



2023

Environmental,  
Social and  
Governance  
Report



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# About this report

This report covers the Blancco Technology Group's Environmental, Social and Governance (ESG) management and performance.

The majority of the data covers the reporting period for FY 2023 (1 July 2022 to 30 June 2023). Our carbon reporting covers CY 2022 (1 January 2022 to 31 December 2022).


In reporting on the ESG information deemed most financially material, we have been guided by the Sustainability Accounting Standards Board's (SASB) industry standard for Software & IT Services. We have continued to report in line with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in order to disclose our approach to climate-related risk and opportunity management.

Blancco is a member of the UN Global Compact, a voluntary leadership platform for the development, implementation, and disclosure of responsible business practices. We continue to assess our impact in support of the UN Sustainable Development Goals (SDGs).



| Accreditation | Description  | First awarded |
|---------------|--|---------------|
|               | <b>MSCI ESG Rating</b><br>MSCI ESG Research provides MSCI ESG Ratings on global public and a few private companies on a scale of AAA (leader) to CCC (laggard), according to exposure to industry-specific ESG risks and the ability to manage those risks relative to peers. In 2022, Blancco Technology Group was upgraded to a rating of 'AA' in the MSCI ESG Ratings assessment, which was originally awarded in 2020.   | 2021          |
|               | <b>HIPAA Seal of Compliance</b><br>The HIPAA Seal of Compliance from Compliancy Group verifies and assures our customers that Blancco has undergone a HIPAA Data Privacy and Information Security risk assessment and that Blancco has established and implemented policies and procedures to ensure meeting HIPAA Privacy, Security, and Breach Notification Rules.   | 2022          |
|               | <b>ISO27001</b><br>This accreditation highlights how operate an excellent Information Security Management System. Recipients of this certification must demonstrate their organization's strategy and practices in protecting sensitive information within a management system. Blancco's dedication to information security is built into its enterprise DNA; safeguarding data is at the core of its product offering.   | 2018          |
|               | <b>ISO9001</b><br>ISO9001 certifies that Blancco's core functions meet specific requirements for a quality management system and provides proof that Blancco consistently offers products and services that meet stringent regulatory requirements and satisfy customer demands. It is the only standard in the ISO 9000 series that can be certified.   | 2018          |
|               | <b>UN Global Compact</b><br>Launched in 2000, the UN Global Compact is the largest corporate sustainability initiative in the world, with more than 12,000 companies and 3,500 non-business signatories based in over 160 countries, and 69 Local Networks. The UN Global Compact is a call to companies everywhere to align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment, and anti-corruption, and to take action in support of UN goals and issues embodied in the Sustainable Development Goals (SDGs). Blancco's Communication on Progress, detailing efforts made to embed the ten principles, was published in April 2023. | 2022          |

# Highlights



Carbon Neutral status retained




107.1 million kg of devices securely erased\*



Employee engagement score of 83%



33% of employees across whole Group are women



Zero data breaches

MSCI  
ESG RATINGS

CCC

B

BB

BBB

A

AA

AAA

AA

Cyber Security Awards

Best Security Product of the Year, **Won**

**BUILD**  
Recycling & Waste Management Awards

Best ICT Device Circular Economy Enterprise - UK, **Won**

Computing Security Excellence:  
Enterprise Security Solution Award,  
**Highly Commended**

IR Magazine Awards – Europe 2023:  
Best ESG materiality reporting (small cap), **Shortlisted**

Small Cap Awards: ESG Company of the Year, **Shortlisted**

| OBJECTIVE FOR 2023  | STATUS  | OBJECTIVE FOR 2024   |
|---|---|--|
| Enable the reduction of global e-waste                                    |    | Facilitate data sanitisation of an increased number of devices |
| Improve workforce retention   |  | Keep attrition below industry average                          |
| Support customers on data security and achieving their own ESG objectives |  | Continue to expand customer base while maintaining strong NPS  |

\*This figure was calculated based on the information gathered from customers during the year.

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# CEO's letter

Dear Stakeholder,

It is with great pleasure I share with you our FY 2023 ESG Report. Since 2020, when we released our first ESG Report and established our approach to being a responsible business, ESG is now truly embedded into the way we do business.

Sustainability remains at the heart of our proposition. I am very proud to report that this year Blancco's solutions enabled the secure erasure of almost 64 million devices. This prevented a possible 107 million kilograms worth of IT equipment being sent to landfill. Through donation of licenses, our software has also supported non-profits in being able to securely erase devices and distribute them to communities that lack access to technology.

Driving the sustainability message to our customers is a key focus for the business, as we seek to demonstrate how our products satisfy both data security regulations and environmental impact expectations.

The strategic acquisition of WipeDrive at the end of FY 2022 has further strengthened our offering. We are delighted to have maintained the majority of customers, following a successful integration of the company into the wider Group.

We strive to be responsible environmental stewards, which means scrutinising our own carbon footprint. Whilst retaining our carbon neutrality status through the purchase of carbon credits, we have continued to develop our decarbonisation strategy. As the business grew and travel increased due to easing restrictions post-pandemic, we saw an expected increase in our overall emissions.

However, we achieved a reduction in carbon intensity and removed our Scope 2 emissions through the purchase of renewable energy certificates. While we acknowledge we still have some way to go to achieve our objective of becoming a net zero business, we are making significant strides in the right direction.

The role of people in the continued success of our business cannot be understated. Our social strategy maps out the support and opportunities we provide our employees, including our new colleagues from WipeDrive. Integral to this is creating an inclusive culture. We have continued to evaluate how we can increase diversity at all levels of the business, including implementing a mentoring scheme to secure a pipeline of diverse talent. I am pleased to report increases in female representation at management level and amongst our technical staff, and an increase in racial diversity across the broader workforce.

Following the release of our ESG Report for FY 2022, the business was upgraded by MSCI to an AA rating. We continue to be transparent in our reporting and develop our disclosures in line with globally recognised frameworks, including the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB). We look forward to continuing to update our stakeholders as we progress on our ESG journey.

**Matt Jones**  
Chief Executive Officer



# UN Sustainable Development Goals

In 2015, all United Nations Member States adopted the 17 Sustainable Development Goals (SDGs), which call for coordinated global action on sustainable development.

The United Nations Global Compact (UNGC) aims to accelerate the achievement of the SDGs by promoting responsible business practice in line with its ten principles. These principles encourage companies to align their strategies and operations along the topics of human rights, labour, environment and anti-corruption.

Blancco became a UNGC signatory in 2022, demonstrating the Group's commitment to uphold these values across the business. We continue to disclose our progress against those SDGs and their underlying targets upon which we have the most significant impact.

| SDG   | TARGETS  | RELEVANCE TO BLANCCO   |
|---|--|--|
|    | <b>8.3</b> Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity, and innovation, and encourage the formalisation and growth of micro-, small- and medium-sized enterprises, including through access to financial services.   | We are committed to giving our employees the opportunity to grow and develop their skills. By providing online courses, ongoing performance assessment, career development discussions, and the opportunity to pursue additional qualifications, we are nurturing the talented employees within our business. See page 21 for more information.  |
|   | <b>8.4</b> Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10 Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead                                    | At the heart of Blancco's proposition is technology that actively promotes reuse of IT equipment. Through supporting the data erasure requirements of our customers we support responsible consumption. As we have continued to grow through innovating our offering and expanding our customer base, we have facilitated the secure erasure of an increased number of laptops, PCs and other devices.                                 |
|    | <b>9.5</b> Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending. | Continued investment in research and development (R&D) enables ongoing improvements in our product offering and our ability to curb unsustainable practices. The introduction of a competency framework for our R&D teams is enabling greater understanding of the existing skillsets in the business. This allows for better utilisation of those skills, as well as showing where there may be competency gaps that need addressing. |
|   | <b>9.a</b> Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to African countries, least developed countries, landlocked developing countries and small island developing States.  | We have entered into partnerships with various charities around the globe which support technology-based education in developing countries. By providing our data sanitisation services free-of-charge, we help charities make donated computers, laptops and tablets reusable for underserved schools and communities. See page 24 for more information.  |
|  | <b>10.3</b> Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.   | Enshrined in our policies is our commitment to being an equal opportunity employer. Blancco takes responsibility for reducing all avenues of inequality in the recruitment process as well as in the working environment. This year we have introduced a mentorship programme for the purpose of developing a strong pipeline of diverse talent across the Group. See pages 19-20 for more information.                                |
|  | <b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse.  | Through secure, software-based data erasure technology, our products extend the useful life of devices. Rather than being sent to landfill, securely wiped devices, such as laptops, PCs and mobile phones, can be reused, sold or donated.  |
|   | <b>12.6</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.  | We actively promote the sustainable benefits of our products through our membership of industry associations, and speaking at events, on panels and on webinars. We also produce research papers on the importance of data erasure. See page 35 for more information.  |



# Management of ESG

**The Group's ESG reporting and management is owned by the Board of Directors and the Board is united in its understanding that advancing Blancco's ESG agenda is the correct and necessary course of action. ESG topics are raised at every meeting in some form.**

Adam Moloney, Chief Financial Officer and Executive Director, leads the Company's ESG strategy and ESG matters are an integral part of his report in Board meetings. Matt Jones, Chief Executive Officer, has led the charge on championing D&I initiatives within the Group.

The CEO and CFO have executive responsibility for ESG management. The Group also engages with third-party advisors to consider Blancco's ESG approach and strategy.

"We set out our stall with regards to ESG three years ago and did not make those commitments lightly. We saw ESG as being an important element of who we are, and we wanted to live up to that. ESG has now naturally embedded itself into Board discussions, and we consider all relevant matters with an ESG lens."

MATT JONES, CHIEF EXECUTIVE OFFICER

## CASE STUDY

### INTEGRATING WIPEDRIVE INTO THE WIDER GROUP

In June 2022, Blancco acquired WipeDrive, a software-based data erasure solution company. To create a smooth transition for all stakeholders, we took a very considered approach to the integration.

We evaluated each customer's needs and took the time to educate them about Blancco's product. Rather than mandating the immediate transfer to our platform, we allowed customers greater flexibility in making the switch, keeping the WipeDrive platform open in the short term.

By retaining individuals from WipeDrive responsible for specific customers in their previous roles, we were able to create a seamless transition for customers. The success of this methodical approach was evident as the majority of WipeDrive's core customer base stayed with us.

Integrating WipeDrive's talented workforce was a critical objective. We offered a retention bonus to all WipeDrive employees if they stayed on for a period of 12 months. They all underwent training on the Blancco product, were transferred to our benefits platform, and were offered hybrid working. By taking the time to introduce our new colleagues to the business and demonstrate the opportunities available, we were able to achieve high workforce retention.

Acquiring WipeDrive has benefited our product offering directly, as we have now placed WipeDrive features for inclusion in our roadmap. It has also impacted us indirectly, as we discovered great engineering talent. Working within the enlarged Group, these individuals have been given greater scope for research, and we are encouraging them to develop new ways of thinking.

"The overall integration of WipeDrive into our portfolio was a resounding success. I think it is one of the smoothest transitions I have ever seen, and we are really pleased and proud to have retained the majority of both customers and employees post-acquisition."

RUSS ERNST, CHIEF TECHNOLOGY OFFICER

It is our continued objective to enable the reduction of global e-waste through the provision of our industry-leading data erasure software.

Using our products, companies can avoid physical destruction of unwanted or end-of-life devices, and instead securely erase equipment of all data. This means that the devices can either be reused, recycled, donated or sold into the circular economy.

This positive environmental impact story is also being reflected internally in the way we run our business. We have been scrutinising our own carbon footprint in recent years, building a comprehensive picture of our Scope 1, 2 and 3 emissions profile.

Whilst retaining our carbon neutral status for the second year running, we have concurrently been developing our decarbonisation plan, in line with our ultimate goal of becoming a net zero business.

Continued to expand product offering through investment in R&D and strategic acquisition of WipeDrive

**107.1 million** – Total weight of devices securely erased (kg)

Facilitate data sanitisation of an increased number of devices





# Product offering

**As companies are increasingly expected to account for their Scope 3 emissions, the need for solutions that support the reduction of indirect upstream and downstream emissions is only rising.**

By securely erasing electronic devices using our software, companies can either reduce the amount of new equipment they have to acquire by instead reusing existing devices, or embrace more sustainable methods of disposal, such as recycling, donation or resale. The UN reported that 53.6 million tonnes of e-waste was generated in 2019 and this figure is estimated to increase to 74 million tonnes in 2030. Approximately 50% of e-waste is thought to come from data-bearing IT equipment.

This is therefore a global challenge that needs to be tackled. This year, Blancco enabled its customers to securely erase an estimated 63.8 million devices, with a pre-use carbon footprint of approximately 8.3 billion kilograms.

Our solutions also support companies to reduce the amount of redundant, obsolete or trivial (ROT) data they are storing, which in turn reduces the need for both the equipment to store that data and the energy used to power that equipment. This can improve both their Scope 2 and Scope 3 emissions profile.

This year, we put our first cohort of customers onto our new management portal, which includes access to the ESG Dashboard.

This dashboard gives each individual customer access to the data on the devices they have erased using our software, which can therefore be included in their own environmental reporting.

Expanding our offering through innovation as well as implementation of efficiencies in our existing solutions has continued throughout the year. Following our acquisition of WipeDrive in June 2022, we have now completed the integration of their products into our portfolio.

Some of the key developments in our offering from a sustainability perspective are listed below.

## CASE STUDY

### AN AWARD-WINNING BUSINESS

Our data erasure solutions have consistently garnered industry recognition for their sustainability credentials. This year we made another stride in this respect.

The BUILD Recycling and Waste Management Awards spotlights the industry leaders and innovators within their respective fields.

In December, 2022, Blancco was honoured to be announced as the “Best ICT Device Circular Economy Enterprise – UK” in recognition of the crucial role the Group plays in preventing end-of-life destruction of devices, maximising their reuse value and promoting circularity on a global level.

Blancco would like to thank everyone on the team who have made this possible. We are proud of this achievement highlighting our commitment towards a green economy as we continue to transform electronic device lifecycles one business at a time.

## ENTERPRISE

There has been a keen focus on high volume data erasure and we are now tightly integrated with data centre providers to support software-based sanitisation rather than physical destruction.

In FY 2022 we introduced the ServiceNow plug-in, which adds the data erasure step into existing workflows for companies, enabling integration of the solution. This year we updated this offering by turning it into an app which further improves ease of use.

## MOBILE

In Mobile, our focus has been on efficiency and automation from a processing standpoint. Through our patented solution, Intelligent Business Routing (IBR), we have achieved efficiency parity to or superiority over other solutions on overall processing time, including superiority over robotic solutions in warehouses.

## ITAD

Manufacturers are adding Zoned Storage technology to devices in order to greatly increase the storage capacity of devices. To make sure that the data from these devices could also be erased accordingly, we have added support for Zoned Storage Devices.

Apple have developed more secure technology which has been creating difficulties for ITADs in erasing the data on these devices. We introduced Blancco Eraser for Apple Devices (BEAD) to meet this demand and to support high volume data erasure on Apple products.

# Our carbon footprint

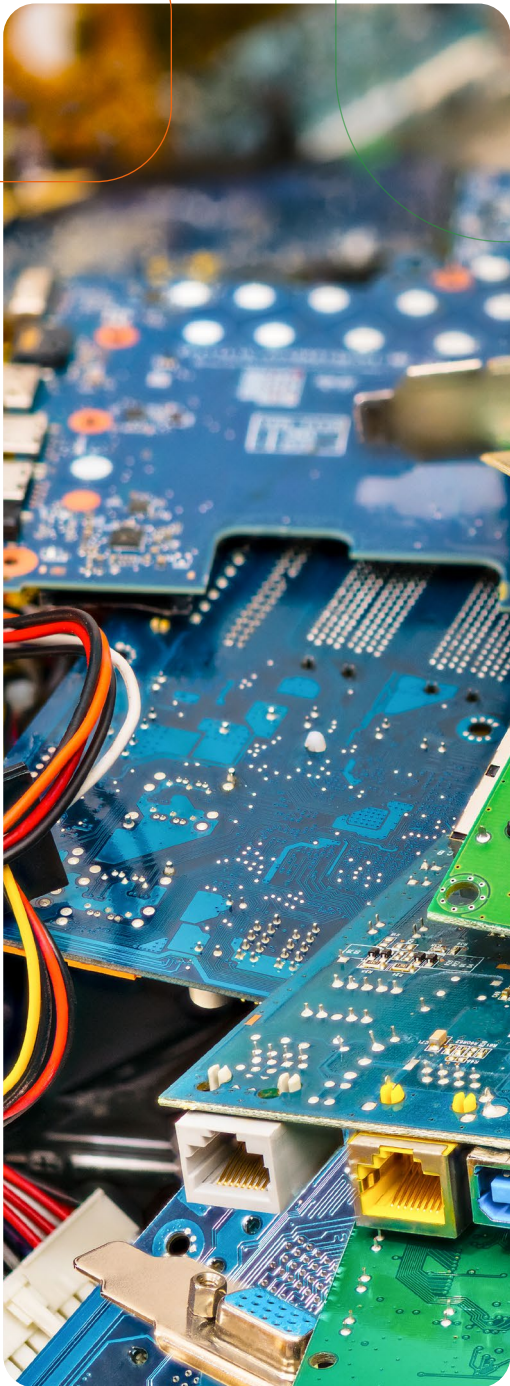
Following a comprehensive carbon analysis conducted in FY 2022, we established a baseline understanding of our emissions profile.

We acknowledged, however, that as we moved further away from the travel restrictions of the COVID-19 pandemic, travel would likely increase. In line with these expectations, we saw an increase in both business travel and employee commuting in the reporting period of CY 2022. Our total emissions for CY 2022 amounted to 3,771.0 tCO<sub>2</sub>e in 2022, a 4.1% increase on the 2021 base year.

Gaining a greater understanding of our carbon footprint has enabled us to make informed decisions about how to reduce our carbon emissions. Foremost, this year we made the decision this year to purchase of renewable energy certificates, for which supporting evidence will be maintained and updated annually. This has enabled us to report our Scope 2 emissions as zero for CY 2022, using a market-based methodology.

As part of our decarbonisation strategy, we are continuing to pursue our carbon intensity reduction targets against revenue, office floor area, and full-time equivalent employees. While our emissions have increased in absolute terms, we have achieved a reduction in emissions intensity across all three metrics. This year we will be appraising new, more ambitious targets for future inventories, such as the Science-Based Targets Initiative.

## INTENSITY – BASED DECARBONISATION TARGETS



# Our carbon footprint

We recognise that decarbonising our operations will take time, as we endeavour to make informed, economic decisions in the initiatives we undertake. To offset our footprint in the first instance, we decided to purchase carbon credits last year to offset our entire footprint.

We did the same for CY 2022, retaining our carbon neutral status via credits recognised by the Verified Carbon Standard (VCS). The credits related to the installation of a 250 MW wind power project in the Tamil Nadu state of India, which is estimated to displace approximately 750 GWh of fossil-fuel generated electricity in the region each year.

In developing our Carbon Management Plan, we have three key areas of focus, outlined below. For more details on our emissions profile and decarbonisation strategy, please see the full report [here](#).

Last year, we had identified landlord engagement as an objective; however, via the procurement of renewable energy certificates, this is no longer a key focus area.

## SUPPLIER ENGAGEMENT PROGRAMME

- Specifically focussing on purchased goods and services, engaging with key suppliers of materials, products and services can allow Blancco to gain a deeper understanding of the sources of emissions and ultimately, how to reduce them.

## EMPLOYEE ENGAGEMENT

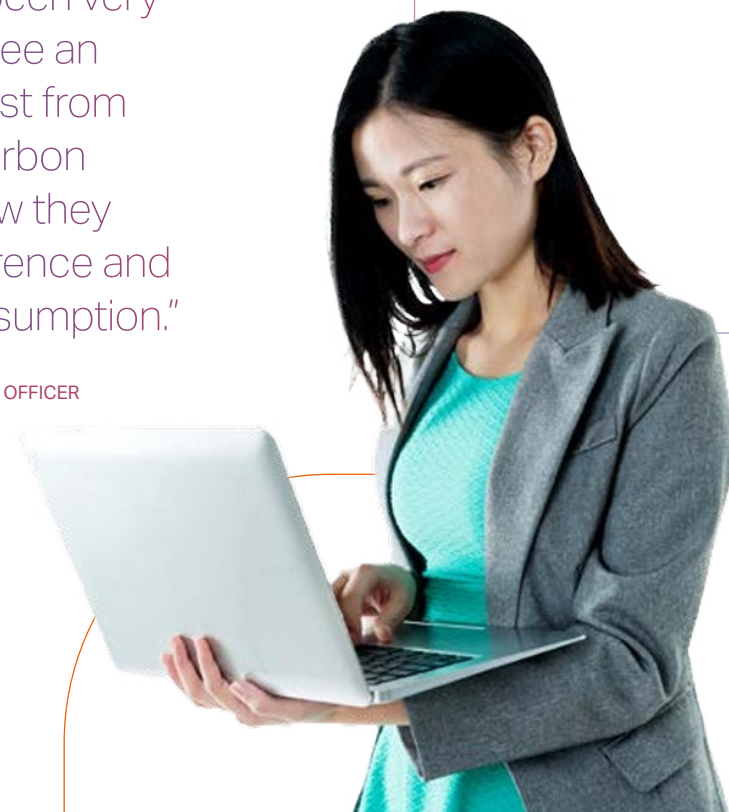
- Our CFO, who leads on ESG at Blancco, gave a presentation to the business on carbon neutrality, and remuneration for all employees is linked to retention of carbon neutrality status.
- Leadership spoke to Global Employee Forum on green initiatives and colleagues fed back lots of helpful ideas that reflected their knowledge of their different operating locations. (Progress on the proposed initiatives is being monitored at Group level by the SVP Human Resources.)
- We have seen increased engagement from employees on this subject, with more colleagues asking questions about sustainability and considering how they can reduce their consumption.

## PROMOTING SUSTAINABLE BUSINESS TRAVEL

- With the expected increase of business travel flights, we have had more conversations as a business around necessary travel and asking colleagues to consider more sustainable options.
- We have established three types of meeting – virtual, hybrid, and in-person – because we recognise that while some meetings benefit from being conducted face-to-face, many do not require every individual to attend in person, which can reduce unnecessary travel.

"I head up our ESG strategy, particularly focusing on the environmental aspect. Critical to the success of our Carbon Management Plan is getting employees engaged. It has been very encouraging to see an increase in interest from colleagues on carbon neutrality and how they can make a difference and reduce their consumption."

ADAM MOLONEY, CHIEF FINANCIAL OFFICER





# Approach to climate-related issues

## GOVERNANCE

### Board oversight

To ensure effective governance of climate-related issues in the business, it is important that there is oversight of these matters at the very top of the Group. The Board of Directors is informed about climate-related risks and opportunities via the Audit Committee, which holds responsibility for oversight of all climate-related matters and reports to the Board frequently throughout the year.

Further, the Board, which meets eight times per annum, is kept apprised of progress on all climate-related matters through the CFO, who is a Board member. The Board is responsible for assessing progress against the decarbonisation targets.

The Group recognises climate change as a relevant risk, which is reflected in the risk register, but presently the Group considers it to be of low risk to the business over the short, medium, and long term (time horizons defined below).

Concurrently, climate change presents a clear opportunity for the business to support customers as they tackle their own emissions.

By enabling the secure erasure of data from hardware, our products negate the need for physical destruction and sending to landfill of IT equipment and encourage reuse or reselling.

E-waste is a significant source of emissions, and as companies are increasingly expected to report on Scope 3, Blancco's product and service offering for sustainable disposal of equipment will be a positive for the Group.

Climate-related issues are considered in reviewing the Group's annual budgets; we contracted consultants to calculate our Scope 1, 2 and 3 emissions profile, and we have purchased carbon credits to attain carbon neutrality status for a second year. The retention of carbon neutrality status is linked to all employee remuneration.

As we maintain the firm belief that Blancco's products and services have a role to play in managing e-waste and supporting the circular economy, climate-related opportunities are clearly factored into business strategy. By attaining carbon neutrality status and setting decarbonisation targets, we are able to market the business in a new light.

Conscious that many of our clients are defining their own net zero pathways, we want to demonstrate our commitment to this action and believe this will support the marketing and business development activities of the Group.

### Management's role

The CEO and the CFO, both of whom sit on the Board, take management responsibility for climate-related and ESG matters. The CEO is responsible for the strategic direction of the business, of which climate change is an influencing factor, whilst the CFO is responsible for overseeing all ESG-related activity, including managing relationships with Blancco's ESG and carbon consultants.

Management is informed about and actively monitors climate-related issues through materials, meetings, seminars, and presentations via Blancco's various corporate advisors. These advisors include climate, ESG, broking, legal, accounting, UNGC, and property management, and management frequently engages with Buchanan, the Group's retained ESG advisor.



# Approach to climate-related issues

## STRATEGY

The TCFD recommends considering climate-related risks and opportunities over three time horizons. Blancco has established the following: short term, 1–3 years; medium term, 3–10 years; and long term, over 10 years. These time horizons take into account the useful life of the Group's assets.

Our IT equipment is a key consideration; previously, we invested in this over a 3–5-year cycle. However, over time we have moved away from this approach, and instead now only replace new equipment if a device presents a problem that cannot be resolved.

Whilst climate risk to the Group is considered low, Blancco has 15 locations around the globe, which presents the risk of disruptive weather events potentially causing difficulties for the business. Blancco participates in industry associations across the globe, in the jurisdictions where it has a strong presence.

Whilst many of these associations recognise e-waste as a global issue that requires action, not all have a public position on climate change. Blancco is in agreement with the public position of the International Data Sanitization Consortium (IDSC), of which it is also a founding member.

In 2021 the IDSC co-wrote an open letter to the President of COP26 imploring that more consideration be afforded to tackling the issue of e-waste.

The impact of climate-related risks and opportunities on the business, strategy and financial planning have been outlined below as part of our scenario analysis. We find that climate-related risks would have no material financial impact on the Group.

There has been adjustment in the Group's strategy to accommodate greater recognition of climate risk and how it is assessed, resourced, and communicated to stakeholders. The Board, Executive and working groups will continue to monitor climate-related matters.

## Scenario analysis

The focus of Blancco's Decarbonisation Strategy is on ensuring that the Group plays its part in delivering the carbon reductions that are needed to mitigate the worst consequences of climate change. The net zero by 2050 target, capturing Scope 1, 2 and 3 emissions, is in line with the IPCC scenario intended to keep global warming to below 1.5°C.

In terms of the resilience of Blancco's Decarbonisation Strategy, the scenario analysis that has been undertaken so far, taking into account a 2°C or lower scenario, suggests that the Group's carbon reduction programme should serve to mitigate many of the 'transitional risks' associated with climate change (for example, increasing legislative, financial and reputational pressure on businesses to reduce carbon emissions).

The physical risks associated with climate change are focused on our office locations around the globe, with the incremental changes and sudden disruptions from extreme weather (from flooding to excessive heating or cooling) being fully integrated into our risk identification, assessment and management processes.



# Approach to climate-related issues

## The less than 2°C scenario

The less than 2°C scenario assumes that we act responsibly, in line with business and society globally, to reduce GHG emissions. This may include the introduction of carbon pricing by national governments.

In this scenario, we expect that transition risks pose the biggest threat to our business, with only a limited and manageable impact on our operations from physical risks.

|             |  Risks  |  Opportunities  |
|-------------|--|--|
| SHORT TERM  | <ul style="list-style-type: none"> <li>• Higher transition risks associated with moving to a low-carbon economy</li> <li>• Reputational risk with investors, customers and employees, if we do not adequately address climate change.</li> <li>• Compliance risk if we fail to meet regulatory requirements, including emissions reporting obligations.</li> <li>• Increased cost of climate-related levies/increased pricing of greenhouse gas (GHG) emissions.</li> <li>• Travel curbs.</li> </ul>                 | <ul style="list-style-type: none"> <li>• OEMs, driven by regulation, to increase recycled materials for the production of hardware.</li> <li>• EU-led regulation driving increased management and reduction of e-waste that will likely impact global legislation, particularly in our key markets.</li> <li>• Customer awareness and development of circularity strategies to reduce e-waste will drive increased focus on Blancco's product and service offering.</li> <li>• Customer awareness over energy costs linked to data centre usage may encourage stricter policy development regarding data storage, management and erasure, also driving demand for our product.</li> <li>• To enable hybrid working practices, customers may increase investment and management of their IT infrastructure to support carbon reduction efforts. We believe this will drive demand for higher quality IT and data management to ensure mobile devices are secure.</li> </ul> |
| MEDIUM TERM | <ul style="list-style-type: none"> <li>• Higher transition risks associated with moving to a low-carbon economy</li> <li>• Increasing reputational risk with investors, customers and employees, if we do not adequately address climate change.</li> <li>• Continuing compliance risk if we fail to meet regulatory requirements, including emissions reporting obligations.</li> <li>• A continuation of the risks under the short-term time horizon.</li> </ul>   | <ul style="list-style-type: none"> <li>• OEMs, driven by regulation, to further increase recycled materials for the production of hardware.</li> <li>• EU-led regulation driving further increased management and reduction of e-waste that will likely impact global legislation, particularly in our key markets.</li> <li>• A continuation of the opportunities under the short-term time horizon.</li> </ul>   |
| LONG TERM   | <ul style="list-style-type: none"> <li>• Less significant increase in physical risks under this scenario, but still present</li> <li>• Continued isolated extreme weather events causing manageable direct business disruptions to office locations, and impacts to suppliers in our moderate supply chain.</li> <li>• Higher summer temperatures and rapid changes in temperature and humidity causing challenges for data centre cooling, and increases in energy costs to control office environments.</li> </ul> | <ul style="list-style-type: none"> <li>• Our ability to provide Circular Services by ourselves will help us to differentiate, as customers will expect these services to be integrated into more of the technology products and services they procure.</li> <li>• Customers will require our advice on the selection and deployment of technology products, to help them achieve their carbon reduction strategies.</li> <li>• A continuation of the opportunities under the short and medium term time horizons.</li> </ul>   |




# Approach to climate-related issues

## The more than 2°C scenario

The more than 2°C scenario assumes climate policy is less effective and emissions cause climate change above that envisaged in the Paris Agreement.

Under this scenario, we would expect physical risks to become much more apparent in the longer term.

|             |  Risks  |  Opportunities   |
|-------------|--|---|
| SHORT TERM  | <ul style="list-style-type: none"> <li>• Slight increase in transition and physical risks in the short term</li> <li>• Isolated and manageable business disruptions caused by extreme weather events, such as flooding or drought.</li> <li>• Ad-hoc supply chain interruptions.</li> <li>• Increased insurance costs due to natural disasters.</li> <li>• Slowed growth rates as market does not set demand for Blancco products and services.</li> </ul> | <ul style="list-style-type: none"> <li>• Our ability to supply our products locally in multiple regions (UK, EU, North America and APAC) will help large international customers to reduce shipment costs and the associated carbon footprint. This international coverage will also increase our resilience and help us provide greater supply chain resilience to our customers.</li> </ul> |
| MEDIUM TERM | <ul style="list-style-type: none"> <li>• Increasing physical risks due to a failure to adequately transition to a low-carbon economy</li> <li>• Flooding due to increased sea level (no strategic locations are at material risk).</li> </ul>  | <ul style="list-style-type: none"> <li>• Our opportunities are the same as under the short-term time horizon but would be slower in adoption.</li> </ul>  |
| LONG TERM   | <ul style="list-style-type: none"> <li>• Increased physical risks due to a failure to adequately transition to a low-carbon economy</li> <li>• Flooding due to increased sea level (no strategic locations are at material risk).</li> <li>• Pandemics due to new diseases caused by climate and population changes.</li> <li>• Population changes – controls on population growth, increasing migration, the need for automation etc.</li> </ul>          |   |

# Approach to climate-related issues

Climate-related issues are not considered material at this point in time. Blancco believes that it has a firm appreciation of the transition risks that may impact the business and that it has the right controls, risk management oversight, and support from its external advisory network.

Physical risks do not presently impact the business, nor have they impacted the supply chain. Given the nature of our business and services provided by key actors within our supply chain, we do not perceive a major risk in the short or medium term.

### RISK MANAGEMENT

Climate change has been included as a risk in the Group's risk register and undergoes the same level of scrutiny as all other risks. The risk register is reviewed on a quarterly basis by the Executive Management Team and every six months by the Board, with updates made as necessary.

Material risks are scored for the likelihood and impact of each being the greatest risk to the company. The Group describes on the register the warning mechanism in place should any of the risks materialise and the mitigating action that is currently being taken to prevent the risk from arising. For further details on how the Group assesses risk presented by climate change, please see the scenario analysis above.

### METRICS AND TARGETS

#### Measuring our performance

We are committed to running our business responsibly and creating a culture across the organisation that values our planet and the resources we use every day. We have therefore linked the retention of our carbon neutrality status to all employee remuneration.

Regarding climate-related opportunities, we track our positive impact through the number of devices we securely erase and the weight in hardware that does not need to be physically destroyed and sent to landfill.

In FY 2022 we completed the initial development preview of our ESG Dashboard, which calculates the number of devices we have enabled the secure erasure of, and this year our first cohort of customers have been given access to their customer-specific data through the ESG Dashboard.

We engaged a carbon consultant, Envantage, to calculate our GHG emissions profile for CY 2022. Total emissions amounted to 3,771.0 tCO<sub>2</sub>e in 2022, a 4.1% increase on the 2021 base year. This was predominantly driven by a rise in business travel and employee commuting activity due to the relaxation of COVID-19 restrictions throughout thereporting period.

Blancco also acquired WipeDrive Inc in June 2022 which contributed to the rise in emissions. Whilst emissions have increased, turnover has grown significantly which has resulted in an emission intensity reduction.

This year, initial steps have been taken to abate our operational emissions through the procurement of renewable energy certificates, for which supporting evidence will be maintained and updated annually.

As we begin to identify and implement measures to reduce our emissions, the Group will also continue to purchase carbon offsets from specified and audited sources such as the Verified Carbon Standard.

#### Setting targets

It is the intention of the business to set a net zero target, in line with or in advance of the aims of the Paris Agreement. Accordingly, we have been developing a Carbon Management Plan to reduce emissions across our operations.

As part of our initial plan, we made the commitment to reduce year-over-year emissions against three intensity metrics: emissions per square metre of office space, emissions per employee and emissions per £1 million revenue.

In FY 2024 we will be appraising new, more ambitious targets for future inventories, such as the science-based targets initiative.

| METRIC                           | CY 2022 |
|----------------------------------|---------|
| Scope 1 and 2 emissions          | 21.0    |
| Scope 3 emissions                | 3,750.0 |
| Total Scope 1, 2 and 3 emissions | 3,771.0 |

Please note that GHG emissions and energy consumption are reported according to the calendar year, not financial.

# Environmental data

| METRIC  |  | UNIT OF MEASURE    | CY 2019 | CY 2020 | CY 2021   | CY 2022  | SASB CODE    |
|---|--|--------------------|---------|---------|---|----------|--------------|
| Scope 1                                       | HFCs                                     | tCO <sub>2</sub> e |         |         | 59.2  | 0.0      | TC-SI-130a.1 |
|   | Company vehicles                         | tCO <sub>2</sub> e |         |         | 12.5  | 21.0     |              |
| Scope 2 (MB)                                  | Electricity                              | tCO <sub>2</sub> e |         |         | 126.8   | 0.0      |              |
| Scope 2 (LB)*                                 | Electricity                              | tCO <sub>2</sub> e |         |         | 100.0   | 126.3    |              |
| Total Scope 1 and 2 emissions                 |  | tCO <sub>2</sub> e | 152.95  | 104.05  | 198.5   | 21.0     |              |
| Scope 3                                       | Purchased goods & services               | tCO <sub>2</sub> e |         |         | 2,890.00  | 2,808.0  |              |
|   | Capital Goods                            | tCO <sub>2</sub> e |         |         | 90.6  | 96.2     |              |
|   | Fuel & energy-related activities         | tCO <sub>2</sub> e |         |         | 43.1  | 56.3     |              |
|   | Upstream transportation and distribution | tCO <sub>2</sub> e |         |         | 6.9   | 41.1     |              |
|   | Waste generated in operations            | tCO <sub>2</sub> e |         |         | 24.8  | 25.1     |              |
|   | Business travel                          | tCO <sub>2</sub> e |         |         | 151.8   | 405.6    |              |
|   | Employee commuting                       | tCO <sub>2</sub> e |         |         | 127.5   | 263.7    |              |
|   | Direct Use of sold products              | tCO <sub>2</sub> e |         |         | 88.0  | 54.1     |              |
|   | End-of-life treatment of sold products   | tCO <sub>2</sub> e |         |         | 0.1   | 0.0      |              |
| Total Scope 3 emissions                       |  | tCO <sub>2</sub> e |         |         | 3,422.8   | 3,750.0  |              |
| Total Scope 1, 2 and 3 emissions              |  | tCO <sub>2</sub> e |         |         | 3,621.3   | 3,771.0  |              |
| (1) Total energy consumed                     | Scope 1 and 2 (kWh)                      | kWh                |         |         | 291,664   | 350,503  |              |
|   | Scope 1 and 2 (GJ)                       | GJ                 |         |         | 1,050   | 1,261.81 |              |
| (2) percentage grid electricity,              |  | Percentage (%)     |         |         | As part of our decarbonisation plan, we are engaging with landlords to explore whether we can move to renewable energy. However, all of our offices are shared facilities where we do not have the power to decide on suppliers unilaterally. |          | 100%         |
| (3) percentage renewable                      |  | Percentage (%)     |         |         | 0%  | 100%     |              |
| Total emissions offset through carbon credits |  | tCO <sub>2</sub> e |         |         | 3,621.3   | 3,772.0  |              |
| Total gross Scope 3 Upstream GHG emissions    |  | tCO <sub>2</sub> e |         |         | 3,334.7   | 3,696.0  |              |
| Total gross Scope 3 Downstream GHG emissions  |  | tCO <sub>2</sub> e |         |         | 88.1  | 54.1     |              |

Please note that GHG emissions and energy consumption are reported according to the calendar year, not financial.



## Environmental data

| METRIC  |  | UNIT OF MEASURE              | FY 2019  | FY 2020      | FY 2021      | FY 2022       | SASB CODE    |
|---|--|------------------------------|--|--------------|--------------|---------------|--------------|
| Discussion of the integration of environmental considerations into strategic planning for data center needs |  | Discussion and Analysis      | We have considered this metric and believe it not to be relevant to the Blancco business model as we do not construct data centres ourselves. Nevertheless, our data centre needs are provided by AWS, which has exceptionally high standards. |              |              |               | TC-SI-130a.3 |
| (1) Total water withdrawn,  |  | "Thousand Cubic meters (m³)" | Our water usage is limited to personal consumption by our employees within our offices. We therefore do not consider water extraction to be a material risk to our business and therefore do not track consumption.                            |              |              |               |              |
| (2) Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress   |  | Percentage (%)               |  |              |              |               |              |
| Number of assets securely erased*   | Laptops  | Number                       | 8,740,783  | 9,481,656    | 11,680,651   | 16,097,097    | TC-SI-130a.2 |
|   | Desktops   | Number                       | 3,072,256  | 3,219,164    | 3,653,953    | 5,556,063     |              |
|   | Servers  | Number                       | 661,132  | 805,819      | 592,990      | 906,071       |              |
|   | Loose drives   | Number                       | 3,160,472  | 3,291,126    | 2,720,011    | 4,725,013     |              |
|   | Smart phones   | Number                       | 20,068,977   | 35,590,979   | 32,143,156   | 34,020,590    |              |
|   | Tablets  | Number                       | 502,816  | 2,153,191    | 1,996,272    | 2,498,286     |              |
|   | Total  | Number                       | 36,206,435   | 54,541,935   | 52,787,034   | 63,803,120    |              |
| Landfill waste prevented*   | Weight of devices securely sanitised                   | Kilograms                    | 60.7 million   | 68.2 million | 74.0 million | 107.1 million |              |
|   | Pre-use carbon footprint of devices securely sanitised | Kilograms of CO <sub>2</sub> | 4.6 billion  | 5.6 billion  | 6.1 billion  | 8.3 billion   |              |

\*These figures were calculated based on the information gathered from customers and the estimated weight of devices securely sanitised during the year.

# Social

## Improve workforce retention

Developed social strategy, setting objectives in each area

Built mentoring programme to develop diverse pipeline of talent and support succession planning

Introduced competency framework to map skills and assess gaps

**81.8% – Retention rate**

Keep attrition below industry average

The continued success of our business relies upon having engaged, motivated and happy employees. To support this, we have developed a social strategy to clarify our four areas of diversity and inclusion, training and development, employee engagement, and wellbeing and benefits, and to set clear objectives for each area.

Our overarching goal for FY 2023 was to improve workforce retention. We are very pleased to have seen a reduction in attrition from 18.7% to 18.2%.

Our SVP Human Resources oversees HR across the Group, via a combination of remote management and through local HR managers. As increasing the diversity of our workforce is a key focus for our business, our Chief Executive Officer, Matt Jones, leads on diversity and inclusion (D&I) initiatives, reflecting the seriousness with which we approach these matters.

As well as our commitment to our employees, we seek to have a positive impact on the people outside our business. We continue to partner with charitable organisations to support the dissemination of technology to communities in need.



# Diversity and inclusion

## OBJECTIVE FOR 2023

Increase the diversity of our workforce

## STATUS

On track

## KEY INITIATIVES IN 2023

Developed an internal mentoring scheme for women and individuals from racial and ethnic minorities to create diverse pipeline of talent

Centring diversity and inclusion in our advertisement of job roles, including continuing to offer remote/hybrid/flexible working

## LAGGING METRICS

**23%** – Percentage of women in management

## OBJECTIVE FOR 2024

Stay in step with regional averages for gender representation

## INCLUSIVE CULTURE

To realise our objective of increasing diversity throughout the Group, the values of openness and inclusivity need to be reflected in the way we do business every day. We have taken numerous steps to achieve this, including using inclusive language in all documentation and developing a Global D&I policy that sets out the expectations and responsibilities for all employees in upholding our values.

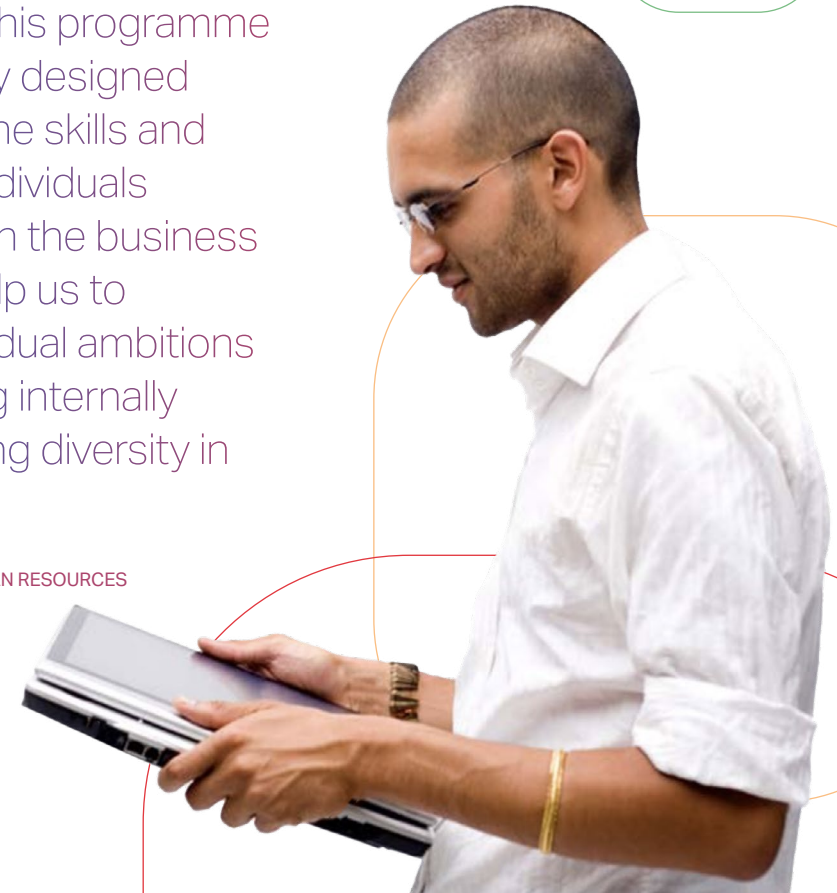
This year, we also introduced a calendar of D&I events, to raise awareness for events and celebrations which reflect the diverse employee demographics present in the business.

In strengthening our succession planning processes, utilising this to improve diversity in our leadership is a principal consideration. Hence, we have designed an internal mentoring programme to enable us to have a diverse pipeline of talent for the future. We completed the first stage of the programme this year, by identifying high potential individuals through a Group-wide 9-box talent management exercise.

In the coming year, these individuals will be paired with a mentor within the business, as well as receiving coaching and attending career development workshops. The ultimate goal is to have a strong pipeline of diverse talent which allows us to promote diverse individuals from within the business when a leadership position becomes available.

"We are hugely excited about the mentoring programme. Currently our leadership is not representative of our wider workforce. This programme is specifically designed to develop the skills and abilities of individuals already within the business which will help us to achieve the dual ambitions of promoting internally and improving diversity in leadership."

SARAH SMITH, SVP HUMAN RESOURCES





# Diversity and inclusion

We continue to draw on the passion and experience of our employees. The D&I Champions in our Global Employee Forum are an invaluable source of feedback on our D&I performance and this year they were instrumental in the development of the mentoring programme. We include D&I performance as a question within our employee survey, and the score of 80% achieved this year reflects how seriously employees understand we are taking D&I.

The development of our D&I approach and processes is ongoing. We will continue to scrutinise our practices and make sure that we are fostering a working environment that allows our colleagues to bring their whole selves to work.



## DIVERSE RECRUITMENT

Our CEO leads on D&I, asking the business to really consider who is being interviewed, whether there is an opportunity to find a diverse individual, rather than just drawing from the usual candidate pools. Our employee D&I Champions have also challenged the business this year to recruit more diverse candidates.

The measures we have taken to embed inclusivity into our recruitment processes have been important for attracting more diverse candidates. We utilise a wider range of recruitment channels for job postings and all roles across the Group are now hybrid, remote or flexible working.

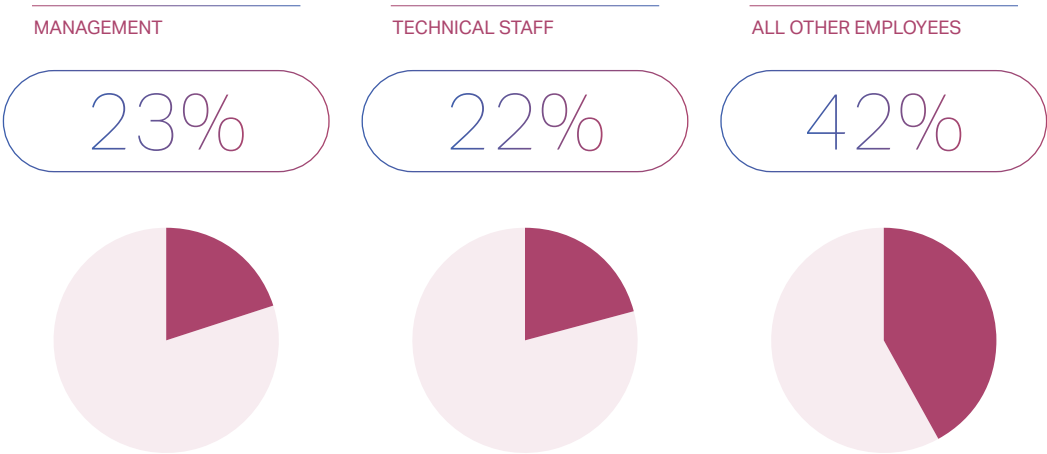
In the US, this has meant that we have been able to hire employees across almost 30 states and we have seen an increase in the number of female candidates.

It is important to us that the candidate experience is a positive one. By putting forward diverse panels for the interview stages we represent the inclusivity of our business. This year we have been developing a new careers website, which will launch in FY 2024. We assessed this from a D&I perspective and will be including profiles on our colleagues and signposting our D&I policy.

“We want diversity to be front and centre of people’s minds when they are hiring new talent and we are committed to ensuring we are interviewing diverse candidates. This is critical for improving diversity of representation and thought in our business.”

MATT JONES, CHIEF EXECUTIVE OFFICER

### PERCENTAGE OF EMPLOYEES THAT ARE WOMEN



# Training and development

## OBJECTIVE FOR 2023

Enhance our training and development offering for employees

## STATUS

On track

## KEY INITIATIVES IN 2023

Conducted nine box exercise for succession planning for every individual in the business

Launched competency framework for R&D teams

Trained managers on conducting development discussions

## LAGGING METRICS

8 – Number of internal promotions to management this year

## OBJECTIVE FOR 2024

Develop individuals to create strong pipeline of talent and enable internal promotion

## DEVELOPMENT AND ASSESSMENT

Offering development opportunities benefits not only the business in creating a more highly skilled workforce, but also our colleagues on their personal career pathways. Internally, every employee has access to Blancco Learning, our e-learning platform that hosts approximately 500 courses on a huge variety of topics.

Our Management Development Programme is offered at two different levels and focuses on advancing key management skills and building individuals' confidence and knowledge.

We have a formal process through which employees can request to undertake external training or complete certifications or degrees relevant to their role. This year, employees have completed training for qualifications including Certified Scrum Master, Java and Sprint boot, AWS certified Cloud Practitioner and API test automation.

Performance assessments are conducted annually. However, line managers have regular one-to-one meetings with their teams to create an ongoing feedback loop.

Responding to feedback from colleagues that it could be challenging to broach career development discussions with line managers, we introduced new guidance this year for employees on how to express their goals, and for managers on how to facilitate open and constructive career conversations.

As businesses continue to compete for talent and customers in the global market, these career discussions are a great way to engage and motivate team members whilst supporting their development too. We encourage all line managers to have at least one such meeting per year with their individual team members outside of the performance assessment process, and the guidance has already been well received by colleagues.

To support continuous development from a technical perspective, we launched a competency framework this year for our Research and Development (R&D) functions. Every employee in R&D is included in this framework, enabling assessment of their competencies against their defined roles.

This has proved invaluable for managers building project teams looking for specific skills. Furthermore, this Group-wide competency framework provides an ongoing indication of the R&D skillsets present in the business, highlighting where we need to develop or hire talent to address any skills gaps.

## SUCCESSION PLANNING

Robust succession planning is crucial for business continuity. Should roles become available, especially those which are business-critical, we want to be assured that there is a strong pipeline of talent lined up to move into those vacancies.

Our Group-wide 9box exercise provided a clear indication of high potential individuals across the business. The mentoring programme, career development discussions and provision of ongoing training opportunities are all strengthening the skillsets and abilities of employees.

Our engagement with universities is invaluable for continuing to bring talent into the business. Attending recruitment events and speaking at universities is helpful in raising Blancco's profile amongst students. Whilst we have not hosted interns this year, we continue to offer the internship programme to students interested in our industry.



# Wellbeing and benefits

## OBJECTIVE FOR 2023

Provide employees with the support they require.

## STATUS

On track

## KEY INITIATIVES IN 2023

Provided training on psychological safety in the workplace

Conducted review of benefits offering

Introduced 'Wellbeing Webinars' on the Hub

Introduced new EAP in Japan office

## LEADING METRICS

**86.4%** – Percentage of employees that have received some form of recognition through the Hub (Blanco's reward and recognition platform)

## LAGGING METRICS

**1.1** – Average number of days of sick leave taken per employee

## OBJECTIVE FOR 2024

Offer competitive compensation and benefits that reflect the needs of our workforce around the globe

## RECOGNITION AND REWARD

Essential for retention, is providing appropriate compensation to our colleagues for their work. We carry out regular benchmarking, assessing other companies' offerings to ensure that we remain competitive, as well as reviewing the benefits we are making available across our different locations around the globe.

We have introduced a new Employee Assistance Programme (EAP) in India and will be introducing an EAP in Japan in FY 2024. Our Save As You Earn (SAYE) share option scheme is available in all locations with more than ten employees.

Our reward, recognition and wellbeing platform, the Hub, was introduced in FY 2022, and it has continued to prove successful. The Hub provides a wide variety of discounts and offers for retail stores that employees can utilise. From a recognition perspective, people can send e-cards to their colleagues, and managers are designated a pot of money which allows them to give their team members a monetary reward that can be spent through the Hub.

87.5%

PERCENTAGE OF OUR WORKFORCE ACTIVELY ENGAGED WITH THE HUB

87.5% of our workforce are actively engaged with the Hub, and 86.4% have received some form of recognition from their colleagues through the platform.

Through the Hub, employees can nominate their colleagues for our Spotlight and Value of the Month awards, in recognition of the dedication and effort put into their work. The Value of the Month Award is presented to an individual who has performed well against a key value chosen on a monthly basis, and receives a monetary prize along with an engraved trophy.

The Spotlight Award programme is designed to recognise employee excellence both individually and for team contributions in line with our Vision, Mission and Values. The award winners and nominees continue to be announced on our All Hands Calls so that colleagues can receive global recognition.

## SUPPORTING EMPLOYEE WELLBEING

This year we introduced a Wellbeing and Mental Health Calendar, in order to highlight key awareness days. We have hosted a number of sessions across the year on wellbeing and, having recorded all of these events, we now have a repository of resources available on the Hub.

We introduced Blanco Coffee Corner, a virtual drop-in session that colleagues across the world are invited to join, as we wanted a way to check-in with employees that largely work remotely and keep them connected with the business. Fostering a supportive and open culture for our employees is of upmost importance. This year we invited all employees to attend training on psychological safety in the workplace.

We discussed how creating a psychologically safe working environment helps individuals understand their contributions matter and feel more comfortable voicing their opinions and concerns, which often leads to a more diverse range of perspectives being heard and considered. The training covered how as an employee and as a manager everyone can contribute to nurturing this environment, and feedback from the session was very positive.

Average sick leave per employee was 1.1 days which, in the UK, is less than the national average of 2.6 days\*. This speaks to the success of our approach in creating a positive employee experience with the right support measures in place.

1.1 days

AVERAGE SICK LEAVE PER EMPLOYEE



# Community engagement

**We recognise our responsibility to have a positive impact on communities outside of our own organisation.**

In FY 2022 we launched our Volunteer Day programme. The programme was introduced to enable employees to take a paid day off every year to do voluntary work for an organisation of their own choosing. We have seen a rising number of employees take up this opportunity in FY 2023, with colleagues volunteering for schools, food banks and charities throughout the year.

As well as broader charitable initiatives, our expertise and product offering means we are well placed to provide specialised support. In the past few years, we have partnered with several organisations across the globe to improve access to technology for underprivileged groups.

By donating our licences to securely erase devices, we can give donors the comfort that any laptops, mobiles or other IT equipment they give to charity will be completely wiped of data.

## ■ CASE STUDY

### OUR PARTNERSHIP WITH THE TURING TRUST

Blancco believes in promoting sustainability in information technology and to honour that commitment, we entered into a partnership with The Turing Trust in 2022. The Trust is a British charity which combines education and technology to provide disadvantaged communities with access to IT equipment, educational software, and training.

Operating various projects in several countries across the globe, the organisation had supported 367 schools and organisations by 2022. The incredible work of The Turing Trust has led to transformative changes where in Malawi for example, the number of schools with an IT lab went from a meagre 3% in 2016 to 81% in 2022.

Blancco extends its services to the charity by providing them with free licenses of its drive erasure software. The charity uses these to securely refurbish all donated IT equipment (ranging from desktops and monitors to smartphones and tablets).

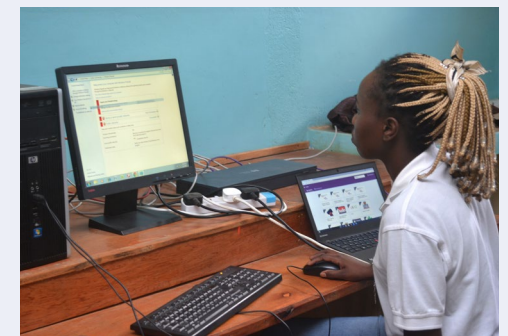
This year, we are proud to have facilitated the successful and secure erasure of 800 PCs donated to the charity. The PCs have now been dispatched for installation in classrooms across Kenya. To date, this means that Blancco has securely erased over 3,300 devices donated to the organisation.

As of 2022, the donated equipment accrued equivalent carbon savings of 750 tonnes of CO2 emissions. This is the equivalent of planting 1,900 trees or offsetting the annual carbon footprints of 77 Britons. Keeping devices out of the landfill is key in combating the problem of rising e-waste. The collaboration between Blancco and the Turing Trust demonstrates how organisations can combine visions to maximise the economic value for beneficiaries but also contribute to the circular economy.



“Due to the fantastic work of our team of volunteers and Blancco’s all-important donations, 800 PCs were sent to our partners in Kenya ready to be installed in classrooms across the country. Blancco’s donations were so important in making this shipment possible. Thanks again for all your help!”

JAMES TURING, FOUNDER, THE TURING TRUST



# Social data

| METRIC   |                         | UNIT OF MEASURE | FY 2020 | FY 2021   | FY 2022   | FY 2023  | SASB CODE    |
|--|-------------------------|-----------------|---------|---|---|--|--------------|
| Percentage of employees that are   | (1) foreign nationals   | Percentage (%)  |         | None of our UK team<br>our foreign nationals            | None  | None   | TC-SI-330a.1 |
|  | (2) located offshore    | Percentage (%)  |         | 40 working in the UK,<br>285 outside the UK -<br>87.7%  | 41 working in the UK,<br>304 outside the UK -<br>88%          | <b>41 working in the UK, 315 outside the UK</b>  |              |
| Number of employees  |                         | Number          |         |   | 345 globally  | <b>356 globally</b>  | TC-SI-330a.2 |
| Attrition rate   |                         | Percentage (%)  |         |   | 18.7%   | <b>18.2% (65 employees)</b>  |              |
| Employee engagement score  |                         | Percentage (%)  | 77%     | 80%   | 84%   | <b>83%</b>   |              |
| Number of Global Employee Forum meetings                                       |                         | Number          |         |   |   | <b>3</b>   |              |
| Number of All Hands Calls  |                         | Number          |         |   |   | <b>5</b>   | TC-SI-330a.3 |
| Percentage of gender representation for  | (1) management          | Percentage (%)  |         | 20% women   | 21% Women   | <b>23%</b>   |              |
|  | (2) technical staff     | Percentage (%)  |         | 21% women   | 21% Women   | <b>22%</b>   |              |
|  | (3) all other employees | Percentage (%)  |         | 42% women   | 42% women   | <b>42%</b>   |              |
| Percentage of racial/ethnic group representation for                           | (1) management          | Percentage (%)  |         | 95% White, 5% Asian                                     | 95% White, 5% Asian   | <b>91.2% White, 8.8% Asian</b>   |              |
|  | (2) technical staff     | Percentage (%)  |         | 50% Asian, 49.5% White, 0.5% Caribbean                  | 51% White, 48% Asian, 0.5% Black, 0.5% Caribbean              | <b>52% White, 45% Asian, 2% Black, 0.5% Latino, 0.5% Caribbean</b>   |              |
|  | (3) all other employees | Percentage (%)  |         | 64% White, 32% Asian, 2% Black, 1% African, 1% Hispanic | 66% White, 31% Asian, 1.2% Black, 1.2% Hispanic, 0.5% African | <b>62% White, 32% Asian, 2% African, 2% Black, 2% Hispanic</b>   |              |
| Percentage of women employed across the Group                                  |                         | Percentage (%)  |         |   |   | <b>33%</b>   |              |
| Percentage of women in top executive positions (excluding boards of directors) |                         | Percentage (%)  |         |   |   | <b>20%</b>   |              |
| Percentage of women in workforce (by country)                                  |                         | Number          |         |   |   | <b>Australia 17%, Belgium 0%, Canada 0%, Finland 17%, France 60%, Germany 29%, India 37%, Ireland 35%, Japan 14%, Malaysia 50%, Netherlands 50%, Singapore 25%, South Korea 50%, Sweden 40%, United Kingdom 49%, United States 32%</b> |              |

| METRIC   |                                 | UNIT OF MEASURE    | FY 2020 | FY 2021                              | FY 2022                  | FY 2023   | SASB CODE |
|--|---------------------------------|--------------------|---------|--------------------------------------|--------------------------|---|-----------|
| Percentage of women in line management roles (by country)  |                                 | Number             |         |                                      |                          | Australia 100%, Finland 12.5%, Germany 20%, India 6%, Ireland 29%, Netherlands 100%, United Kingdom 40%, United States 29% (all other locations do not have any women in line management positions) |           |
| Average unadjusted gender pay gap  |                                 | Percentage (%)     |         |                                      |                          | 22.12% Mean gender pay gap in hour pay as a percentage of men's pay   |           |
| Number of women and individuals from racial and ethnic minorities on mentorship scheme   |                                 | Number             |         |                                      |                          | 3   |           |
| Rate of sign up to SAYE scheme (in territories it was offered)   |                                 | Percentage (%)     |         | 47%                                  | 48%                      | 37% of eligible employees   |           |
| Percentage of employees actively engaged with the Hub (Blanco's reward and recognition platform)                               |                                 |                    |         |                                      |                          | 87.5%   |           |
| Percentage of employees that have received some form of recognition through the Hub (Blanco's reward and recognition platform) |                                 | Percentage (%)     |         |                                      |                          | 86.4%   |           |
| Number of internships offered  |                                 | Number             | 5       | 4                                    | 4                        | 0   |           |
| Number of permanent employees from internships   |                                 | Number             | 2       | 2                                    | 3                        | 0   |           |
| Number of talks at universities and higher educational colleges  |                                 | Number             | 3       | 2                                    | 7                        | 5   |           |
| Number of RIDDOR reportable (or equivalent) incidents during the year  |                                 | Number             | 0       | 0                                    | 0                        | 0   |           |
| Average number of days of sick leave taken per employee  |                                 | Number             |         |                                      |                          | 1.1 day per employee  |           |
| Blanco Learning savings/benefits   | Commute hours saved             | Number             |         | 92 (Jan-April)                       | 496                      | 16  |           |
|  | Trainings savings               | Reporting currency |         | \$10.65K (Jan-April)                 | \$57.56k                 | \$1,825   |           |
|  | Number of better skilled people | Number             |         | 92 (Jan-April)                       | 317                      | 158   |           |
|  | Reduced environmental impact    | MgCO <sub>2</sub>  |         | (-)1.49MgCO <sub>2</sub> (Jan-April) | (-)8.02MgCO <sub>2</sub> | (-)258.56KgCO <sub>2</sub>  |           |
| Number of internal promotions to management  |                                 | Number             |         |                                      |                          | 8 globally  |           |

# Social data

| METRIC  | UNIT OF MEASURE | FY 2020 | FY 2021 | FY 2022 | FY 2023         | SASB CODE |
|---|-----------------|---------|---------|---------|-----------------|-----------|
| Percentage of internal employees covered by living wage benchmarking                      | Percentage (%)  |         |         |         | 11% in the UK   |           |
| Percentage of internal employees paid below living wage                                   | Percentage (%)  |         |         |         | 0% in the UK    |           |
| Percentage of internal employees and contract workers covered by living wage benchmarking | Percentage (%)  |         |         |         | 11.5% in the UK |           |
| Percentage of internal employees and contract workers paid below living wage              | Percentage (%)  |         |         |         | 0% in the UK    |           |



# Governance

## OBJECTIVE FOR 2023

Support our customers in data security and achieving their own ESG objectives

## STATUS

On track

## KEY INITIATIVES IN 2023

Commenced rollout of ESG dashboard for customers to improve their own ESG reporting

Facilitated the smooth transition of WipeDrive customers to Blancco's systems

Maintained strict internal data and cyber security measures

## KEY PERFORMANCE INDICATOR

**61.75** – Customer Net Promoter Score (NPS)

## OBJECTIVE FOR 2024

Continue to expand our customer base while maintaining strong NPS

**Being a responsible business not only involves considering our environmental and social impact, but also following best practice in the way our organisation is governed.**

We establish clear expectations for ethical behaviour of all employees and our approach to data privacy and IT security is one of continuous improvement.

We engage with our customers to understand how we can deliver them the best possible service, maintaining clear lines for feedback and support.



# Business ethics

**At Blancco, we operate according to the highest standards of business ethics. Our policies apply to all employees, including part-time staff and contractors, and training on Group policies is also mandatory for all.**

We provide training to all new joiners and we conduct refresher training for employees every two years for our Code of Business Conduct, Anti-corruption and Bribery Policy, Whistleblower Policy, Modern Slavery Policy, and Data Protection Policy. Information security training is conducted annually via short webinars, awareness campaigns and frequent notices.

To ensure effective governance of ethics issues, there are multiple layers of oversight. This includes the Board of Directors (in particular the CFO), the Audit Committee, and the legal department. Audits of all (core) operations occur at least once every three years, through the ISO 9001 and 27001 audit schedules.

## Code of Business Conduct

Ethical practice is about ensuring that regardless of where and how people interact with Blancco, they will be treated in the same way – with integrity, honesty, and respect. Our Code of Business Conduct outlines our expectations for all employees in terms of maintaining the highest standards of ethical behaviour, complying with the Code and the law wherever you are, reporting any working practice that is not ethical or safe, and, as a manager, creating an environment where

employees feel comfortable in raising concerns. The Code was last reviewed in FY 2022.

## Human Rights

Our Social Responsibility Statement and Code of Business Conduct incorporates our commitment to human rights. We ensure that our activities support human rights with respect to all our groups of interest in Blancco; employees, customers and business partners, and the community at large. The Policies were last updated together with adding our Modern Slavery Policy in FY 2022.

## Modern Slavery

Blancco fell under the scope of the Modern Slavery Act in FY 2022. As such we developed a policy in line with our commitment to preventing slavery and human trafficking in the Group's corporate activities, and to ensuring that our supply chains are free from slavery and human trafficking. This commitment is incorporated into our Code of Business Conduct.

## Global Diversity and Inclusion Policy

We introduced a Global Diversity and Inclusion Policy in 2022, which is available on our website. This affirms our commitment to increase diversity across Blancco at all levels of the business and to attract, hire, develop and promote talent in a way that fosters an inclusive environment where diverse backgrounds, experiences and perspectives lead to creative solutions for our customers.

## Anti-corruption and Bribery Policy

We take a zero-tolerance approach to bribery and corruption at Blancco and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate, and implementing and enforcing effective systems to counter bribery and corruption.

Our Anti-corruption and Bribery Policy sets out our responsibilities, and of those working for us, in observing and upholding our position on bribery and corruption, and provides information and guidance to those working for us on how to recognise and deal with bribery and corruption issues. The Policy was last reviewed and updated in FY 2022.

## Whistleblower Policy

Our Whistleblower Policy affirms our commitment to enabling employees to raise any genuine concerns with protection from retaliation. The Policy lays out the different channels through which employees can report a concern, whether that be internally through their line manager or a Senior Executive, or externally through an independent third party that allows reports to be submitted anonymously and confidentially.

The hotlines are available 24 hours a day, 7 days a week and are available in the local languages of the countries in which we operate. The Policy was last reviewed in FY 2022 and contact details of escalation contact persons were updated as part of this review.

## Information Security Policy

Blancco is committed to safeguarding the confidentiality, integrity and availability of information, through the application of effective policies, and the implementation and continual improvement of an Information Security Management System in conformance to ISO 27001:2013. The Information Security Policy outlines the Group's approach to upholding this commitment through the procedures in place and the roles and responsibilities of individuals across the Group. The Policy was last updated in FY 2021 in accordance with the ISO 27001 standard's requirements.

## Data Protection Policy

Our Data Protection Policy sets out the principles and requirements to ensure compliance with laws and regulations applicable to the collection, use, storage, treatment, and transmission of Personal Data throughout the world.

Due to difference between the jurisdictions in which Blancco operates, we have adopted this Policy which creates a common core of values, policies, and procedures intended to achieve nearly universal compliance, supplemented with alternative or additional policies or implementation procedures applicable in those jurisdictions with unique requirements.

The (internal) Policy was last updated in FY 2019; we updated our external Data Privacy/Protection Notice in FY 2022.

# Data privacy and IT security

**Our approach to data privacy and IT security is not static, but one of continuous improvement. In this way, we mitigate against both existing and emerging risks. We benchmark our performance against our peers and implement improvements on an ongoing basis where appropriate.**

Our General Counsel leads on data privacy, whilst our VP of IT Operations is the Head of Information Security. They work closely together to ensure continued oversight of data and IT security across the Group, meeting regularly to discuss possible gaps in security and data privacy, what may need addressing and what areas could be improved.

To keep the Board informed, Group Counsel has weekly meetings with the CFO on data privacy and security and presents to the Board as a whole on a twice-yearly basis.

Blancco is the industry standard in data erasure, being globally approved, recommended, and certified by governing and industry bodies around the world. We sell data erasure software to businesses, who utilise our technology to securely sanitise their electronic devices.

Blancco itself does not handle any of the end user data, and only holds minimal data on the businesses we sell to. Nevertheless, we place the highest importance on respecting and protecting the privacy and confidentiality of the information that our customers share with us. Maintaining our target of zero data breaches in FY 2023 speaks to the robust policies and processes we have in place.

## DATA PRIVACY

Our Privacy Policy Statement is applicable to all relevant business lines and subsidiaries. It is reviewed annually and it is publicly available on our website. Through our Privacy Policy Statement, we inform our customers and third parties about the type of information that is collected through our websites and how we collect, use, share, and protect their personal identifiable information (PII).

We inform our customers about the choices they can make regarding the way their information is collected online, how we use demographic data for secondary purposes and how to limit the sharing of their personal information.

We may use the information collected online to communicate with our customers and provide our website users with a requested service or product, special offers, or additional information, as requested.

Unless required to be disclosed in response to a legal process or to a law enforcement agency's request, we will not share the collected information with third parties other than as set out in our Privacy Policy Statement, nor will we keep PII longer than necessary, except as otherwise required by law. We may, however, share personally identifiable information in order to carry out our daily operations.

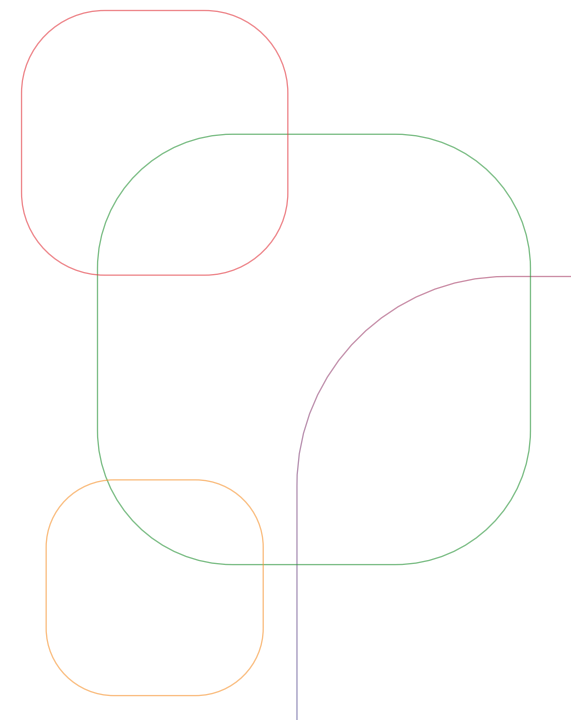
For more information, the Privacy Policy is available on our website [here](#). Right of access, rectification, and deletion of individuals' data has been implemented in Blancco's privacy program and processes. Specifically, this applies to marketing/sales activities and right of access/rectification/deletion of individual's data is made available.

We are compliant with the mandatory rules set by ISO 27001 on access control and protection of personal data. We are committed to deleting data after a defined amount of time in accordance with applicable laws and regulations, and do not collect personal data from third parties except when required by law, by written consent and/or with a documented legitimate business interest.

As we are not a data processing company and engage with businesses and not consumers, we generally have very few requests from customers for their data to be removed, as the main driver for such requests is to be removed from marketing emails.

Blancco applies both Privacy by Design and Data Minimisation throughout its development process and sales activities.

As a result, Blancco generally seeks to avoid processing customers' personal data and if this cannot be avoided or if the data is required to use the features of the Blancco products and/or services, we take mitigating measures where possible, including data anonymisation and/or data encryption among other InfoSec measures.



# Data privacy and IT security

## SECURITY SYSTEMS AND PROCEDURES

To secure our data and IT infrastructure, we take a layered best practice approach. Our three core R&D sites are ISO 27001 certified and we are seeking the same certification for our Utah location, following the acquisition of WipeDrive. Each of these locations is audited annually both internally and externally. All our offices, however, follow the same global controls and processes we have in place for the ISO 27001 certified locations.

We employ a range of proactive measures to prevent data or IT security breaches. Blancco utilises endpoint detection and response (EDR), and then uses the network layers and the host-based Intrusion Detection Systems (IDS) and Intrusion Prevention System (IPS). We have security controls in place for all assets across our operations.

In each of our 15 locations around the globe we utilise asset software that enables identification of when and how employees connect to the system. We extend those protections to mobile devices which have access to company data. Using mobile device management (MDM), if an employee loses a device we can remotely log in and wipe it of sensitive information. Endpoint devices' data storage is fully encrypted, using the operating system's built-in features to encrypt disks.

We use patching and scanning software to assess our systems and identify any vulnerabilities. The results of these assessments are received by our DevOps IT and IT Operations Teams who control the patching. We support three different operating systems and action new patches on an ongoing basis as they are released. Our system has network alerts built in. If there is high traffic or any other unusual activity that would indicate an issue, the teams are sent an alert and will investigate.

## MANAGING RISKS RELATED TO DISRUPTIONS OF OPERATIONS

There are multiple risks potentially impacting various types of operational processes and these risks are scored based on likelihood and impact. Mitigation plans are put in place and reviewed regularly with departmental owners and stakeholders.

There are three main categories of risk:

- Tier 1: Mission-critical applications/functions;**
- Tier 2: Business-critical applications/functions;**
- Tier 3: Non-critical applications/functions.**

The greatest risk to our business is the availability and performance of our Blancco Cloud, which supports a high percentage of our global customer base.

We have proactive controls in place which allow our DevOps IT Team to recognise performance issues and remediate before there is any impact on our customers. In FY 2023 total customer downtime was three hours for partial customers; this was only small subset of customers affected, dependant on operational times and connection status.

As well as proactive measures, we have clearly defined strategies in place to react quickly and efficiently should a cybersecurity attack occur. We have a detailed runbook that documents every person that would be affected by an attack, every process that we would operationalise, and all the communication channels and detection mechanisms we have in place.

This runbook covers the initial detection of an attack, right through to the back-up systems. We segment the business to limit damage should an attack occur, and we have disaster recovery and back-ups so that the system can be recovered. Our back-ups are geolocation-, ransomware- and accidental deletion-protected.

Our Business Continuity Plan covers all locations' operations and functions globally. It includes all services, tools, and infrastructure used to support critical Blancco business activities.

This plan refers to a coordinated strategy involving a plan, procedures, and technical measures that enable the recovery of process during and after disruption. Preparation for, response to, and recovery from a disaster affecting the operations requires the cooperative efforts of many recovery teams comprising of members from support groups and the functional areas supporting the operations, represented in the Business Continuity Plan.

Every function maintains business continuity-specific issues and risks, mission-critical applications for business continuity, and function-wide contingency plans, which results in well-prepared RPO and RTO values.



# Data privacy and IT security

## EMPLOYEE AWARENESS

The best defence we have for ensuring security of our systems and data is our user base, as it is against employees that malicious attacks are launched. Awareness raising and training of all employees is therefore crucial.

Cybersecurity training is a mandatory part of the onboarding process and then must also be completed on an annual basis by every employee (including part-time employees and contractors). We review the training materials on an annual basis, updating content as required.

In FY 2023, we launched an automated intelligence solution to tackle phishing. Employees can now mark an email as 'Phishing', which then automatically pulls that email from others that have received it internally. If employees do get tripped up by a phishing email, a subsequent message is sent out to them to highlight what they missed and provide learning on suspicious emails.

This year, we also introduced a new platform through which we now conduct our employee cybersecurity training and phishing tests. This platform creates risk scores on an individual, departmental and Group level, allowing more advanced in how we assess risk across the business.

The scores are determined by a number of risk factors, including employee responses to phishing tests and completion of cybersecurity training. Should an employee receive a low score, they will be offered supplementary training through the system.

The platform has also enabled us to conduct more sophisticated phishing tests. We can now create bespoke messages based on the audience it is going to; for example, an individual in the C-suite will receive a different phishing email in the test to an employee at management level.

In the coming year, the key focus will be on improving risk scores across the business. We will feedback to employees on how to improve their cybersecurity awareness. We will also be integrating this platform into our HR system to ensure ease of use and flow of information.

Zero

NUMBER OF DATA BREACHES



# Delivering for our customers

## CUSTOMER ENGAGEMENT

Engagement with customers is critical in order to deliver a service and product that continues to meet their evolving needs. We therefore have ongoing communication with customers across multiple channels. Through our sales engineers, account managers, and regional leaders we speak to our customers frequently to understand what they need. The feedback from these interactions drive many innovations we implement in our existing products and solutions.

Our Customer Advisory Board (CAB), meanwhile, helps to refine our strategy and focus. This year we held discussions with a core group of customers on the Enterprise side of the business. This enabled us to gain excellent insights into the key issues for Enterprise customers around data sanitisation at data centre level, at the endpoint, and through the data lifecycle.

The CAB is chaired by our President of Global Sales, with our Chief Technology Officer, Global Head of Marketing and VP Sales also in attendance.

To support customers if they have questions about our products and solutions, we have an online support portal.

The portal has a host of articles and troubleshooting solutions. If a customer cannot find an answer to their question, they can simply click a button to create a support ticket which will be flagged internally. We have a comprehensive end-to-end reporting cycle, which tracks the tickets from the initial customer request, to defect identification, feature request, or support fix, to updating the customer once the ticket is resolved and the case is closed out.

We measure customer satisfaction through our Net Promoter Score (NPS), which is the likelihood of customers recommending our business.

This year, we saw a significant expansion in our customer base following the acquisition of WipeDrive. Despite this, we maintained a strong NPS alongside a rise in respondent numbers. This demonstrates sustainable growth of the business, as we are meeting customer demand whilst expanding, and evidences the success of our approach to integrating the WipeDrive customers.

On the occasions when we receive scores from customers that are below a six, we immediately follow up with those individuals to understand what resulted in that rating and whether we can action any improvement.

The Win Loss Survey is offered to any new clients or lost prospects to complete, with questions which cover the whole spectrum of the business. Where possible, we have a follow up call with customers who have completed the survey to receive further direct feedback.

On a quarterly basis, we deliver a business area-specific report, pulling the top and bottom comments from the Win Loss Survey, and delivering the report to the Executive and Leadership Teams and the relevant individuals within the business.

Account Managers are able to see whether a customer has completed either survey and understand whether there are any issues that needs to be addressed. This enables continual assessment of our practices, looking at what we are doing well and what can be improved across our operations.

## INNOVATING OUR OFFERING

We believe that our data erasure solutions are critical for companies in meeting their own sustainability objectives. Foremost, our software ensures that the data our customers hold is secure and enables compliance with information security standards such as the GDPR.

As we continue to promote and develop data lifecycle solutions, we are further supporting our customers to scrutinise and manage the data they hold, which may be redundant, obsolete or trivial (ROT). Having securely erased hardware of any data, companies are then able to redistribute or donate devices. By taking this responsible approach to managing their IT equipment, they are also able to meet social and environmental objectives.

With the ever-sharpening focus on sustainability performance, and the increased regulation of ESG reporting, companies need to be able to demonstrate effective management of resources and emissions across their entire value chain.

Our ESG Dashboard was rolled out for the first cohort of customers this year, enabling visibility of how many devices they have securely wiped and the pre-use carbon footprint of that equipment.

61.8

CUSTOMER NET PROMOTER SCORE

# Delivering for our customers

## ■ CASE STUDY

### CREATING SUSTAINABLE SOLUTIONS FOR CUSTOMERS

LiteHaus International is an Australian non-profit organisation that supports digital learning opportunities. It targets this critical market gap by intercepting obsolete, landfill-bound computers and repurposing them for educational use in the Asia Pacific region. They reclaim a wide range of computers that arrive from various sources, all with different data protection requirements.

The challenge is to conduct swift, cost-efficient and thorough data erasure to provide donors with auditable proof that the donated devices are secure for reuse.

Blancco equips LiteHaus with its industry leading data erasure software, Blancco Drive Eraser. The solution enables powerful data sanitisation at scale.

Crucially, by using Blancco's software-based data sanitisation, LiteHaus also generates value for Australian businesses by providing secure IT asset disposition without charge in exchange for their donated devices.

Blancco's solution minimises both cost and time resources for the organisation, as the entire data erasure process can be managed in-house.

Blancco's Drive Eraser holds multiple third-party certifications, including the Common Criteria certification from the Australasian Certification authority. This certification assures LiteHaus that Blancco's data erasure technology is sound, and LiteHaus can share that certainty with potential donors.

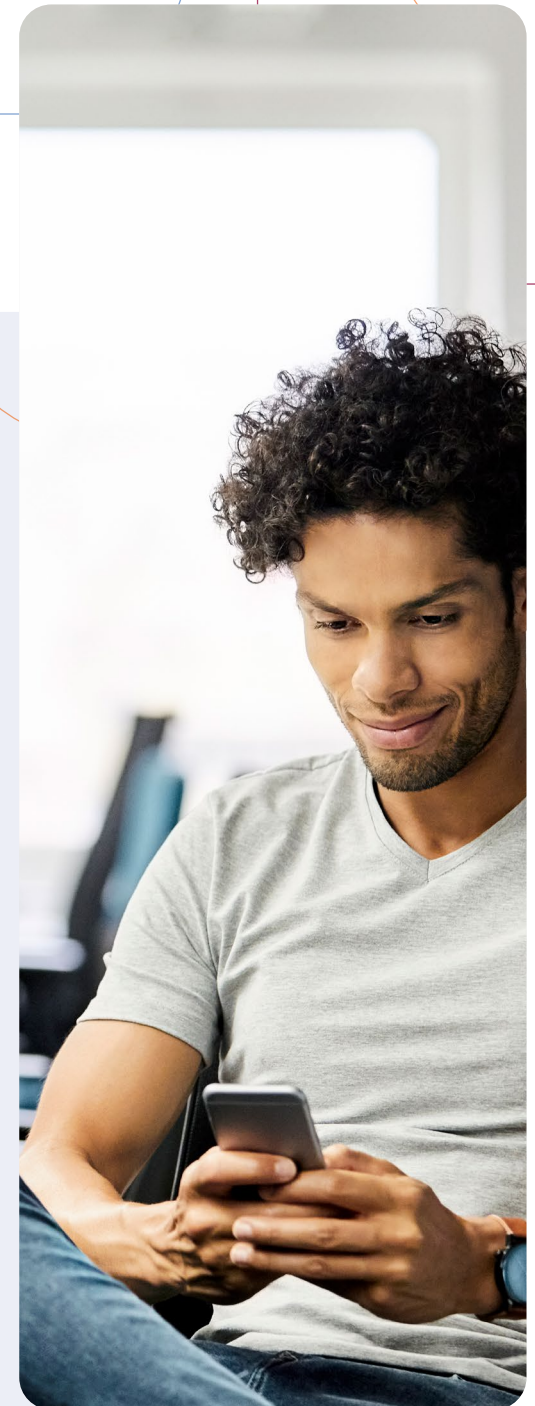
A tamper-proof audit trail documents device sanitisation results to provide rock-solid evidence that meets the most organisations' rigorous governance requirements.

By sanitising data from devices permanently through the Blancco Drive Eraser, LiteHaus has securely repurposed 7,275 computers to keep them out of landfills, preventing 116 tonnes of e-waste and the release of 241 tonnes CO<sub>2</sub>.

As a result, LiteHaus has built 163 school computer labs across Asia-Pacific, serving more than 105,000 students and injected \$3.4 million of social value into local communities.

"Millions of students go without the tools to dream and achieve in the digital age. Instead of letting those very tools go into a landfill, LiteHaus International connects castoff equipment with the right second-phase owners. Secure erasure with Blancco is a critical part of our end-to-end solution."

JACK GROWDEN, FOUNDER AND CEO, LITEHAUS INTERNATIONAL





# Industry participation

To drive industry progress, both from technological and sustainability perspectives, it is important that we continue to collaborate and share our expertise. Blancco holds memberships in industry organisations around the globe.

Our contribution to these organisations varies from submitting content for their websites and newsletters, to attending in-person and virtual events, and (in the case of IDSC) overseeing the direction and vision of the organisation.

Below is a list of the organisations we are members of:

- ASCDI (Association of Service, Communications, Data & ITAD Providers) – Global
- CTIA – United States
- GSMA (Global System for Mobile Association) – Global
- IAITAM (International Association of Information Technology Asset Managers) – Global
- IDSC (International Data Sanitization Consortium) (founded by Blancco) - Global
- ISRI (Institute of Scrap Recycling Industries) – North America
- RLA (Reverse Logistics Association) – Global
- TERRA (The Electronics Reuse & Recycling Alliance) – North America

We produce research studies, white papers and technical articles tackling the subject of data security and highlighting the challenges of rising e-waste due to physical destruction. This year, we hosted a series of webinars on [Erasing Data for Good](#).

Experts from across the sector discussed data sanitisation, compliance and sustainability alongside Blancco colleagues, including the CFO, CTO, and Global Director of Channel.

As experts in the industry, we are often invited to join panels and events to talk to the subject. Our CFO, who drives the ESG agenda at Blancco, is regularly asked to speak on the benefits of data erasure from a sustainability perspective; this year, that included being interviewed for Techstrong.tv, talking to the issue of companies storing end-of-life data unnecessarily, thereby using an increased amount of power to store this redundant, obsolete or trivial (ROT) data.





# Governance data

| METRIC   | UNIT OF MEASURE             | FY 2020 | FY 2021                                    | FY 2022                     | FY 2023                     | SASB CODE    |
|--|-----------------------------|---------|--|-----------------------------|-----------------------------|--------------|
| Number of users whose information is used for secondary purposes   | Number                      |         | 0  | 0                           | 0                           | TC-SI-220a.2 |
| Total amount of monetary losses as a result of legal proceedings associated with user privacy  | Reporting currency          |         | 0 GDP                                      | 0                           | 0                           | TC-SI-220a.3 |
| (1) Number of law enforcement requests for user information,   | Number                      |         | 0  | 0                           | 0                           | TC-SI-220a.4 |
| (2) Number of users whose information was requested,   | Number                      |         | 0  | 0                           | 0                           |              |
| (3) Percentage resulting in disclosure   | Percentage (%)              |         | 0  | 0                           | 0                           |              |
| List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring | Discussion and Analysis     |         | 0  | 0                           | 0                           | TC-SI-220a.5 |
| (1) Number of data breaches,   | Number                      |         | 0  | 0                           | 0                           | TC-SI-230a.1 |
| (2) percentage involving personally identifiable information (PII),  | Percentage (%)              |         | 0  | 0                           | 0                           |              |
| (3) number of users affected   | Number                      |         | 0 in regard to PII, as no PII was breached | 0                           | 0                           |              |
| Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations                    | Reporting currency          |         | No material losses                         | 0                           | 0                           | TC-SI-520a.1 |
| Number of  | (1) performance issues and  | Number  | 3  | 4                           | 1                           | TC-SI-550a.1 |
|  | (2) service disruptions;    | Number  | 1  | 2                           | 1                           |              |
|  | (3) total customer downtime | Number  | 7 minutes                                  | 6 hours (partial customers) | 3 hours (partial customers) |              |
| Women on the Board   | Percentage (%)              |         | 14%  | 17%                         | 17%                         |              |
| Customer Net Promoter Score (NPS)  | Score                       | 41      | 60   | 60                          | 49                          |              |
| Q1 Number of respondents   | Number                      | 17      | 55   | 77                          | 99                          |              |
| Q2   | Score                       | 35      | 60   | 68                          | 71                          |              |
| Q2 Number of respondents   | Number                      | 17      | 78   | 75                          | 103                         |              |
| Q3   | Score                       | 46      | 60   | 64                          | 59                          |              |
| Q3 Number of respondents   | Number                      | 22      | 75   | 107                         | 123                         |              |
| Q4   | Score                       | 63      | 50   | 58                          | 68                          |              |
| Q4 Number of respondents   | Number                      | 29      | 75   | 84                          | 118                         |              |
| FY   | Score                       | 48      | 57.5                                       | 62.5                        | 61.75                       |              |
| FY Number of respondents   | Number                      | 85      | 283  | 343                         | 443                         |              |

# Governance data

| METRIC                                   |                            | UNIT OF MEASURE | FY 2020    | FY 2021                      | FY 2022                      | FY 2023                       | SASB CODE   |
|--|----------------------------|-----------------|------------|------------------------------|------------------------------|-------------------------------|-------------|
| Number of customers                      | Enterprise and data centre | Number          | 1427       | 1648                         | 1,770                        | 2,111                         | TC-SI-000.A |
|  | ITAD                       | Number          | 482        | 552                          | 594                          | 664                           |             |
|  | Mobile                     | Number          | 196        | 200                          | 222                          | 231                           |             |
|  | Total                      | Number          | 2,105      | 2,400                        | 2,586                        | 3,006                         |             |
| (1) Number of licenses or subscriptions, |                            | Number          | 42,908,334 | 54,905,792                   | 53,201,498                   | 64,102,727                    | TC-SI-000.B |
| (2) percentage cloudbased                |                            | Percentage (%)  |            |                              | n/a                          | 0.56                          |             |
| (1) Data processing capacity,            |                            |                 |            | CPU: 469.3 GHz, Mem: 1.78 TB | CPU:504.95 GHz, Mem: 2.17 TB | CPU: 510.41 GHz, Mem: 1.77 TB | TC-SI-000.C |
| (2) percentage outsourced                |                            |                 |            | 9.30%                        | 40.49%                       | 43.49%                        |             |
| (1) Amount of data storage,              |                            | Terabytes (TB)  |            | 65 TB                        | 78.65 TB                     | 89.69 TB                      | TC-SI-000.C |
| (2) percentage outsourced                |                            | Percentage (%)  |            | 22.70%                       | 23.72%                       | 25.30%                        |             |

