



# Sustainability for a Resilient Future

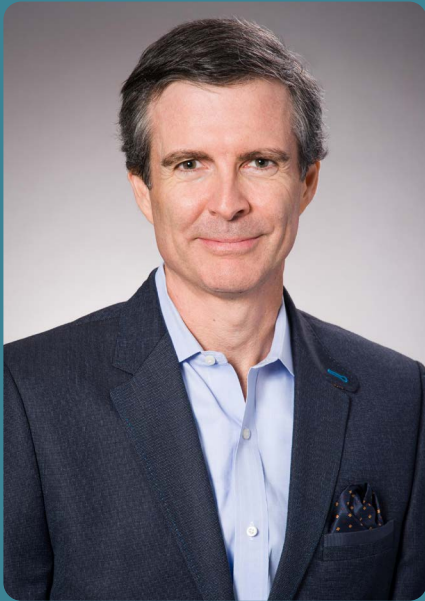
2024 Environmental, Social & Governance  
Impact Report



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# Foreword From the CFO



"2024 was a landmark year for JAGGAER's ESG journey. From achieving a Gold EcoVadis rating to embedding responsible AI principles, we advanced our commitment to sustainable business practices across every function.

As Executive Sponsor of ESG, I'm proud to help steer our strategy in collaboration with our global teams. This year's report highlights how we continue to build resilience, reduce emissions, and empower customers through sustainable procurement innovation."

**– Jeff Laborde, Chief Financial Officer, JAGGAER**



# 2024 Highlights



EcoVadis Gold Medal obtained in August 2024. The Gold Medal places JAGGAER among the top 5% of all companies rated by EcoVadis in the 12 months prior



GHG Emissions measured for the fourth consecutive year



GHG Emission reduction targets verified by SBTi in 2023; JAGGAER on track to achieve SBTi targets



Recognitions: Best-In-Class Employer Award for North America; Sunday Times—Best Places to Work 2024 in Medium-Sized Business Category



UNGC Signatory since 2021



JAGGAER continues to develop the ways in which sustainability is integrated into procurement; JAGGAER One ESG Capabilities overview presented in this report



Actions in place to obtain first AI ISO Certificate

# About JAGGAER

JAGGAER is headquartered in Research Triangle Park, North Carolina, United States, with regional offices in 11 other countries. The global workforce is spread across 17 different countries, spanning several time zones to ensure customers receive constant support. JAGGAER One software is used by customers in more than 55 countries worldwide.

## What We Do

JAGGAER provides an intelligent Source-to-Pay and Supplier Collaboration Platform that empowers organizations to manage and automate complex processes while enabling a highly resilient, responsible, and efficient supplier base.

## Where We Are Going

Embedding intelligence for a hyper-automated, conversational, and collaborative procurement platform that enhances human decision-making and accelerates business outcomes.

## JAGGAER Facts and Figures

**1,200**

Global Employees

**+1,400**

Customers with Average Tenure >6 Years

**13M+**

Suppliers on Platform

**\$2.8T**

Annual Spend Management

**55**

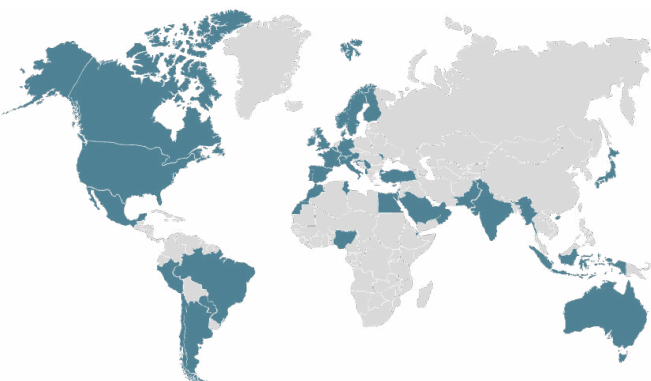
Countries Worldwide

**30**

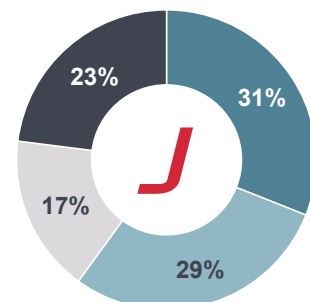
Years in Business

## Global Operations

Countries Worldwide: **55**



## Industry Strengths



■ Manufacturing    ■ Higher Education  
■ Public Sector    ■ Other

# Mission, Vision & Values



## Mission

### What We Do

Provide an intelligent source-to-pay and supplier collaboration platform to ensure a highly resilient, responsible, and efficient supplier base.



## Vision

### Where We Are Going

Embed intelligence for a hyper-automated, conversational, and collaborative procurement platform that enhances human decision-making and accelerates business outcomes.



## Values

### How We Behave

#### **Be Adaptable**

Embrace change and lead through it.

#### **Be Accountable**

Rise above and demonstrate ownership.

#### **Be Collaborative**

Work effectively and productively together.



**With a Focus on  
Customer Success**

# Empowering Sustainability Through Procurement Innovation

## Driving Sustainable Impact Across the Source-to-Pay Process

As a global leader in Source-to-Pay (S2P) technology and Supplier Collaboration, JAGGAER continues to develop the ways in which sustainability is integrated into procurement. Sustainability-driven practices in the supply chain not only help to reduce operating costs but also strengthen business risk management and open opportunities for long-term revenue growth. In 2024, we expanded our platform to help customers go beyond compliance—enabling them to lead with data-driven, sustainable strategies. By centralizing ESG intelligence and delivering smart, embedded tools, we empower organizations to gain full visibility into supplier performance, make more responsible sourcing decisions, and build more resilient supply chains.

## From Goals to Impact: Enabling ESG Leadership Through Actionable Intelligence

JAGGAER is committed to helping organizations turn their sustainability ambitions into measurable progress. We provide accurate, actionable, and unified Environmental Social & Governance (ESG) data across the Source-to-Pay (S2P) spectrum. The capabilities outlined below demonstrate how JAGGAER One solutions are purpose-built to operationalize sustainability, reduce risk, and embed ethical practices throughout the

procurement process—helping customers to become leaders in sustainable performance.

## 1. Turning Supplier Data into ESG Leadership

JAGGAER helps organizations transform supplier data into a strategic advantage. Using JAGGAER One supplier management, risk, and performance solutions, companies can build comprehensive and verified ESG intelligence across their entire supply base.<sup>1</sup> The data created by these solutions provides the intelligence and insights required to guide customers throughout the supplier lifecycle. Starting with supplier discovery and onboarding, JAGGAER helps ensure customers partner with qualified and compliant partners enabling them to build a resilient and sustainable supply chain. Onboarding templates simplify ESG data collection and calculation, ensuring consistency and accuracy. Leveraging trusted data partners such as Carbmee, EcoVadis, D&B, and Sphera, JAGGAER provides deep visibility into Scope 3 emissions, supplier risk profiles, and sustainability performance.

Post-qualification, customers are equipped to create and manage an actionable ESG data lake across all their suppliers throughout the procurement lifecycle. JAGGAER One enables the creation of standardized ESG questionnaires that can be sent to suppliers, and data can be automatically analyzed based on the customer's own sustainability

<sup>1</sup> Data is verified by independent third-party companies ex. EcoVadis; Externally gathered data (ex. Scope 3 emissions) can be verified by individual suppliers.

risk scoring methodology. AI-driven insights, category-based segmentation, and automatic development plans allow customers not only to track ESG metrics, but also to drive meaningful supplier engagement and performance improvements at scale.

## 2. Embedding Sustainability Into Every Sourcing Decision

With the JAGGAER One software, organizations embed ESG criteria directly into sourcing processes. From supplier certifications to workforce representation and emissions per unit metrics, decisions are guided by both environmental and social impact as well as by respect for ethical principles and competitive behavior. Our scenario modeling tools elevate responsible sourcing, allowing teams to weigh carbon pricing, governance risks, and social value alongside traditional cost and performance metrics.

## 3. Enabling Strategic Compliance and Long-Term Readiness

JAGGAER supports customers in staying ahead of evolving ESG regulations with compliance-ready tools that go beyond checkboxes. Our ESG dashboards and scorecards simplify and support client adherence to global and regional mandates such as the Corporate Sustainability Reporting Directive (CSRD), the Carbon Border Adjustment Mechanism (CBAM), the Corporate Sustainability Due Diligence Directive (CSDD), the California's Climate Corporate Data Accountability Act (SB 253), and the Climate-Related Financial Risk Act (SB 261). With built-in document validation, fraud detection, and real-time supplier tracking, organizations can reduce risk and ensure transparency. Custom workflows and automated alerts help teams not only meet today's requirements but prepare for tomorrow's expectations—solidifying their position as leaders in sustainable business.





## Source-to-Pay



### Supplier Intelligence

- Collect standardized ESG data across suppliers to improve decision-making.
- Design ESG- and risk-focused qualification assessments to ensure alignment with your organizational goals.
- Use scorecards and performance tracking KPIs to identify risk and maintain compliance.
- Automate supplier development plans—for performance improvements or carbon reduction actions.
- Create automated alerts for certificates expiration.
- Use AI to automatically verify compliance documents.
- Enhance supplier insights via integrations with ESG data providers (EcoVadis sustainability scores & Carbon Actions; Carbmee Scope 3 emissions; Supplier Risk Scores from Sphera; Real-time risk alerts from Prewave etc)



### Spend Management

- Align company sustainability policies/targets/initiatives with procurement decisions.
- Analyze GHG emissions by category, region, and supplier to prioritize sustainability efforts.
- Combine spend data with supplier sustainability performance to make informed decisions and engage critical suppliers in decarbonization initiatives.
- Export emissions data for climate reporting, including transportation and regional context



### Category Management

- Build ESG-driven category strategies using tools like PESTLE analysis.
- Leverage JAGGAER Adopt to guide your users and suppliers through your ESG Strategies and initiatives.
- Combine category data with supplier sustainability performance to make informed decisions.
- Combine category data with supplier sustainability performance to take action and engage critical suppliers in decarbonization initiatives.
- Plan, track and report on the savings achieved through your sustainability initiatives.
- Use integrations to enrich strategies with sustainability insights (Beroe gathers extensive market and suppliers data, from different sources, and provides dashboard, scoring and trends)

## Source-to-Pay (Cont.)

### Sourcing

- Embed ESG questions and scoring into RFI/RFQ processes
- Evaluate suppliers during negotiations based on sustainability criteria (e.g., EV usage, carbon impact)
- Filter and block unqualified suppliers using real-time supplier intelligence.
- Conduct ESG scenario modeling in Advanced Sourcing Optimizer (ASO) for more efficient and sustainable transportation and packaging decisions
- Understand the commercial impact and costs of your ESG related procurement policies.
- Professional Services can help tailor ESG-specific sourcing templates

### Contracts

- Include ESG clauses and automate compliance with expiration tracking (e.g., ISO, H&S certifications)
- Perform OFAC and sanctions checks to reduce reputational and regulatory risk.
- Use AI to determine variances of ESG clauses against your company standards.
- Use advanced search to find any ESG related clauses in seconds that can impact your organization

### Catalyze

- Get supplier recommendations aligned with ESG goals
- Screen for data integrity issues to maintain accurate ESG records.
- Use the Digital Assistant to draft ESG-focused RFQs and sourcing events

## Procure-to-Pay



### eProcurement

- Guide buyers to sustainable options using pre-defined ESG terms.
- Reduce fraud and emissions with digital processes and integrations like CrowdFox (ESG scoring).
- Promote ethical purchasing through supplier vetting and transparent procurement flows.



### Supply Chain Collaboration

- Optimize logistics to cut emissions and reduce excess inventory and waste.
- Monitor ESG and risk KPIs via dashboards, scoreboards, and alerts.
- Promote equitable supplier relationships and fair terms across the value chain.
- Enable proactive risk mitigation for disruptions impacting social sustainability.



### Invoicing

- Minimize fraud risk with automation
- Reduce carbon impact by eliminating paper invoicing.
- Support ethical payment practices to maintain supplier trust and financial health.



### Payments

- Automate global bank account validation, to prevent vendor payment fraud (*Trustpair validates new or updated suppliers bank account ownerships in seconds*).
- Ensure on-time, fair payments to diverse suppliers.
- Maintain compliance with AML, anti-corruption, and fair-trade regulations.

# JAGGAER Tech Partner Universe

We are proud to collaborate with a diverse ecosystem of leading Technology Partners who enhance the sustainability and compliance data within JAGGAER, empowering our customers to better manage risk and drive long-term value by enriching organizations' own procurement data with verified partner metrics.

## Sustainable Procurement

### Environment Impacts

ecovadis



### Social

ecovadis



### Ethics/Governance

DESCARTES™



## General Compliance



## ESG in Action: Customers Leading the Way

In 2024, [JAGGAER customers Charles River Laboratories and GE Vernova](#) were honored at the [SIG Future of Sourcing Awards](#) for leadership in sustainability and innovation. These recognitions highlight how JAGGAER enables customers to transform ESG goals into real-world outcomes through AI, automation, and collaborative supplier management.

Further information on ESG in action can be found in the Customer Success Stories Section of the Report.

# External Assessment of Our Sustainability Program

To ensure ongoing improvement and transparency in its sustainability efforts, JAGGAER conducts annual independent external assessments of its sustainability program, carried out by EcoVadis. EcoVadis is one of the world's leading providers of business sustainability ratings that assesses companies across various industries on their environmental, social, ethical and sustainable procurement policies and practices. Currently, the EcoVadis universe has more than 130,000 rated companies.<sup>2</sup>

EcoVadis' business sustainability ratings are based on international sustainability standards such as the Ten Principles of the UN Global Compact, the International Labour Organization (ILO) conventions, the Global Reporting Initiative (GRI) standards and the ISO 26000 standard. The ratings provide an evidenced-based analysis on performance and an actionable roadmap for continuous improvement.

In August 2024 JAGGAER was awarded a Gold Medal from EcoVadis for its sustainability performance. The Gold Medal places JAGGAER among the top 5% of all companies

rated by EcoVadis in the 12 months prior.<sup>3</sup> Among the EcoVadis rated industry peers, JAGGAER ranks within the top 1%, with a score of 77.



Looking at individual themes and our performance compared to industry peers rated by EcoVadis in the 12 months prior, JAGGAER ranks:

- In the top 2% in the Labor and Human Rights theme
- In the top 3% in the sustainable procurement theme
- In the top 10% in the Environment and Ethics themes

JAGGAER received its first EcoVadis bronze medal in 2021 and second bronze medal in 2022. In 2023, JAGGAER received a Silver Medal.



"This achievement validates the progress JAGGAER has made across environmental, labor & human rights, ethics, and sustainable business practices. I view this recognition not as a destination, but as a guidepost to challenge ourselves further. It reaffirms our commitment to continuous improvement and accountability in every aspect of our operations. We're proud to lead by example for our customers and partners."

— Jeff Laborde, Chief Financial Officer, JAGGAER

<sup>2</sup> <https://ecovadis.com/>

<sup>3</sup> The 12 months prior refer to the 12 months prior to our August 2024 EcoVadis assessment.

# Our ESG Corporate Governance Structure

We have established a robust ESG governance structure. By ensuring that ESG topics are overseen at the highest levels of our organization, we can better anticipate, monitor, and respond to emerging non-financial risks. Clearly defined roles, responsibilities, and accountability across the company strengthen our internal controls, support regulatory compliance, and enhance long-term business resilience. This governance framework not only ensures that we are prepared for regulatory and market changes but also helps drive continuous improvement in our ESG performance.

Our Senior Global ESG Manager is responsible for driving ESG best practices, ensuring the development, execution, and continuous improvement of our ESG strategy and initiatives. This role also involves maintaining clear communication with key internal and external stakeholders regarding activities, developments, and compliance requirements.

In 2024, we transitioned the ESG Taskforce into the ESG Steering Committee, shifting its focus from operational to strategic functions. The Steering Committee is composed of senior management representatives from various departments across the company. It addresses ESG issues from two key perspectives: the impact of JAGGAER's own operations and the broader product and market perspective. This unified approach ensures continuous improvements in our ESG performance and enhances our product and partner offerings. The ESG Steering Committee meets quarterly in advance of the Board of Directors meeting.

Our CFO is our Executive ESG Sponsor, responsible for overseeing our ESG strategy and program development and reporting to the CEO. He collaborates with the Executive Leadership Team, ESG Steering Committee and the Senior Global ESG Manager to establish and implement initiatives. Under the CEO's direction, the company undertakes initiatives to protect the environment, enhance social practices, and maintain ethical standards in our operations, as well as to enable our customers to manage ESG risks and opportunities through our products and services.

During the transition to our current private equity owner, Vista Equity Partners, we ensured that Board oversight of ESG performance remained in place at JAGGAER. Each quarter, the ESG Team prepares a comprehensive update for the Board of Directors, detailing key developments, projects, and progress in our ESG initiatives. This consistent reporting ensures that our leadership remains informed and engaged with our sustainability efforts, facilitating strategic decision-making and reinforcing our commitment to continuous improvement in ESG performance.



# JAGGAER's Materiality Assessment

To ensure that our sustainability efforts are focused on the issues most relevant to our business and stakeholders, we conduct materiality assessments.<sup>4</sup> Global Reporting Initiative (GRI) Standards define material topics as those that reflect the company's most significant actual or potential, positive or negative impacts on the economy, environment, and people, including impacts on human rights.

Through engagement with internal and external stakeholders, analysis of industry developments and benchmarking against global best practices, a materiality assessment helps identify and prioritize ESG topics that are critical to company operations, value chain, and long-term performance. Identified material

topics inform the sustainability strategy, reporting focus, risk management activities and long-term growth priorities. In 2024, we reviewed our material topics and found that they remained the most material and relevant to our business.

Material topics were mapped on a materiality matrix, which evaluates each topic based on its external impact and its significance to business success. Topics in the upper-right quadrant are considered the most material, with data privacy and security, organizational culture, and ethical conduct ranking highest. These topics are given high priority in JAGGAER and our approach to them is detailed throughout this report.<sup>5</sup>



<sup>4</sup>We conduct materiality assessments in every two years or when there is a material change in company size/ operations.

<sup>5</sup>Material topics are subject to change over time.

## Matrix of material topics from internal assessment

External Impact	Health & Safety	Culture Ethical Conduct Risk Management Talent Development People, Culture and Community Data Privacy & Security
	Energy Waste Emissions	Employee Grievance Volunteerism

### Importance to Business Success

Social
  Governance
  Environmental

Also in 2024, we conducted preparatory activities for a Double Materiality Assessment, which started in the beginning of 2025. This assessment will provide a more holistic view of the company's exposure to sustainability-related financial risks and opportunities, while also capturing the real-world impacts of its activities on people and the environment. It marks a step forward from a GRI-based materiality approach by integrating both financial and impact materiality, supporting not only more robust reporting, but also better-informed decision-making and risk management.



# JAGGAER and SDGs

At JAGGAER, we are committed to continuous incremental improvements of our sustainability performance. Our holistic approach is based on our ESG Principles, which are drawn from the United Nations' that relate to Sustainable Development Goals (SDGs).

1

We respect the human rights of our employees and those people working for our partners and suppliers, including the right to a private and family life.

2

We act responsibly with respect to the environment, our impact on the climate and the use of natural resources.

3

We comply with the letter and the spirit of the law, wherever it applies.

4

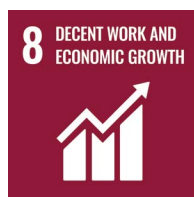
We train our employees to be mindful of governance issues such as bribery, aiming to maintain the highest ethical standards in all our business dealings.

5

We recognize that sustainability is a journey and not a destination, and we actively monitor industry guidelines and best practices in the spirit of continuous improvement.

6

We aim to eliminate all forms of discrimination based on gender, nationality, race, disability, age, religion, political affiliation or sexual orientation. We aim for our company to offer equal opportunities for employment and career development to all.





# Environmental Impact

## Greenhouse Gas (GHG) Emissions

As part of our comprehensive risk management process and sustainability strategy, we actively monitor, measure, and annually report our greenhouse gas (GHG) emissions. This approach ensures preparedness for compliance with regulatory requirements, meets increasing stakeholder expectations, and addresses client demands for greater transparency. Additionally, systematically tracking emissions enables us to identify opportunities for enhanced operational efficiency, leading to long-term cost savings. By being transparent about our GHG emissions, we can better support our

clients in reducing their Scope 3 emissions within their supply chains, helping them meet their commitments more effectively.

We began measuring GHG emissions in 2021 and reported them for the first time in our 2022 ESG Impact Report.<sup>6</sup> In 2023, our emissions reduction targets were verified by the Science-based Targets Initiative (SBTi), which led to the establishment of JAGGAER's new Plan Zero ambition and targets. Moving forward, we are committed to enhancing the automation of the GHG emissions calculation process and further operationalizing strategies



<sup>6</sup> All previous JAGGAER ESG Reports can be found at: <https://www.jaggaer.com/esg>

to reduce our GHG emissions, thereby unlocking long-term savings. More broadly, throughout 2024, we were committed to improving our internal processes, policies and practices that support our ESG Program, which helped us achieve the EcoVadis Gold Medal as an external recognition of our actions (*more details are presented in the previous section of this report*).

As a software development company, we operate with a lower direct environmental impact compared to more material- or energy-intensive business models. Despite our relatively small environmental footprint, we are committed to continuously enhancing our sustainability performance by identifying

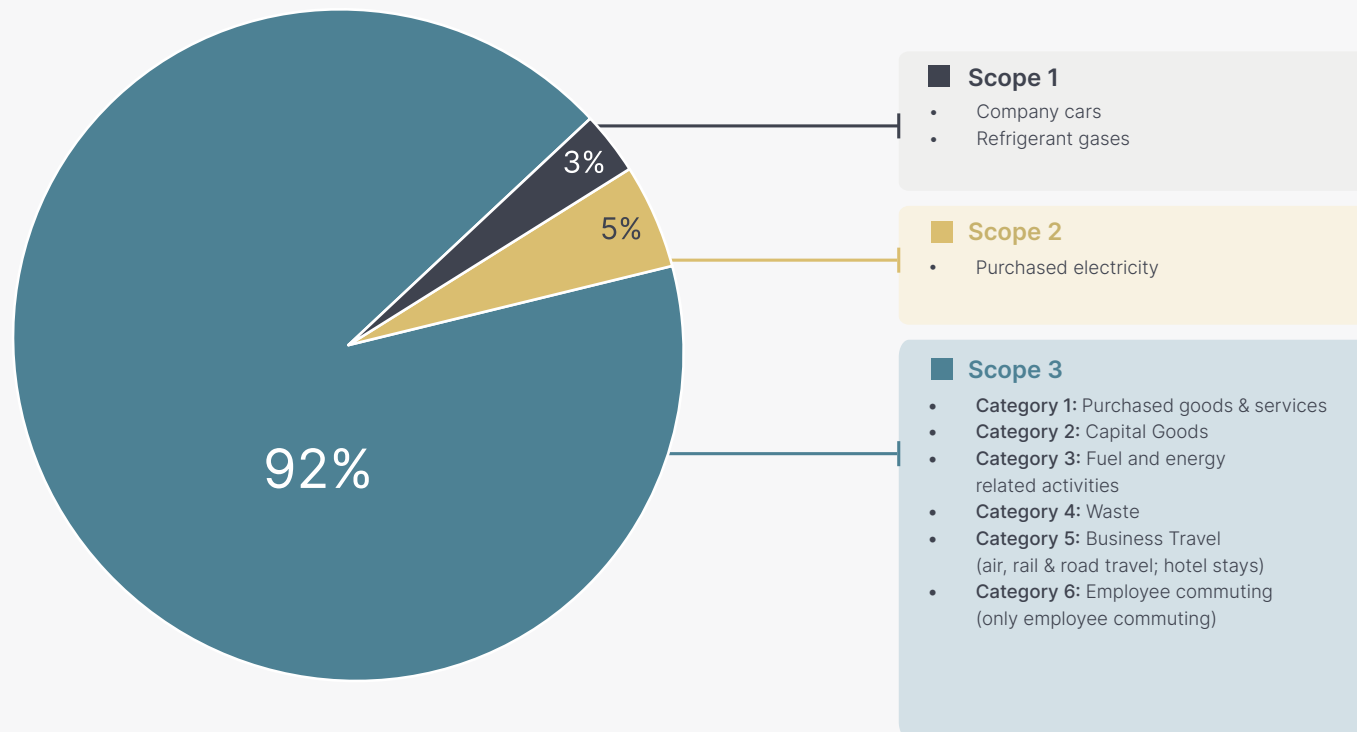
and implementing strategies to reduce both our direct and indirect emissions.

JAGGAER's Scope 1, Scope 2 and Scope 3 emissions are measured using the GHG Protocol—a globally recognized carbon accounting standard.

Our total GHG emissions in 2024 were 8,278 tonnes CO<sub>2</sub>e. The structure of our emissions per scope remained unchanged compared to 2023, with the majority of emissions originating from Scope 3 (92%). Scope 1 and Scope 2 emissions accounted for 3% and 5%, respectively. This distribution highlights the significant impact of our indirect emissions on our overall footprint.<sup>7</sup>

## JAGGAER 2024 GHG Emissions by Scope—tCO<sub>2</sub>e (tonnes of CO<sub>2</sub>e emissions)

Our calculations include the following categories within each emission's scope<sup>8</sup>:



<sup>7</sup> Our current methodology covers only upstream Scope 3 emissions. Location based method was used for Scope 2.

<sup>8</sup> Within the Scope 3 emissions water & water treatment and working from home are categories calculated for internal reporting and not presented in the overall number of emissions as they were not part of our inventory set for SBTi target setting purposes.

## GHG Emissions YoY (in tonnes of CO<sub>2</sub>e)<sup>9</sup>

Emissions	2024	2023	2022	2021
Scope 1	260	256	435	400
Scope 2	417	424	948	503
Scope 3	7,600	8,048	10,981	13,322
<b>Total GHG Emissions<sup>10</sup></b>	<b>8,278</b>	<b>8,729</b>	<b>12,363</b>	<b>14,224</b>

Our overall GHG emissions have decreased by 5.2% compared to 2023. The most significant contribution to this reduction comes from Scope 3 emissions, primarily due to a more precise categorization of Scope 3 spend and improved calculation methods. A small increase in Scope 1 emissions, resulting from increased company car use, was offset by a slight decrease in electricity consumption in our offices.

We remain on track to meet our SBTi targets. We have achieved a 25% reduction in overall Scope 1 and Scope 2 emissions compared to 2021.<sup>11</sup> Additionally, we reduced our Scope 3 emissions, our largest emissions category, by 43% compared to the 2021 baseline. This reduction is partly due to migrating our services to a third-party cloud-based hosting infrastructure provider, Amazon Web Services (AWS). AWS is up to 4.1 times more energy efficient than on-premise infrastructure and 100% of electricity consumed by Amazon in 2023 was matched with renewable energy sources.<sup>12</sup> Furthermore, AWS uses advanced modeling methods to optimize

data center design, uses different cooling techniques depending on the time of year to achieve cooling efficiency, and implements measures to reduce embodied carbon during the construction of the data centers.<sup>13</sup>

In 2024, we consumed a total of 6,830 GJ of energy, including 3,423 GJ from fuels (with 15 GJ from biofuels) and 3,407 GJ from purchased electricity. This corresponds to an energy intensity of 5.63 GJ per employee, which serves as a baseline for tracking performance in future years.

Our energy (electricity) intensity indicators show a reduction in energy consumption in our offices. This decrease is primarily due to the adoption of hybrid working policies and the reduction in size or closure of some office locations compared to previous years.

<sup>9</sup> Changes in Scope 1 emissions for 2023 and 2022 compared to the reported amounts in the 2023 report are due to an error in the reporting system, where an incorrect emission factor was inadvertently applied. The issue has since been identified and corrected to ensure accuracy in future reporting. As a result S1 emissions in 2023 increased 29 tonnes and emissions in 2022 decreased 9 tonnes.

<sup>10</sup> Total amounts calculated using decimal numbers into account

<sup>11</sup> Part of the Scope 1 reduction is due to the availability of more accurate data related to company car use.

<sup>12</sup> <https://sustainability.aboutamazon.com/products-services/aws-cloud>

<sup>13</sup> <https://sustainability.aboutamazon.com/products-services/aws-cloud>

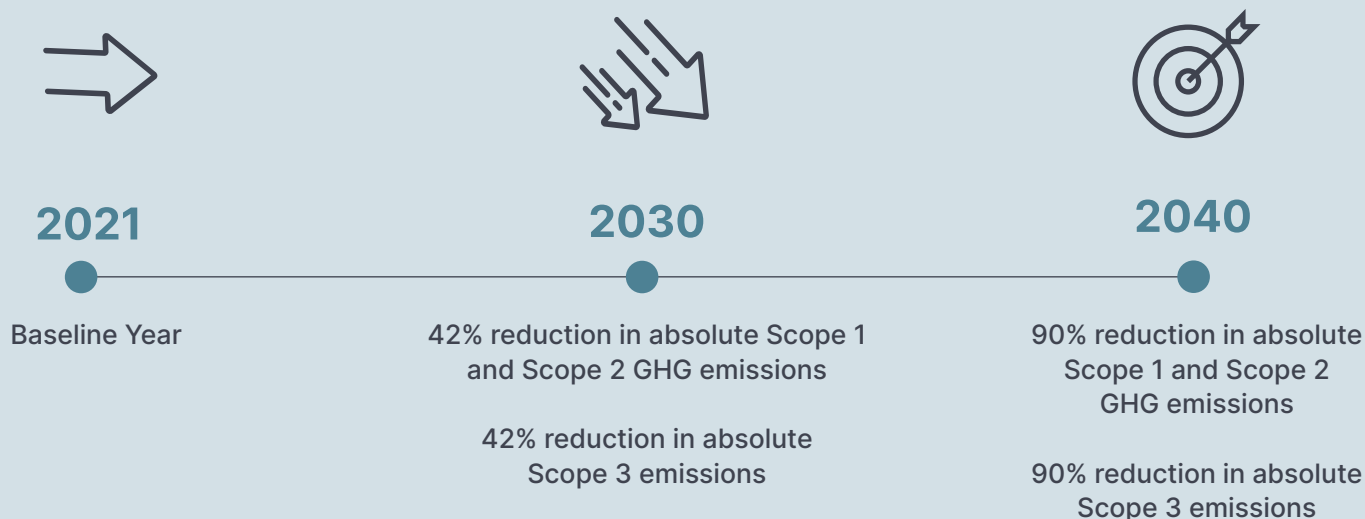
## Energy (Electricity) and Carbon Intensity Indicators YoY<sup>14</sup>

	Total Electricity Use (MWh)	Total Electricity Use (MWh) per Employee	Scope 2 (tCO <sub>2</sub> e) per Employee
2024	946	0.78	0.34
2023	1,224	1	0.35
2022	2,589	2.03	0.74
2021	1,699	1.5	0.48

## Science-Based Targets Initiative

In 2023 our science-based GHG reduction targets were verified by the Science-Based Targets Initiative (SBTi), and we are now communicating our progress against those targets.

The Science-Based Targets Initiative (SBTi) is a global initiative that defines and promotes the best-practice target setting for emissions reductions and net zero pathways, in line with the latest scientific recommendations and the Paris Agreement.<sup>15</sup> JAGGAER's science-based GHG reduction targets were verified by SBTi in 2023.<sup>16</sup> We set our ambitions on becoming net zero by 2040, with the near and long-term targets laid out below:

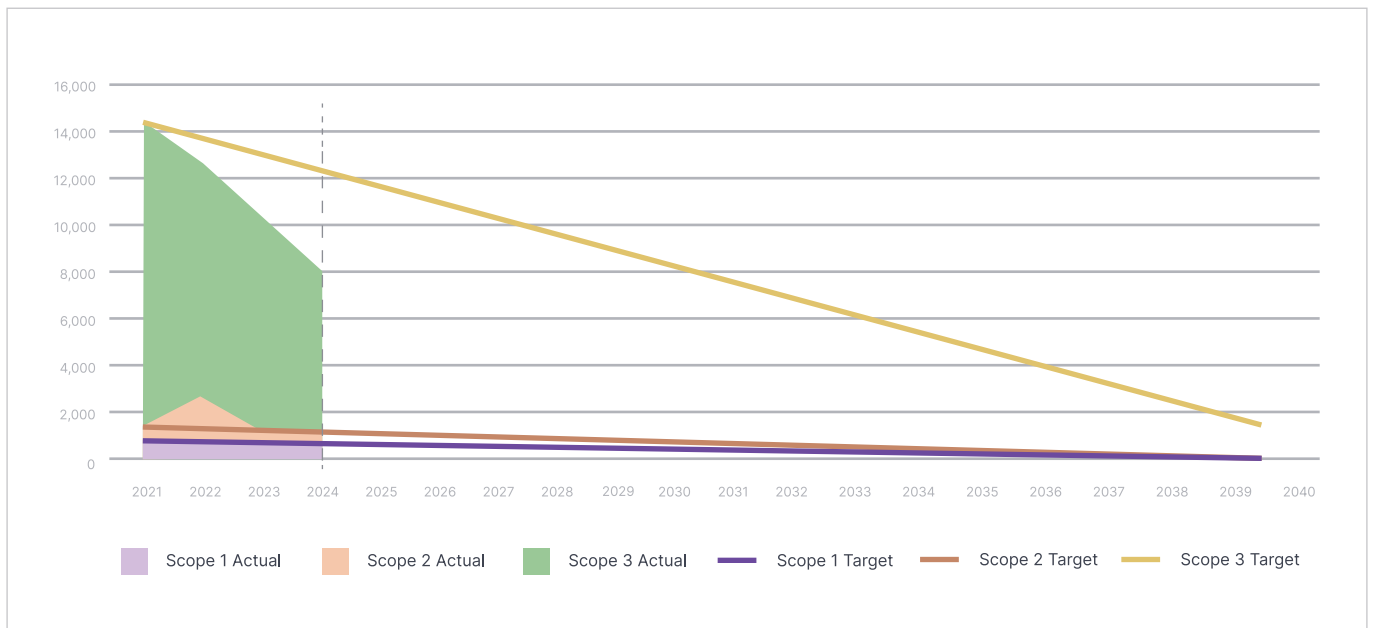


<sup>14</sup> In alignment with previous disclosures, this report presents electricity-based energy intensity indicators independently, to preserve data continuity and support accurate year-on-year trend analysis

<sup>15</sup> <https://sciencebasedtargets.org/about-us>

<sup>16</sup> <https://sciencebasedtargets.org/target-dashboard>

Our progress during 2024 is outlined in the graph below. We remain on track to achieving our near-term and long-term SBTi targets:



## Plan Zero

To support the achievement of our greenhouse gas (GHG) emissions reduction targets, we have developed an initiative known as Plan Zero, with four key focus areas. The operationalization of these key focus areas is underway internally with consideration of the resources needed for implementation and the levels of activity needed for business continuity.

### Plan Zero Key Focus Areas



Procuring renewable electricity for offices



Lower emissions company fleet



Engaging with suppliers and vendors



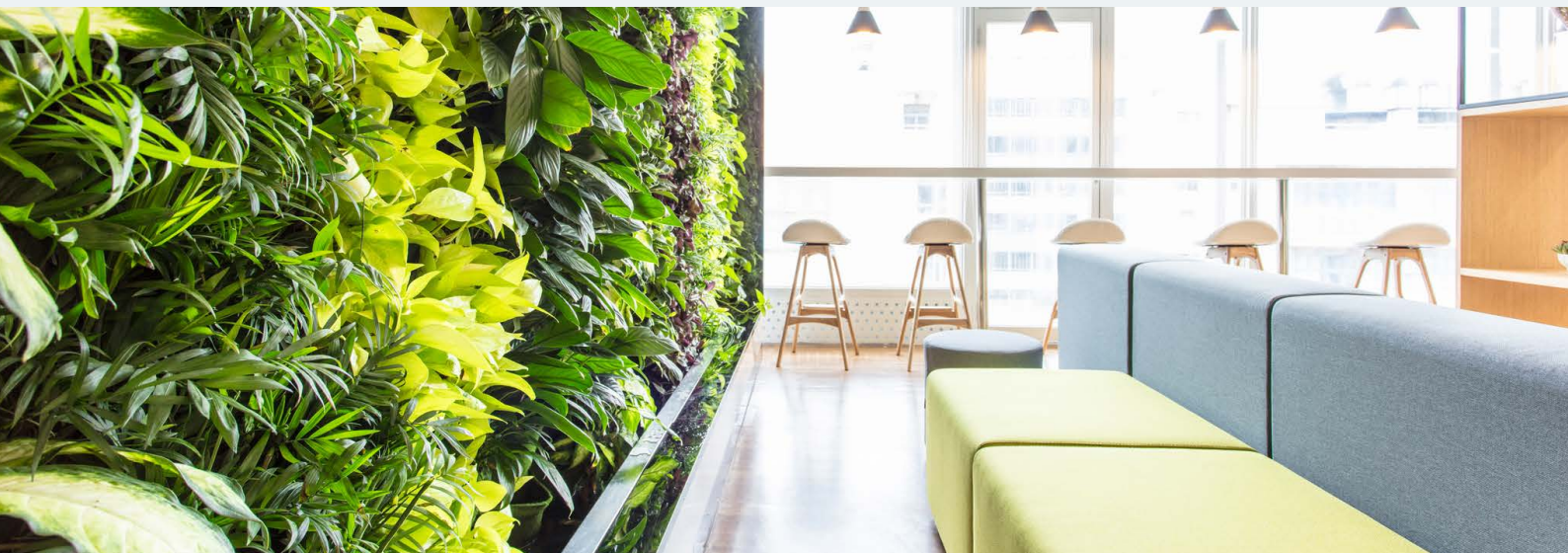
Mindful business travel

# Sustainable Office Spaces

We are proud that our Belgrade office has a LEED Gold Certification, a prestigious recognition awarded to buildings that meet high standards for environmental sustainability and energy efficiency. Our Belgrade and Madrid offices also have a WELL Health and Safety Certification, which acknowledges the rigorous health and safety standards of these buildings. Our Madrid office has BREEAM certification at the Outstanding level, the highest level of sustainability for BREEAM Certificates. Furthermore, our Vienna office has a BREEAM certification, Class A energy efficiency, green facades, and green rental agreements.

## **Additional initiatives already in place that support the reduction of energy/resources used and travel requirements in JAGGAER offices:**

- Emphasis on online collaboration tools to reduce travel requirements where practical.
- Desk sharing practices and hybrid working practices to reduce need for additional office space.
- Emphasis on e-signature options for contract/document approvals, reducing need for wet signatures and paper waste.
- An HVAC system that maintains a comfortable temperature during the workday and increases or decreases the temperature at night and on weekends to reduce energy consumption.
- Conference rooms, enclosed offices, entire floors and restrooms include sensors to keep lights off when an area is not in use.
- Low flow restroom fixtures and shut-off sensors.
- Consolidated printers with multiple functions that reduce power and paper waste.
- Paperless procurement, payroll, and benefits processes.
- Waste sorting bins in offices.
- Water fountains that reduce bottles and can waste.
- Reusable cold and hot beverage cups to reduce employee use of disposable cups.



# Water, Waste and Air Pollution

As a company with limited direct environmental impact, our operations do not significantly contribute to water consumption, waste generation, or air pollution. Nevertheless, we recognize the importance of environmental stewardship as part of effective risk management. We are committed to the responsible use of natural resources and continuously seek to identify and mitigate potential environmental risks associated with our activities.

Last year the water consumption from our offices was 3,152 cubic meters, and we established a goal to achieve a 10% reduction of total water consumption by 2030 from a 2023 baseline.<sup>17</sup> In 2024 our water consumption decreased to 2,427 cubic meters, which is a reduction of 23%. Keeping in mind that for some offices we don't have actual consumption data, so we must use estimates, we remain committed to improving the accuracy of our data and further reducing our environmental footprint.

In our industry, data center water usage can be a significant factor. Our data infrastructure is hosted by Amazon Web Services (AWS), a provider recognized for its strong environmental performance and commitment to sustainability. AWS has implemented advanced water stewardship practices, including the use of sustainable water sources, efficient cooling technologies, and a goal to become water positive by 2030.<sup>18</sup> These measures help significantly

reduce the environmental footprint of cloud operations. By partnering with AWS, we ensure that our digital infrastructure is supported by a provider whose values and practices align with our commitment to minimizing environmental impact and managing sustainability risks effectively.

In line with our further operationalization of Plan Zero, we aim to conduct a detailed assessment of 100% of our company car fleet by 2026, assessing the potential of using more hybrid and electric vehicles.



In 2023 we established a goal to reduce NOx emissions from company cars by 15% by 2030 compared to the 2.70 tonnes CO<sub>2</sub>e of N<sub>2</sub>O per unit baseline in 2023.<sup>19</sup>



During 2024 our NOx emissions from company cars were 2.48 tonnes CO<sub>2</sub>e of N<sub>2</sub>O per unit which is a reduction of 8%.

Our overall NOx emissions connected to Scope 1, Scope 2 and Scope 3 in 2024 were 7.16 tonnes CO<sub>2</sub>e of N<sub>2</sub>O per unit.<sup>20</sup>

Total waste generated in operations in 2024 was 16.4 tonnes by volume. We remain committed to our goal of reducing the amount of waste generated in our operations by 10% by 2030 from a 2023 baseline of 11.5 tonnes. Furthermore, by 2030 we aim to cover 100% of operational sites with waste sorting measures.

<sup>17</sup> In our 2023 report, we inadvertently included water treatment figures alongside water consumption, resulting in an overstatement of total water use. After correcting this, the actual water consumption for 2023 was 3,152 cubic meters.

<sup>18</sup> <https://sustainability.aboutamazon.com/reports?sort=relevant&offset=1>; Water positive refers to returning more water to communities and the environment than it's used in AWS' global operations.

<sup>19</sup> The 6.70 tonnes reported in 2023 report refer to overall NOx emissions from Scope 1, Scope 2 and Scope 3 not just emissions from company cars.

<sup>20</sup> This is approximately 0.027 tonnes of N<sub>2</sub>O





## Partnering to Restore Ecosystems

Reforest'Action is a company dedicated to restoring terrestrial ecosystems on a large scale to address environmental challenges. As a global leader in reforestation and agroforestry, Reforest'Action designs and develops projects that create lasting benefits for both the environment and communities, with impact monitored and measured over time. At the core of its approach is the multifunctionality of ecosystems, ensuring their long-term resilience and stability. Since its founding in 2010, Reforest'Action has carried out more than 1,680 projects in 44 countries.

JAGGAER has been contributing to Reforest'Action since 2019. Our partnership with Reforest'Action supports the regeneration of terrestrial ecosystems across the globe. Our annual financial contribution to the project has helped restore ecosystems in Spain, Indonesia, Tanzania, France, South Africa, and Peru.<sup>21</sup> In 2024 we continued our partnership with Reforest'Action, and at the end of the year we had an initiative to plant one tree for each JAGGAER customer, combining our reforestation activities with the holiday season.

Since 2019, the planting of over 10,370 trees equates to the following environmental and social benefits.<sup>22</sup>



### Climate

**1,556**

tCO<sub>2</sub>-eq stored over 30 years



### Biodiversity

**31,128**

animal shelters created



### Health

**41,504**

months of oxygen generated



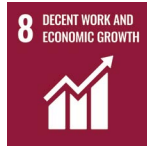
### Social & Economic

**10,376**

hours of work created

<sup>21</sup> <https://www.reforestaction.com/contributeur/jaggaer>

<sup>22</sup> <https://www.reforestaction.com/contributeur/jaggaer>



# Social Impact

## People, Culture and Community

JAGGAER is a multinational company with employees in 17 different countries, spanning several time zones, to ensure our customers receive constant support. By the end of 2024, we had 1,214 employees working either in one of our 12 global offices or fully remote. We have more than **40 nationalities**, spanning across four generations, represented in our workforce. This international structure enhances our efficiency and enables us to provide 24/7 support to our multinational client base.

We are committed to providing equal employment opportunities to everyone at JAGGAER. We ensure that all individuals are treated fairly and without

discrimination based on any applicable legally protected characteristic.

As a signatory of the United Nations Global Compact, our policies and business practices reflect the 10 principles of the UNGC including a commitment to preventing discrimination in the workplace and equal treatment without regard to personal characteristics unrelated to merit or the inherent requirements of the job.<sup>23</sup> Our commitment to equal treatment and opportunity is evident in various work-related activities, including but not limited to recruitment, benefit offerings, performance reviews, promotion policies, and employee engagement surveys.



<sup>23</sup> <https://unglobalcompact.org/what-is-gc/mission/principles/principle-6>

<sup>24</sup> <https://unglobalcompact.org/what-is-gc/mission/principles/principle-1>; <https://unglobalcompact.org/what-is-gc/mission/principles/principle-2>

We also are committed to respecting and supporting human rights. We proactively address any potential adverse human rights impacts in our operations and ensure we are not complicit in human rights abuses through due diligence process on all our counterparties.<sup>24</sup>

At JAGGAER, we have an annual, mandatory online anti-harassment and anti-bullying training for all employees. This course provides guidance on how individuals can help prevent harassment and bullying, as well as how to respond if such conduct occurs. It also addresses retaliation against individuals who report improper conduct or assist in an investigation. This training further reinforces elements of internal policies that cover these topics such as the Anti-Harassment & Bullying Policy, Global Well-being Policy and the Whistleblower Protection Policy.

At the core of our company culture is a belief that mutual respect is essential to drive value through our globally connected network and create a strong engaged workforce.

Our values of being collaborative, adaptable and fostering a culture of mutual accountability with others underpin our approach to people, culture and community. By fostering a business environment where all individuals are welcome, valued and promoted based on merit we enable constant innovation and create a basis for long-term business success.

We recognize that our employees bring diverse perspectives, experiences and strengths to the table. The diversity of thought enhances our ability to respond to customer needs, adopt to global challenges promptly, and deliver meaningful impact through our products and services.

Since 2023 we have had a dedicated, cross-functional team that evaluates representation and inclusion across our organization, striving to identify further areas for improvement. At JAGGAER we are committed to fostering a respectful and inclusive work environment where all employees have equal access to opportunities and resources.



"At JAGGAER, social impact is embedded in how we work every day. Through inclusive hiring, flexible work, mental health support, and global volunteerism, we ensure our culture empowers people to bring their full selves to work and contribute meaningfully to the communities around them.

We're proud of our employee-led networks and programs, from The Women's Network to our Wellbeing Ambassadors and Parent-to-Parent employee resource group. These initiatives drive belonging and innovation, and I see firsthand how our brand is strengthened by the authenticity of our people and the purpose that unites us.

Social impact is how we lead, connect, and grow together."

— Eva Skidmore, Chief Marketing Officer, JAGGAER

# JAGGAER Workforce in Numbers

Our workforce representation metrics ensure that we genuinely provide equal employment opportunities to all, and we follow them on a quarterly basis.<sup>25</sup> We are committed to fostering a workforce that includes employees from various backgrounds and perspectives, driving dynamic thinking and creative solutions across our teams.



Women in our global workforce

2024	2023	2022
<b>41.8%</b>	<b>42%</b>	<b>41.6%</b>



Women in management positions

2024	2023	2022
<b>36.1%</b>	<b>36.6%</b>	<b>31.8%</b>



Women in ELT<sup>26</sup>

2024	2023	2022
<b>28.6%</b>	<b>33.3%</b>	<b>28.6%</b>



Workforce age breakdown (2024)

Below 30 Years	30-50 Years	Over 50 Years
<b>10%</b>	<b>68%</b>	<b>22%</b>



<sup>25</sup> Indicators are end of year data for all years presented in the report.

<sup>26</sup> Executive Leadership Team

# Employee Health and Safety

We have implemented a comprehensive internal system supported by several policies dedicated to employee health and safety. We give the utmost priority to occupational health and safety, ensuring it is continuously monitored and seamlessly integrated into daily operations across all our locations.

In order to identify potential hazards and implement effective measures to protect the health and safety of our employees we conduct regular workplace risk assessments. During 2024, 61% of our employees were covered by workplace risk assessments.<sup>27</sup>

As we place strong emphasis on occupational health and safety, we have educational sessions to remind our employees of the relevant best practices that ensure occupational health and safety, and we aim to achieve 50% coverage of employees that receive annual health and safety training by 2030. During 2024 we had five work-related accidents with 26 days lost due to work-related injuries in calendar year 2024.



<sup>27</sup> Percentage calculated based on the number of employees that work from JAGGAER offices.

# Working Conditions and Labor Relations

At JAGGAER we strive to support our employees to achieve a good work-life balance and maintain high productivity in the workplace. Therefore, we offer flexible working arrangements including part-time contracts, full-remote contracts, and a hybrid working model even for full-time employees. Furthermore, as we stand firm in our commitment to our trust-based, flexible working culture, we have established a 'Working from Abroad Policy' enabling employees to reconcile work and family/personal needs. Night shift work is additionally compensated.

Moreover, we provide a supportive work culture during maternity and paternity leave. As we operate in many different countries it's important to highlight that we are compliant with all national regulations regarding parental leave and even strive to go beyond mere compliance. For example, in Serbia, we exceed the legal requirements and offer 10 days of parental leave to fathers and grant a day off for working parents on their child's first day of school; in India we also go beyond local legal requirements, offering three days of parental leave to fathers. Working parents are essential to our company's overall success, and we strive to support new parents returning from parental leave in reengaging with their roles as effectively as possible. Recognizing the challenges of returning to work after maternity leave, we aim to offer solutions that, where possible, provide temporary adjustments to working hours during the first month back, subject to local regulations and company policies. Working parents have equal opportunities for promotions based on merit, and we can cite numerous

success stories of employees evolving to a new role just before or after such leaves.

In line with our efforts to promote fair and responsible employment practices, we plan to conduct a living wage analysis by 2026, covering 60% of our employees.

We conduct an annual Employee Engagement Survey to gather insights into workplace culture, leadership effectiveness and communication, and overall job satisfaction. 100% of employees receive the annual Employee Engagement Survey and this coverage refers to employees who joined the company more than 90 days before the launch of the survey. Employees who joined the company within the 90 days up to the launch of the Employee Engagement Survey instead receive the 90-day feedback survey for New Hires. JAGGAER aims to maintain the 100% coverage by the Global Employee Engagement Survey through 2030.<sup>28</sup>



<sup>28</sup> Excluding New Hires who joined less than 90 days prior to the survey, as they are covered by the New Hire Survey.

Our latest Employee Engagement Survey had an 80% participation rate, reflecting strong employee interest in contributing to organizational improvement.<sup>29</sup> Work-Life Balance and Alignment & Involvement were the highest favorable scoring questions, and 83% of employees stated they could be their authentic selves at work. However, we also use this annual survey to identify opportunities for improvement and develop action plans according to the feedback.

1

100% of our operational sites in countries that require collective bargaining agreements are covered by collective bargaining agreements.

2

Our goal is to maintain 100% of employees under a collective agreement, in countries that require collective bargaining agreements, through 2030.

3

100% of our operational sites are aligned with local regulations regarding labor and human rights.



<sup>29</sup> Employee engagement survey conducted in March 2025, covering employees who were hired prior to December 2024.

# Career Management

Employees spend an average of four hours on mandatory compliance training annually. In addition to this, 100% of our employees have access to more than 300 courses in JAGGAER University. Employee development is very important to JAGGAER and the courses offered cover a range of topics such as product features and sales enablement. The hours spent on these courses are not tracked, as they are voluntary, and every employee can choose the topics based on their job description and interests. In addition, local HR offices offer soft skills training, language courses, and leadership training opportunities to interested employees.

Each quarter we hold New Hire Onboarding sessions for all our newly hired employees worldwide.

Over the course of 14 presentations delivered by senior management, new employees are presented with the key functions within the company, receive a product demo, and attend an informative session around key concepts in procurement. Furthermore, 100% of all newly hired employees receive ESG New Hire Onboarding Training.

Our goal is to achieve a 20% increase in the average mandatory training hours per employee by 2030 compared to the 2023 benchmark of four hours.<sup>30</sup> We believe this increased investment in compliance training will help the business mitigate risk in the coming years as the risk landscape evolves.

We support and promote internal mobility. We regularly publish open positions internally and support our employees to

find the best fit possible based on their knowledge, experience and preference.

We run an annual global performance review process where employees discuss their performance and career objectives and receive feedback. In addition, we offer tailored compensation packages, including commissions and bonuses in applicable roles, because we believe in recognizing and rewarding high performance.

At JAGGAER 100% of our employees receive formal performance evaluation and feedback at least annually, that is audited by an independent third party in the Type 2 SOC 2 Report. Based on goals set by managers and accepted by the employee at the beginning of the year, employees receive formal feedback and work with their manager to identify future career development opportunities and milestones. We aim to maintain independently attested 100% coverage of employees that receive formal performance evaluation and feedback at least annually through 2030.



<sup>30</sup> Measured as mandatory training for all employees.



# Recognitions

JAGGAER has received two awards praising its employee-centric approach. Even after the pandemic, we remain committed to a trust-based hybrid working model, granting our employees the freedom to tailor their work hours and locations to accommodate both professional and personal commitments. Our UK office earned a recognition in the **Sunday Times – Best Places to Work 2024 in Medium-Sized Business Category**<sup>31</sup>:

*“The 60 employees at this software operation, which provides e-procurement solutions, can tailor their hours and locations, including “workations”, thanks to a policy that allows one month a year working abroad. But office days in London and elsewhere also count, with weekly breakfasts, drinks and socials designed to keep everybody connected. A volunteer-led mental health and wellbeing platform has helped slash staff turnover from 43 per cent to 9 per cent over the past two years.”*

Our commitment to ongoing improvements in career management practices and employee well-being has been recognized for the third year in a row in North America. JAGGAER North America was named as a **‘2024 Best-In-Class Employer’**. This award is based on Gallagher’s Best-In-Class Benchmarking Analysis of Workforce Trends, where JAGGAER stood out among 1,283 midsize US employers in the following categories:

- 1 Planning horizons for benefits and compensation strategies
- 2 Extent of the wellbeing strategy
- 3 Turnover rate for FTEs

- 4 Completion of a workforce engagement survey
- 5 Use of HR technology strategy and its level of sophistication
- 6 Difference in healthcare costs over the prior year



<sup>31</sup> <https://www.thetimes.com/static/best-places-to-work-2024-medium/>

# Employee Wellbeing

At JAGGAER we understand that a positive employee experience and employee wellbeing drive productivity, support talent retention, and contribute to long-term organizational performance. We invest in company-wide benefits, which may vary by location, from private health insurance to extra days off for charity work and birthdays. Most of our offices organize Summer & Christmas parties, Women's Day celebrations and quarterly Rockstar celebration awards. The Rockstar Awards recognize employees who consistently go above and beyond to inspire their peers, enhance our products and processes, and make JAGGAER an exceptional place to work—nominated by teammates and selected through internal voting.

## During 2024, all regions held employee wellbeing programs, workshops, and team days:

### UK & Ireland

Since 2022 the Mental Health & Wellbeing platform has been in place – led by volunteers from different functions as Wellbeing Ambassadors.<sup>32</sup> They come together once a month to plan and execute the region's wellbeing agenda and they get an extra day off each year for their contributions to employee wellbeing.

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### Austria

- Monthly group physical activities JAGGAER in Motion
- Mental health workshops scheduled for Mental Health Day

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### Spain

- Mental health workshop: Mindfulness
- Physical exercise: Corporate Race and Padel League

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### Serbia

- Participation in external sports organizations such as Business Olympiad
- Mental health workshops for World Mental Health Day
- Employee groups: Yoga/Oriental dance training; JAGGAER band; JAGGAER Book club

<sup>32</sup> Platform refers to the employee resource group with a dedicated page on our intranet network.

## United States

- “Torch Talks” – global networking during Olympics
  - Quarterly retirement planning webinars
  - Benefit Webinars
  - 30-day meditation challenge
  - 30-day hydration challenge
- 

## France

- Participation in the annual ‘Heros Run’ enabling our employees to practice sport in a team and festive spirit
- 

## UAE/KSA

- Health check up campaign
  - Monthly breakfast – healthy options
  - Monthly wellness webinars provided by our medical Insurance vendor
- 

## India

- Wellness sessions: Nurturing Wellness for Vibrant Life



# Company-Wide Employee Community Groups

We recognize the power of employee-driven communities that help our global workforce connect around shared interests and/or experiences, strengthening workplace culture and enhancing employee engagement. All JAGGAER employee community groups are open for all employees to join. During 2024 the following employee community groups were in place:



## The Women's Network

Established in 2023, this initiative connects and empowers women and allies throughout our organization. This year, our monthly sessions featured truly inspiring speakers from both within and outside our organization, including representatives from the General Federation of Women's Clubs, the New Relic Crew, the Junior League of Raleigh, and Dr. Robyn Short.



## The Parent-to-Parent Employee Resource Group

This group provides a supportive space for employees who are navigating parenthood while balancing their careers.



## The People, Culture, and Community Resource Group

This new Employee Resource Group aims to promote awareness, dialogue, and engagement in all aspects related to people, culture, and community.

# Community Engagement

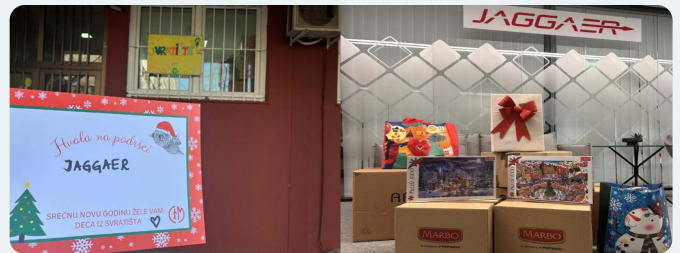
We recognize that our operations have direct and indirect effects on the communities in which we operate, and we are committed to contributing positively by engaging with and supporting the development of local communities.

Every JAGGAER employee is offered two days of paid volunteering time each year. In 2024, we had over 389 hours of time given back to local communities across all our country locations.

In addition to volunteering time, several offices dedicate time and resources to specific local community engagement initiatives:

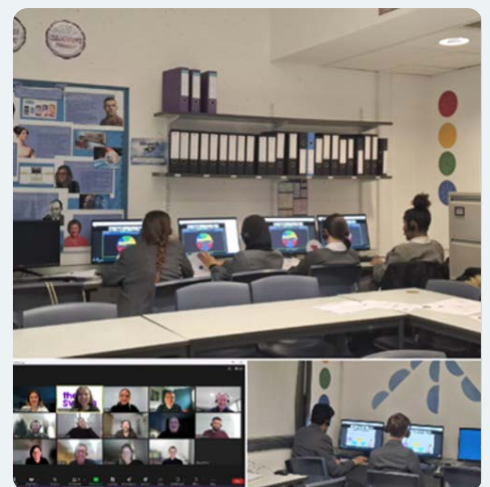
## Serbia

- Partnership with the Belgrade Shelter to support vulnerable communities by collecting resources they need.
- Partnership with an organization that supports children without parental care, which generates funding by selling handmade products created by the children.



## United Kingdom

Partnership with a charity organization, The Switch, that has been dedicated to supporting children and young people from disadvantaged backgrounds in Tower Hamlets, London, for more than 30 years. Together with JAGGAER volunteers, the organization held workshops for schools and students in some of the most underserved areas. These workshops focus on providing educational support, building employability skills, and boosting students' confidence to help them achieve their full potential and build successful careers.



## Spain

Promoted blood donation through the Red Cross.

## France

Donation to Plan International, an NGO dedicated to children, to start sponsoring the education of a young girls in Mozambique on a regular basis.

## United States

- Be Seen in Green for Mental Health Action Day campaign—Granted \$500 to Mental Health America through the Triangle Community Foundation
- Support for Western North Carolina:
  - JAGGAER granted \$2,000 through the Triangle Community Foundation to the UNC Asheville Foundation and their disaster relief fund.
  - JAGGAER granted \$2,500 through the Triangle Community Foundation to the North Carolina Community Foundation's Disaster Relief Fund, which will support mid- to long-term recovery efforts in western North Carolina in the months and years to come. The fund will provide grants to nonprofits and charitable organizations working to support communities affected by Hurricane Helene.
- Our US Charitable Giving Fund, which was created in 2011 to support causes important to JAGGAER and its employees, has contributed \$300K+ to both national and local non-profit organizations and continues to distribute funds through donations and grants.





# Corporate Governance

At JAGGAER we strive to be clear and open about how we conduct business, including our ethical practices and policies and how we manage data.

## Code of Conduct

JAGGAER's [Code of Conduct](#) embodies our shared values – collaboration, accountability, and adaptability. It provides our employees, stakeholders, and partners with a globally recognized framework to operate ethically within their respective jurisdictions. All JAGGAER employees are asked to review the Code of Conduct each year.

## Third Party Code of Conduct

The [Third-Party Code of Conduct](#) applies to organizations of any type, including channel partners, suppliers, and consultants working with JAGGAER. It is expected, from the very start of any relationship, that our Third-Party Code of Conduct is adhered to by the employees, suppliers, and sub-contractors of our partner organizations. Our Third-Party Code of Conduct covers the following areas: fair employment practices, environment, health and safety, human rights, anti-money laundering, competition law, intellectual property, security and privacy, trade controls and customs matters, controllership and tax law, and ways to raise concerns.

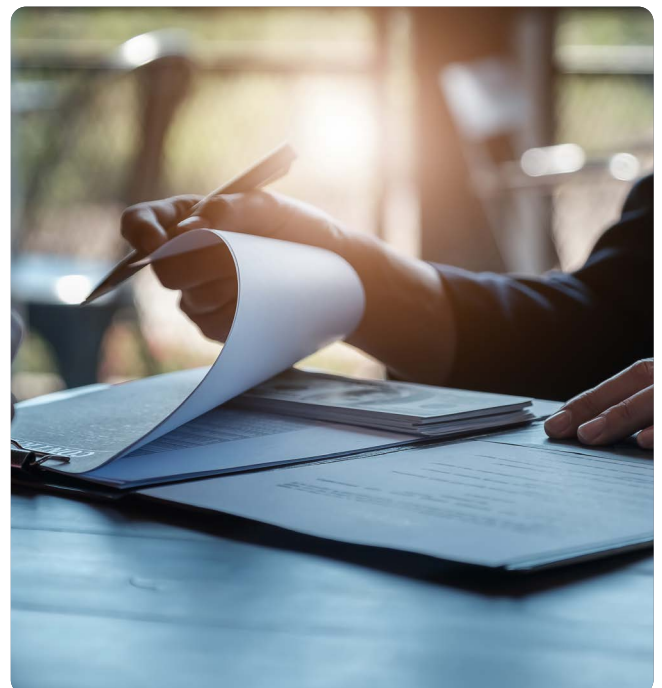
## Anti-corruption

All JAGGAER employees receive regular, mandatory anti-corruption training relevant to their role. This training includes how

to escalate potential conflicts of interest, enabling the identification of potential risks well in advance of business disruption. Accountability is one of our core values, central to the way in which we always do business. All partners and vendors are selected solely on their merits, and we aim to adhere to the strictest anti-bribery and anti-corruption standards. This includes adherence to the Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act.

## Modern Slavery

JAGGAER rejects all forms of modern slavery, forced labor, and child labor, and supports the human rights of those we work with. We remain alert to any signs of human trafficking or forced labor and encourage our business partners to honor this commitment.



We take the risks of modern slavery very seriously and commit to adhere to all relevant laws regarding modern slavery, such as the UK Modern Slavery Act of 2015. We regularly review and update our [Modern Slavery Statement](#) on our website. Although we consider our operations and direct supply chain to be at lower risk of modern slavery incidents given the nature of our business, we recognize that we have a responsibility to be part of the global effort to eliminate modern slavery and human trafficking. We have taken the following steps:

- JAGGAER's Third Party Code of Conduct— all third parties are required to validate the following:
  - Observance of applicable laws and regulations concerning fair wages, hours, recruitment and employment contracts.
  - Compliance with all applicable environmental, health and safety laws and regulations to provide safe and healthy working conditions and avoid adverse effects on local communities
  - Respect for human rights throughout business operations, prohibiting employment of individuals under 16, and preventing any form of worker abuse.
- Implementation of our Anti-Corruption Policy.
- Conducting denied party screening and supplier due diligence questionnaires to understand more about the environmental, social and governance practices. Review of the third party (EcoVadis) provided ESG performance scorecards.

## Reporting Facility

As part of our Code of Conduct, JAGGAER employees have a duty to report integrity concerns related to any potential violations of laws, policies, or misconduct. By agreeing to the Code of Conduct, employees are aware of the steps that need to be taken to share any concerns.

If an employee feels that they cannot share their concern with a supervisor or manager, there are other options available. The Lighthouse service is an independent third-party reporting service that allows employees to make an anonymous comment 24 hours a day, in every jurisdiction where JAGGAER operates.



# Data Privacy & Information Security

As indicated by our materiality assessment, Data Privacy and Information Security is one of the most material topics for JAGGAER. Given the high importance of this topic for company operations, we implemented technical and organizational measures that provide the appropriate level of security required by both local legal requirements and JAGGAER's constituent contractual requirements.

All JAGGAER employees undergo annual mandatory data privacy and information security training, and we are continuously working to strengthen our operational, product and IT security. We regularly review the legal and regulatory frameworks with data protection across the globe to make sure we meet all applicable standards.

JAGGAER takes the protection of personal data seriously. Requirements of the European Union's General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), California Privacy Rights Act (CPRA) and other applicable laws are embedded in JAGGAER's data protection program, policies and procedures. JAGGAER has implemented technical and organizational measures to provide the appropriate level of security based on the risk.



"Trust is built on transparency, security, and resilience. At JAGGAER, data privacy and information security are not just regulatory requirements, they are at the foundation of how we operate.

Our comprehensive 5-stage approach, robust compliance certifications, and threat modeling protocols ensure that we continuously monitor, assess, and enhance our security posture. In 2024, we strengthened these commitments further by preparing for the ISO 42001 certification to support the responsible use of AI.

We take full accountability for protecting our customers' data and privacy, and we are proud to lead with integrity, vigilance, and a commitment to continuous improvement."

— **Michael Garvin, Chief Information Security Officer, JAGGAER**

Furthermore, any new products undergo a privacy impact assessment at the early design stages to support our privacy-by-design, secure-by-design, and by-default posture. The privacy and data security of our customers, suppliers, partners, and other stakeholders is always protected with the utmost priority. We do this by code analysis, systems architecture reviews, vulnerability, testing penetration, and validation with independent third-party audits. We also take full accountability for the operational governance of our software by continually monitoring, hardening, and performing reviews and assessments.

### Our approach involves the following steps:

- 1** Continuously looking for vulnerabilities with attack surface monitoring, meaning we can quickly assess and measure emerging threats.
- 2** Proactively mitigating cybersecurity risks, consistently securing the operating environment.
- 3** Creating a secure and trusted environment for customers to supply data and manage risks collaboratively.
- 4** Maintaining continuity and service availability by consistently developing and implementing organization-wide processes. We make certain that our data centers have the necessary resilience, failover and redundancy capabilities to endure adverse conditions and unforeseen physical or environmental events.
- 5** Conducting regular data security and cybersecurity certifications and audits to provide assurance that the proper controls are in place, monitored, and tested.

## JAGGAER Security and Compliance Certifications and Assurance

Certification	Purpose and value for JAGGAER
<b>SOC 1 Report</b>	Quality and operating effectiveness of controls relevant to an audit of customer financial statements.
<b>SOC 2 Report</b>	Controls that relate to availability, security, and confidentiality.
<b>ISO 27001</b>	Information security management system for the best practice in managing information security.
<b>ISO 27017</b>	Information security controls based on ISO27002 applicable to the provision and use of cloud services.
<b>ISO 27018</b>	Demonstrable personal identification information and protection in public clouds.
<b>ISO 22301</b>	Reduce the likelihood of incident occurrence and prepare for, respond to and recover from disruptive incidents if they arise.
<b>ISO 9001</b>	Demonstrable ability to consistently provide products and services that meet customer and regulatory requirements.
<b>Cyber Essentials Plus</b>	A British Government certification scheme recognizing protection against the most common cyber-attacks.
<b>PCI DSS</b>	Globally recognized compliance scheme securing online credit and debit card payments against data theft and fraud.



### ISO Certificates Coverage<sup>33</sup>:

75% of our operational sites are covered by ISO 9001 Certification.  
 67% of our operational sites are covered by ISO 27001 Certification.  
 67% of our operational sites are covered by ISO 27017 Certification.  
 67% of our operational sites are covered by ISO 27018 Certification.  
 59% of our operational sites are covered by ISO 22301 Certification

<sup>33</sup> All ISO certificates cover 100% of operational sites that have functions covered by the Certificate, so if an office is not covered by the Certificate it means that at that particular site, we don't have functions relevant for the certificate. The % presented in the report is the Coverage calculated compared to the full number of physical offices JAGGAER has.

**We have implemented the following measures to ensure the highest level of data privacy and information security:**

**Trust Center:** Protection of our customers' business data is of the utmost importance. We provide data protection and compliance across our entire platform. Our customers and partners are updated on issues around reliability, data security and privacy via our online JAGGAER Trust Center, in plain and easy-to-understand language.

**Secure Software Development Lifecycle:** Trust, security and privacy awareness are integrated throughout the entire software development process, via the JAGGAER Secure Software Development Lifecycle (SSDL). We operate on security by default and design, and this mantra represents our core philosophy through the product lifecycle from creation through to end of life. The security and privacy threat landscape constantly changes, and we evolve our approach by reviewing the latest threats and vulnerabilities,

so that we can always defend ourselves.

**Threat Modelling Security:** Threat modeling allows us to review, understand and prioritize potential security risks at the component, application, or system level, and expose potential design vulnerabilities. We take a structured approach to any threat scenarios, allowing us to identify risks where the data or system could be compromised. This also allows us to develop responsive mitigation strategies to minimize risk. By utilizing the hybrid STRIDE<sup>34</sup> and LINDUNN<sup>35</sup> approach, we adopt a comprehensive approach to address security and privacy threats during threat modeling.

**Threat Intelligence** is a key pillar of our cybersecurity strategy, enabling us to proactively identify, assess, and mitigate risks. By leveraging timely insights into emerging threats, we strengthen our ability to protect data, ensure operational resilience, and uphold stakeholder trust.



<sup>34</sup> Model for identifying computer security threats developed by Praerit Garg and Loren Kohnfelder at Microsoft. Considers security threats in six categories: Spoofing, Tampering, Repudiation, Information disclosure (privacy breach or data leak), Denial of service, Elevation of privilege.

<sup>35</sup> Privacy threat modeling framework, developed by privacy experts at KU Leuven. Considers following privacy threat types: Linking, Identifying, Non-repudiation, Detecting, Data Disclosure, Unawareness, and Non-compliance.

**Cloud Security:** We take care to develop our solutions in line with industry-specific frameworks. By doing this, we can integrate global security and privacy compliance activities into the workflow, while continuously supporting our overall cloud security posture.

**Code Analysis:** Delivering a secure customer experience requires focus on secure code development with peer review, and with static and dynamic analysis (SAST and DAST). JAGGAER performs daily static code analysis using Enterprise tools. Code is validated against Open Web Application Security Project (OWASP) rules in addition to our code conventions. Before each release, applications are scanned using dynamic application security testing (DAST) tools to test applications and interconnections in a running environment to look for exploitable vulnerabilities to assess risk.

**Vulnerability & Penetration Testing:** To identify any defects and vulnerabilities, we have adopted a vulnerability and risk management approach that consists of complementary programs designed to understand and monitor our attack surface

and continuously improve our ability to defend against cyberattacks, mitigate and control risk. We've employed a defense-in-depth approach and adopted enterprise-class tools to scan for and monitor threats and test these controls by conducting third-party web application and penetration testing.

**Product Launch:** Our Global Security team at JAGGAER takes accountability for operational governance through continual monitoring, hardening, reviews and assessments, penetration testing, and integrating security into our disaster recovery/business continuity programs. Meanwhile, our privacy team confirms that cross-border transfers, data-sharing and retention periods are monitored, and that data is only processed for the purpose for which the data was collected.

**Reporting Vulnerability:** JAGGAER established a Product Security Incident Response Team to minimize risks associated with security vulnerabilities in our products. All users are asked to report any potential vulnerabilities to our Global Security team. Doing so helps us to track risks and set goals to minimize them as much as possible.



# Mandatory Compliance Training

Training	Coverage 2024
Security Awareness Training	100%
Data Protection Training	100%
Anti-Bribery / Anti-Corruption Training	100%
Anti-Harassment & Discrimination Training (US)	100%
Anti-Harassment & Discrimination Training (non US)	100%

Policies	Coverage 2024
Information Security Policy	100%
Code of Business Conduct & Ethics	100%

## Our training targets are:

1

**Maintain the coverage of 100% employees** for Security Awareness 1 and Data Protection Training through 2030.

2

**Maintain the coverage of 100% employees** for Anti-Bribery/2 Anti-Corruption/ Anti-Harassment & Discrimination Training through 2030.

3

**Maintain the coverage of 100% employee's acknowledgement** of the Code of Conduct through 2030.

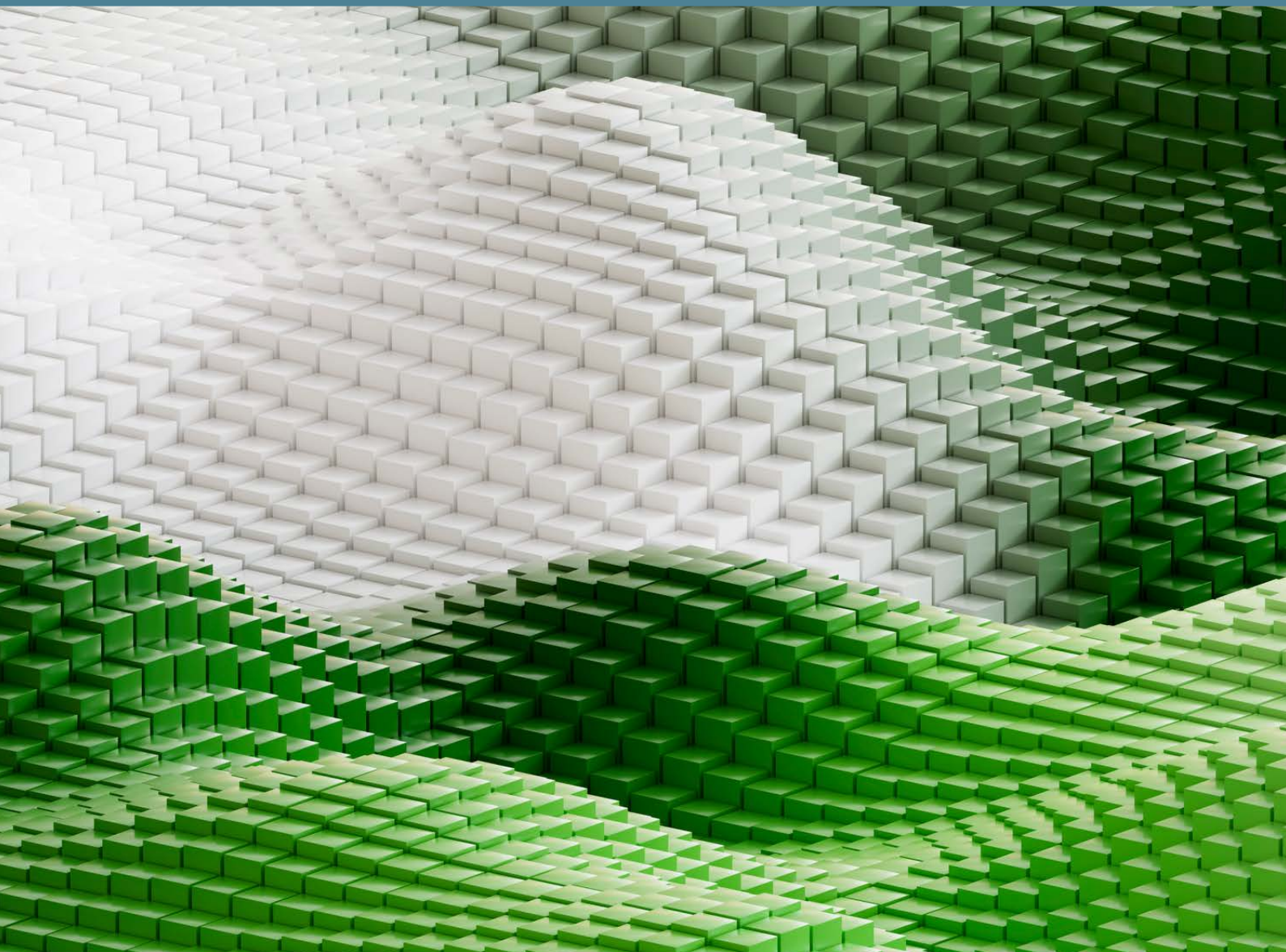
4

**Maintain the coverage of 100% employee's acknowledgement** of the Information Security Policy through 2030.

# Responsible AI

Artificial intelligence (AI) is an emerging and rapidly evolving technology. At JAGGAER, AI and machine learning (ML) have been leveraged for years in the delivery of many JAGGAER capabilities, including spend management, category management, supplier management, sourcing, contracts, eProcurement, and invoicing.

We have defined the responsible use of AI in alignment with the NIST AI Risk Management Framework, part of NIST's Trustworthy & Responsible Artificial Intelligence program, as well as the EU AI Act.<sup>36</sup> We are also preparing to obtain ISO 42001 certification for our AI Management System. Our approach to AI is top-down, with responsible guidance now included in our Information Security Policy and training, which is reviewed and acknowledged annually by all JAGGAER employees and third parties.



<sup>36</sup> [AI Risk Management Framework | NIST](#); [EU AI Act: first regulation on artificial intelligence | Topics | European Parliament](#)

# Sustainable Supply Chain

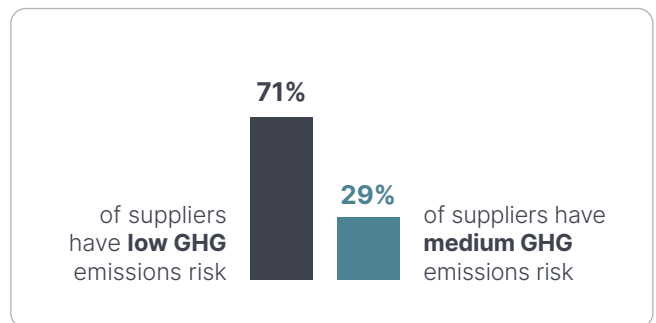
As part of our broader risk management approach, we monitor the ESG performance of our suppliers to better understand potential risks and areas for improvement across our supply chain. Our approach is multi-layered. All our suppliers must comply with the JAGGAER Third-Party Code of Conduct that covers areas such as fair employment practices, environment, health & safety, human rights, and compliance with law. All of our new suppliers must fill out an onboarding ESG Questionnaire before initiating collaboration with JAGGAER, and we also have a third-party risk management process in place for monitoring vendor practices. We assess the risks of our suppliers through our own platform and directly engage with the supplier on any issues requiring further clarification.

Furthermore, we use the EcoVadis CAM solution to assess the carbon risk of our high spend and critical suppliers. The EcoVadis solution enables us to track the carbon performance of our suppliers and encourages strategic suppliers to complete an EcoVadis ESG assessment if they don't have one. The EcoVadis score shows us supplier information on labor and human rights, environmental impact, ethics, and sustainable procurement, and highlights any areas of low performance.

In 2024 we focused on increasing the number of suppliers screened through the EcoVadis platform.<sup>37</sup> Using the EcoVadis solution we looked at the GHG emissions risk of suppliers, which was calculated as a mix of three elements:

1. **GHG Intensity Risk** – considering the supplier country of operation (high impact on GHG emissions risk)
2. **Transition Risk** – considering the supplier industry of operation (low impact on GHG emissions risk)
3. **Procurement Risk** – considering our internal supplier risk categorization based on business criticality (medium impact on GHG emissions risk)

The results indicate that overall, our supplier base has low GHG emissions risk given most suppliers don't come from high-emissions industries. Out of the analyzed suppliers<sup>38</sup> :



<sup>37</sup> 21% of our entire supplier base was screened through EcoVadis, with the focus being on high spend and critical suppliers.

We specifically screened all suppliers with over 10k spend in the period January 2023 – October 2024.

<sup>38</sup> Risk categorization based on the EcoVadis methodology; Overall risk levels depend on the GHG intensity risk, transition risk and procurement risk.



Looking at the GHG emissions management maturity level of the analyzed supplier base, 73% of our suppliers have at least the core elements of a GHG emissions management system and some decarbonization commitments and reporting activities. Over 23% of the suppliers analyzed are industry leaders with strong GHG emissions management systems, best-in-class decarbonization commitments, actions and reporting capabilities.

For those suppliers that have an active EcoVadis scorecard, we can monitor key KPIs regarding environment, labor and human rights, ethics and sustainable procurement<sup>39</sup>:



<sup>39</sup> KPIs cover only analyzed suppliers that have EcoVadis profiles and scorecards. Period covered January 2024 to May 2025.

**We are committed to continuous improvement of our practices regarding sustainable procurement and our goals are as outlined below:**

**1**

We aim to train 100% of our employees from the procurement team on environmental issues in the supply chain by 2028.

**2**

We aim to train 100% of our employees from the procurement team on social issues in the supply chain by 2028.

**3**

We aim to increase the number of new suppliers assessed through a questionnaire on environmental topics by 20% by 2026.

**4**

We aim to increase the number of new suppliers assessed through a questionnaire on social topics by 20% by 2026.



# Customer Success Stories

## JAGGAER Accelerates Cosentino's Digital Transformation with New Procurement Features

JAGGAER bolsters the digitalization of procurement processes at Cosentino, a Spanish family-owned company with an international presence and a world leader in the production of surfaces for architecture and design.

Cosentino embarked on its Transformation 2.0 journey in 2023 and migrated to the JAGGAER One platform to manage its procurement and supplier operations. Having completed its five-year Agenda '24 plan—launched in 2020 with 45 initiatives to align procurement with sustainability regulations—the company will now unify and standardize its procurement processes within JAGGAER. This includes negotiations, supplier management, and handling of non-conformities.

Digitalization has brought Cosentino benefits such as increased visibility, transparency, and agility in its operations. Administrative tasks have also been significantly reduced: for instance, in its Procurement Board, the workload of managing up to 1,700 Excel sheets per year, equivalent to more than 700 man-hours in total, has now been eliminated.

By 2026, Cosentino aims to increase the number of critical suppliers assessed and certified under ESG criteria from 250 to 300, reducing supply chain risks through its partnership with EcoVadis. In 2021, the company launched its own ESG Academy to train suppliers in sustainability, tailored to its own standards. As a result, Cosentino has begun incorporating relevant regulations into its procurement processes, such as the Corporate Sustainability Reporting Directive (CSRD).<sup>40</sup>



<sup>40</sup> <https://www.jaggaer.com/press-release/jaggaer-cosentino-digital-transformation-procurement>

# JAGGAER and Open-es Integration

JAGGAER technology is integrated with Open-es, the digital platform that connects companies, banks, associations, and institutions in a collaborative ecosystem, supporting development and growth on the dimensions of sustainability.

The partnership focuses on the synergistic management of information relating to supply chains. In this way, procurement functions will be able to analyze the sustainability profile of their suppliers in an integrated manner on the Open-es and JAGGAER One platform, thus allowing their supply chain to

easily and securely manage the process of sharing ESG data and improving ESG data.

This collaboration further strengthens the spirit of the Open-es alliance which, by offering a free platform suitable for every company, aims to create a community working to achieve common objectives in the environmental, social, and economic development fields. Due to this collaboration the JAGGAER platform is now enriched with new indicators on which to evaluate suppliers on sustainability issues.<sup>41</sup>



<sup>41</sup> <https://www.jaggaer.com/press-release/open-es-and-jaggaer-together-for-more-sustainable-procurement>

# Data Excellence Drives Quality and Sustainability at Lavazza

Lavazza is a world-renowned coffee brand, one of the main protagonists on the global coffee scene, with a turnover of €2.7 billion and a presence in 140 countries, with eight production plants in five countries and 5,500 employees.

Before adopting JAGGAER, procurement activities at Lavazza were managed using a variety of tools to access data from multiple sources. Lavazza aimed to manage all interactions with suppliers through a single tool. Leveraging JAGGAER's capabilities allowed Lavazza to collect accurate

data and improve the transparency and governance of its procurement processes.

Lavazza started the process of digitalizing procurement in 2010, with the activation of a supplier management solution from onboarding to performance evaluation, in addition to the sourcing solution. Today, JAGGAER technology supports Lavazza across the source-to-pay process and is integrated with internal ERP systems as well as external third-party information providers for financial risk assessment and sustainability evaluations.<sup>42</sup>



<sup>42</sup> <https://www.jaggaer.com/success-stories/video-lavazza>

# Appendix

This report is prepared with reference to GRI standards.

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# 2024 GHG Emissions Endnotes

## Scope and Date

The total absolute 2024 operational (Scopes 1, 2 and partial Scope 3) GHG emissions for JAGGAER have been provided. These figures are for the 01/01/2024 – 12/31/2024 period.

## Methodology

Measurement was completed using an external consulting company tool to collect, calculate and report on consumption and emissions data across relevant business sites. As part of the GHG emissions calculation, the tool applied relevant emissions factors from international standards. Scope 1 and Scope 2 GHG emissions in the Greenhouse Gas Emissions Inventory have been prepared in accordance with the World Resources Institute / World Business Council for Sustainable Development's Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition and the GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard (collectively referred to as the "GHG Protocol"). Scope 3 GHG emissions have been prepared with reference to the Corporate Value Chain (Scope 3) Accounting and Reporting Standard: Supplement to the GHG Protocol Corporate Accounting and Reporting Standard.

## Greenhouse Gases Included in Inventory

Emissions disclosed in this report include the following greenhouse gases: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), and hydrofluorocarbons (HFCs). These emissions are converted to carbon dioxide equivalents (CO<sub>2</sub>e) for reporting purposes.

Other greenhouse gases, including Nitrogen trifluoride (NF<sub>3</sub>), Perfluoro carbons (PFCs), and Sulfur Hexafluoride (SF<sub>6</sub>) are not included as they are not relevant to the sources of emissions within our operational boundaries or do not generate emissions material to our overall greenhouse gas inventory.

## Organizational Boundary

JAGGAER used the operational control approach to set organizational boundaries and consolidate GHG emissions, which means we account for emissions from operations over which we have full authority to introduce and implement operating policies. The Company presents emissions from activities within our value chain, but outside of the Company's operational control, under Scope 3 emissions.



## Operational Boundary

Scope 1 emissions are direct emissions from the combustion of fuel from sources inside the organizational boundary and include leaked emissions from refrigerant gases. Scope 2 emissions are indirect emissions from the generation of acquired and consumed electricity, steam/heat occurring at sources outside of the organizational boundary resulting from activities from sources inside the organizational boundary and include: purchased electricity and steam/heat. Scope 3 emissions are indirect emissions from sources outside the organizational boundary resulting from activities of the Company and include Category 1: Purchased goods and services; Category 2: Capital goods; Category 3: Fuel and energy related activities; Category 5: Waste; Category 6: Business travel (air, rail, road transport and hotel services).<sup>44</sup>

## Use of Estimates and Measurement Uncertainties

The preparation of the Greenhouse Gas Emissions Inventory and accompanying notes requires management to make estimates and assumptions that affect the amounts reported. Emissions data presented are subject to measurement uncertainties resulting from limitations inherent in nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary. The Company bases its estimates and methodologies on historical experience, available information, and various other assumptions that it believes to be reasonable. Certain emissions rely on information provided by the suppliers / participants in our value chain, and other third parties. While these are sources that are believed to be reliable, the suitability of the design and effectiveness of the third-party systems and associated controls over the accuracy and completeness of the data has not been independently assessed.

## Verification

JAGGAER's 2024 GHG emissions inventory was not verified by an independent third party.

<sup>44</sup> Within the Scope 3 emissions, water, water treatment and working from home categories are calculated for internal reporting and not presented in the overall number of emissions as they were not part of our inventory set for SBTi target setting purposes.



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