konecta employee profile

Konecta's workforce of nearly **109,000 professionals** is global, diverse, multigenerational and multicultural. Continuing the trend of recent years, **65.7% of the Group's workforce are women**; over **89% are under the age of 50,** with an **average employee age of 34.8 years**.

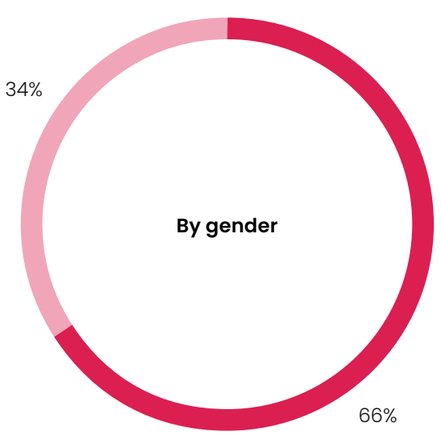
109,000
professionals

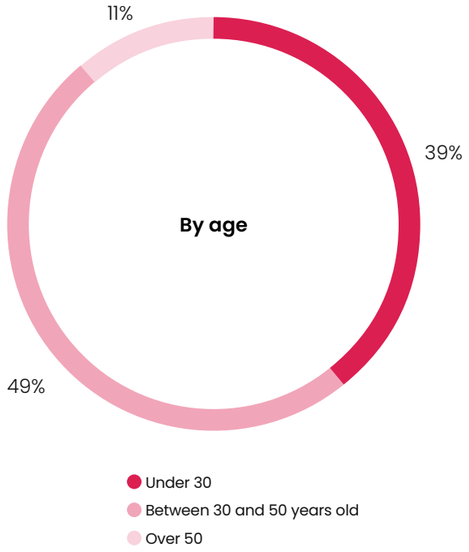
34.8
years average employee age

65.7%
women

89%
under the age of 50

Workforce distribution:





People strategy

Throughout 2025, Konecta's Human Resources strategy - People Strategy - continued to evolve, supporting its transformation roadmap, Katalyst 2028.



THE "BETTER" FRAMEWORK:

MATCH

GROWTH

PLACE



To build a future-ready workforce, the People Strategy comprises three key pillars:

BETTER MATCH
CONNECTING WITH TALENT IN THE BEST POSSIBLE WAY

Unifying global recruitment methodologies and **enhancing the Talent Value Proposition** to attract high-potential digital talent.

BETTER PLACE
CREATING THE BEST POSSIBLE ENVIRONMENT FOR OUR TALENT

Leveraging **People Analytics** as a single source of truth to monitor engagement and ensure an inclusive workplace.

- Promoting diversity and open management practices, encouraging delegation and capability building across all levels of the organization.
- Supporting wellbeing in a modern work environment by promoting healthy habits, shared responsibility for workplace safety, and a strong sense of community.
- Enhancing HR services and employee experience through data-driven insights to improve every interaction with employees and drive success through employee satisfaction.
- Recognizing performance through meaningful rewards and career advancement opportunities.

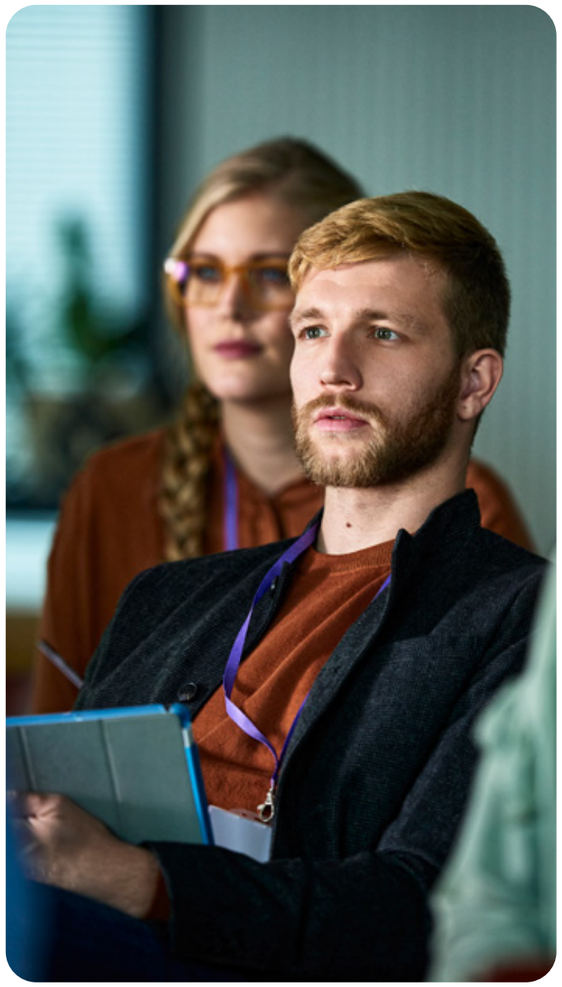
BETTER GROWTH
BOOSTING THE BEST POSSIBLE VERSION OF OUR TALENT

Establishing a **Unified Career Framework** with transparent pathways for internal mobility and professional growth.

BETTER MATCH
CONNECTING WITH TALENT
IN THE BEST POSSIBLE WAY

ATTRACTING AND RETAINING TALENT THROUGH QUALITY EMPLOYMENT AND FAIR COMPENSATION

Over the past year, recruitment efforts have focused on attracting key talent with digital and technical skills to deliver solutions in AI, digital transformation, cybersecurity, big data and analytics, IoT, technical support, and multilingual customer service.



BETTER PLACE
CREATING THE BEST POSSIBLE
ENVIRONMENT FOR OUR TALENT

Given the nature of its business, Konecta places particular focus on Diversity, Equity and Inclusion (DEI), employee training and development, and fostering a healthy work environment.

**Diversity is power.
Equity is commitment.
Inclusion is action.**

Konecta's DEI strategy: a key strenght

What is DE&I for Konecta?

DE&I is our way of growing, transforming realities, and **choosing to lead rather than follow**.

→ Our Culture

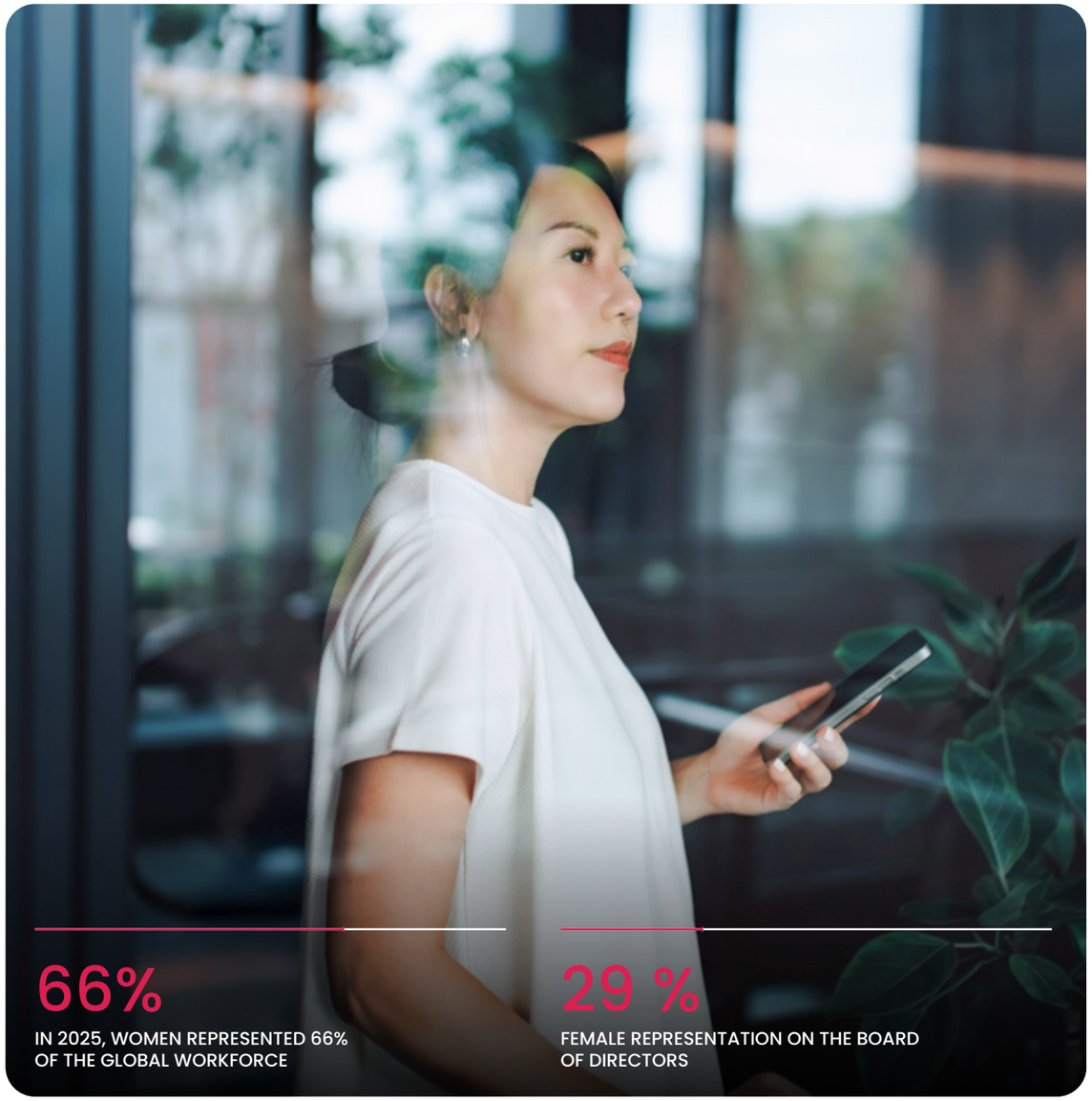
DE&I is in our DNA. We are **multicultural and multigenerational**, built from 110,000 people in 26 countries whose cultural diversity and inclusive local initiatives form the **solid foundation of our global strength**.

→ Our Value

It helps us work better by ensuring we **develop best talents without labels**, creating a meritocracy where **every voice is heard and contributes to excel in what we do** — a collective strength we harness to **drive innovation for our clients and meaningful impact for society**.

Konecta's DEI strategy is built on strengthening leadership capabilities - with a particular focus on empathy, inclusive innovation and diversity management - while implementing universal career development plans to ensure equal access to growth opportunities for all employees.

Konecta has continued to develop specific Key Performance Indicators (KPIs) within its DE&I Strategic Plan, enabling rigorous monitoring of progress.



Examples of Konecta's strength in DEI around the world:

IMPROVING WORKPLACE ACCESSIBILITY AND EQUALITY

Konecta promotes an **environment of respect** for identity through measures such as gender-neutral restrooms, marriage and adoption leave for same-sex couples, and the use of chosen names on employee credentials and corporate email accounts. It ensures accessible and inclusive environments through regulatory compliance and preventive protocols. Key examples include accessibility adaptations in line with the *Accessibility Decree* in France and *Spain's Technical Building Code (CTE)*, annual inspections in Peru, and the mandatory *"Buddy System"* protocol in Türkiye, which supports people with disabilities, elderly individuals, and pregnant women during emergency situations.

EQUALITY PLANS

In Spain, equality plans across 10 legal entities were further consolidated, including comprehensive assessments covering access to employment, promotion, training, and compensation in order to eliminate gender gaps.

PROGRAMS AND PROTOCOLS TO PREVENT VIOLENCE, SEXUAL HARASSMENT, AND GENDER-BASED DISCRIMINATION

Includes initiatives such as *Basta Ya* and the participatory *ELSA* tool in Peru, focused on preventing violence, sexual harassment, and workplace bullying; the *IKO channel* in Chile under the Karin Law; and victim support programs such as *Polo de la Mujer* and *A tu lado* in Argentina, as well as *Woman Don't Cry* in Italy.

EMPLOYEE TRAINING AND AWARENESS

In 2025, **+30,000 hours of training** were delivered on equality, equity, diversity, and the prevention of gender violence and harassment. Konecta also continued programs such as *LIFE* (female leadership) and *ELLOS* (new masculinities). Local initiatives included *diversity literacy and identity census* programs in Brazil, the *Act for Diversity initiative* in Madagascar, and the *We Trust in Your Talent* wellbeing benefits project in Italy.

STRATEGIC PARTNERSHIPS

DEI programs and initiatives reflect the different geographies in which Konecta operates. Strategic partnerships exist across different countries with public and private organizations, for example to promote female technology talent and support the workforce integration of vulnerable groups across all regions.



Socio-labor integration within the workforce

Across its different geographies, Konecta works to promote the socio-labor integration of people in vulnerable groups or who face barriers to entering the labor market.



Country	Program / Initiative	Impact and 2025 results
ARGENTINA	Diverse Talent Attraction and Inclusion Program	70 hires from groups facing barriers to employment (12% of total hires).
COLOMBIA	Inclusion Pathway & ID Talento	+40% of the workforce represented by diverse groups. Employee turnover reduced from 8% to 5%, with average tenure of +2 years.
SPAIN	Inserta Agreement (Fundación ONCE)	Strategic partnership for recruitment and training, with +200 hires of people with disabilities.
CZECH REPUBLIC	Konecta PRO	Social enterprise with 70% of employees people with disabilities and 50% of profits invested in wellbeing and accessibility.
BRAZIL	Favela Projects (Paraisópolis and Embu das Artes)	32 employees working in local service centers, supported by community partners.
PERU	InKluye	Training and workforce integration program for people with disabilities, the LGBTQ+ community, older adults and migrants.

Konecta closed 2025 with **15% of its workforce made up of individuals from vulnerable groups**, including people aged +50 years, vulnerable women, unemployed young people from disadvantaged backgrounds, people with disabilities, and members of the LGBTQ+ community.

Supporting wellbeing in the workplace

For a people-driven business, protecting and enhancing wellbeing in the workplace is a strategic priority to ensure business continuity and sustainable operations.

All countries where Konecta operates have dedicated wellbeing and care programs. Konecta's approach is built on a preventive culture that promotes shared responsibility. It has identified two key health and safety risk areas: **ergonomic risks and mental health risks**, with programs therefore designed and measured in terms of both physical and mental wellbeing. Initiatives focus on occupational health and safety as well as employee engagement to improve working conditions.



Occupational health and safety

Konecta operates under management systems focused on continuous improvement, strengthening its leadership position through ISO 45001:2018 certification in Argentina, Chile, Italy, Peru, the Czech Republic, and Türkiye. In Spain, this technical robustness is supported by the AENOR Regulatory Audit. In Colombia the system is based on the standards established under Decree 1072 of 2015, verified by the Occupational Risk Insurance provider.

Physical and mental wellbeing with measurable impacts

Across LATAM, Konecta provides employees with direct psychological support programs, including initiatives such as *Estamos con Vos* and the *HiWork* platform in Argentina, as well as *A tu Lado* in Peru.

Operations in Colombia have strengthened their intervention model through the preventive work of the *Workplace Coexistence Committee* and the strategic implementation of the *Armónicamente program*, which provides psychological support and psychosocial risk management and delivered **+1,000 emotional support interventions** in 2025. In addition, *Zentir* is a tool used to monitor, manage and enhance emotional wellbeing in the workplace using active listening and analytics. In 2025, **7.3 million interactions** were recorded, **43,865 cases** were managed, and an **88.4% employee happiness index** was achieved. Onsite initiatives encourage emotional expression and facilitate access to available support channels, integrating technology into the daily employee experience.

IN ARGENTINA

The *Estamos con Vos* project delivers sessions led by licensed social work and psychology professionals to engage with Konecta employees on concerns about their work and personal lives, helping to improve their psychosocial wellbeing. Similar initiatives are implemented in other countries, such as *A tu Lado* in Peru and equivalent programs in Colombia.

IN EUROPE ALSO

Konecta combines risk prevention, continuous monitoring and integrated support. Cross-country initiatives include campaigns such as *QVCT Week*, dedicated to quality of life at work, and broader health awareness programs.

IN ITALY

Risk management includes *Legionella assessments* across sites and the implementation of delegation frameworks, ensuring clear accountability. The approach integrates technology to monitor indoor environmental quality and a centralized system to track safety-related reports. Training remains a key lever, with safe driving programs fully deployed, alongside initiatives focused on remote work safety and digital training.

IN FRANCE

Psychosocial risk (PSR) diagnosis, conducted with an external partner, provides insights to guide continuous improvement. This is complemented by the *Mental Health First Aid* program. Together, these initiatives strengthen early detection and support across teams.

Enhancing employee satisfaction and engagement

In 2025, Konecta maintained its strong commitment to active listening and employee satisfaction measurement. This was reflected in two key initiatives, reaching nearly **80,000 employees**:

- **Great Place to Work (GPTW) certification:** Konecta operations in countries throughout LATAM were assessed using a workplace culture survey aligned with GPTW standards. Argentina, Colombia, El Salvador, Guatemala, Mexico and Peru achieved certification.
- **Internal satisfaction survey across the EMEA region.**
- **Best Place to Work 2025 recognition in Europe.**

BETTER GROWTH
UPSKILLING FOR THE FUTURE

LEARNING AND PROFESSIONAL DEVELOPMENT FOR ALL

In line with Konecta's strategic evolution toward a **"Service as Software" (SaaS)** model, its Learning & Development (L&D) strategy is key to enabling its digital transformation and the rollout of its new portfolio. To close any skills gaps, Konecta launched **Konecta Academy** in 2025.

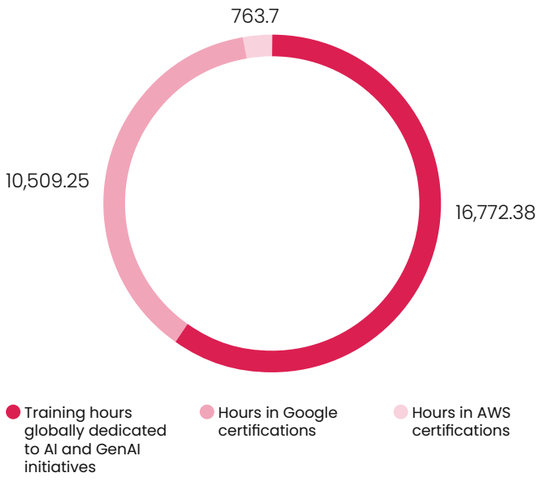
Konecta offers a development program for all employees with three objectives:

OPERATIONAL — To give employees the tools they need to perform their role.

TRAINING — To strengthen employees' professional and personal skills.

UPSKILLING — To align with the Group's transformation. Initiatives enhance employees' digital capabilities through training in AI and GenAI, including Google and AWS certification programs, specialized Gemini training, Gen AI Academy and Transformation Hub.

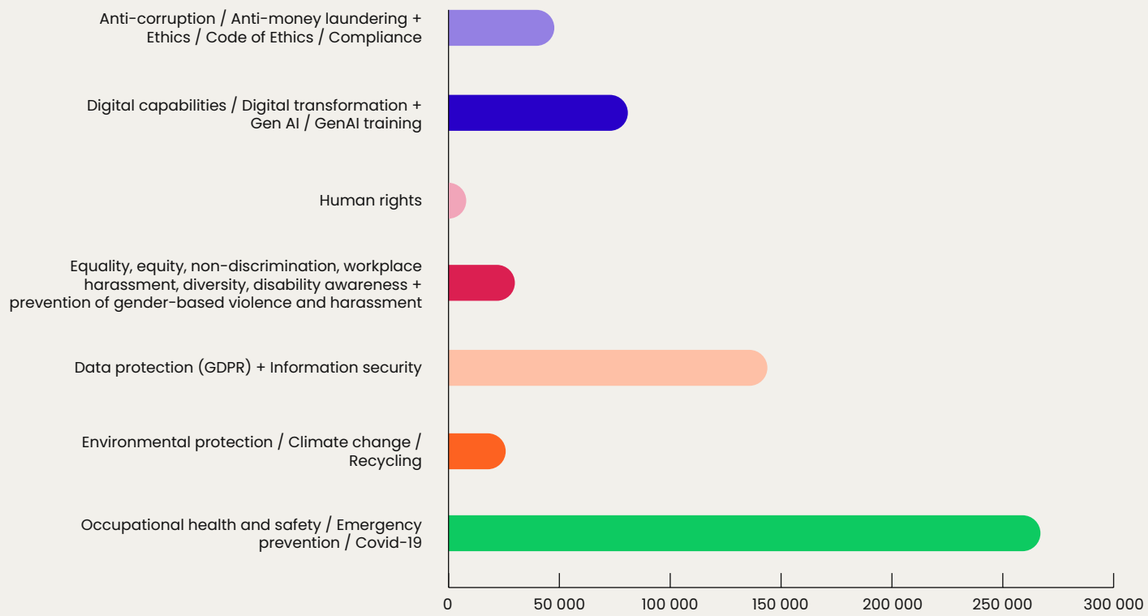
During the first year of this AI and GenAI-focused learning strategy, the Group achieved:





In 2025, a total of **10,637,282 training hours** were delivered, representing an average of **98.54 training hours per employee** (compared with 96 hours in 2024).

Training hours linked to sustainability-related topics



RECOGNITION, MEANINGFUL REWARDS, AND CAREER ADVANCEMENT OPPORTUNITIES

Konecta prioritizes the development of internal talent through its upskilling framework and a global internal mobility model. As part of this approach, Konecta launched its **internal mobility portal** in 2025. The company also held the **Inspiring Talent** event in 2025, designed to recognize talent as the true driving force behind Konecta's transformation journey.

Additional initiatives include:

GLOBAL VARIABLE INCENTIVE PLAN (BSC)

SALES PULSE ACCELERATOR (SPA) — A tailored incentive program to support the company's growth strategy and strengthen new business development.

Corporate governance and risk management

Strategic governance and risk management

Corporate governance and risk management are fundamental pillars supporting the long-term sustainability and resilience of Konecta's business model in an increasingly complex business environment shaped by regulatory, technological, and societal change.

Konecta is a multinational group led by a multicultural and multigenerational Board of Directors whose key responsibility is to define the company's strategic direction, oversee its implementation, and integrate financial, social, and environmental factors into decision-making processes.

It combines strategic oversight by the Board of Directors - delegated to the Executive Committee - with operational management through corporate committees, alongside control and compliance mechanisms designed to identify, assess and mitigate both financial and non-financial risks.

Governance bodies include a dedicated Sustainability Committee and a Compliance Committee, both reporting at the highest organizational level and led by a member of the Board of Directors responsible for Legal Affairs, Sustainability, and Compliance.

Board of Directors composition (year-end 2025)

JOSÉ Mª PACHECO GUARDIOLA Chair	**NOURDINE BIHMANE** Chief Executive Officer	**JAIME CHOCRÓN ISRAEL** Vice Chair
JESÚS VIDAL BARRIO RIVAS Board Member	**ROSA QUEIPO DE LLANO ARGOTE** Board Member	**LUIS GONZÁLEZ FLORES** Board Member
RAQUEL SERRADILLA JUAN Independent Board Member	**IGNACIO HORNEDO VILLALBA** Non-Director Secretary	**PATRICIA FIGUEROA** Deputy Non-Director Secretary

As of year-end 2025, the Board had the following composition:

28.6%
women

57%
over 50 years old

43%
of members between 30 and 50 years old

14.3%
independent members

CORPORATE RISK MANAGEMENT

Konecta's corporate management system integrates financial, operational, technological, regulatory, criminal, environmental and social risks under a single framework aligned with principles of good governance, sustainability and internal control. This is reinforced through the Compliance and Criminal Risk Prevention Model, strengthening internal control mechanisms and the oversight of contingencies arising from legal and regulatory matters.



→ Business ethics and regulatory compliance

During 2025, Konecta strengthened its **Compliance Program** through the consolidation of a structured governance framework based on two overarching corporate policies integrating the Group's standards and procedures.

Corporate compliance framework policy, including:

- Anti-Corruption, Anti-Bribery and Anti-Money Laundering Policy
- Privacy and Confidentiality Policy
- Security and Cybersecurity Policy
- Artificial Intelligence Governance and Management Policy
- Tax Policy
- Financing Policy

Corporate human resources framework policy, including:

- Human Rights Policy
- Diversity, Equity and Inclusion Policy
- Occupational Health and Safety Policy

These policies are complemented by corporate tools such as the **Code of Ethics** and the **Supplier Code of Ethics,** as well as procedures that adapt corporate guidelines to local realities. In addition, the Group has other relevant corporate policies that reinforce the integration of ESG criteria into its management practices, such as the **Environmental Policy, the Quality Policy, the Responsible Procurement Policy, and the Sustainability Policy.**

Employees and stakeholders have a direct online communication channel with Konecta, called **Information Channels**. Any individual can confidentially report potential breaches or violations of the principles set out in the Codes of Ethics and corporate policies. The system is multilingual, with protection measures and secure communication tracking. Investigation procedures ensure that all communications are handled diligently, independently and impartially.



Human rights and due diligence

Konecta integrates respect for human rights into corporate compliance, recognizing potential impacts on people across the value chain as a material issue for the Group.

This commitment is embedded through the Compliance Program and the Human Rights Policy, both aligned with the Universal Declaration of Human Rights and the principles of the United Nations Global Compact, to which Konecta has been committed for over two decades.



Privacy, cybersecurity, and Artificial Intelligence (AI)

Data protection, cybersecurity and AI governance are essential pillars for ensuring the trust of clients, employees and stakeholders while also strengthening operational resilience against technological and regulatory risks.

INFORMATION SECURITY AND CYBERSECURITY

The Group holds ISO 27001 certifications across its geographies, complemented by ISO 27017, ISO 27018, and ISO 27701 certifications, all externally audited.

Konecta integrates business continuity and disaster recovery into its cybersecurity framework, partially aligned with ISO 22301 certification, ensuring resilience against critical incidents.



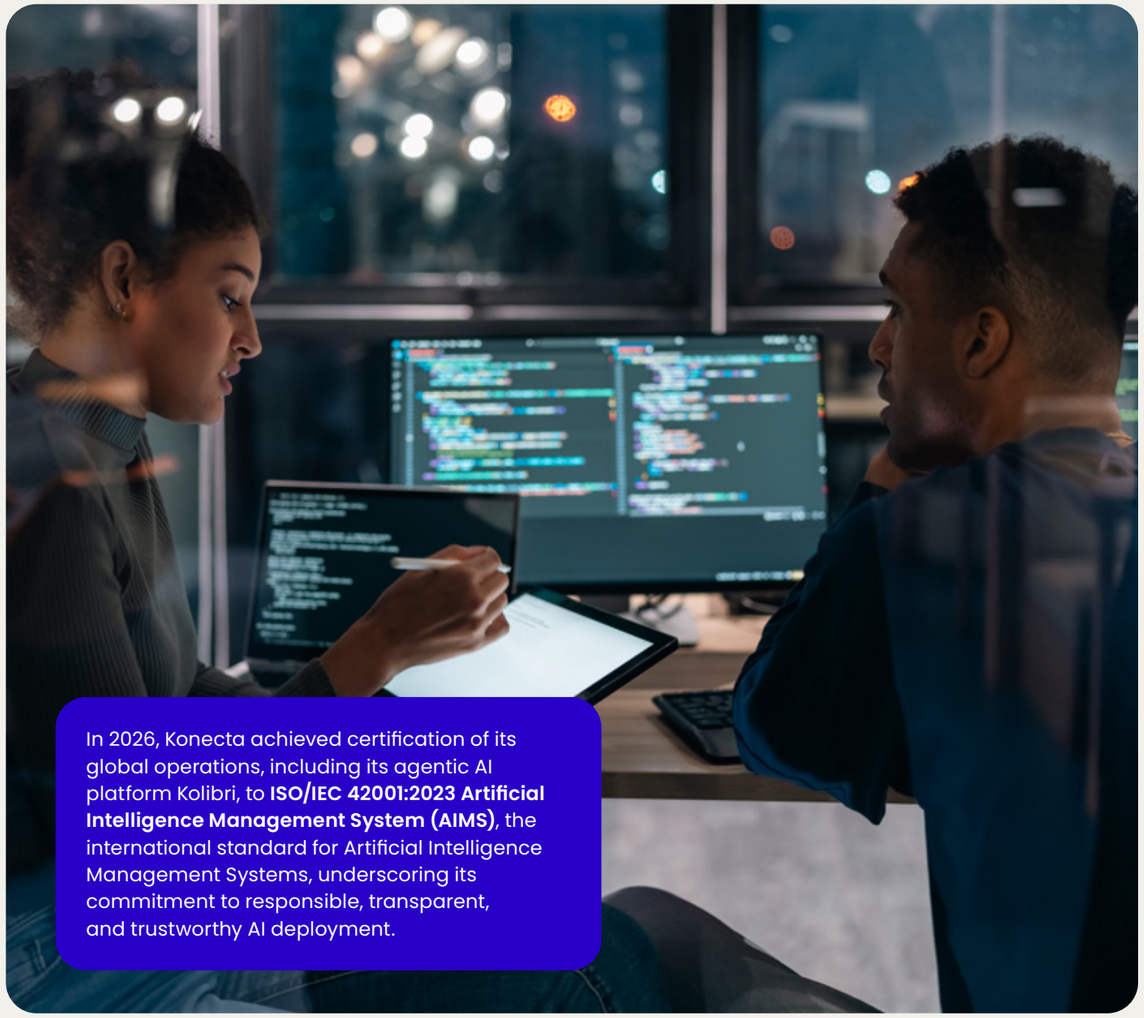
CORPORATE ARTIFICIAL INTELLIGENCE MANAGEMENT AND GOVERNANCE

→ Framework

In 2025, Konecta strengthened its comprehensive AI strategy by combining risk management and governance within a framework aligned with its corporate strategy and applicable regulations, including the European Union Artificial Intelligence Act – AI Act (EU) 2024/1689.

→ AI Governance

Konecta established its corporate AI governance framework defining policies, procedures and oversight structures to ensure responsible compliant use of AI. This ensures that AI is embedded into the corporate strategy while reinforcing ethics, transparency, and the trust of clients, employees and regulators.



In 2026, Konecta achieved certification of its global operations, including its agentic AI platform Kolibri, to **ISO/IEC 42001:2023 Artificial Intelligence Management System (AIMS)**, the international standard for Artificial Intelligence Management Systems, underscoring its commitment to responsible, transparent, and trustworthy AI deployment.

Contribution to society and the value chain

Social impact and community engagement

SUSTAINABLE VALUE CHAIN

Operating across countries and socioeconomic contexts, Konecta sees its business activity as an opportunity to create shared value, contributing to the economic and social development of the communities in which it operates.

Since November 2025, Konecta has participated in the UN Global Compact Sustainable Suppliers initiative (part of the UN Global Compact framework), a global training program to transition 100 global suppliers toward sustainability.

The company ensures operational excellence through active listening systems that integrate the voice of the customer into its management approach.

+54
Net Promoter Score (NPS)
(vs. +52 in 2024)





92%
Overall satisfaction rate
(91% in 2024)

92%
Customer Effort Score
(90% in 2024)

Since November 2025, Konecta has participated in the UN Global Compact Sustainable Suppliers initiative (part of the UN Global Compact framework), a global training program to transition 100 global suppliers toward sustainability.

Supply chain management is key to Konecta's operations, both from an operational perspective and in terms of sustainability and business continuity. The company works with a diverse network of suppliers of technology, operational and support services that are essential to the delivery of its activities.

As part of Konecta's efforts to establish a sustainable supply chain, in 2024 it outsourced its supplier qualification process. This is being progressively rolled out first in Spain and Iberia, then to the rest of the Group's geographies. Before entering into a commercial relationship with Konecta, suppliers must successfully complete an assessment and approval process. Assessments integrate criteria related to business activity, operational solvency, implemented management systems, and selected sustainability performance indicators.

KONECTA FOUNDATION: SOCIAL IMPACT AND COMMUNITY DEVELOPMENT

Konecta channels its social commitment through **Konecta Foundation**, leveraging its capacity as an employer and its positioning within the customer experience and digital services sector.

The Foundation acts as a platform for coordinating the Group's social initiatives, channeling its impact through training and workforce integration programs, corporate volunteering, support for social projects, and strategic partnerships with public institutions, private organizations and third-sector entities.



→ Internationalization strategy for impact

The internationalization of Konecta Foundation is based on a strategic rationale: to scale a proven impact-generation model consistently - supported by the Group's capabilities and resources - across Konecta's geographies, while adapting initiatives to local realities.

This approach is based on three key principles:

SCALABILITY OF MODELS

Initiatives such as *Impact Campus* (professional training school aimed at vulnerable groups) and the *Community Impact Call* (social grants program focused on employability, digital skills, AI for social intervention and community development) are designed from inception with a global mindset, enabling replication across countries.

ADAPTATION TO LOCAL NEEDS

Each initiative is implemented taking into account local socioeconomic environments and stakeholders, ensuring relevance and effectiveness.

ACTIVATION OF LOCAL ECOSYSTEMS

The Foundation operates through a network of local partners - including social organizations, companies (clients, business partners, and others), educational institutions and public administrations - so that initiatives are deeply rooted within each territory.

International expansion is being deployed progressively and in a structured manner, prioritizing geographies with the greatest potential impact and aligned with Konecta's operational footprint.

Looking to 2026, the focus is on consolidating this international presence through the launch of Impact Campus pilots in several countries, the gradual integration of local initiatives under a common framework, and the strengthening of the network of ambassadors and local teams as facilitators.



→ Creating opportunities and promoting workforce inclusion

Leveraging its operational expertise and knowledge of labor markets, Konecta develops programs aimed at facilitating access to employment for groups facing barriers to entering the workforce, including young people, women in vulnerable situations, people with disabilities, and others at risk of social exclusion.

Programs combine technical training, skills development, and support toward workforce integration, with an increasingly strong focus on emerging professional profiles, including the use of digital technologies and AI solutions applied to customer experience environments.

DEDICATED SOCIAL INCLUSION PROGRAMS

Konecta Foundation also develops programs aimed at specific groups requiring additional support for workforce integration.

Examples include **Aula TIC Konecta**, which in 2025 provided digital skills training to 20 young people with intellectual disabilities, and the **Autismo Sevilla Chair (LaboraTEA)**, focused on inclusion through training for people with autism spectrum disorder. This commitment extends to vulnerable communities through collaboration with **Fundación Alalá**, benefiting 400 students from disadvantaged backgrounds each year.

In Italy, Konecta supports **OrtoStorto**, a project led by the social cooperative Alicenova that promotes autonomy and workforce inclusion for people with disabilities through organic agriculture. Through personalized pathways and the creation of the *Orto dei Profumi* training space, the project transforms vulnerability into opportunities through a sustainable, self-sufficient community model.

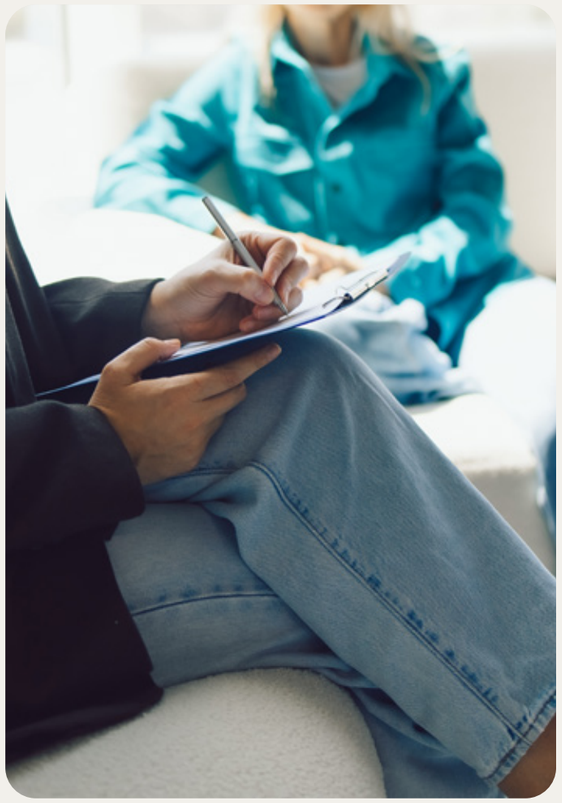
Since 2024 Konecta in Brazil has partnered with the NGO **Amor Philia** to support the skills training of women and young people in vulnerable situations - many of them single mothers.

In 2025, the Foundation contributed to the creation of **25 new jobs** within a social contact center in Embu das Artes, São Paulo, promoting financial independence and social inclusion while contributing to local community development.

→ Evolution of the Training School and international expansion

A cornerstone of Konecta's strategy is the **Konecta Foundation Professional Training School**, launched in Spain in 2017 and progressively evolved into a scalable digital model. During 2025, the program continued to expand, with more than **700 students** participating in both online and in-person.

Looking to 2026, evolution will take shape through **Impact Campus**, conceived as a global training platform focused on employability within the customer experience sector. This is designed to expand access to training across multiple countries, with pilot programs planned in several geographies and a strong focus on developing professional, digital and AI skills aligned with evolving labor market needs.





→ Driving social innovation

Alongside employability, Konecta Foundation is strengthening a dedicated social innovation pillar, with a particular focus on AI as a driver of positive impact. Key initiatives are focused on exploring the potential of technology to foster inclusion, both through applied solutions and through the development of digital skills among vulnerable groups.

Looking to 2026, this pillar will be reinforced through initiatives such as the collaboration with ElevenLabs, focused on AI for social impact, together with new programs to empower social organizations through advanced technologies.

→ International call and scaling impact

The **Community Impact Call** is another cornerstone of Konecta Foundation's impact model. After over a decade of development, this initiative has evolved into a global social grants program focused on employability, digital skills, AI for social intervention and community development.

In its latest edition, launched at the end of 2025, the call was opened for the first time to external organizations across all countries where Konecta operates, significantly increasing both the number of proposals received and their geographic diversity.

→ Corporate volunteering and internal engagement

Konecta's social commitment is reflected by active participation of its employees in corporate volunteering programs and solidarity campaigns. During 2025, these mobilized **+1,400 employees** and positively impacted **+10,000 people**.

Looking to 2026, the Foundation will further strengthen this pillar through the development of a global volunteering model, including the launch of international initiatives and a Group-wide volunteering month aimed at increasing both participation and visibility.

→ Partnerships and impact ecosystem

Konecta Foundation's model is built on collaboration with a broad ecosystem of partners, including social organizations, companies, public administrations, and educational institutions. This makes it possible to expand the reach of initiatives, adapt to local needs, and create synergies that amplify social impact.

Konecta continues to promote dialogue and awareness-raising platforms, as well as innovative solutions combining technology and sustainability, reinforcing its positioning as a key player in the generation of positive social impact.

ABC · endesa Fundación · Fundación AON España · IBM · JPMorganChase · Santander · Kike Osborne fundación · Fundación mapfre · fad

→ Beyond Konecta: Hub Empleo Verde, driving inclusive access to green jobs

In addition to the initiatives jointly developed by Konecta and Konecta Foundation, the Foundation participates in independent collaborative projects.

One example is **Hub Empleo Verde**, an independent employability program developed in Spain together with Fundación Endesa and supported by JPMorganChase. This is designed to support the social and workforce integration of young people and other vulnerable groups through training, guidance and access to employment opportunities linked to environmental sustainability, the circular economy and green sectors.

Launched in Madrid in 2022, the program expanded into Andalusia in 2025, consolidating a structured collaboration approach, with **+700 partnerships** between companies, social organizations, business associations and educational institutions.

By the end of 2025, the program had:

- Raised awareness of green employment opportunities among **+3,400 vulnerable individuals.**
- Developed **+560 employability pathways**.
- Contributed to the hiring of **+200 people** in sustainability-related jobs.

Looking ahead, a strategic priority is to identify new partners and opportunities to expand this model beyond Spain, adapting it to different local contexts.



Appendices



Konecta recognitions 2025

GLOBAL

- Recognized as a Leader in the **Frost Radar™ 2025** report by Frost & Sullivan for Europe and Latin America, highlighting Konecta's innovation, growth, and AI-driven strategy.
- Recognized as a Leader in CXM services in the EMEA region by Everest Group PEAK Matrix® 2025, reinforcing its positioning in innovation and operational excellence.

FSM

- CyberVadis score of **961** for the FSM region (France, Madagascar, Morocco), recognizing outstanding performance in cybersecurity risk management and data protection.
- Awarded the **Engagé RSE** label in 2024 for a three-year period.



ALBANIA

- **Best Place to Work 2025.**

ARGENTINA

- **HRC Equidad AR 2025 Certification.**

COLOMBIA

- **CX Interaction Awards** by the Colombian BPO Association, receiving 10 awards including recognition for best inclusion strategy.
- Recognized as an **Inspiring Company** by ANDI for generating social impact through workforce inclusion as part of its business strategy.
- **Xposible Colsubsidio Awards** in the category of reducing social inequality.
- **Equality Seal 2025.**
- Institutional recognition for workforce inclusion from the Ministry of Labor.

HUNGARY

- **Lovable Place to Work 2025.**

ITALY

- **Legality Rating (AGCM):** highest possible rating (three stars) achieved for the fourth consecutive year.

PERU

- **ABE Social Responsibility Award 2025** in the Diversity, Equity and Inclusion (DEI) category.
- NGO Presente recognized Konecta with two awards:
  → Most trans-inclusive spaces
  → Best workplaces for LGBTQ+ talent
- **PAR Ranking Aequales 2025** recognizing leading companies in DEI.

TÜRKIYE

- Award received the closing program "**Positive Employment for Women of the Century"** for contributions to female employment.

KONECTA FOUNDATION

- Recognized in the **1st edition of the RadiUS Awards** for workforce integration and training programs aimed at vulnerable groups.
- Awarded the **SERES Award 2025** for the *Hub Empleo Verde* initiative, promoting training and employability for vulnerable young people in sectors linked to the green economy and sustainability.
- Recognized at Impact **AEERC 2025** for its long-standing commitment to socio-labor inclusion and social impact initiatives.

Certifications

Occupational Health and Safety

- **ISO 45001 Occupational Health and Safety Management Systems:** Argentina, Peru, Italy, Czech Republic, Chile, and Türkiye.

Best workplaces:

- **Best Place to Work:** Albania.
- **Great Place to Work:** Argentina, Colombia, El Salvador, Guatemala, Mexico, and Peru.
- **Lovable Workplaces:** Hungary.
- **Employers For Youth:** Argentina.
- **LGBTQ+ Equity Certification:** Argentina.

Ethics and transparency

- **Anti-Bribery Certification +++:** Peru.
- **ISO 37001 Anti-Bribery Management System certification:** Italy.
- **ISO 37301 Compliance Management System:** Italy and Romania.
- **Probare – Ethics Seal:** Brazil.
- **SA8000:** Italy.
- **Rating di Legalità:** Italy.



Information Security and Personal Data Protection

- **ISO 42001: 2023:** Grupo Konectanet.
- **ENS National Security Framework Certificate of Compliance:** Spain.
- **ISDP 10003 GDPR Compliance Assessment Certification:** Italy.
- **ISO 27001 Information Security Certification:** Albania, Germany, Argentina, Belgium, Brazil, Chile, Colombia, Spain, El Salvador, France, Guatemala, Hungary, Italy, Madagascar, Morocco (Tangier and Casablanca), Mexico, Portugal, Peru, Czech Republic, Romania, Türkiye, the United Kingdom, Egypt, Moldova, the United States, India, Slovakia, and South Africa.
- **ISO 27017 Cloud Security Management System Certification:** Global Konecta Group.
- **ISO 27701 Privacy Information Management System:** Italy, Albania, Romania, and Global Konecta Group.
- **ISO 27018 Protection of Personally Identifiable Information (PII) in the cloud:** Global Konecta Group.

Environment

- **ESG Certification** for implementing a sustainability management system in line with the Economic – Social – Biosphere Score Certification Scheme, achieving an **AA+ rating**: Italy.
- **ISO 14001 Environmental Management Systems:** Argentina, Chile, Spain, Peru, Italy, and Türkiye.
- **ISO 14064 Greenhouse Gases:** Italy.
- **ISO 50001 Energy Management System Certification:** Italy.
- **LEED Certification – Inovalis:** Spain.
- **CDP 2025 B Rating:** Recognizing Konecta's progress in climate management and decarbonization. The measures implemented enabled Konecta to improve its CDP score from a C in 2024 to a B in 2025.

CSR certifications:

- **EcoVadis Gold Medal:** France, Madagascar, and Morocco.
- **EcoVadis Bronze Medal:** Konectanet Group.
- **Engagé RSE Label based on ISO 26000:** France, Morocco (Casablanca), and Madagascar.
- **United Nations Global Compact:** Konectanet Group.

Equality and diversity

- **Equipares Certification – Level II Gold Seal for Workplace Equality:** Colombia.
- **ISO 30415 Diversity and Inclusion Management:** Italy.
- **UNI/PDR 125 Reference Practices for Gender Equality:** Italy, Albania, Romania, and Colombia.

Industry associations and memberships

Global

- SBTi
- UN Global Compact

