

# Smarttech247 ESG Report 2024

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Driving Sustainable and  
Inclusive Growth Through  
Strong ESG Commitment



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# INTRODUCTION

## Introduction

At Smarttech247, our mission is to secure the digital world, but our responsibility doesn't end there. The urgency of ESG action has never been greater. Climate change, social equity, and ethical governance are no longer optional; they are essential priorities for every business. As cybersecurity leaders, we have a duty not only to protect systems and data but also to uphold the values of trust, transparency, and accountability, values that lie at the heart of our ESG strategy.

We are particularly excited about how cutting-edge technology is helping to reduce energy consumption and drive sustainability. By developing innovative solutions, we not only enhance the efficiency of our services but also contribute meaningfully to a greener future. Our commitment to social responsibility is equally strong. From educational programs and charitable contributions to employee volunteer initiatives, we remain deeply invested in supporting and uplifting the communities around us.

We also recognize the critical importance of aligning with EU regulations that guide the path toward lower energy use and long-term sustainability. By ensuring our operations are both compliant and impactful, we strengthen our position as a responsible and forward-thinking organization.

This ESG report outlines our progress and ongoing efforts across all these areas. I'm incredibly proud of the dedication and passion our teams have shown, but we know the journey doesn't stop here. ESG is not a checkbox, it's an ongoing commitment we carry forward with purpose and integrity. I invite all our stakeholders to engage with us, hold us accountable, and work alongside us in building a safer, more sustainable digital future.



**Raluca Saceanu**  
Chief Executive Officer  
Smarttech247

## Company Overview

Smarttech247 is a multi-award-winning MDR (Managed Detection & Response) company and a market leader in Security Operations. Trusted by the world's largest global organizations, our expert security capabilities and unified VisionX MDR platform provide continuous monitoring, advanced threat detection, investigation & response capabilities, 24/7. We are a recognized MDR vendor in Gartner's 2024 Market Guide for Managed Detection and Response and our Security Operations Centers are ISO27001 & ISO9001 Certified.



# GENERAL DISCLOSURES

## Governance, Strategy, and Business Model

Smarttech247 is a global cybersecurity leader committed to protecting organizations from evolving cyber threats. Our strategy is centred on providing innovative and high-quality security solutions, fostering strong customer trust, and operating with integrity. We recognize that sustainable growth and long-term success are intrinsically linked to responsible Environmental, Social, and Governance (ESG) practices. Our Board of Directors views ESG leadership as a core element of our business strategy, ensuring its integration into every aspect of our operations. As a company listed on the London Stock Exchange, we adhere to the highest standards of corporate governance.

Business & ESG Vision	To be a leading global cybersecurity provider, building a secure and sustainable digital future for our clients and stakeholders, while fostering a positive impact on our planet and communities.				
Values	Innovation	Commitment / Customer Trust	Quality	Integrity	Teamwork
ESG Pillars	Education	Environment	Human Rights & Animal Welfare	Wellbeing	Community
Objectives	Leverage our expertise to develop educational modules and resources in cybersecurity for the community and future talent. Support initiatives that promote digital literacy and cybersecurity awareness.	Provide secure and reliable cybersecurity services that enable our customers to operate more sustainably (e.g., efficient data management). Advocate for and adopt environmentally responsible practices within our service delivery.	Ensure our operations and supply chain adhere to the highest ethical standards, respecting human rights and promoting fair labour practices. Support Animal Welfare.	Foster a workplace culture that prioritizes the health, safety, and overall well-being of our employees. Promote mental health awareness and provide resources for employee support.	Actively engage with and support our local communities through volunteering, charitable partnerships, and initiatives that address community needs. Foster a culture of giving back among our employees.
Priority Areas	Partner with educational institutions to offer workshops or mentorship programs. Develop online resources and webinars on cybersecurity best practices.	Develop secure solutions that contribute to environmental monitoring and management for clients. Offer guidance to clients on secure and sustainable practices.	Rigorous due diligence in our supply chain to identify and mitigate human rights risks. Implement clear policies against modern slavery and unethical behaviour.	Implement comprehensive well-being programs, including mental health support and flexible work arrangements. Conduct regular employee surveys to gauge well-being and identify areas for improvement.	Organize team volunteering events (e.g., beach clean), support local charities (e.g., Mercy Hospital Foundation), and encourage employee participation in community initiatives (e.g., Run in the Dark).

# IMPACTS, RISKS, AND OPPORTUNITIES

Smarttech247 has established a robust risk management framework and CAPA Program that align with internationally recognized standards. Building upon this foundation, we proactively identify and address ESG-related risks and opportunities through an integrated approach embedded in our company culture.

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- 1. ESG Risks for Smarttech247 include:**
- Increased energy costs and carbon taxes.
  - Potential disruptions due to climate change impacts on infrastructure.
  - Challenges in talent acquisition and retention if DEI and employee well-being are not prioritized.
  - Supply chain labour practices and human rights concerns.
  - Legal and financial penalties from non-compliance with evolving ESG regulations.
  - Missed opportunities due to insufficient board oversight of ESG issues.

- 2. ESG Opportunities for Smarttech247 include:**
- Developing green technology and services.
  - Enhancing reputation and brand image through environmental stewardship.
  - Attracting and retaining top talent through strong social practices.
  - Building customer trust and loyalty through robust data security and ethical practices.
  - Strengthening our social license to operate through community engagement.
  - Gaining a competitive advantage through ethical practices and a strong governance framework.

**3. Metrics**  
As a company listed on the London Stock Exchange, Smarttech247 produces an annual financial report. Demonstrating our commitment to environmental transparency, we have internally calculated our Greenhouse Gas (GHG) emissions and carbon footprint annually since 2022. Further metrics related to our environmental, social, and governance performance will be detailed throughout this report, reflecting our commitment to comprehensive disclosure.

**4. Targets**  
Smarttech247 is committed to continuous improvement in our ESG performance. Specific targets related to our environmental impact (e.g., emissions reduction, renewable energy usage), social initiatives (e.g., employee well-being metrics), and governance practices will be outlined in the relevant sections of this report, reflecting our ongoing commitment to a sustainable future.

## SMARTTECH247 ESG PROGRAM SUMMARY

In the age of technology, AI and Sustainability, Smarttech247 is committed to both protecting organizations from cyber threats and actively building a more sustainable tech industry, while caring for our planet. ESG frameworks are integral to our company's values and mission, and we actively promote them as a central element of our organizational culture. Our ESG initiatives are implemented across all aspects of our business, from our daily office operations to our global strategies, focusing on practices ranging from waste reduction and sustainable travel to energy efficiency improvements. Complementing our environmental commitment, we are equally dedicated to ensuring a safe, enjoyable, and growth-focused professional experience for our employees, as well as making a positive social impact.

Our CSR247 platform, representing Community, Sustainability, and Reliability, serves as the driving force behind all our ESG initiatives and programs.

## ENVIRONMENTAL

Recognizing the environmental consequences of our activities, Smarttech247 actively manages its operations to minimize our impact on the planet and its people. This commitment is underpinned by a dedicated policy and a thorough sustainability plan. This plan articulates our goals, outlines the strategies we will employ, and sets specific targets for diminishing our carbon footprint while fostering responsible and ethical practices throughout Smarttech247.

## SOCIAL

Smarttech247's CSR program demonstrates our dedication to integrating our business objectives with the social and environmental imperatives of the wider world. Our purpose is centred on addressing critical societal challenges, making tangible contributions, and empowering individuals and communities to flourish. We forge partnerships with local organizations and develop actionable plans to provide necessary support and resources. By actively engaging with communities and addressing their needs, we are also committed to furthering the UN Sustainable Development Goals.

## GOVERNANCE

Our governance framework, built on the principles of transparency, accountability, and continuous improvement, underpins our commitment to ethical and sustainable business conduct. Comprehensive policies, robust board oversight, and open communication channels ensure the transparency and inclusivity of this framework. Our leadership team strongly supports all governance initiatives and is active in embedding these principles within our corporate culture, driving compliance, proactively managing risks, and strategically leveraging opportunities for sustained growth and excellence.

OUR ESG GOALS

-  Net Zero Carbon Emission by 2040
-  Ensure diversity, inclusion and promote wellbeing
-  20% employees involved in the community and volunteering
-  Sustainable Economic Growth



47 volunteers



210+ community hours



17 initiatives in the areas of Education, Environment, Wellbeing, Human Rights, Animal Welfare and Community



40 Native Irish Woodland Trees planted as contribution to Biodiversity



12 ESG Awards Nominations Received



2 Awards Received

An aerial photograph of a dense, lush green forest. In the center of the image, a realistic globe of the Earth is superimposed, showing the continents of Africa, Europe, and parts of Asia and the Americas. The forest's canopy is a vibrant green, with varying shades and textures of leaves visible from above.

# ENVIRONMENTAL STANDARDS (E) ESRS E1-E5

## CLIMATE CHANGE (ESRS E1)

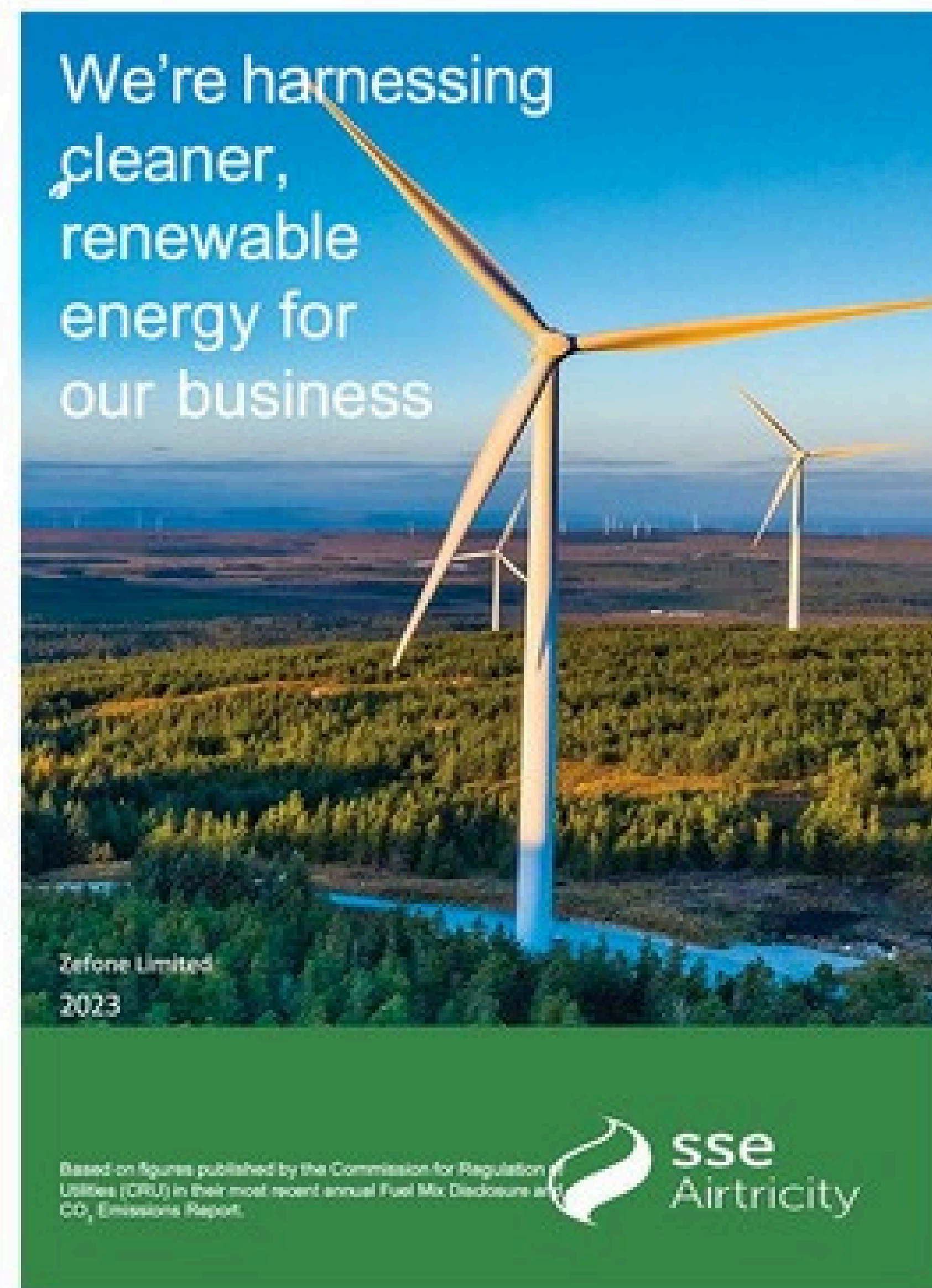
Recognizing our position as a cybersecurity leader, Smarttech247 is strongly committed to mitigating our environmental impact. Our leadership promotes an industry-wide collaborative effort against climate change, understanding that every organization has a vital role to play. We believe that working together is key to a sustainable future. To achieve this, we strategically focus on optimizing energy consumption and management by improving efficiency and increasing our use of renewables – including the recent switch to green energy sources for our Ireland office. We are also actively reducing greenhouse gas emissions through targeted carbon footprint reduction initiatives. Furthermore, we emphasize sustainable waste management with comprehensive recycling programs to minimize waste and enhance environmental stewardship. These key actions are central to our goal of fostering a healthier planet for future generations.

## ENERGY CONSUMPTION AND MANAGEMENT

A significant step in our commitment to environmental sustainability was our full transition to green energy for the office in Ireland, achieved through proactive engagement with our provider. Furthermore, our headquarters office has undergone extensive renovations to enhance energy efficiency, including the installation of LED lighting and efficient heating via air conditioning units.

We maintain diligent oversight of our electricity consumption through regular monitoring and recording in a consumption logbook. Our office facilities are equipped with double glazing and presence detectors in intermittently used areas to ensure lighting is only active when personnel are physically present.

Smarttech247 fosters energy conservation awareness through internal training, reminders, and notices in meeting rooms and open workspaces, emphasizing the importance of turning off lights and screens when rooms are unoccupied and optimizing workspace utilization. These comprehensive efforts have demonstrably reduced our Scope 2 emissions.



Smarttech247's (Zefone Limited) 2023 Green Certificate for Smarttech247 HQ office; the 2024 certificate does not publish until around November time of 2025

## POLLUTION (ESRS E2)

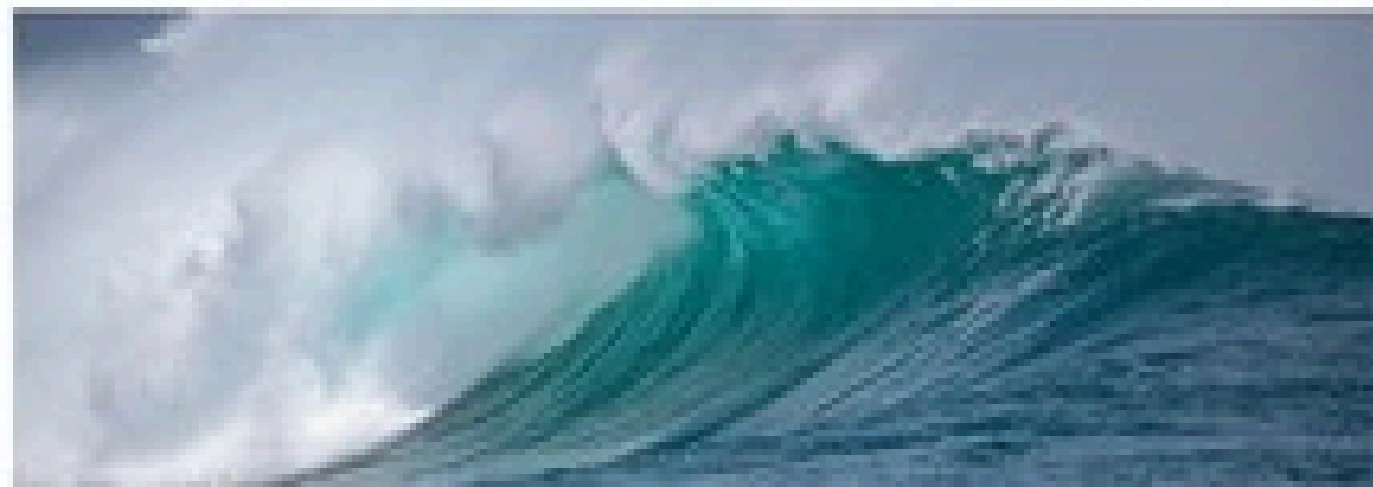
Smarttech247 ensure hiring of duly accredited entities to carry out maintenance activities for the air conditioning systems and ensures control and follow-up of interventions and guarantee the receipt of reports of interventions carried out by service providers.

### CARBON FOOTPRINT REDUCTION INITIATIVES

Guided by our ESG Policy, Smarttech247 integrates best practices throughout our management systems. Recognizing that the majority of our emissions (77%) fall under Scope 3, we are firmly committed to minimizing this impact. Our efforts are continuously directed towards reducing our overall carbon emissions, and we are actively taking all necessary steps to accurately quantify and significantly decrease these emissions.

## WATER AND MARINE RESOURCES (ESRS E3)

To ensure responsible water management, Smarttech247 proactively implements periodic control of water consumption. Complementing this monitoring, we ensure appropriate awareness campaigns are in place to educate and encourage our employees to minimize water consumption. These initiatives include internal communications highlighting water-saving tips and promoting a mindful approach to water use in all office facilities. Our ongoing efforts in water management reflect our commitment to continuous improvement in environmental sustainability across our global operations.

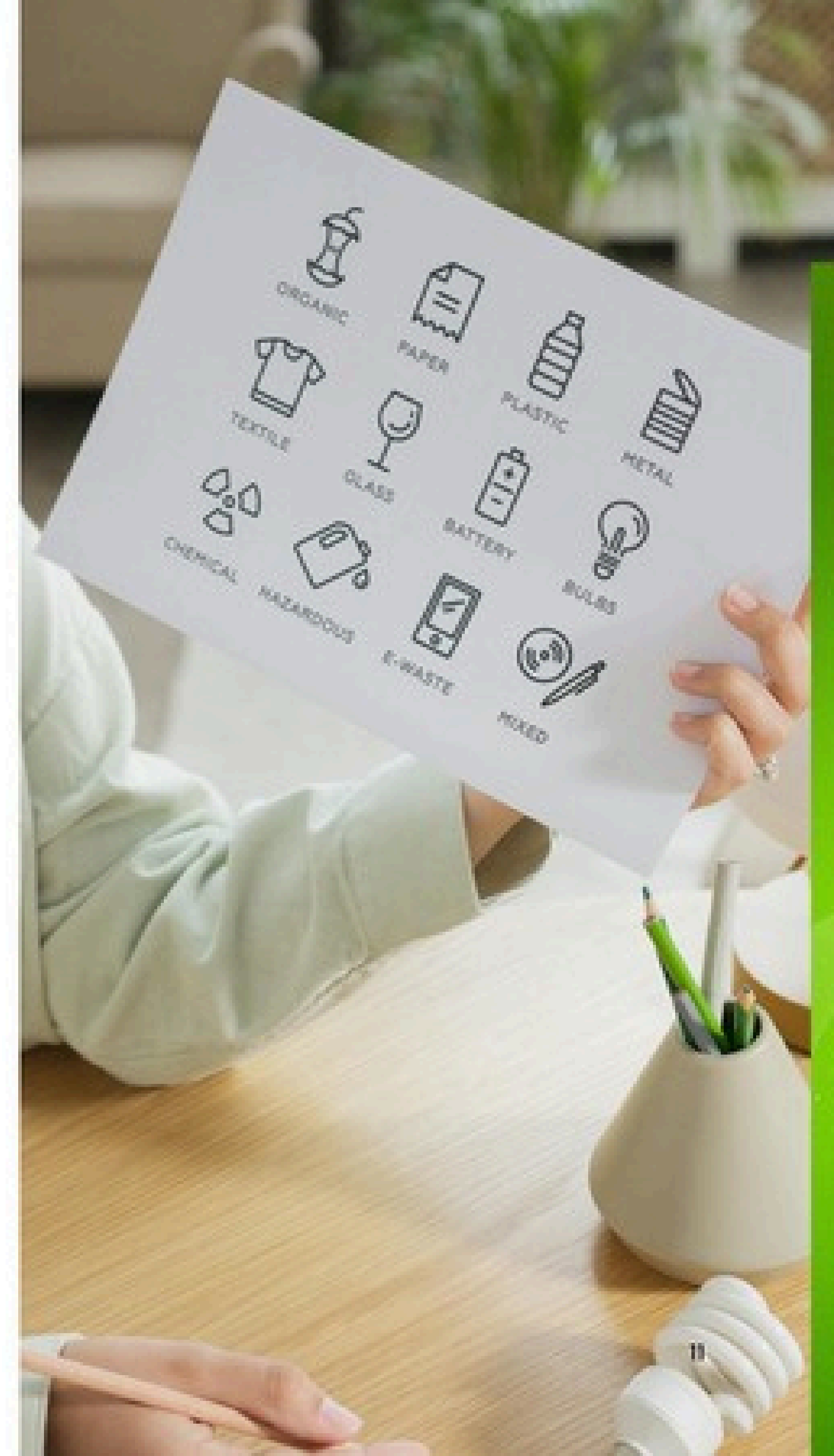


## BIODIVERSITY AND ECOSYSTEMS (ESRS E4)

Smarttech247 is dedicated to protecting biodiversity and actively strives to achieve a net positive impact by 2040 across all our business operations. Demonstrating this commitment, we are proud supporters of the Irish Bee Conservation Project, with our CEO actively involved in fundraising, raising awareness, and developing educational modules for the initiative. We recognize the critical importance of environmental sustainability in conserving natural resources and safeguarding global ecosystems for future generations, and we adopt a proactive approach to biodiversity and sustainable development that integrates environmental, social, and economic considerations. Furthermore, we collaborate with local conservation organizations to support habitat restoration projects and educate our employees on biodiversity conservation. As an example, during our Beach Clean events in the past 2 years, in partnership with Clean Coasts and Clean Coasts Ballynamona, all Smarttech247 volunteers received a presentation focused on biodiversity.

## RESOURCE USE AND CIRCULAR ECONOMY (ESRS E5)

Understanding our organizational footprint, Smarttech247 is dedicated to responsible and sustainable contributions to our global community. Our commitment drives us to make informed decisions that prioritize ethical practices, environmental stewardship, and the enhancement of community welfare. We have established efficiency measures for the utilization and management of resources throughout our operational lifecycle, from service design and delivery to ongoing maintenance and updates. All waste produced by Smarttech247 (primarily electronic waste and office consumables) is classified in strict accordance with relevant regulations, including the Waste Management Act 1996 (as amended) in Ireland and the European Union's Waste Framework Directive (2008/98/EC) and its subsequent amendments.



## OUR OFFICES

We understand that environmental sustainability is not just an option but a core responsibility to preserve natural resources and protect the Earth's ecosystems for those who come after us. Smarttech247 adopts a proactive stance on biodiversity and sustainable development, ensuring that environmental, social, and economic factors are carefully considered in our strategies. We are dedicated to implementing best practices in our efforts to protect our planet.

## SUSTAINABLE EVENTS AND TRAVEL

Our ambition is to make all Smarttech247 events sustainable. We have already successfully achieved this for our annual flagship Cybersecurity Conference, Zero Day Con, an event hosting over 600 cybersecurity professionals. For the last three years, thanks to the dedication of our team and partners, Zero Day Con has been hosted at a carbon neutral venue, has incorporated a vegetarian-only lunch menu sourced through a Farm-to-Fork approach, provision of free water with reusable cups and bottles, a zero-waste policy for branding, and a primary focus on digital communication. To make a contribution to biodiversity, we have also partnered with Grown Forest to plant trees. This commitment to sustainability extends to our travel practices, where we encourage everyone to prioritize eco-friendly options such as public transport (trains, buses), green taxis, carpooling, and active transport like cycling and walking when possible. We also offer Cycle to Work and Bus to Work schemes to employees in Ireland. By consciously choosing sustainable travel methods, we can collectively reduce our environmental impact and foster a more sustainable future.









## OUR COMPANY SWAG

When it comes to Smarttech247's company merchandise, we actively choose to collaborate with sustainable local brands. This allows us to create personalized products and branded packaging using sustainably sourced materials that are designed for reuse and recycling. Our aim is to ensure that our SWAG has a minimal environmental impact.

# zerodaycon

powered by Smarttech247

Zero Day Con is a sustainable event. Thank you for your valuable support!

 <p>40 TREES PLANTED</p>	 <p>NO PLASTIC OR SINGLE USE ITEMS</p>
 <p>FARM-TO-FORK VEGETARIAN MENU</p>	 <p>RENEWABLE ENERGY AND LED LIGHTING</p>
 <p>ZERO WASTE POLICY</p>	 <p>EXPO DISPLAY SYSTEMS &amp; GRAPHICS 100% REUSABLE</p>

We care about our environment

A background image showing the silhouettes of a group of people standing on a dark, rocky ridge against a bright, hazy sky at sunset or sunrise. The sun is a bright, glowing orb in the center of the horizon, creating a strong backlight effect. The people are scattered across the ridge, some standing alone, some in small groups. The overall mood is contemplative and serene.

# SOCIAL STANDARDS (S)

# OWN WORKFORCE (ESRS S1)

Smarttech247's social responsibility efforts are focused on nurturing a supportive and inclusive ecosystem for our employees, customers, and the communities we operate within. We prioritize the enhancement of employee welfare and development through opportunities for growth, health initiatives, and wellbeing programs. Diversity, equity, and inclusion have been fundamental to our company culture since day one, and we actively strive to build a diverse and inclusive workplace. Moreover, our engagement with local communities and our philanthropic activities underscore our commitment to making a tangible positive social contribution that goes beyond our business activities.

## OUR CULTURE

At Smarttech247, as we continue to expand globally, we are dedicated to fostering a culture where being part of our team is always enriching and rewarding. We are a diverse organization that champions Integrity, Innovation, Customer Trust, Quality, and Teamwork. Our deep care for our employees is reflected in our commitment to encouraging them to reach their full potential. We also place immense value on our customers, striving to deliver unparalleled service. Being at the forefront of cybersecurity, Smarttech247 recognizes its key role in society. We proudly serve numerous hospitals and critical infrastructure organizations, where our work is often indispensable for safeguarding public wellbeing and ensuring the uninterrupted operation of essential services.

## HOW WE INTERACT WITH EACH OTHER

Smarttech247 strives to create a warm, collaborative, and welcoming workplace where mutual support and teamwork are paramount. We value openness and collaboration, recognizing that while individual autonomy is respected, our collective power is amplified through collaboration. We believe that leveraging our collective intelligence is essential to our mission of developing security products that effectively protect our customers from cyber threats. We actively embrace diversity in various dimensions, including gender, race, nationality, and experience, recognizing it as a unifying force.

To ensure our strategies, processes, and work environment effectively meet the needs and expectations of our employees, we prioritize regular feedback. This ongoing dialogue allows us to identify areas for enhancement, promote a collaborative culture, and drive continuous growth, ultimately leading to greater success for both individuals and the organization as a whole.

## EMPLOYEE ENGAGEMENT

The positive and supportive work environment at Smarttech247 is clearly reflected in our exceptional employee satisfaction ratings. We proudly hold a 4.1-star rating, with an impressive 80% of our employees stating they would recommend working at Smarttech247 to a friend. Furthermore, our leadership is highly regarded, with 99% of our employees expressing approval of our CEO, Raluca Saceanu. These results underscore our unwavering dedication to creating a workplace where our team members feel valued, motivated, and empowered to thrive across all our locations.



5.0 ★★★★★ ✓

### Growing company

👤 Head of strategic alliances

Current employee, less than 1 year    📍 Cork

✓ Recommend    ✓ CEO approval    ✓ Business outlook

#### Pros

24/7 support for growing the business, fused with a strong and vibrant team of...

#### Cons

None, if more enterprise data security companies had this outlook the industry...



## WORKERS IN THE VALUE CHAIN (ESRS S2)

Our commitment to ethical sourcing includes due diligence processes to evaluate labour practices and human rights within our supply chain, with a strict prohibition of modern slavery embedded within our provider qualification framework.

### CULTIVATING A POSITIVE & ENGAGING WORKPLACE

In the sometimes-intense cybersecurity landscape, Smarttech247 recognizes the vital role of fun and social connection. We regularly organize social events and team-building activities to foster stronger relationships and inject enjoyment into our work lives. We believe that a fun environment leads to better collaboration and learning. Therefore, we encourage all teams to cultivate a relaxed and positive atmosphere in the office and during social interactions.

### OUR COMMITMENT TO A RESPECTFUL WORKPLACE

At Smarttech247, we prioritize a respectful and collaborative atmosphere for our employees and customers. We have policies in place to ensure a positive and professional environment. We encourage open, positive communication and mutual respect among all team members. We value constructive feedback as an essential tool for ongoing growth and development.



## CONSUMERS AND END-USERS (ESRS S4)

Smarttech247's commitment to our consumers and end-users includes the implementation of comprehensive data privacy and security measures, which we consider a fundamental social responsibility, coupled with ongoing efforts to improve the accessibility of our service offerings.

### HOW WE EMBRACE INNOVATION

The dynamic and complex nature of the cybersecurity industry means that Smarttech247 constantly faces new challenges. Effectively defending against cyberattacks and assisting customers with critical incident response requires continuous innovation and a proactive approach to change. Adaptability and flexibility are key for staying ahead of evolving cyber threats. We believe that learning and growth often stem from challenges, and that even setbacks can provide valuable insights that ultimately enhance our capabilities. Therefore, we encourage open communication about issues and mistakes as part of our commitment to continuous improvement.

**To foster a culture of continuous innovation at Smarttech247, we have implemented several key initiatives:**

- 1. The Innovation Hub:** This serves as a central point for cross-functional collaboration among our diverse teams. Through regular meet-ups, workshops, and joint projects, employees from various departments converge to exchange insights and expertise, creating a fertile ground for new ideas to emerge.
- 2. Idea Hackathons:** These dynamic events provide dedicated platforms for employees to share and develop their innovative concepts. Our Idea Hackathons offer a structured and supportive environment for individuals to pitch, refine, and incubate their ideas. We plan to host these events both on-site at our global offices and online to maximize participation.
- 3. Continuous Learning Initiatives:** We invest in the professional growth of our employees through ongoing learning opportunities. By supporting attendance at industry conferences, workshops, and training sessions, we ensure our team remains at the forefront of the latest trends, empowering them to contribute fresh and innovative solutions.
- 4. Innovation Recognition:** Our Innovation Recognition actively acknowledges and rewards employees who contribute to successful innovations. By publicly celebrating these achievements, we reinforce a culture that values and appreciates the creative thinking and initiative required for ground-breaking ideas.
- 5. Feedback Loop:** Where we welcome all ideas and feedback on how to improve our processes and implement more innovative ideas.

## WORKING CONDITIONS: EMPLOYEE WELFARE, TRAINING & SKILLS DEVELOPMENT

**At Smarttech247, we cultivate a culture that prioritizes the health, safety, and overall well-being of our employees. We foster a supportive and inclusive work environment that values and empowers employee well-being through a range of initiatives led by our Wellness Advocate.**

We encourage regular physical activity and provide opportunities for exercise, walks and movement breaks throughout the workday. We promote healthy eating habits by offering nutritious food snacks and providing education on healthy nutrition. Recognizing the importance of mental health, we offer resources and support through employee assistance programs.

To support work-life balance, we implement initiatives like flexible work arrangements. We also educate employees on stress management, resilience building, and work-life integration. Ensuring a comfortable and safe workspace, we conduct ergonomic assessments and provide ergonomic equipment.

Furthermore, Smarttech247 regularly communicates and trains employees on health and safety protocols. We encourage regular breaks to prevent fatigue and burnout, and we foster a supportive and inclusive atmosphere where employees feel comfortable seeking help, reporting concerns, and supporting each other.

Our commitment to integrating health, safety, and well-being initiatives into the workplace fosters an environment that supports the overall health and happiness of our employees, leading to increased productivity and satisfaction.

We recognize that our employees are central to our success, and we are dedicated to creating a supportive work environment where they can thrive and grow professionally. Retaining talented individuals is a key priority for Smarttech247. To this end, we have implemented an employee well-being and retention strategy that includes the following focus areas:

### Recruitment

We ensure a positive onboarding experience begins with a realistic job preview during the recruitment process, which positively impacts the retention of our new hires.

### Onboarding and Socialization

We provide a comprehensive onboarding program that combines shared and individualized learning experiences, including an onboarding buddy. Our formal and informal activities are designed to quickly integrate new team members into our company culture by fostering connections and building relationships.

### Training and Development

Our employees are regularly offered opportunities for continuous skill development, ensuring they remain at the forefront of the cybersecurity industry

### Compensation and Rewards

We offer fair and competitive compensation packages and acknowledge positive contributions through a structured rewards system, ensuring our employees feel valued and motivated to excel. We also hold yearly Company Awards to recognize those that have had significant contributions or outstanding performance.

### Employee Engagement

We maintain an open-door policy and actively work to ensure our staff are satisfied in their roles, enjoy their work, and feel connected to the organization. Collaboration and innovation are central to our culture, and we actively foster these through our communication and engagement strategies.

### Positive Working Environment

We cultivate a positive working environment where every individual feels valued and appreciated for their contributions. Feedback, both positive and constructive, is highly valued at all levels of Smarttech247 as a tool for continuous improvement.

## Diversity, Equity & Inclusion (DEI)

Our DE&I Program actively empowers diversity within the tech industry and cultivates an inclusive culture through dedicated policies, programs, and staff engagement. Our people management approach prioritizes both employee satisfaction and diversity, ensuring our hiring practices reflect a wide array of perspectives and backgrounds. This not only fuels creativity and innovation within our cybersecurity teams but also fosters a more inclusive and supportive work environment for everyone. Our efforts are structured around five overarching pillars: leadership commitment and accountability, equitable policies and practices, cultural competence and awareness, an inclusive work environment, and community engagement and social responsibility.

Smarttech247 is committed to embedding the principles of equality, diversity, and inclusion into all facets of our operations, including policy development, processes, and decision-making. This commitment is crucial for fostering an inclusive environment and achieving our strategic employee-related objectives.

**Our DE&I program is actively driving change through a comprehensive approach:**

- Workplace Diversity: Multiculturalism and Social mobility, Gender Balance, Neurodiversity, LGBTQ+ Inclusion
- Accessibility (both online and within our office spaces)
- Employee Wellbeing
- Fair and Inclusive Recruitment Practices
- Leadership Diversity

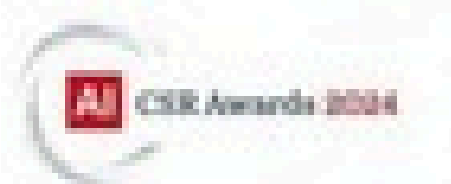


## EQUALITY STATEMENT

Smarttech247 is dedicated to fostering an environment where equality is the cornerstone of our operations and relationships. We believe in treating every individual with respect and fairness, ensuring that no one is disadvantaged or discriminated against based on their background, gender, identity, or circumstances. Our commitment to equality means actively identifying, challenging, and removing barriers to equal opportunities in employment, career advancement, and participation in all company activities. We pledge to continuously evaluate and enhance our policies, practices, and actions to create a workplace where everyone's rights are acknowledged and protected.

## DIVERSITY STATEMENT

At Smarttech247, diversity is celebrated and recognized as a vital source of strength and innovation. We are committed to understanding, appreciating, and valuing the rich tapestry of cultures, perspectives, and experiences within our team, viewing this diversity as a critical component of our success. Our aim is to cultivate an inclusive culture that embraces differences and offers every individual the opportunity to contribute, learn, and grow. This commitment extends to all aspects of our business, from recruitment and retention to development opportunities, ensuring diversity is not just supported but actively promoted.



## INCLUSION STATEMENT

Smarttech247 strives to create an inclusive environment where every individual feels valued, heard, and supported. Inclusion for us means more than just physical presence; it's about fostering a culture where diverse perspectives are sought out, respected, and integrated into the fabric of our decision-making processes and corporate ethos. We commit to building and maintaining a workplace where each person can express themselves authentically, have equal access to opportunities, and feel a part of the collective success of our company. Our ongoing efforts include training initiatives, open dialogues, and policy reviews to ensure inclusion is practiced at every level of our organization.

One notable initiative in our DE&I program is our global Women in Cybersecurity Academy, empowering women with in-demand cybersecurity skills and fostering a more balanced industry.

Internally, we are running three separate initiatives to promote our culture of DE&I, promote ethical management, and ensure that long term planning is built into our frameworks:

1. **Employees Awards and Recognition:** promoting ethical management through recognizing members showing ethical behavior, and integrity at work;
2. **Learn From Each Other -** designed to foster professional growth and knowledge-sharing within our team in a structured way. It offers an opportunity for team members to engage in mentorship, creating a culture of continuous learning and skill development;
3. **Feedback Loop:** provides all team members with the opportunity to submit anonymous feedback on any work-related matter they wish to bring to the Senior Leadership Team's attention.

Our commitment to DE&I is vital for fostering an inclusive environment and achieving our strategic objectives relating to employees.



# AFFECTED COMMUNITIES (ESRS S3)

## Community Engagement and Philanthropy

Guided by our core values of Innovation, Commitment/Customer Trust, Quality, Integrity, and Teamwork, Smarttech247 directs its Community Engagement and Philanthropy efforts through aligned CSR pillars. This enables us to identify key areas for maximum long-term impact, and we implement annual initiatives in Education, Environment, Wellbeing, Human Rights & Animal Welfare, and Community. We actively engage with local communities through volunteering, supporting charities, and collaborating with local businesses.

Our objective is to build lasting partnerships with organizations to collectively drive continuous positive social impact.



# Education

## Empowering Women in Cyber: Smarttech247's Women in Cybersecurity Academy

Women in Cybersecurity Academy is a comprehensive six-week course, designed to equip women with essential skills in Cybertech and Infosec. Participants will undergo an end-of-term assessment, with top performers offered short term work placements at Smarttech247. The academy includes assignments and projects to be completed outside of course hours. We welcome applications from a diverse range, including those with relevant experience or degrees in computer science, information security, or network engineering, as well as final-year students, individuals returning to the workforce, and professionals seeking a new challenge within the sector.

In 2024, we ran a successful academy for the 4th consecutive year where women from around the world gained skills in cybersecurity that allowed them to find employment in the industry or increase their existing competencies.

## Smarttech247 Infosec Graduate Program

Running annually, the Smarttech247 Infosec Graduate Program offers participants the chance to explore and develop expertise in diverse areas of cybersecurity through rotations in various departments. The time spent in each department is structured to meet the program's goals and specific requirements.

## Cybersecurity Webinar for Hebron IT Academy

In 2024, we organized a Cybersecurity webinar for the students of Hebron IT Academy for Orphans in Ukraine where we talked about the value of data, risks for both individuals & businesses and how to stay cybersafe. Our Director of Operations together with our HR Manager and two Smarttech247 members with a lot of technical expertise all spoke with the students, providing Cybersecurity industry insights, sharing their expertise and advice on how to stay protected from digital attacks, scams and malware. The knowledge gained will not only help Hebron IT Academy students stay safe in the cyberspace but also contribute to their development in the IT industry.

## Importance of Neuroscience in Cybersecurity

At Zero Day Con 2024, we were honored to host Jim Rutt, Chief Information Officer of the Dana Foundation, for a compelling keynote titled "The Brain Behind the Screen: Understanding Cybersecurity Risks through Neuroscience." His talk explored the intersection of human behavior, cognitive science, and cybersecurity, emphasizing how a deeper understanding of neurological responses can help predict, prevent, and respond to cyber threats more effectively. This perspective aligns closely with our ESG commitment to responsible innovation and awareness, reinforcing the importance of human-centric approaches in building safer digital environments.

## Environment

### Beach Clean

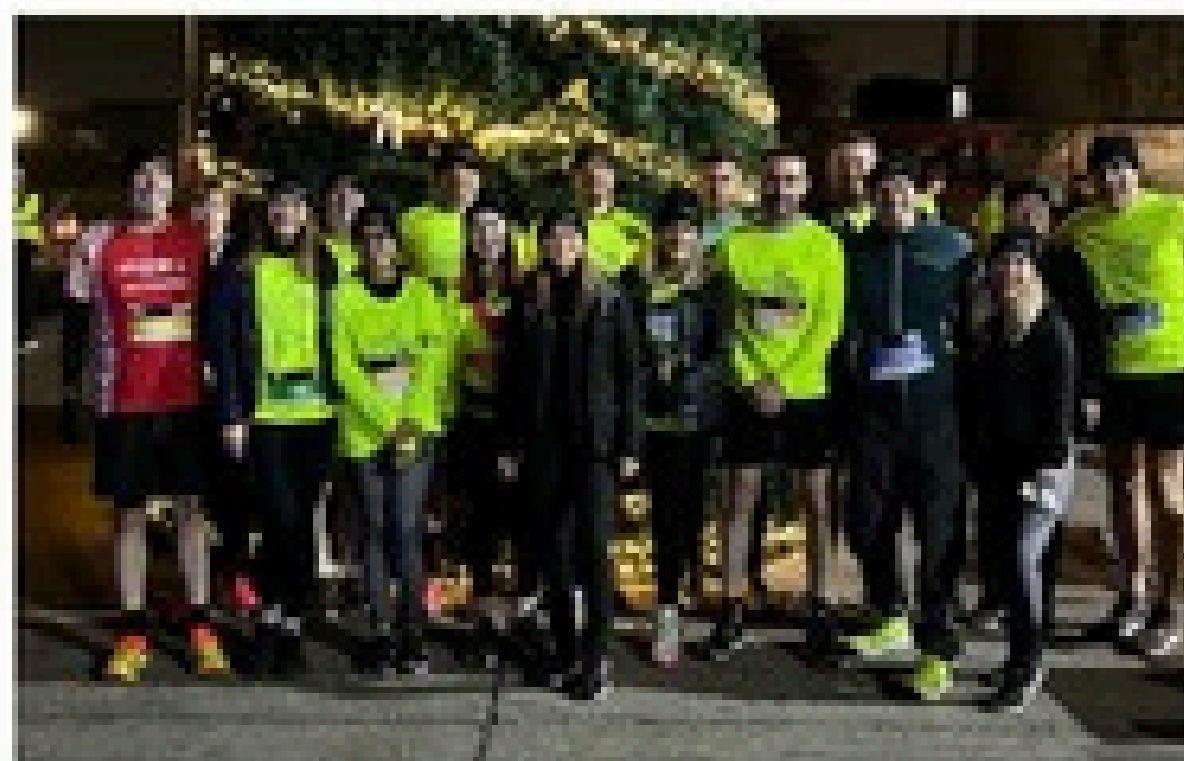
In the Summer of 2024, demonstrating their passion for the environment, a team of 16 enthusiastic Smarttech247 volunteers in Cork partnered with Clean Coasts Ballynamona / Sea and Land Trust as part of the global Plastic Free July movement. Together, we made a tangible difference by collecting several bags of litter from Ardnahinch beach, creating a cleaner and safer environment for local wildlife and visitors. The team removed various types of waste, from plastic bottles to microplastics, leaving behind a revitalized shoreline. This initiative underscores our ongoing commitment to environmental awareness, waste reduction, and active participation in community events that contribute to a sustainable future for generations to come.



## Wellbeing

### Run In The Dark

Demonstrating their strong community spirit, Smarttech247 team members in Cork and Belfast came together on November 13th to take part in the annual Run in the Dark. Their participation supported the vital mission of Collaborative Cures, which aims to unite people in the pursuit of a cure for paralysis. This event is always a wonderful opportunity to connect as a team and reinforces our collective commitment to health and wellness. Driven by a desire to make a positive impact, Smarttech247 will continue to support charitable initiatives like this in the future.



### Charity Mountain Hike

Our team in Ireland continued its tradition of giving back by spending a rewarding day on Dursey Island for our annual Smarttech247 charity hike/trek. All efforts were focused on raising vital funds for the Mercy Hospital Foundation. The challenging and beautiful terrain of Dursey Island provided a fitting backdrop for our team's commitment to supporting this important charity.

### November

Smarttech247 has been a proud supporter of the globally impactful Movember movement for the last three years. Our team actively engaged in the 'Move for Movember' challenge, with each member committing to walk or run a total of 60 kilometres during the month. This initiative was intentionally designed not only to promote physical well-being but also to initiate vital discussions and raise awareness about men's health concerns.



# Community

## Volunteering With Crann Centre

Showing our ongoing support for the Cork community, Smarttech247 volunteers participated in the Walk n Roll Event and the Cork City FC Walk n Roll Bucket collection at Turners Cross. These initiatives were organized to raise vital funds for Crann, an Ireland-based charity that provides invaluable support and services to people with disabilities. Our team was pleased to contribute to these local events, furthering our commitment to community engagement and supporting the important work of Crann.



## Volunteering For ISPCC At Concerts In Ireland

In the Summer of 2024, a team of Smarttech247 staff volunteered at five concerts to raise funds for ISPCC/Childline. The organization subsequently announced that the full campaign during the "poncho season" successfully raised a total of €233,000. The efforts of our volunteers played a valuable role in contributing to this significant amount, which will directly support Childline's vital work with children.

## Christmas Jumper Day And Bake Sale Raising Funds For ISPCC

For the second year in a row, we organized a Great Smarttech247 Bake Off with the grand finale to involve hosting a charity bake sale in support of a worthy cause.

On Friday, the 6th of December we celebrated all the winners of the Weekly Bake-Off Challenge and raised funds for ISPCC - Irish Society for the Prevention of Cruelty to Children. All weekly winners brought their final creations, and all tasters were kindly asked to make a donation to enjoy them! For a touch of festive feel, everyone wore their favorite Christmas Jumpers!



## Christmas Toy Donation Campaign For Children's Health Foundation Ireland

Every December we collect toys and support a very good cause in the community run by Children's Health Foundation. Employees leave the donations for the children's hospital under our Christmas tree in the office which are then being sent to the Children's Health Foundation.

We support the foundation in their effort to raise vital funds to support sick children and their families, spreading joy within the community.



## Other Initiatives And Activities Organised & Celebrated With Employees:

- Global Environmental Days (Earth Hour, Earth Day, Biodiversity Day, Environment Day, Sustainability Day)
- World Mental Health Day
- International Volunteer Day
- International Culture Day
- Employees' art for the walls in the office
- Learn From Each Other
- Feedback Loop
- Book Swap initiative
- Knowledge Bytes Sessions (15min sessions on relevant topics in Cyber and Wellbeing)
- Employees Steps Challenge
- Smarttech247 Team Bonding event with Base Fitness & Nutrition Talk provided by our Wellness Advocate
- Monthly Board Games Lunch Break in the office

All these programs and activities strengthen our ties with the community, contribute to the local economy and create a <giving> culture in the company, our employees feeling more and more enthusiastic about helping and being close to the community.

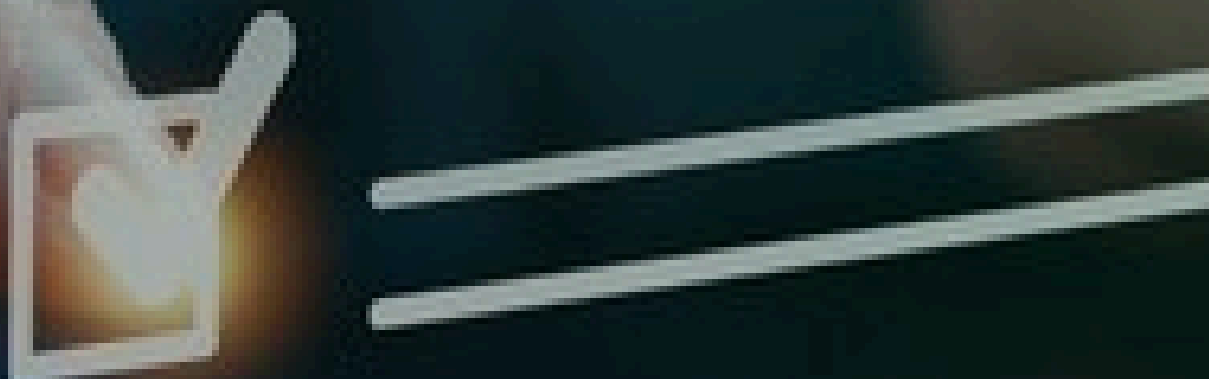
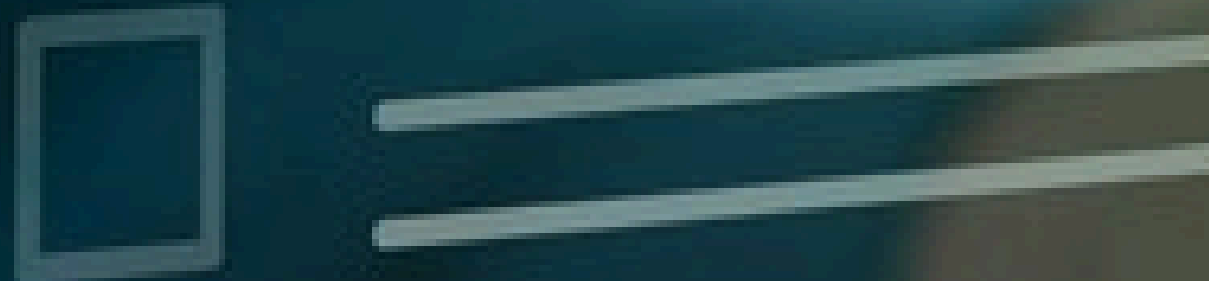
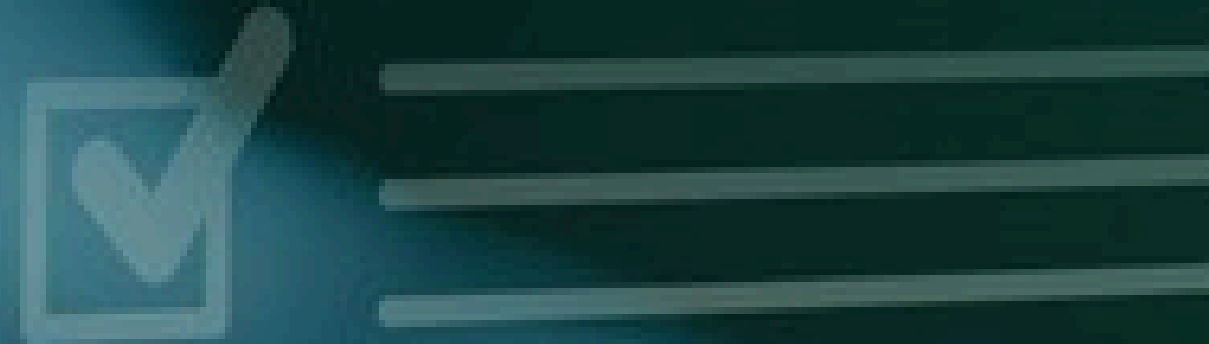
## HUMAN RIGHTS & ANIMAL WELFARE

As part of our commitment to broader social well-being, Smarttech247 actively supports organizations dedicated to human rights and animal welfare. We are proud to partner with the Children's Rights Alliance, a significant voice in Ireland since 1995, bringing together over 100 member organizations to champion the rights of children and strive to make Ireland an exceptional place to grow up. Our support contributes to their vital work in this area.

Furthermore, we are dedicated supporters of the Munster Lost and Found Pet Helpline, a local organization providing invaluable assistance to lost pets and their owners in Munster. Our contributions directly aid in animal care, reflecting our commitment to promoting animal well-being and working towards ending their suffering.



# GOVERNANCE STANDARDS (G) ESRS G1



# GOVERNANCE AND MANAGEMENT SYSTEMS

Our governance framework at Smarttech247 is built upon a foundation of strong, transparent, and accountable leadership, ensuring that our Environmental, Social, and Governance (ESG) commitments are embedded into every aspect of our business, with due consideration for the evolving requirements of regulations, such as the CSRD.

The Board of Directors champions ESG leadership as a central pillar of our business strategy, understanding its vital importance for sustainable growth and long-term value creation. We actively monitor and manage ESG-related risks and opportunities, deploying appropriate mitigation strategies to safeguard our company and its stakeholders. The Smarttech247 Leadership Team plays a proactive role in embedding robust ESG practices throughout our operations.

This governance approach aligns with our core purpose and values while striving to exemplify best practices within the cybersecurity industry, including adherence to emerging standards. Through diligent oversight and a commitment to ethical conduct, we aim to continuously enhance our ESG performance and contribute to a sustainable future for both our business and the broader community.

## CORPORATE GOVERNANCE STRUCTURE

Strong corporate governance is utmost important at Smarttech247. We maintain well-defined governance structures that are clearly understood and consistently implemented across all our teams. As a testament to our commitment to quality and security, Smarttech247 undergoes regular internal and external audits for ISO 9001 and ISO 27001 certifications.

We are dedicated to the continuous improvement and alignment of our policies and practices with the evolving Environmental, Social, and Governance standards and best practices relevant to our global operations. We recognize that our commitment to ESG principles is integral to our long-term success and the well-being of our employees and stakeholders worldwide. Our company is committed to regularly reviewing and enhancing our policies to ensure they align with the most current ESG criteria and regulations, encompassing social responsibility, diversity and inclusion, environmental sustainability, and ethical governance. We actively encourage feedback and ideas from all our employees as a vital component of this ongoing process, recognizing the value of diverse perspectives in driving meaningful change. We view our journey towards ESG excellence as a continuous and collaborative effort, with our policies and practices forming the bedrock of our commitment to a more responsible and sustainable future for our organization and the wider community. Together, we aim to create a positive impact on our environment, our communities, and our workforce globally.

## BUSINESS CONDUCT (ESRS G1)

### Ethical Practices And Compliance

Smarttech247 is committed to conducting its business with the highest ethical standards and in full compliance with all applicable laws and regulations. Ethical principles at Smarttech247:

- We are committed to acting with honesty and integrity in all our dealings in line with our Core Values
- We have zero-tolerance approach to any corrupt practices.
- We uphold all laws relevant to countering bribery and corruption in all jurisdictions in which we operate.

## Supporting Human Rights & Combating Modern Slavery

marttech247 is firmly committed to conducting all business dealings and relationships ethically and with integrity. This commitment includes implementing and enforcing robust systems and controls to prevent modern slavery from occurring anywhere within our business or our supply chains.

In line with our values and our obligations under the Modern Slavery Act 2015, Smarttech247 is dedicated to ensuring transparency in all our business operations. We unequivocally oppose all forms of slavery and human trafficking within our operations and supply chain, and we actively work to uphold ethical conduct and integrity in all our business dealings.

As part of our broader commitment to equality, diversity, and inclusion, we ensure that our suppliers and partners adhere to ethical practices that respect human rights. We evaluate their ethical practices, specifically ensuring they meet our standards against slavery and unethical behaviour, as a key part of our Provider qualification process outlined in our Procurement and Provider Policy.



## Supplier Diversity

To support our mission and goals, Smarttech247 collaborates with a diverse array of third-party providers for various products and services. We acknowledge the inherent risks in these relationships and have integrated thorough due diligence and business practices to address them proactively.

**Our Procurement and Provider Policy is built upon three key principles:**

- **Human-centricity:** we prioritize the needs of our employees and our business objectives. While pursuing global efficiency, cost-effectiveness, and automation in procurement, we remain dedicated to sustainability and the well-being of our team.
- **Value-Driven Selection:** we meticulously select products and services that provide significant value throughout Smarttech247. Our goal is to identify solutions that genuinely meet our organizational needs and can be effectively implemented across the company, maximizing their impact.
- **Adaptability and Progress:** we are committed to continuous improvement and evolution, working towards a standardized global process. This includes providing the necessary tools at optimal costs and terms to facilitate growth and success for our employees and the business.

To manage risks associated with our provider network, Smarttech247 employs a robust Supplier Security Risk Management framework across all engagements. This framework systematically evaluates the security posture of our sub-contractors, assessing potential risks to shared assets. We utilize a combination of assessments, audits, and reviews to ensure that risks are identified, quantified, and effectively managed, thereby protecting the security and confidentiality of shared information.

## Artificial Intelligence

### Responsible AI and Sustainable Innovation

At Smarttech247, AI plays a critical role in our cybersecurity solutions, from threat detection and behavior analytics to automation and incident response. As we leverage these technologies, we are equally committed to ensuring they are developed and deployed responsibly and sustainably.

We currently focus on optimizing the energy efficiency of our AI models by utilizing cloud infrastructure powered by renewable energy sources, wherever possible. Our data processing and training workloads are strategically managed to reduce unnecessary computational overhead. We also prioritize ethical AI practices, including algorithmic transparency and bias checks, especially in use cases involving threat prediction and behavioral analysis.

In addition, we maintain internal controls to review the risks associated with AI applications — ensuring that their use aligns with privacy standards, ethical guidelines, and cybersecurity regulations. Our AI systems are developed and tested by diverse, multidisciplinary teams to help minimize unintended bias and improve fairness in outcomes.

In 2025 and beyond, Smarttech247 will expand its focus on responsible AI by introducing formal governance structures, including an internal AI Ethics & Sustainability Framework. This will guide our teams in designing, developing, and deploying AI systems that are transparent, auditable, and aligned with emerging regulations like the EU AI Act.

We will also explore partnerships with academia and sustainable AI initiatives to drive innovation in low-energy machine learning techniques. Our goal is to ensure that AI continues to support cybersecurity advancement while upholding our broader ESG commitments to environmental sustainability, social responsibility, and ethical governance.

## Internal Controls & Risk Management Systems

Building upon our robust risk management framework and CAPA Program, aligned with international standards such as ISO 27001 and ISO 9001 and the CSRD Framework, Smarttech247 proactively identifies and addresses ESG-related risks and opportunities.

This integrated approach, embedded in our company culture through risk-based thinking, allows us to not only safeguard our information security in line with the ISO standards best practices but also to navigate the evolving landscape of sustainability.

### Transparency and Reporting

We ensure transparency and accountability at all levels of our organization through a robust framework that includes our ESG Policy, Code of Conduct, Governance structure, board oversight, meticulous data collection and metrics, consistent stakeholder engagement, and comprehensive internal and external communication strategies (utilizing channels such as internal communications, websites, press releases, and customer newsletters). The active participation of senior management, alongside our strong compliance and risk management practices, further supports this commitment. As a public company, we adhere to the highest standards of corporate governance, ensuring all actions and decisions are made ethically and in the best interests of our stakeholders. This commitment to transparency is reinforced by regular audits, detailed reporting, and strict adherence to regulatory requirements, which are crucial for fostering trust and securing the long-term sustainability of our operations.

## Risks and Opportunities

Potential risks include the increasing regulatory focus on environmental impact (such as carbon emissions and resource consumption), evolving social expectations regarding employee well-being, diversity, and human rights within our value chain, and the need for transparent and accountable governance practices.

### **Environmental Risks:**

- **Increased Energy Costs and Carbon Taxes:** as regulations tighten (aligned with EU Green Deal and potential Irish legislation), rising energy prices and the introduction or expansion of carbon taxes could increase operational expenses if we don't continue our transition to renewable energy and improve energy efficiency. Mitigation: As regulations tighten, including the EU Green Deal and anticipated Irish legislation, we are mitigating this risk by advancing our transition to renewable energy sources and continuously improving energy efficiency across our operations. We are also monitoring regulatory developments to stay ahead of compliance requirements and cost impacts.
- **Climate Change Impacts:** although less direct for a digital services provider, potential disruptions to infrastructure (power grids, internet connectivity) due to extreme weather events could impact our operations and service delivery. Mitigation: While indirect, we acknowledge the potential for infrastructure disruptions due to extreme weather. We mitigate this risk by maintaining resilient IT systems, investing in reliable cloud infrastructure, and strengthening our business continuity and disaster recovery plans to ensure service stability in adverse conditions.

### **Social Risks:**

- **Talent Acquisition and Retention:** failure to maintain a diverse, equitable, and inclusive workplace, and to prioritize employee well-being and development, could hinder our ability to attract and retain top cybersecurity talent in a competitive global market. Mitigation: To remain competitive in attracting top cybersecurity talent, we actively foster a diverse, equitable, and inclusive workplace culture. Our strategies include employee well-being programs, professional development initiatives, flexible working policies, and regular engagement to ensure team satisfaction and retention.
- **Supply Chain Labour Practices and Human Rights:** while our direct operations may have low risk, scrutiny of our supply chain (hardware vendors, cloud providers) regarding labour practices and human rights (including modern slavery) is increasing under CSRD and broader ethical considerations. Negative findings could lead to reputational damage and business disruptions. Mitigation: Although our direct operations present low risk, we mitigate potential reputational and operational impacts by conducting supplier assessments, integrating ESG criteria into vendor selection, and ensuring our partners adhere to ethical labor practices. We are aligning with CSRD requirements to increase transparency and accountability across our supply chain.

### **Governance Risks:**

- **Low Ethical Conduct and Compliance:** failure to uphold high ethical standards and ensure compliance with evolving ESG regulations (including CSRD reporting standards) could result in legal penalties, financial losses, and reputational damage. Mitigation: We address this risk through a strong internal compliance framework, regular training on ethical conduct, and continuous monitoring of emerging ESG regulations, including CSRD. We maintain strict policies on ethics, data privacy, and anti-corruption to ensure legal and reputational safeguards.
- **Insufficient Board Oversight of ESG Issues:** inadequate integration of ESG considerations into board-level strategy and oversight could lead to missed opportunities and ineffective management of ESG-related risks. Mitigation: Our Board of Directors is actively engaged in ESG oversight, with responsibilities integrated across relevant board committees. Regular ESG updates, risk reviews, and strategic planning sessions ensure that ESG considerations are embedded in decision-making at the highest level.

## Risks and Opportunities

Equally, these risks also present significant opportunities for Smarttech247. Our commitment to green energy in our Ireland office and ongoing energy efficiency initiatives position us favourably as the industry transitions towards a lower-carbon economy.

### Environmental Opportunities:

- **Green Technology and Services:** our expertise in cybersecurity can be leveraged to develop and offer solutions that help other organizations reduce their environmental impact (e.g., secure smart grids, efficient data management).
- **Cost Savings through Efficiency:** continued investment in energy efficiency measures in our offices and data centres (if applicable) can lead to reduced operational costs.
- **Enhanced Reputation and Brand Image:** proactive environmental stewardship, such as our green energy switch and support for biodiversity initiatives, can enhance our reputation and attract environmentally conscious clients and employees.

### Social Opportunities:

- **Attracting and Retaining Top Talent:** our commitment to employee well-being, DEI initiatives (like the Women in Cybersecurity Academy), and professional development programs strengthens our employer brand and helps us attract and retain skilled cybersecurity professionals.
- **Building Customer Trust and Loyalty:** demonstrating a strong commitment to data privacy, security, and ethical practices enhances customer trust and loyalty, a key competitive advantage in the cybersecurity industry.
- **Positive Community Impact and Social License to Operate:** our community engagement and philanthropic efforts, such as the charity runs and support for local organizations, build goodwill and strengthen our social license to operate.

### Governance Opportunities:

- **Enhanced Investor Relations:** transparent and comprehensive ESG reporting (aligned with CSRD) can attract environmentally and socially conscious investors and improve our access to capital.
- **Stronger Stakeholder Engagement:** proactive engagement with stakeholders on ESG issues can provide valuable insights, improve decision-making, and strengthen relationships.
- **Competitive Advantage through Ethical Practices:** a strong ethical culture and robust governance framework can differentiate us from competitors and enhance our reputation as a trustworthy and responsible partner.

Our established culture of valuing and supporting our employees, alongside our Women in Cybersecurity Academy and graduate programs, allows us to attract and retain talent in a competitive market and fosters innovation. Furthermore, our strong governance framework and commitment to transparency build trust with stakeholders, enhancing our reputation and long-term resilience in alignment with CSRD expectations for comprehensive sustainability reporting.

# FUTURE INITIATIVES

## 2025 PREVIEW

Looking ahead to 2025, Smarttech247 is committed to building upon our existing ESG foundations with several key initiatives and targets. In the environmental sphere, we aim to further reduce our Scope 2 and Scope 3 emissions by exploring additional renewable energy options for our global offices and implementing more granular energy monitoring systems. Regarding social impact, we plan to expand our Women in Cybersecurity Academy program to reach a wider pool of participants by launching global editions of this program and enhancing our employee well-being initiatives with a focus on proactive mental health support.

Furthermore, we will be strengthening our due diligence processes within our supply chain to ensure greater transparency and adherence to stringent ethical and human rights standards.

In terms of AI, in 2025, we will strengthen our commitment to responsible AI by implementing formal governance, aligning with the EU AI Act, and investing in energy-efficient, transparent, and ethical AI solutions.

Finally, in the area of governance, we are committed to further aligning our reporting with the evolving requirements of the CSRD and will be establishing more specific, measurable targets across our material ESG topics to drive continuous improvement and accountability.

The EU Omnibus Package, proposed by the EU Commission in February 2025, is likely to adjust Smarttech247's CSRD reporting obligations, potentially delaying them until at least 2028 based on 2027 data. Regardless of this potential shift in the regulatory timeline, Smarttech247 is actively following these developments in 2025 and remains fully committed to the principles and execution of our sustainability strategy.

### Memberships in Ireland

In 2024 we became members of



#### Biodiversity for Business Ireland

A platform driving the transition to a nature positive Irish economy, where activities enhance natural systems in addition to minimizing impact, by harnessing the energy and innovation capacity of Irish businesses

#### Techies Go Green

A beacon for companies and individuals within the IT and Tech industry dedicated to reducing their carbon footprint and embracing Sustainability.

# S247 COMMITMENT

Smarttech247 are dedicated to continuous improvement and the alignment of our policies and practices with the ever-evolving Environmental, Social, and Governance standards and best practices. Our commitment to ESG principles is integral to our long-term success and the well-being of our employees, stakeholders and community. Together, we are contributing to a positive impact on our environment, our communities, and our workforce.

Smarttech247 is continuously working towards reducing the carbon emissions and would take all the required steps to quantify and reduce the carbon emissions. One of our long-term goals is Net Zero Carbon Emission by 2040 with the objective of halving our carbon emissions by 2030.

## The Global Goals For Sustainability Development

Smarttech247 is committed to aligning with the Global Goals for Sustainable Development outlined by the United Nations as we strongly believe it is within everyone's capability to contribute to meeting these targets. The SDGs provide a comprehensive roadmap for addressing the world's most pressing challenges, from poverty and inequality to climate change and environmental degradation. Through our actions and initiatives, we actively contribute in particular to four of these goals:



## Quality Education

We are committed to ensuring inclusive and equitable quality education and promote lifelong learning opportunities for all. There is currently a demand of 4mil jobs in Cybersecurity.

We are actively promoting opportunities in the areas of internships and grad program. We run the educational program Women in Cybersecurity Academy on an annual basis. Furthermore, we have partnerships in place with universities, participate in career fairs and collaborate with organizations in the Education area to promote these opportunities.

We talk about sustainability from an environmental perspective, and we also refer to it when it comes to our people. As Cybersecurity is so dynamic and diverse and, with the introduction of AI generated platforms excelling at lighting fast pace, there are dozens of further opportunities for people to grow and learn with support from our training and career development programs.



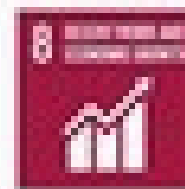
## Gender Equality

We are committed to achieve gender equality and empower all genders. According to the international cybersecurity membership organization (ISC)2 and to other various reports, women make up 24% of the cybersecurity workforce, with much lower percentages in some parts of the world. Research has shown that diversity leads to collective intelligence. Diverse teams make better decisions. Having more women in cybersecurity can lead to more well-rounded discussions and a broader range of insights when assessing security risks and making strategic decisions.



We partner with organizations to promote our opportunities, and we run our Women in Cybersecurity Academy program every year. At Smarttech247, we are proud to have a workforce where 40% of our employees are women, reflecting our commitment to gender diversity. Our CEO's recognition with the Women in Tech Advocate award by Deloitte further underscores our dedication to promoting and supporting women in technology.

We are actively working towards achieving a 50-50 gender balance, demonstrating our commitment to creating an inclusive environment where everyone has equal opportunities to thrive. This goal is central to our broader diversity and inclusion strategy, as we believe that a balanced and diverse team drives innovation and excellence in everything we do.



## Decent Work And Economic Growth

We are committed to promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. We provide equal employment opportunities for all individuals regardless of their gender, race, ethnicity, or background. All employment is decided on the basis of qualifications, merit, and business need. We are fostering a workplace free from discrimination, and we consider knowledge and skills the only criteria for advancement. We firmly believe that diversity is our strength. By embracing a diverse workforce, we encourage a wide range of perspectives, experiences, and talents, which ultimately contribute to innovation and better problem-solving. We recognize the importance of work-life balance and have implemented policies and practices that allow us to sustain harmony between our professional and personal lives.

This includes flexible work arrangements and support for family or personal responsibilities. As a multi-national innovative tech company, we play a vital role in driving economic growth in all the countries we operate. Our contributions include job creation, partnerships with local businesses, and a focus on sustainable business practices that minimize our environmental impact.



## Industry, Innovation & Infrastructure

We are committed to keeping infrastructures secure, promote inclusive and sustainable industrialization and foster innovation. Our mission is to keep our customers' infrastructures secure. Our approach is "Customer First", and we focus on prevention. We do this by utilizing the latest in cloud, big data analytics and machine learning, along with our industry-leading incident response team. We are ISO27001, ISO9001, Crest and Cyber Essentials certified. In Cybersecurity, innovation is key.

We have created 3 products in-house which aim to bring value to companies' security, enhance visibility, rapidly detect and respond to advanced cybersecurity threats. Recognizing the profound impact that our operations have on the environment and society, we have made a resolute commitment to infuse sustainability into every facet of our supply chain. This holistic approach not only aligns with the company's core values but also positions it as a responsible and forward-thinking industry leader. We are not just protecting organizations from cyber threats; we are also actively working to build a more diverse and inclusive tech industry while ensuring sustainable practices across our business operations.

Thank you for reading!

**Are you ready to elevate your  
security with Smarttech247?**

### **Contact Us**

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