

We make ESG easier.

This report is more than just figures and graphs. It provides an insight into how we at ed A/S work with environmental, social responsibility and governance matters as an integral part of our business.

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Introduction

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Concept clarification

This report introduces a number of key concepts within ESG which are explained as we go along in the relevant sections. Below is a general introduction to the most commonly used and key terms that form the basis for understanding the report's content.

DMA stands for double materiality assessment. It is an analysis that identifies the environmental, social and corporate governance matters that we, as a company, both influence and are influenced by. These are the key areas we are required to report on.

ISO stands for the International Organization for Standardization. ISO standards are voluntary international guidelines and specifications that ensure the quality, safety and efficiency of products, services and processes.

These standards enable us to demonstrate that we meet high standards in specific areas.

IRO stands for impacts, risks and opportunities, and is closely linked to the DMA.

Here, we set out in detail how we impact the wider world, as well as the risks and opportunities associated with the key ESG topics.

GHG stands for the Greenhouse Gas Protocol, an international standard for measuring, calculating, and reporting greenhouse gas emissions. The protocol categorises emissions into Scope 1, 2 and 3 and provides a common framework so that companies can compare their emissions and work systematically to reduce them.

Scopes 1, 2 and 3 provide a framework for measuring CO₂e emissions within companies and their supply chains.

Scope 1 covers the company's direct emissions, e.g. from its own facilities, production and company vehicles. Scope 2 covers indirect emissions from purchased energy used by the company itself, such as electricity and heating. Scope 3 covers other indirect emissions within the value chain, i.e., activities outside the company's own premises, such as procurement, transport, use of sold products, waste, and employee commuting.

CO₂e (CO₂ equivalents) is used in the GHG Protocol as a common unit of measurement, in which other greenhouse gases are converted to CO₂ equivalents based on their climate impact. This makes it possible to calculate and compare total emissions across Scopes 1, 2 and 3.

The Paris Agreement is a global, international agreement to reduce greenhouse gas emissions and limit global warming to well below 2°C and, ideally, to 1.5°C through national climate targets and regular monitoring.

CSRD stands for the Corporate Sustainability Reporting Directive, which is an EU legislation that requires companies to report on sustainability. It is the framework that determines who is required to report and what type of information must be included.

ESRS stands for European Sustainability Reporting Standards that are the specific guidelines that companies must follow when reporting.

Preamble

This report is intended for all ed A/S's stakeholders. With this report, we aim to build trust by documenting our environmental, social and governance initiatives. It's that simple!

The report reflects our current ESG work, including CO₂e reporting and the development of our sustainability initiatives. All data in the report is from the 2023/24 financial year and serves as our ESG baseline. The next report will be based on data from 2025/26. The content has been prepared in accordance with the CSRD/ESRS framework and adapted to our current level of maturity. Focus has been on transparency, documentation and a realistic level of ambition. In short, making ESG easier.

Introduction

Our COO opens the report with a personal perspective and sets the tone for ed's ESG work. You will then be introduced to ed's business areas and ESG within the strategy, which provides an insight into the value we create and the areas we impact. Here you can read about our ISO standards and our work on the Sustainable Development Goals (SDGs), which cuts across the entire business.

General Information

The General Information section provides the basis for the report: our DMAs and IROs, our strategic direction, our value chain and the governance structures that provide the framework for our ESG work. Here you will also find our policies, goals and

processes, which taken together, form the basis for the rest of the report's content.

Environment

In the Environment section, you can find an overview of our GHG emissions, the measures we have already implemented, and our future plans.

Social

In the Social section, you can find out about the structure of our organisation, our initiatives to promote well-being and development, and our involvement in the local community. Furthermore, you will be introduced to how we build strong relationships throughout the supply chain.

Governance

Under Governance, you can learn about our management structure, responsibilities, and decision-making processes, as well as how we work systematically on compliance. Here, we also review our policies, procedures and internal controls, which together ensure transparency, integrity and sound corporate governance.

Conclusion

In our conclusion, we summarise and look ahead. We will use this baseline to further improve our ESG performance, whilst making IT simpler for even more companies.

With this first ESG report, we aim to:

- Make ESG easier for our customers, suppliers, partners, partners and employees.
- Provide insight, inspiration and confidence that ed A/S takes responsibility for the environment, social issues and governance.
- Demonstrate that the green transition and good business can go hand in hand when we take responsibility and act.
- Communicate our progress and invite our stakeholders to be part of the journey towards a more responsible shared future.
- Achieve better risk management by identifying ESG-related risks and opportunities, so that we can strengthen the long-term resilience of our business.
- Support the brand promise 'IT. More easy' by showing that the work with sustainability is an integral part of the business.

A message from our COO

More ESG. More easy.

This report is more than just figures and graphs. It provides an insight into how we at ed A/S approach environmental, social and governance issues as an integral part of our business. We are proud to be 100% Danish-owned, because it means that our decisions are made close to our customers and with a deep understanding of the market in which we operate. This gives us flexibility, accountability and a culture where we can act quickly, with a focus on quality and sustainability.

We know that ESG can seem anything but straightforward. That is why we have gone the extra mile to make our report accessible to everyone, including being transparent about how we work to make sustainability a natural part of everyday life for our customers, suppliers, partners, and, not least, ourselves.

We hope this report will provide you with inspiration, insight and confidence that ed A/S takes its responsibilities seriously, and that we make it easy for you to understand how we work with ESG. Our aim is not only to show you the progress we are making, but also to inspire you to join us on our journey towards a more responsible future.

More sustainability. More value.

At ed A/S, we believe we can make it easier – for our customers, for our employees and for

the world around us. It's not just a slogan. It is the customer promise that underpins everything we do. When it comes to ESG, we know that the work can be complex. There are many standards, requirements and reporting obligations that can seem overwhelming. Our aim is to make ESG easier. We will show that the green transition and good business can go hand in hand when you have the courage to take responsibility and act.

More action. Better results.

Most companies know how important it is to have structure and clear guidelines. But for us, ESG is much more than just frameworks and rules. It is a commitment to creating value for people and the environment. It is a choice to do the right thing, even when it takes a bit of extra effort.

We have therefore made sustainability an integral part of our business and our DNA, which means:

Circular IT: We buy, repair and resell IT equipment, so that resources are used more efficiently, and the carbon footprint is reduced. It is good for the climate, and for our customers, who get quality at a fair price.

Green energy: Our operations run entirely on renewable energy, and our solar panel system provides a large proportion of our electricity. We think that choice is easy.

Transport and everyday choices: We are switching to electric and hybrid vehicles, sorting our waste, and choosing green products for our online shop. Small steps that, when taken together, make a big difference.

More human. More meaning.

We believe that responsible business management starts with people, and good colleagues are the key to our success. That is why we invest in well-being, skills development and a working environment where everyone feels safe and valued. We also work with local job centres and educational institutions because we want to play an active role in the community we are part of.

We cannot address social responsibility without also touching on the UN Sustainable Development Goals. For us, they are a natural and important part of everyday life, both for us as a company and as individuals. These are goals that make sense. It is that simple.

More collaboration. More impact.

We set high standards for ourselves and for our suppliers. Our Supplier Code of Conduct is not just

a document. It is a promise of integrity. We conduct regular assessments of our environmental impact and working conditions, and we conduct internal and external audits to ensure we meet our own standards.

More transparency. More trust.

Our ambition is clear: to make ESG more accessible and easier so that everyone can play their part in taking responsibility, which means:

— Clear documentation:

We have prepared and are presenting our ESG report and carbon reporting (Scopes 1, 2 and 3) in an easy-to-understand way.

— Specific and measurable ambitions:

Our first ESG report will show how we turn ambitions into action and action into results without unnecessary complexity.

— Practical solutions:

We want to make it easy to make choices that focus on reducing resource consumption, so that ESG becomes a natural part of everyday life rather than an administrative burden.

— Openness and accessibility:

We share our progress and tools so that everyone can keep up to date and be inspired to act themselves.

More variety. A better shared future.

I am proud of the journey we are on. And that pride doesn't just come from certifications and figures, but from the choices we make every day to reuse rather than throw away, to choose green electricity rather than the conventional, to say yes to partnerships that make a difference.

We haven't reached our goal yet, but we are on the right track. We do this with a willingness to act, the courage to be curious and learn, and openness about our results.

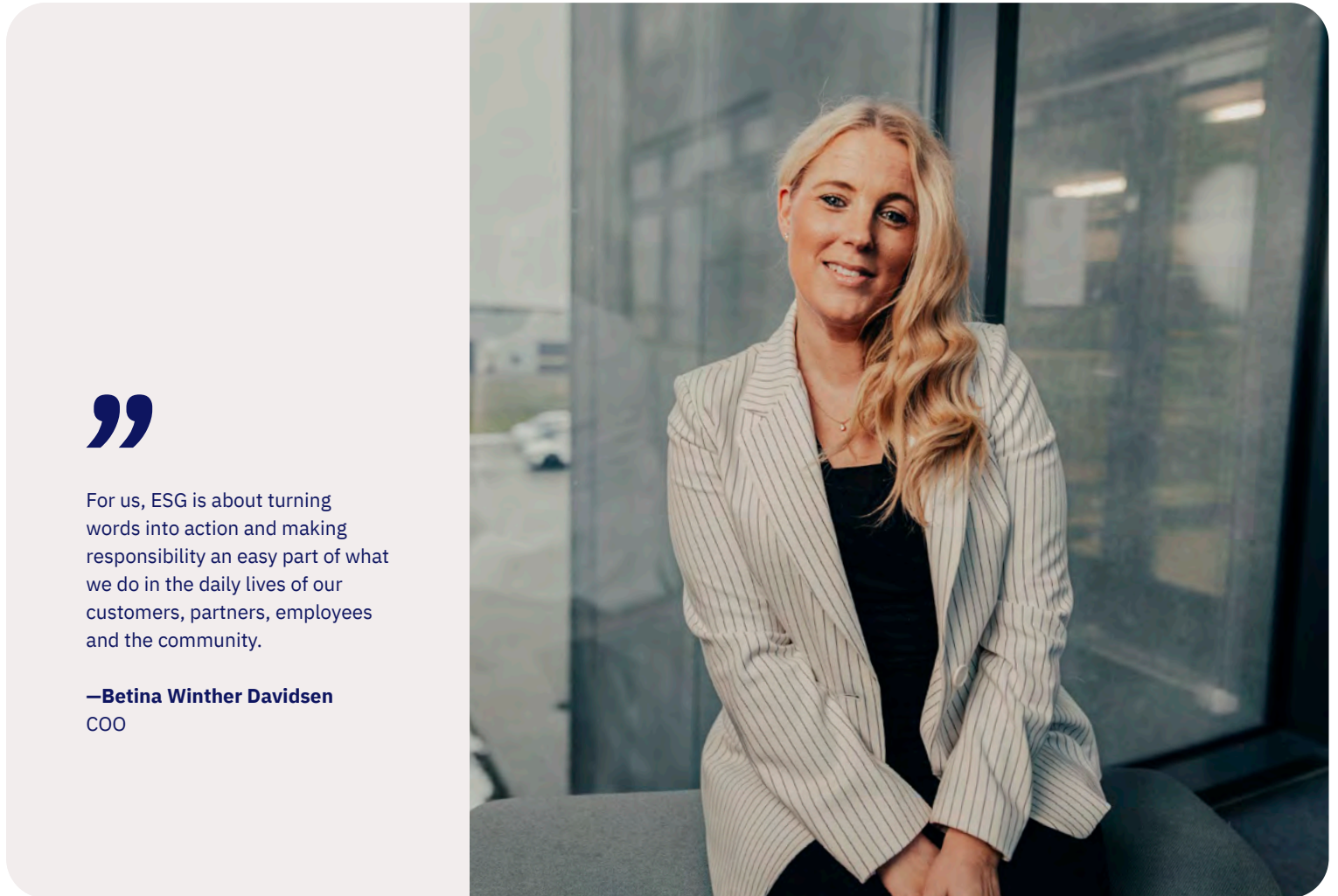
On behalf of the management team, and with sincere thanks to everyone who is part of this journey, I promise that we will continue to turn ESG into a competitive advantage for our customers, a driver of our corporate culture for our employees, and a tangible improvement for the climate and society.

IT. More easy – including when it comes to our responsibility for our planet and our shared future.



Betina Winther Davidsen
COO, ed A/S

Skødstrup, May 2026



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For us, ESG is about turning words into action and making responsibility an easy part of what we do in the daily lives of our customers, partners, employees and the community.

—Betina Winther Davidsen
COO

We make IT more easy

Who are we?

When ed A/S was founded in 2002, we were entirely focused on the purchase and sale of hardware and software. Today, we are a full-service provider of IT solutions and an integral part of our customers' business processes.

We don't just supply IT equipment; we offer comprehensive solutions covering networking, cybersecurity, backup, software and licences, installation, warehousing, and logistics. Our approach is vendor-neutral, ensuring tailored solutions to meet different needs. Key principles include scalability, transparency and environmentally responsible solutions.

ed Services is our subsidiary, established in 2022 with a single aim: to provide our customers with

solutions for the financing and management of IT equipment throughout its entire lifecycle. Together with ed, ed Services offers transparent package solutions from procurement to recycling and responsible returns management.

ed Services and ed A/S not only share the same address but also work closely together and are built on shared values, process management and accountability, including in our ESG reporting. It is precisely this collaboration between the two companies that has made it possible to deliver coherent and future-proof solutions in which technology, economics and responsibility go hand in hand. Our common goal is to make IT more easy, more transparent and to create value for our customers and for society as a whole.

Value proposition

ed A/S is a one-stop shop for IT solutions, offering flexibility, transparency and environmental responsibility.

Market position

ed is a trusted partner in IT solutions, where innovation and a focus on circular solutions go hand in hand.

We offer both new technology and circular IT products, as well as concepts such as Choose Your Own Device (CYOD), financing and Life Cycle Management. These initiatives support resource efficiency and reduce the environmental impact throughout the product's life cycle.

Customer segments

We primarily assist business-to-business (B2B) customers and public sector organisations (B2G) with solutions that meet complex needs, streamline processes and deliver measurable results.

Through strong partnerships with both private companies and public institutions, we ensure that our products and services generate economic value whilst making a positive contribution to society.

Key performance indicators for 2024

70+ employees

>60 NPS

DKK 350+ million net revenue

100 % Danish-owned

Our business areas

 <h3>Physical products</h3>	 <p>Computers and accessories</p>  <p>Phones, tablets and accessories</p>  <p>Meeting room solutions and AV</p>  <p>Server and storage</p>  <p>Network</p>  <p>Print</p>
 <h3>Digital products</h3>	 <p>Security</p>  <p>Backup and Disaster Recovery</p>  <p>Cloud</p>  <p>Software and licenses</p>  <p>AI</p>
 <h3>Services and support</h3>	 <p>Storage and logistics</p>  <p>Assembly</p>  <p>Configuration and image deployment</p>  <p>Circular IT</p>  <p>Go Green</p>  <p>Consulting services</p>  <p>IT Helpdesk</p>
 <h3>ed Services</h3>	 <p>Leasing</p>  <p>IT Life Cycle Management</p>  <p>CYOD Phones</p>  <p>CYOD PC's</p>  <p>PC360</p>

Our most important resources

At ed A/S, our success is built on three key pillars: our employees, our head office and our partnerships.

Employees

Our employees are the foundation of our business. They contribute to growth by driving innovation and delivering outstanding service. Together, we create a strong sense of community, a high level of well-being and job satisfaction. We invest in our

employees' development by providing a supportive working environment, autonomy with responsibility, and opportunities for further education.

Head office and infrastructure

We run the business from our head office, which has an A energy rating (2015) and includes an integrated high-bay warehouse covering 1,600 m². This gives us full control over our logistics and stock management and ensures that our operations meet

the Danish Energy Agency's high environmental standards. Our facilities provide secure storage for our customers' equipment and fast and efficient delivery of new orders. In addition, our systems are designed with a focus on energy efficiency and reduced energy consumption.

Partnerships

Collaboration is the key to achieving long-term results. We work closely with our customers,

suppliers and strategic partners on initiatives that support responsible business practices throughout the value chain. Through transparent communication and common goals, we strengthen relationships that foster innovation and a responsible approach to doing business.



ESG in our strategy

ed A/S integrates sustainability into our business practices through four key focus areas..

We translate these strategic elements into specific actions, such as projects for renewable energy, the integration of ESG data and corporate social responsibility programmes.

Upcoming initiatives include implementing our CO₂e reduction plan, completing a comprehensive data management framework, and expanding our social responsibility initiatives.

CO₂e reduction
 We are committed to reducing our emissions by accelerating the transition to renewable energy and working closely with our supply chain to cut CO₂e emissions.

This approach ensures that our environmental impact is minimised throughout the entire value chain.

Focus areas
 CO₂e reduction, energy efficiency, circular services and products, as well as more environmentally friendly procurement.

Social impact
 Together, we are creating an inclusive workplace that emphasises responsibility and integrity.

Our Health and Safety Organisation is dedicated to promote safety and well-being. At the same time, we support local initiatives and sponsor sport and culture.

Focus areas
 Inclusive recruitment, employee- well-being and community involvement.

Governance
 We are enhancing our transparency and accountability by improving our data management framework and reporting processes.

This includes analysis, robust compliance, well-considered decision-making, and the integration of ISO standards and ESG metrics.

Focus areas
 Ethical business practices, compliance and ESG oversight at board level.

Customer and partner focus
 Our products and services are tailored to our customers' ESG expectations.

We enter strategic partnerships with our suppliers and customers to develop joint solutions that promote innovation and responsibility at every stage of the value chain.

Focus areas
 Initiatives that support responsible business practices through customer collaboration and partnerships.

More ISO. More insight.

Our ISO management systems make us resilient and capable of taking decisive action. By mapping our processes and risks, we lay the foundations for continuous improvement and risk management. This enables us to respond swiftly to both threats and opportunities related to our environmental and social responsibilities and to ensure responsible business operations.

We are certified in:

- ISO 9001 (Quality Management)
- ISO 27001 (Information Security Management)
- ISO 14001 (Environmental Management)
- DS 49001 (CSR)





ISO 9001

Quality

We maintain documented quality management processes that ensure consistency and high standards throughout the company.

We follow structured procedures rather than ad hoc solutions, ensuring predictable results aligned with current requirements.



ISO 27001

Information security

Our systems are built on confidentiality, integrity and availability, and are therefore designed to ensure effective data protection.

We operate in accordance with recognised standards for cybersecurity and regulatory compliance. Since 2025, we have operated in accordance with NIS2 controls.



ISO 14001

Environment

We systematically implement measures to minimise our environmental impact and accurately record CO₂e reductions across our operations.

Our verified documentation supports ESG reporting throughout our value chain and enables a genuine, measurable impact on society and the environment.



DS 49001

Corporate social responsibility

We take responsibility throughout our value chain by setting standards for ethics, human rights and the environment at our suppliers.

Through this approach, we actively contribute to our customers' CSR policies and ESG objectives, thereby strengthening shared compliance and long-term goals.

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I make risk management and process optimisation easier

There are plenty of people who hear the word ‘ISO’ and think, ‘Oh no, that’s too much paperwork!’ If you present it instead as documented work processes and process descriptions, it becomes easier. That is ISO in practice.

ISO 9001 is a quality management system that ensures we are all on the same page every time. It is the system that tracks everything and supports all other ISO standards. At the same time, our ISO certifications ensure that we are up to date with both legislation and changes in the market and the global situation, so that we remain at the forefront and can act quickly.

—**Tim Faurholt**
Warehouse Manager and Quality Manager



”

I make information security easier by ensuring that it supports the business rather than holding it back. By making rules and controls understandable and relevant, I ensure a high level of security based on collaboration, responsibility and common sense.

—**Rasmus Flindt**
CTO and Partner



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I make CSR and environmental work easier by establishing a framework and structure. I translate the complex requirements of ISO 14001 and DS 49001 into something that is easy to understand and apply in everyday practice. I help to integrate ISO elements into our daily workflows. My aim is to make CSR and environmental work something that everyone can see the value of.

—**Paloma Lorenzo**
Business Support – Coordinator and Head of CSR and Environment



Our work on the UN Sustainable Development Goals

The Sustainable Development Goals are the UN's common plan to ensure better conditions for people and the planet across countries, sectors and value chains by 2030.

Of the 17 Sustainable Development Goals, we have chosen to focus on those where we have the greatest influence: our employees, the local community, energy consumption, as well as our finances and value chain.

ed A/S therefore works systematically with nine Sustainable Development Goals that relate to these areas.



We work proactively to improve our employees' overall health and well-being in the workplace. Our initiatives include stress management policies and a positive, inclusive working culture. We offer a pension scheme and employer-paid health insurance to ensure long-term security and care.



We are committed to helping create a well-trained workforce by offering opportunities for collaboration, mentoring schemes and a strong sense of community to all our employees. We believe that value-adding learning opportunities should be accessible to everyone. That is why we have a KPI stipulating that 10% of our employees should be trainees and interns.



We are actively working to combat inequality within our organisation and to ensure that all our employees, regardless of gender, have the same rights and opportunities at the company. We have a zero-tolerance policy towards bullying and sexual harassment.



We ensure that our office and other infrastructure meet the Danish Energy Agency's high standards, so that we use as little energy as possible to run our company. Our office building was constructed with a focus on reducing CO₂e emissions, both during construction and in day-to-day operations. Furthermore, we have installed solar panels and charging points for electric and hybrid vehicles.



Innovation is a key focus for our business, and we are continually exploring new ways to help our customers build more efficient, environmentally friendly IT infrastructure. We take a strategic approach to ensure that our own infrastructure is designed to achieve the lowest possible CO₂e emissions. At the same time, we are committed to making responsible purchasing decisions and to setting high standards for our suppliers.



Our Circular IT concept contributes to the circular economy by helping customers manage their IT responsibly, dispose of their end-of-life IT equipment, and purchase circular IT products. Through ed Services, we offer consultancy and services to help businesses manage their entire IT lifecycle. Our responsible choices in transport and logistics solutions also ensure that products are handled in an environmentally conscious manner.



Our working environment is inclusive and free from prejudice. Through our partnership with local job centres, we regularly recruit employees with special needs. We ensure good working conditions, including a personnel association, health insurance, communal areas for breaks and socialising, social activities, cultural events and much more.



We maintain close contact with our local stakeholders and prioritise local procurement and partnerships. We are proud sponsors of Musikhuset Aarhus (The Concert Hall), SSF (Skødstrup Sports Association) and Rønde Table Tennis Club, and we were an AGF sponsor from 2017 to 2024.



We form partnerships with our customers, manufacturers, distributors and suppliers. Through collaboration, we work on initiatives that support responsible business practices and the efficient use of energy across relevant parts of the value chain. In addition, we prioritise transparency in our processes and partnerships.

Circular IT – Better for the environment, better for business.

Our work on circular IT stems from a specific customer need. A request to delete equipment data was the starting point for developing a new business area, in which we established the initial solutions and expertise.

As data protection requirements became stricter – particularly with the introduction of the GDPR in 2018 – we saw a growing demand for the secure disposal of end-of-life IT equipment. Equipment that had previously simply been stored away now posed a data protection risk.

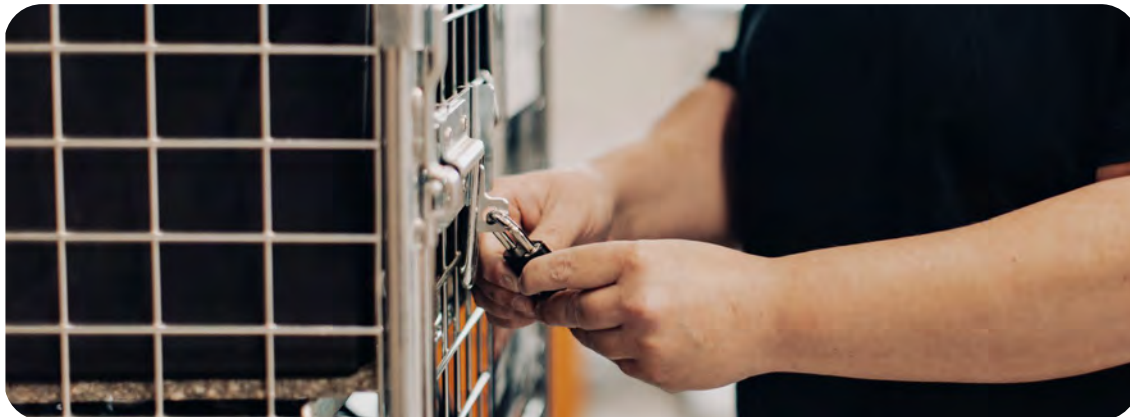
We therefore developed solutions that combine secure data deletion with the ability to reuse equipment and extend its lifespan. This has made it possible both to reduce risks and to contribute to a more circular use of resources.

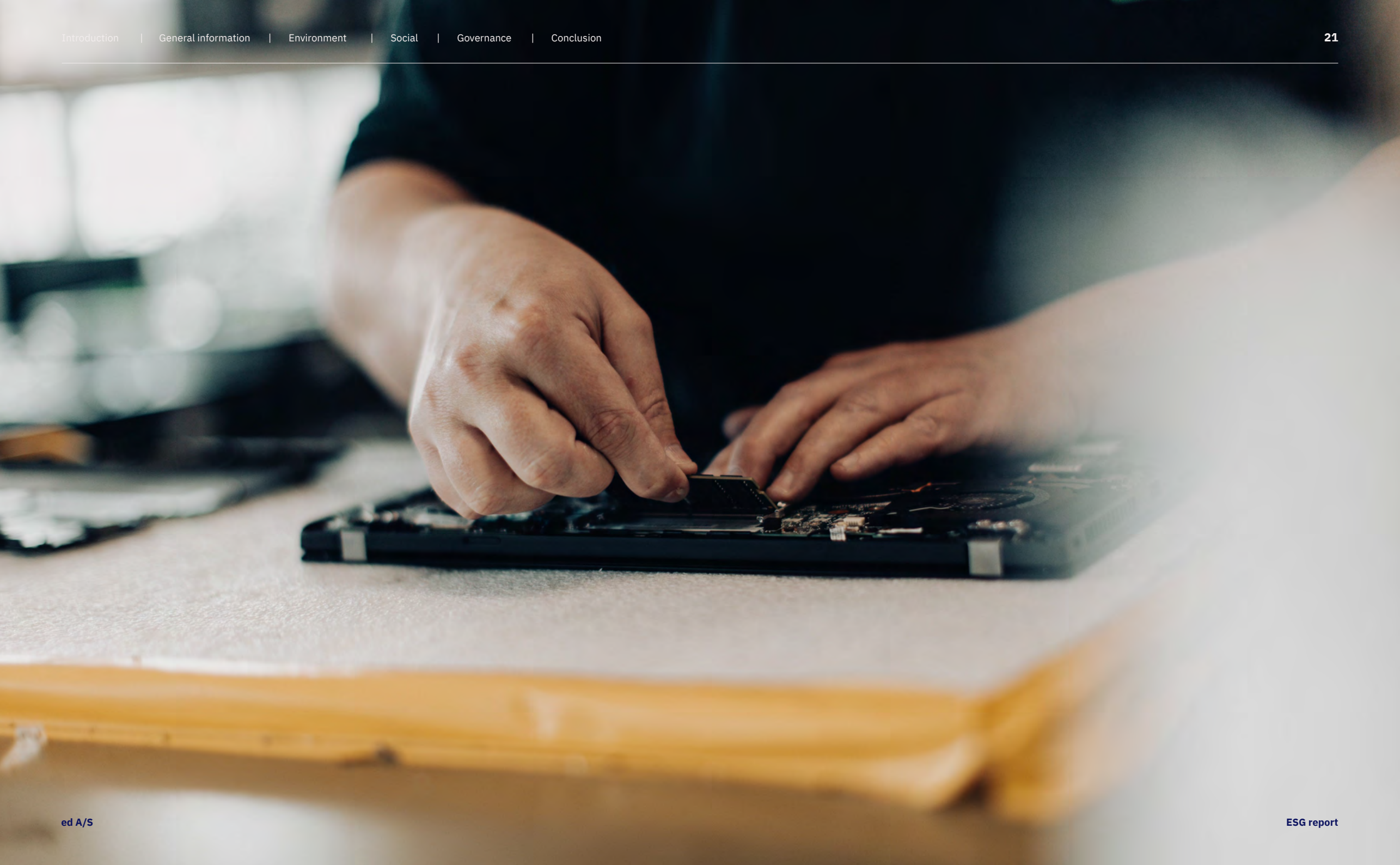
Although environmental and recycling considerations were not an original objective, they are now an integral part of our business and a core value for both our customers and us.

The implementation of ISO 14001 has further strengthened the link between data security and environmental initiatives. Our risk-based approach and focus on continuous improvement underpin our work on ESG, data security and business development.

This means we not only address current customer needs but also systematically identify and implement more responsible and effective solutions.

Our focus on compliance and flexible customer service is therefore a key driver of robust solutions, reduced electronic waste, and increased value creation through circular business models.





More consideration. More potential.

At Circular IT, we manage the entire lifecycle of used IT equipment.

We collect and receive the equipment, record and sort it in our secure warehouse, delete data using certified software, and test and assess each unit's quality. More than 90% of the equipment is given a new lease of life through refurbishment and resale, whilst the remaining materials are responsibly recycled.

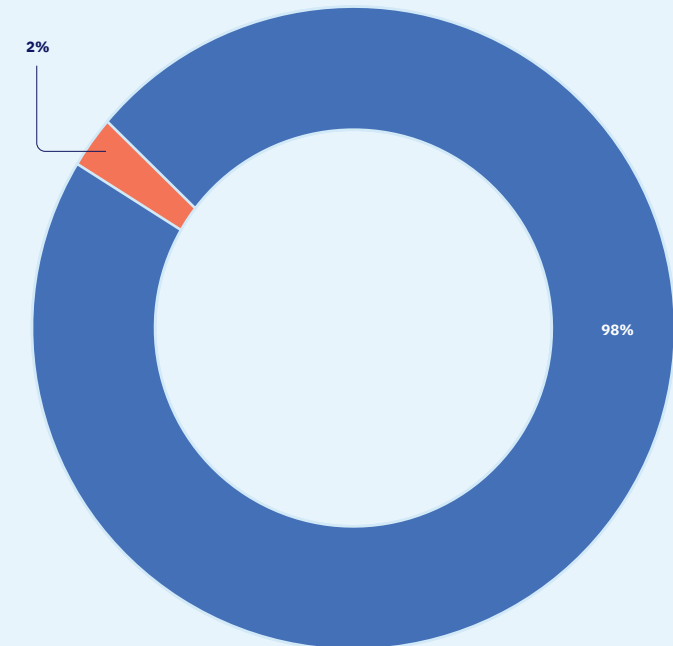
We create both environmental and economic value for our customers, whilst providing full traceability and documentation in the form of reports and certificates of destruction.

In other words, we are closing the resource loop. The IT equipment we cannot use ourselves is sorted and sent for recycling so that the materials can be used to manufacture new products.

By purchasing second-hand IT equipment, extending its lifespan and ensuring responsible management throughout the entire process – from data erasure to resale – we significantly reduce both waste and carbon footprint.



Graph 1: Recycling rate



98%

reuse of materials,
of which up to 92% is direct equipment reuse

”

I make data security and recycling easier

We place a strong emphasis on safety, and our recycling rate is as high as 98%. Even the things we discard are reused.

From our customers' point of view, we make it as easy as possible: we contact them when their report is ready, and otherwise, they don't have to do a thing.

In short, we make it easier for customers to operate in a circular way by creating transparency and ensuring that the equipment is handled correctly.

—**Martin Schjødt**
Circular Production Coordinator



Three key elements of our Circular IT

Security and compliance

We operate in accordance with ISO-certified processes that ensure documentation and traceability at every stage.

Our approach builds trust through the highest security standards and ensures that all data is handled securely and professionally.

We use only certified data deletion software, which ensures full compliance with current standards and protects both our customers and us.

Environmental initiatives

We operate in accordance with a certified environmental management system that ensures documented and responsible processes.

Our aim is to support the transition from a linear to a circular economy, in which resources remain in circulation for as long as possible.

Through our efforts, we achieve a recycling rate of up to 98%, reducing waste and minimising environmental impact.

Financial accountability

We create value through efficient processes that both save time and reduce costs.

Our model enables us to generate financial returns on returned equipment, whilst ensuring transparency and predictability in overall costs.

This contributes to a business model in which financial resources are utilised to the full, whilst taking environmental and social considerations into account.

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All our cages have special locks that customers set a code for, and we have a special key that can unlock them. All data-carrying devices are wiped of data and registered with a unique number, ensuring full traceability.

—**Martin Schjødt**

Circular Production Coordinator



Easy! This is how it works in practice.

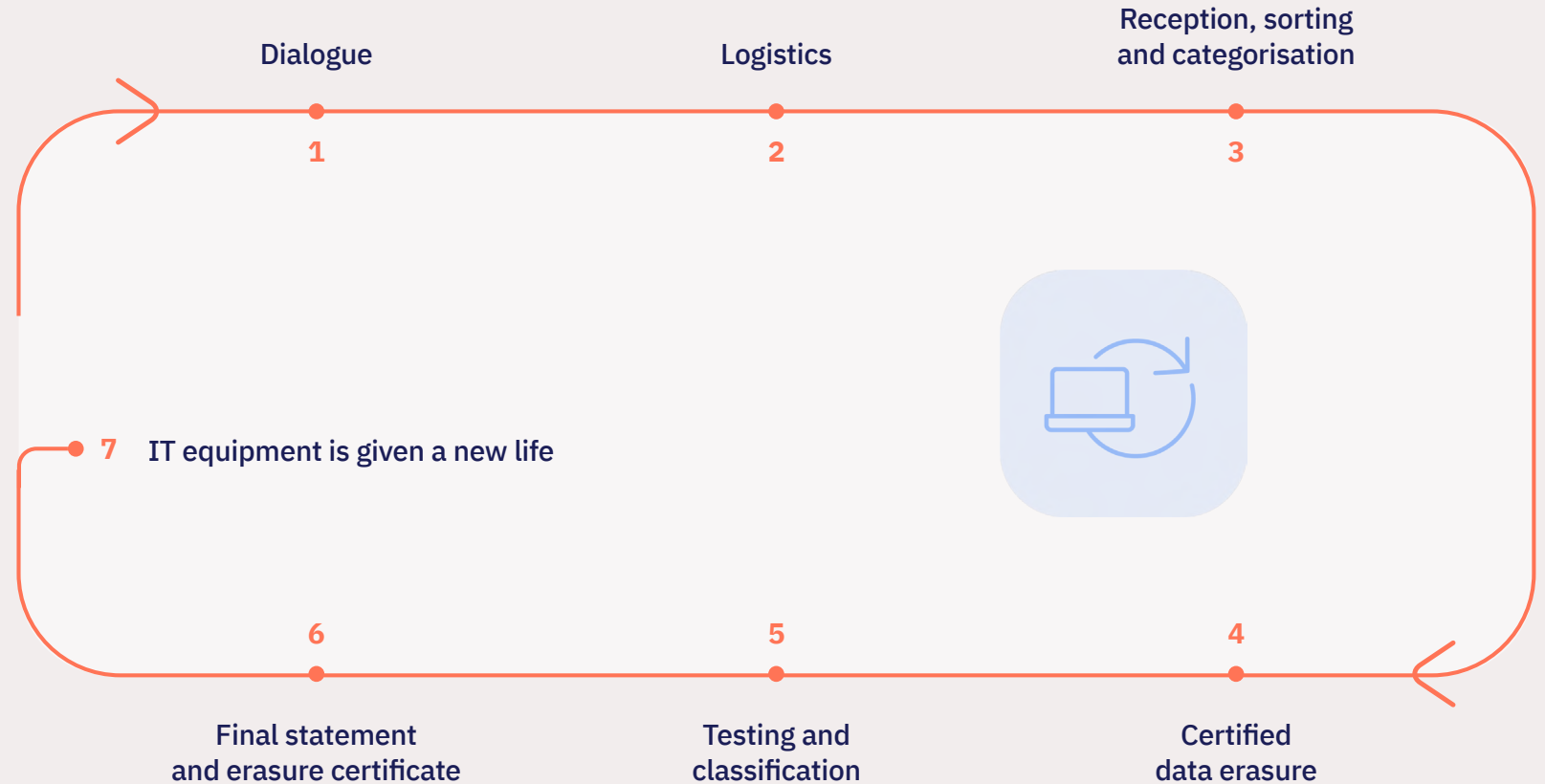
We handle the entire process – from logistics to secure data deletion – always in full compliance with the GDPR. All work is carried out by experienced IT specialists at our site in Skødstrup. Within just 30 days, we provide a detailed report and a certificate documenting the process and ensuring full traceability.

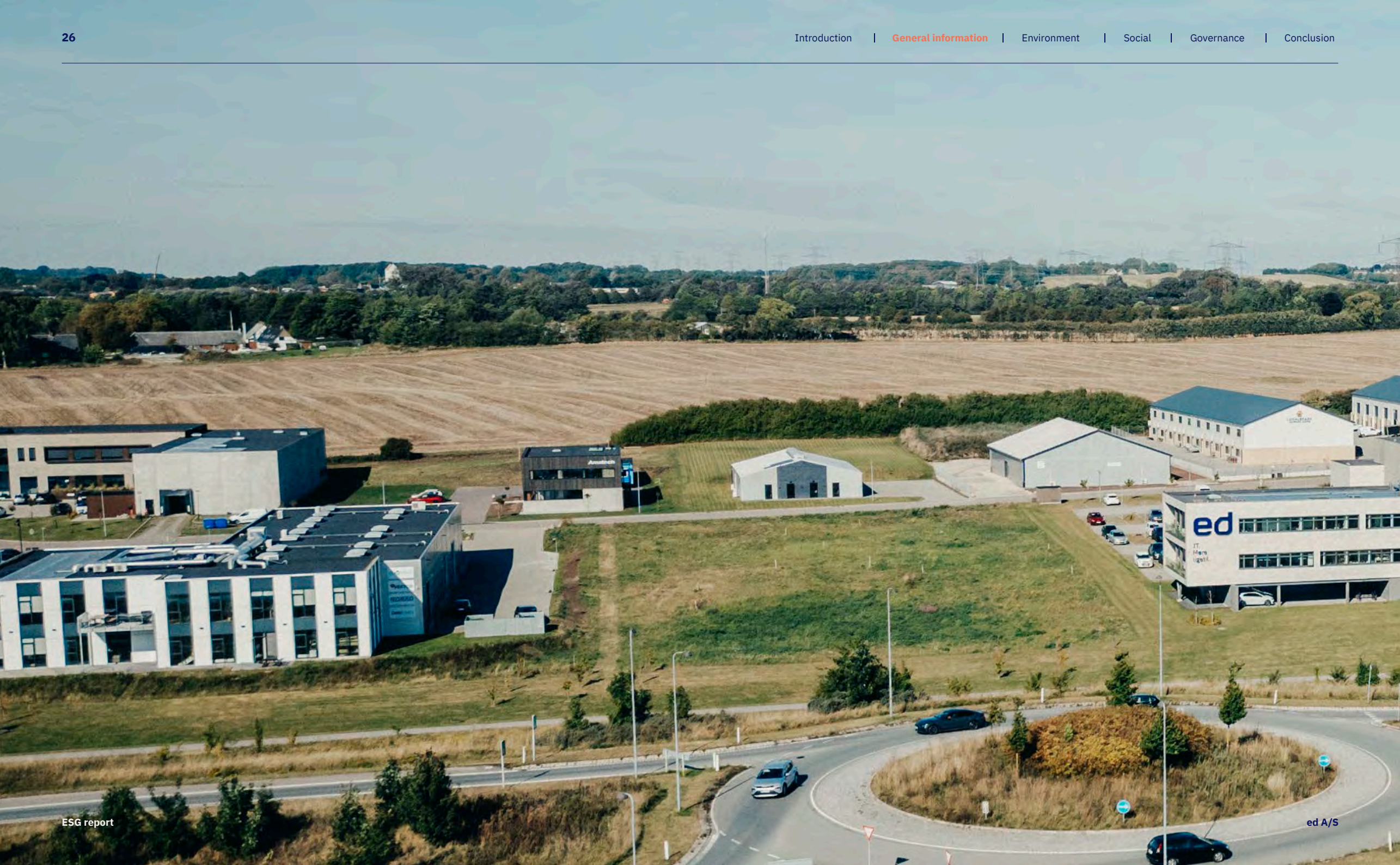
Creating value through Circular IT

When we extend the lifespan of IT equipment, sort waste more effectively and ensure that materials are reused, we are not only reducing our own footprint; we are also reducing the need for new raw materials upstream and creating cleaner fractions downstream.

The circular approach means that the resources we already have in circulation are utilised more effectively. Every unit we reuse or send for proper recycling reduces waste volume, saves energy used to produce new equipment, conserves the planet’s resources, and enables us to document a more responsible value chain, from the supplier stage through to the companies that handle the materials after us.

In short, we are doing this because Circular IT is a practical, measurable and sensible way to create a greener value chain.





General information

pp. 26–35

The basis for our ESG report

For ed A/S, it is essential that ESG is integrated into our overall strategy and, consequently, into our decision-making and risk management.

In this section of the report, we outline the basis for this and explain how we will ensure, on an ongoing basis, that our ESG-related risks and opportunities are integrated into ed A/S's operations.

The report has been drawn up with reference to the CSRD and ESRS: the EU's common standards for sustainability reporting. As an SME, we are not subject to these requirements, but we have chosen to follow the framework to ensure that our customers, partners, and we have the best possible basis for working with ESG in a structured, transparent, and responsible manner.

Scope and calculation methods

This ESG report covers the activities and assets of ed A/S and ed Services for July 2023-June 2024.

This has been determined based on our double materiality analysis, which can be found on pages 34-35.

ed A/S's greenhouse gas (GHG) emissions statement covers Scopes 1, 2 and 3, using both activity-based and financial data based on 100-year Global Warming Potential (GWP) factors.

To do this, we have used an external platform, Greenly, for data collection and analysis. You can find more detailed information about the methodology used on their website.

Methodology

The operational scope covers all facilities, offices and operational activities, including emissions from waste and energy consumption.

Most emissions fall under Scope 3 (the value chain), which includes key categories such as purchased goods and capital goods. Here, financial data is primarily used to calculate supplier-related emissions.

Emissions from upstream transport and distribution, as well as business travel (by car, train and plane), are also included, with travel calculated on the basis of records of travel activities and travel expenses.

Employee commuting and meals are calculated using the average GHG footprints for food and the mode of transport, respectively.

ed A/S's net turnover is a necessary input in the calculation of the company's GHG emissions intensity. Our net turnover for the 2023-2024 financial year is DKK 397,094,000, which amount is multiplied by an average CO₂e factor for the IT sector. The result has been used to calculate the company's GHG emissions intensity, and no adjustments have been made. This method provides a reliable estimate when more accurate data is not available.

Omissions

Downstream-leased assets have not been included in the calculations because they are not considered to have had a material impact on the company during the reporting period.

Biodiversity and ecosystems have been excluded from the analysis, as they are not considered important in our double materiality analysis and are therefore not included in the subsequent reporting.

Calculation method for converting fuel consumption to kWh:

For diesel:

number of litres × 10 kWh/litre

For petrol:

number of litres × 8.9 kWh/litre

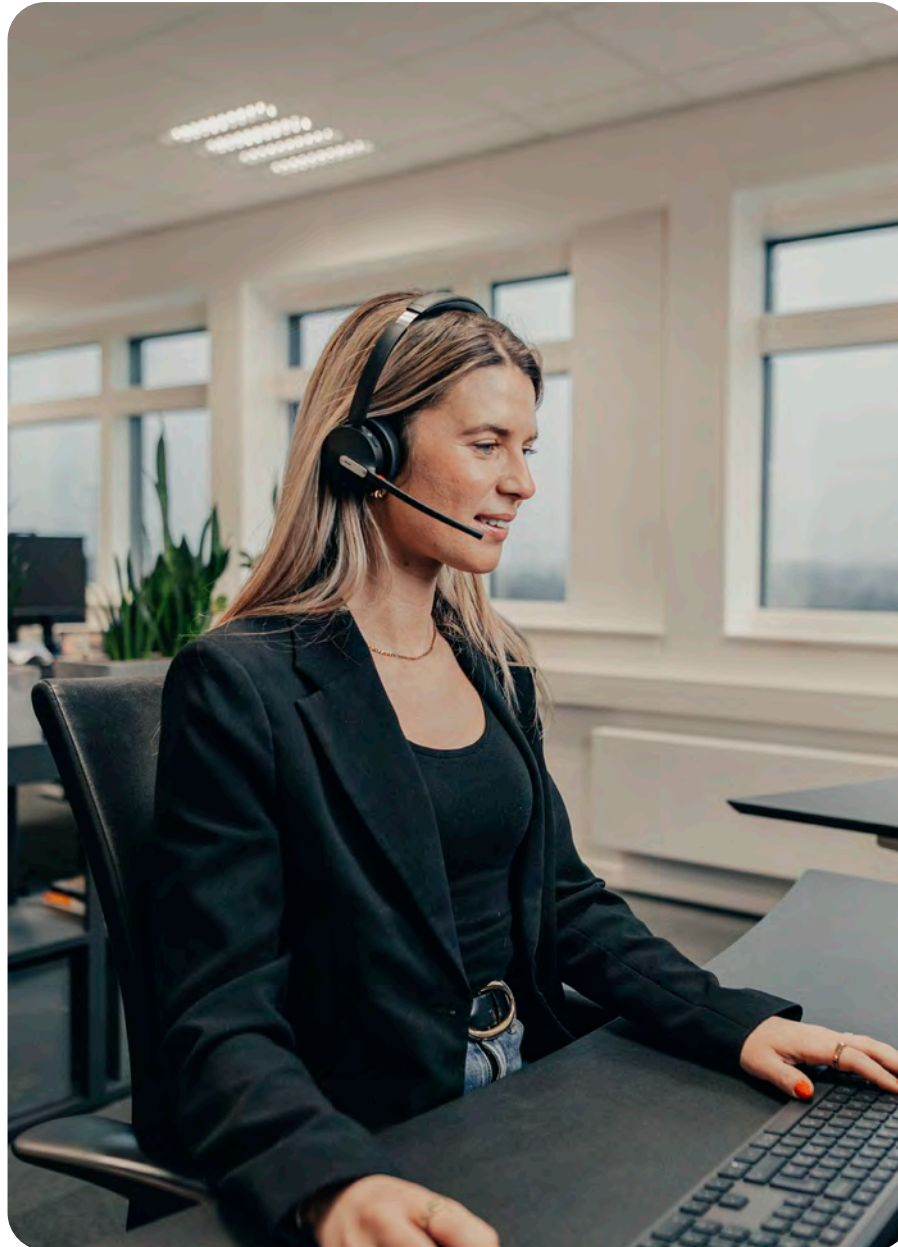
These factors are based on standard energy values for fuels and are used to convert consumption into energy units (kWh). Additional information on the methodology used is available on the supplier's portal.

The value chain and ESG scope in this context

Key markets and customer groups

ed A/S and ed Services operate primarily within the following market segments:

- **SME:** Small and medium-sized enterprises looking for flexible and cost-effective IT solutions.
- **Mid Market:** Medium-sized organisations requiring scalable and secure IT services.
- **Large Enterprise:** Large companies with complex IT infrastructures and requirements regarding compliance and responsible business practices.
- **Public Sector:** Public institutions and authorities where security, accountability and documentation are essential.



NACE (Nomenclature of Economic Activities) is the EU's classification system for economic activities, which ensures consistent reporting and comparability across sectors.

This ESG report covers the activities of ed A/S and ed Services, which operate within the following key NACE sectors.

J62 – Computer programming, consultancy and related activities

Includes software development, IT consultancy and related services.

J63 – Information service activities

Covers information processing and digital services.

G46.5 – Wholesale trade in information and communication equipment

Involves the distribution and sale of IT equipment.

S95.1 – Repair of computers and communication equipment

Covers maintenance and repairs as part of our circular IT approach.

These sectors reflect our core business and are central to our ESG strategy, in which we are committed to promoting the circular economy, the responsible use of resources and the safe handling of IT equipment.

Value chain structure and strategic position

Our ESG reporting covers both upstream and downstream activities, as our data includes Scope 1, 2 and 3 emissions.

Upstream activities

Equipment and services are primarily procured through a selected network of suppliers in Denmark. We enter long-term partnerships with key suppliers and apply due diligence processes to manage environmental, social and governance risks throughout the supply chain.

- We have agreements to deal primarily with strategic suppliers. These suppliers must sign our Supplier Code of Conduct.

***Upstream refers to everything that happens before a product reaches us, e.g. raw materials, production and transport.**

Operationelle aktiviteter

ed A/S's direct operational activities include:

- On-site implementation at customer premises
- On-site storage facilities
- Distribution from our own warehouse
- Efficient operations and a focus on reducing emissions are integral to our business practices. The initiative includes, among other things, a focus on energy consumption, waste reduction and the product life cycle.
- We use 100% renewable energy for our own consumption.

***Operational activities are those that take place internally in the company's day-to-day operations, such as energy consumption, waste, transport and internal work processes.**

Downstream-aktiviteter

Includes customer deliveries sent directly from suppliers, installation, product use, support and end-of-life management.

- We have agreements with transport providers who can supply CO₂e data.
- We offer customers the option to sell their used equipment, which is then recycled and/or reused in the most environmentally responsible manner.

***Downstream refers to everything that happens after the product has left the company, such as customer use, repair, disposal and recycling. It covers everything that leaves the company.**

Less assumptions. More analysis.

To ensure that ESG is an integral part of our strategy and decision-making, top management has been actively involved in our materiality analysis (DMA). Here, we have identified our key impacts, risks and opportunities (IRO).

Every year, we review our key ESG areas, such as CO₂e emissions, employee well-being, ISO work, compliance and strategy, so that our long-term direction is based on factual data and genuine IROs.

Top management uses these IROs when making major decisions, such as those concerning investments in solar panels, electric vehicles or digitalisation, where both climate considerations and future regulations are taken into account.

As part of our risk management, we use scenario analyses, supplier assessments and financial analyses to identify potential ESG risks. We manage these through our ISO management systems, clear requirements for customers and suppliers, and ongoing monitoring of our data.

IRO = Impacts, Risks and Opportunities

- **Impacts** refers to our impact on the environment and society
- **Risks** are external factors that could have a negative impact on our operations
- **Opportunities** are avenues for value, innovation and a positive influence

DMA = Double Materiality Assessment

An analysis that assesses external impacts, that is, how our activities affect the environment and society, and financial materiality, that is, how external factors affect our business.

ISO = International Organization for Standardisation

An international, independent organisation that develops global standards for quality, safety and efficiency.

The standards establish a common framework across countries and sectors and help organisations to operate in a systematic and reliable manner, in line with international best practice.

”

Our management systems make ESG simpler because ISO provides guidelines and frameworks for how things should be done. This means we have our “house” in order, which makes it easier to work with ESG. For example, we have established a clearly defined approach to risk assessment and a structured risk management process, both of which are integral to our ESG framework.

—**Paloma Lorenzo**

Business Support – Coordinator and Head of CSR and Environment



Impacts, Risks and Opportunities

The table on pages 34–35 presents ed A/S's crucial ESG issues based on a double materiality analysis (DMA), which is a requirement under the CSRD.

The analysis assesses:

- Environmental and social materiality: How the company's activities affect the environment, society and stakeholders.
- Financial materiality: How ESG-related factors affect a company's financial performance, risks and opportunities.

The table is structured according to the IRO model:

- I — Material Impacts
- R — Material Risks
- O — Material Opportunities

Each point is linked to relevant ESG categories (E, S, G) and marked to indicate whether it is of environmental/social significance or financial significance, or both. This provides an overview of where we can make the most significant impact, and which threats we need to be aware of.

Responsibility for monitoring ESG-related impacts, risks and opportunities is embedded within the company's governance structure.

The Board of Directors

Set the overall strategy and approve ESG targets. This helps to ensure that sustainability is considered in business strategy and risk management.

The Executive Board

Has operational responsibility for implementing the ESG strategy and for integrating ESG considerations into day-to-day operations.

The ESG Team

Coordinates ESG reporting, risk assessments and follow-up on initiatives. Ensures compliance with applicable standards and legislation.

Compliance and risk management

Monitors governance, legislation and internal policies to mitigate ESG risks and identify opportunities.

This structure ensures transparency, accountability and a holistic approach to ESG in all business decisions.

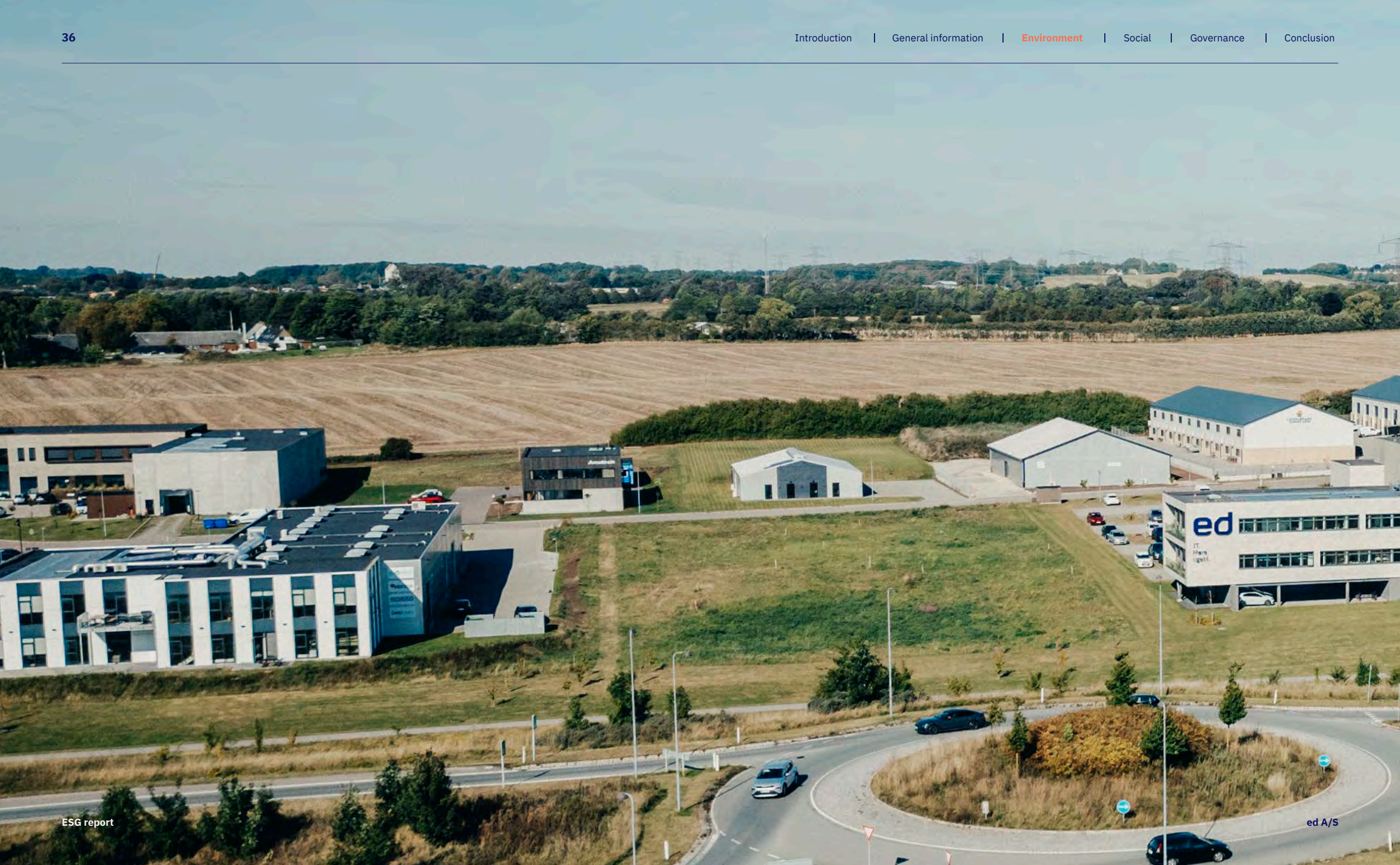




Materiality Analysis

	Category	Description	Double materiality (code)	Type of materiality
Material Impacts (I)	CO ₂ e reduction initiatives	Investments in electric and hybrid vehicles, solar panels and energy-efficient systems (lighting, air conditioning automation).	E1 – Climate impact (mitigation of climate change)	Environmental and financial: high
	Circular economy	Buy-back schemes for used equipment, recycling, and electronic waste recycling (target: 98% recycled).	E5 – Resource efficiency	Environmental and financial: high
	Social responsibility	Diversity, inclusion, employee well-being, GDPR compliance and community engagement.	S1 – Employee relations	Social and financial: high
	Category	Description	Double materiality (code)	Type of materiality
Material Risks (R)	Climate risks	Extreme weather events (particularly in Asia) may affect the supply chain and delivery times. Shortages of raw materials are affecting procurement and stock levels.	E1 – Climate risks (adapting to climate change)	Environmental and financial: high
	Transition risks	Stricter regulatory requirements (e.g. CSRD and GDPR), as well as technological shifts towards more transparent solutions, may lead to increased costs and a need for investment.	E1 – Transition risks G1 – Business conduct	Governance and finance: moderate
	ESG reporting risks	Risk of errors, poor data quality or greenwashing resulting from inadequate processes or a lack of ESG data from suppliers.	G1 – Business conduct (reporting and transparency)	Governance and finance: moderate
	Geopolitical and geo-economic risks	Global political instability, trade barriers, sanctions and geopolitical competition are affecting access to raw materials, suppliers and critical technologies. Increased risk of supply chain disruptions and a need for greater resilience.	G1 – Business Conduct (risk management and strategic resilience)	Governance and finance: high

Category	Description	Double materiality (code)	Type of materiality
Renewable energy	Solar panels for energy supply (target: 30%)	E1 – Climate impact (mitigation of climate change)	Environmental and financial: high
Low-emission products	To provide energy-efficient and responsible IT solutions to support our customers' ESG goals.	E1 + E5 – Product liability	Environmental and financial: high
Digitalisation and efficiency	Automation to reduce consumption (e.g. paper) and optimise the use of resources in operations.	E2 – Resource efficiency	Environmental and financial: moderate
Responsible partnerships	Collaborating with suppliers and customers on ESG initiatives and circular solutions.	G1 – Responsible supplier management	Governance and finance: moderate
Market positioning	Rising demand for material- and energy-efficient products is boosting the brand and revenue.	E1 + G1 – Climate-related opportunities	Governance and finance: moderate



Environment

pp. 36–47

More insight. More initiative.

At ed A/S, our environmental work rests on two pillars: highly accurate data collected using transparent methodology and employee-led initiatives.

Even before we began working on ESG, employee-led initiatives and problem-solving for our customers have been at the heart of our efforts. With this environmental baseline, we now have a basis for taking action where it will deliver the greatest value.

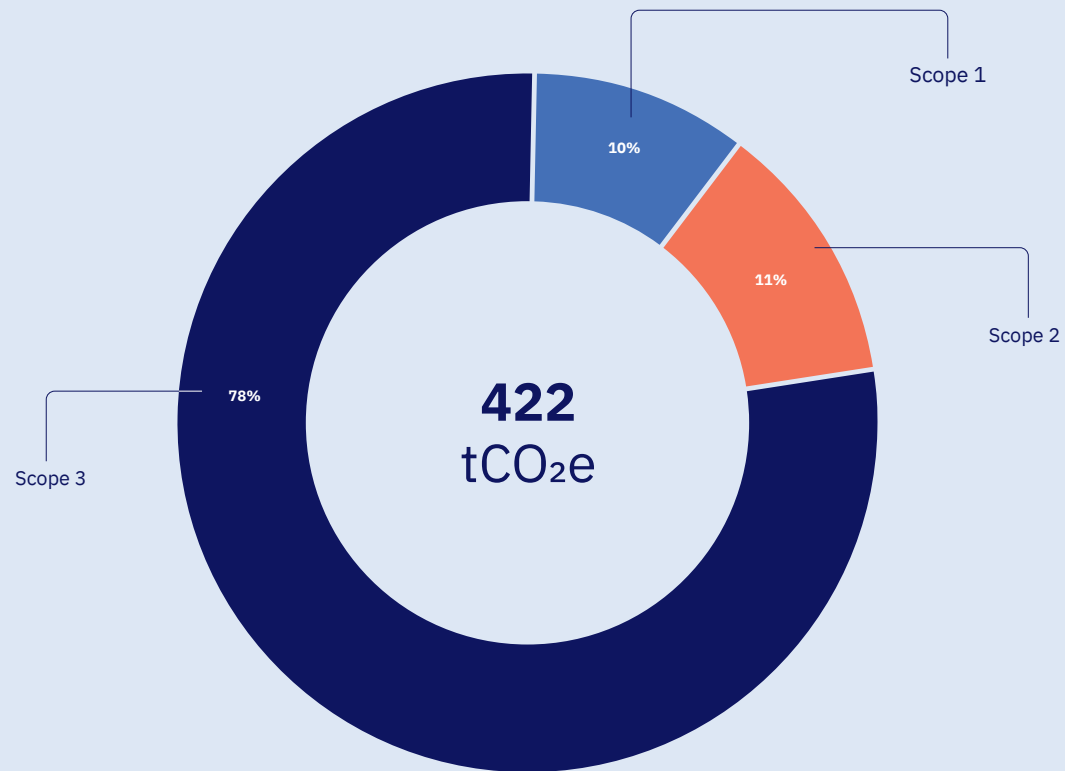
Our CO₂e calculations are based on the internationally recognised GHG Protocol. This means that we are now tracking the sources of our emissions, and that environmental work remains an integral part of our day-to-day operations – from warehousing and Circular IT to procurement and operations.

In this section of the report, we outline our methods, our 2024 GHG emissions, and the initiatives we have already launched and plan to implement.



Measuring the scope

	Included	Excluded	Irrelevant
Scope 1	Transport of materials, products, waste and employees		Physical or chemical processing
	Production of electricity, heat or steam		
	Diffuse emissions		
Scope 2	Electricity-related indirect emissions		Indirect emissions related to steam, heating and cooling
Scope 3	Goods and services purchased	Use of products sold	Upstream-leased assets
	Capital goods		Downstream-leased assets
	Fuel and energy-related activities not included in Scope 1 or 2		Franchises
	Upstream transport and distribution in the life cycle of products sold		Investments
	Waste generated during operations		
	Business trips		
	Employee commuting		
	Management of the product lifecycle for products sold		
	Downstream transport and distribution		
	End-of-life management of products sold		

Graph 2: Total emissions by volume (location-based)

The **GHG Protocol** sets out two methods for calculating Scope 2 emissions from electricity: the market-based method and the location-based method.

Market-based

- Based on the electricity contracts and certificates that the company has chosen. Shows the emissions we “pay for” through our energy products.

Location-based

- Based on the average electricity mix of the local grid.
- Shows the emissions physically associated with the electricity we use.

The data in this report is location-based.

Key performance indicators

We want to be efficient in terms of our emissions and therefore need key performance indicators that show the relationship between our growth and our impact. These figures form the basis for setting reduction targets and serve as our baseline for future ESG reports.

This section provides a detailed overview of ed A/S's greenhouse gas emissions, broken down into Scope 1, 2 and 3. The results are presented both as absolute figures and as intensity indicators per employee and per million DKK of turnover, to provide a clear picture of our carbon footprint and efficiency.

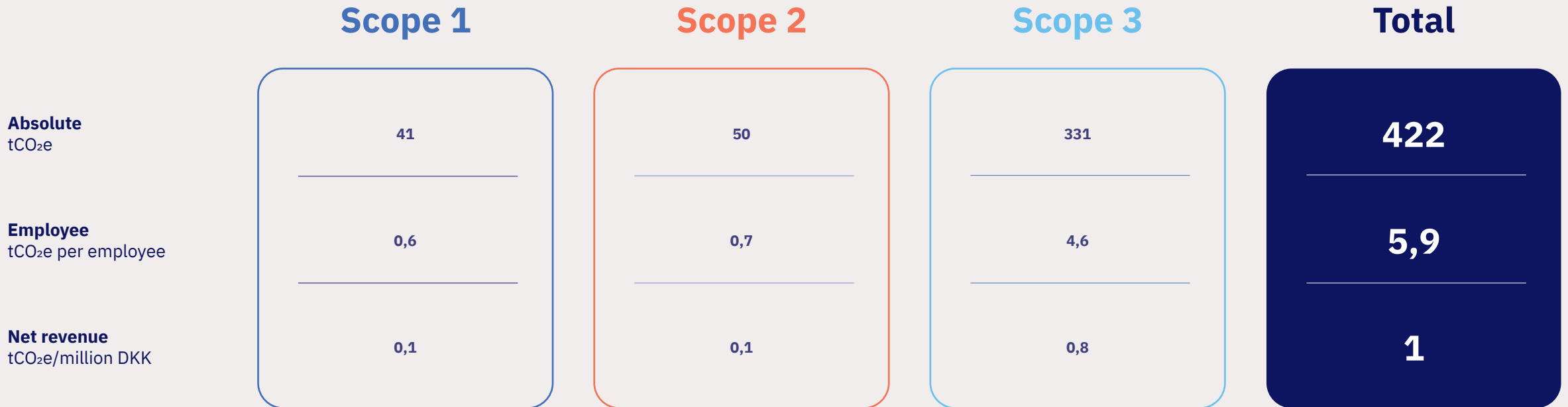
ed A/S's emissions are below the sector average, and we are very proud of that. The results show that our efforts are making a difference and give us even more motivation to continue our work to reduce our carbon footprint.

Comparison with the sector average

ed A/S average
5.9 tonnes of CO₂e per employee

Sector average*
7.2 tonnes of CO₂e per employee

* Greenly.earth



The results are contingent upon the correct categorisation and validation of expenditure at ed A/S.

Emissions

Our largest emissions fall under Scope 3. As a trading company, this is perfectly normal, because we distribute goods rather than manufacturing them ourselves.

When setting our reduction targets, we also focus on Scopes 2 and 3, where we can have the greatest impact. That is why we focus on our customer and partner relationships, as it is through these responsible partnerships that we can reduce GHG emissions.



Approx.

30% of our electricity consumption is generated by our own solar panels

The rest comes from the purchase of electricity from renewable energy sources.



More data. Lower emissions.

We have mapped out our current CO₂e emissions. We would now like to tell you about the initiatives we have already put in place and those we have planned.

We are focusing our efforts on reducing our total CO₂e emissions across Scopes 1, 2 and 3.

These initiatives focus, among other things, on improving energy efficiency, optimising our operations and making our transport solutions more sustainable.

We have chosen these specific actions because they have a proven track record and contribute directly to our overall reduction strategy.

To ensure our climate action aligns with the Science Based Targets initiative (SBTi) and the Paris Agreement's target of limiting global temperature rise to 1.5°C, we have set our own specific reduction target.

We are committed to reducing our CO₂e emissions by **4.2%**, which reflects the rate of reduction

needed to support a global transition to a low-carbon society.

This target forms the basis for our climate action strategy and the measures we are continuously implementing in our operations.



Our environmental initiatives

- Use of 100% renewable electricity. **(Scope 1 + 2)**
- On-site solar panels for in-house electricity generation, reducing the need to purchase electricity. **(Scope 1 + 2)**
- Construction incorporating energy-efficient solutions, including the installation of 100% LED lighting throughout the building. **(Scope 1 + 2)**
- Automated lighting control via LUX measurements and an auto-off function to reduce unnecessary energy consumption. **(Scope 1 + 2)**
- Ongoing monitoring of energy consumption and emissions in relation to reduction targets. **(Scope 1 + 2)**
- Focus on recycling packaging and sorting waste correctly. **(Scope 3)**
- Reduced paper consumption and increased digitisation. **(Scope 2)**

Transport and vehicles

- A gradual transition to electric vehicles in the company's fleet. **(Scopes 2 + 3)**
- Use of transport partners with environmental initiatives. **(Scope 3)**
- Dedicated charging points, which reduce the need for short journeys to find a charging point. **(Scope 3)**



How we make sorting waste easier

At our warehouse, waste management has become an integral part of our daily routine, where small steps yield big results – for the environment, our work processes, and the community.

That is why the warehouse team has introduced an improved waste sorting system, whereby materials that used to go straight to incineration are now given a new lease of life. Silicone paper and Strapex tape, which were previously treated as residual waste, are now being recycled.

To help both experienced and new colleagues, the bins are labelled with icons so you can quickly see what goes where. It is a small change, but it makes sorting easier in a busy day-to-day life, and the impact is measurable.



”

We had some waste and thought – surely this can be recycled! When I suggested introducing more waste-sorting categories, management said, ‘That sounds like a good idea – just go ahead and do it!’ We have a 170-litre wheelie bin for silicone labels that is filled every three months, so that really counts for something! After all, it’s all about improving efficiency – for us and for those further down the chain. This means less waste for those who are taking over a fraction. I think that’s worth bearing in mind.

—Mathias Odgaard Thomsen
Warehouse Assistant



”

We are leaving the best possible legacy for future generations. It’s obviously much easier to just throw the waste out, but the fact that we’re doing the right thing for society and the environment – that’s the bit I really like! The part we pass on and help to make it as good as possible.

—Caroline Nygart Knudsen
Warehouse Assistant



More SBTi. More impact.

We will validate our climate targets through SBTi.

We already follow the GHG Protocol in our ESG reporting and have established robust processes for data collection, monitoring, and transparency.

This gives us a solid foundation and makes the transition to SBTi compliance not just possible, but a natural step.

We therefore plan to submit our targets for validation and report via SBTi by 2030 at the latest.

We are building on what we are already doing: achieving real reductions in Scope 1 and 2 emissions and focusing our efforts on the most relevant Scope 3 categories in our value chain.

By aligning our existing ESG methodology with SBTi's requirements, we ensure our climate targets are ambitious and grounded in climate science.



SBTi = Science Based Targets initiative

An international initiative that helps companies set climate targets in line with climate science – specifically with the Paris Agreement's target of limiting global warming to 1.5°C (or well below 2°C).



Social

pp. 48–77

More togetherness. More responsibility.

Our social initiatives are rooted in a culture where well-being, security and personal development go hand in hand with our ambition to create value in the communities of which we are a part.

Our work on social responsibility is not just about meeting requirements and standards, but about creating a workplace and a social impact we can be proud of both today and in the future.

As a 100% Danish-owned company, we have short decision-making processes and a close relationship with our employees, customers and business partners. This commits us to taking responsibility and acting with integrity in everything we do.

We are committed to promoting diversity, inclusion and a healthy working environment, and we prioritise onboarding, training and skills development to foster a sense of responsibility and a shared understanding of our values.

In this section, you'll gain an insight into the makeup of our workforce, how we promote well-being, and our involvement in sports and cultural activities.

”

There's nothing I can do on my own when it comes to well-being. At ed, we work together to make a difference in society.

I am particularly proud of the way we open our doors and welcome people and integrate them into our daily lives, regardless of background.

—**Maiken Ilsøe Haugaard**
People & Culture Manager





More colleagues. More about us.

Our employees form the foundation of ed A/S's continued growth, quality and accountability.

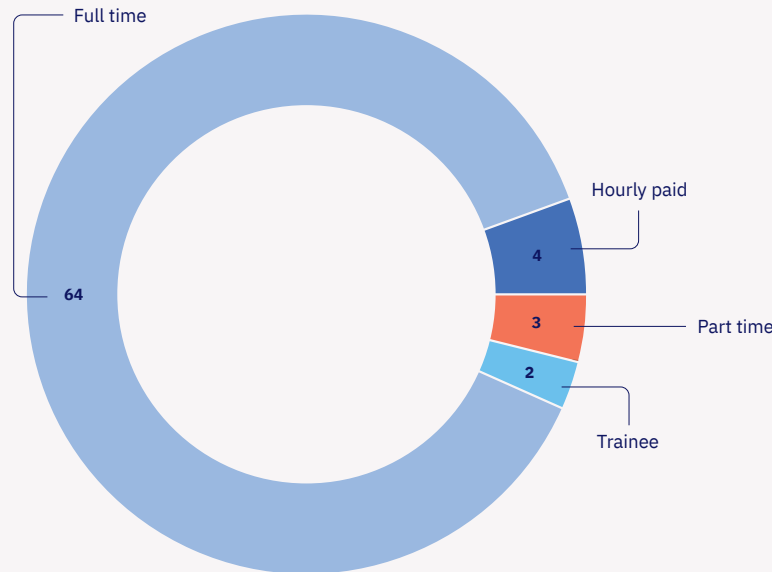
To ensure transparency, the employee figures are fully comparable with our annual financial statements, as they correspond to the number of employees who received salary in June 2024. No estimates have been applied, as we have had access to complete and up-to-date data. Taken together, the figures provide an accurate picture of our workforce and form the basis for the subsequent ESG indicators under Social.

We regularly have trainees, work experience students and people on vocational training programmes in several departments. It is an investment in our shared future and in the talents that drive progress ed A/S. Full-time employees make up most of our workforce, and many of them started out as trainees with us. In addition, we have hourly-paid and part-time employees who contribute flexibly to our operations and support our permanent teams.

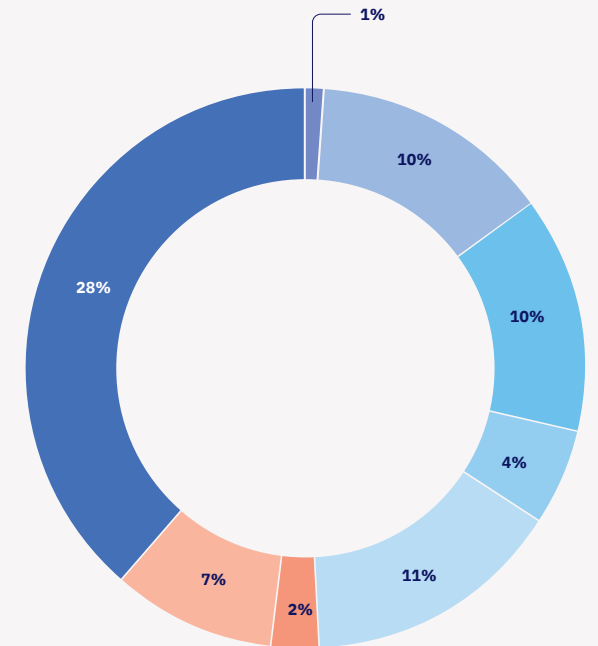
We are an organisation in which most of our employees are involved in sales and delivery, whilst key support functions such as quality, compliance and health and safety ensure order, structure and progress in our ESG work.

The following graphs show the composition of the workforce at the end of the reporting period (June 2024). The number of employees was 74, equivalent to 70 full-time equivalents.

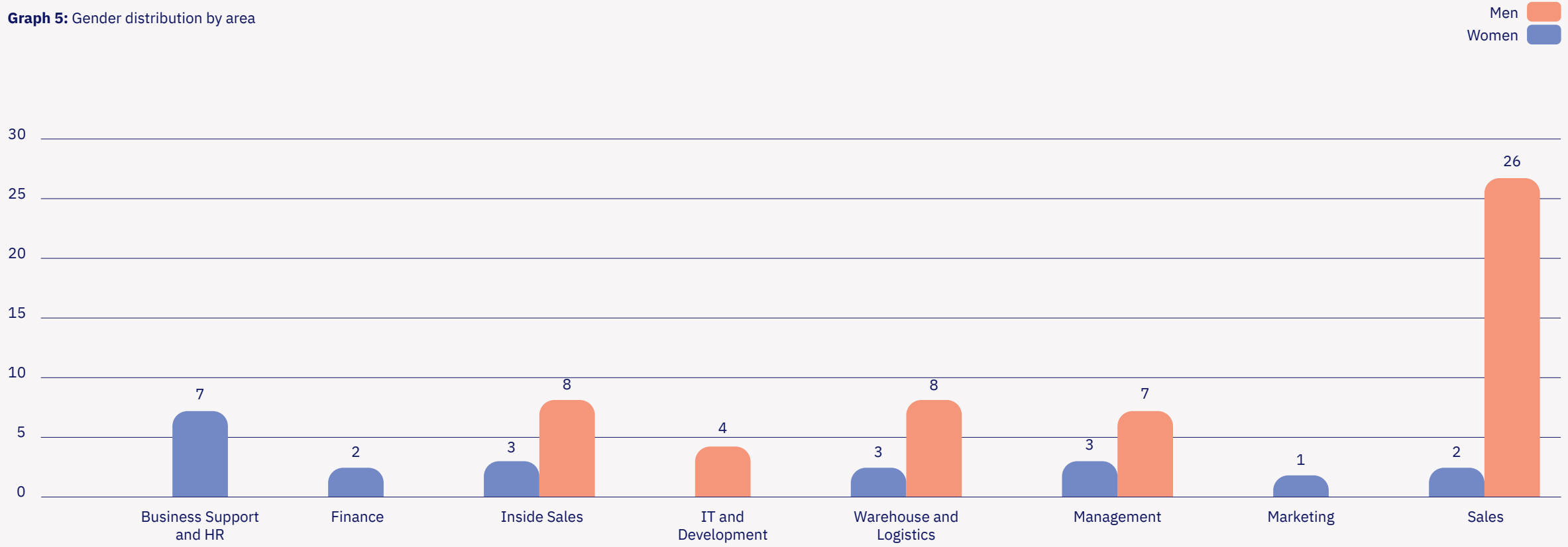
Graph 3: Number of employees during the period, broken down by type of employment



Graph 4: Employee composition by area



Graph 5: Gender distribution by area



Women accounted for **27%** of the organisation's workforce at the end of the financial year.

53 men

20 women

More diversity. Greater inclusion.

Our sense of community is fundamental to our culture, which is built on the values of responsibility, collaboration and transparency. By upholding these values, we work together to make ed a pleasant place to be, and 'IT. More Easy'. That is why culture is an integral part of our strategy and supports both social and governance-related objectives.

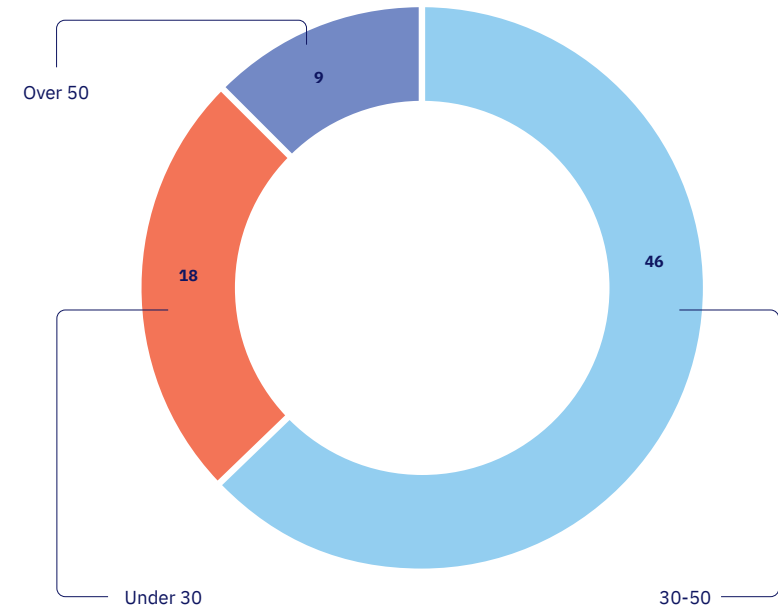
Our recruitment principles are based on professional qualifications, commitment and a good fit with ed's culture and values, regardless of background, age or gender. This approach ensures a fair, inclusive and transparent recruitment process that supports our social initiatives on equal opportunities and diversity.

The age distribution shown in the graph indicates a stable and balanced workforce.

During the reporting period, employees aged 30–50 made up the majority (46), whilst 18 were under 30 and 9 were over 50. The overall age distribution reflects a healthy balance between experience and new skills, which strengthens our ability to retain knowledge and to ensure innovation and future development, whilst remaining open to the ongoing influx of new skills.

This approach supports ed's work on well-being, knowledge-sharing and skills development as key elements of our social ESG efforts.

Graph 6: Age distribution during the reporting period



Core elements of the culture

Diversity and inclusion

ed A/S is committed to equal opportunities and social responsibility. We offer work trials and internships, and we collaborate with local authorities and job centres to create opportunities for the long-term unemployed and people with special needs.

Well-being and psychological security

We prioritise a healthy working environment – both physically and mentally – through our internal policies, Code of Conduct, Health and Safety Organisation, workplace risk assessment processes and People & Culture initiatives.

”

Together, we make well-being easier

Our interns and trainees tell us time and again that they feel they are treated on an equal footing with all other employees. This provides a solid foundation for effective learning by putting theory into practice and ensures a successful process, regardless of its duration.

The feedback we receive from the citizens on our support programme is that they feel secure here with us. It is clear that we accept them just as they are, and we love seeing how, given the right environment and tasks, they can develop positively and regain confidence in returning to work.

For us, job satisfaction is something we create together, and well-being is a shared responsibility. We must constantly strive to improve our support for well-being. Being present and seeing each other for who we each are creates a good foundation for a working environment that promotes well-being. We are fully aware that, just as society and people change over time, so too do our needs for well-being, and it is important that we, as a workplace, evolve alongside them.

—**Maiken Ilsøe Haugaard**
People & Culture Manager



More education. More motivation.

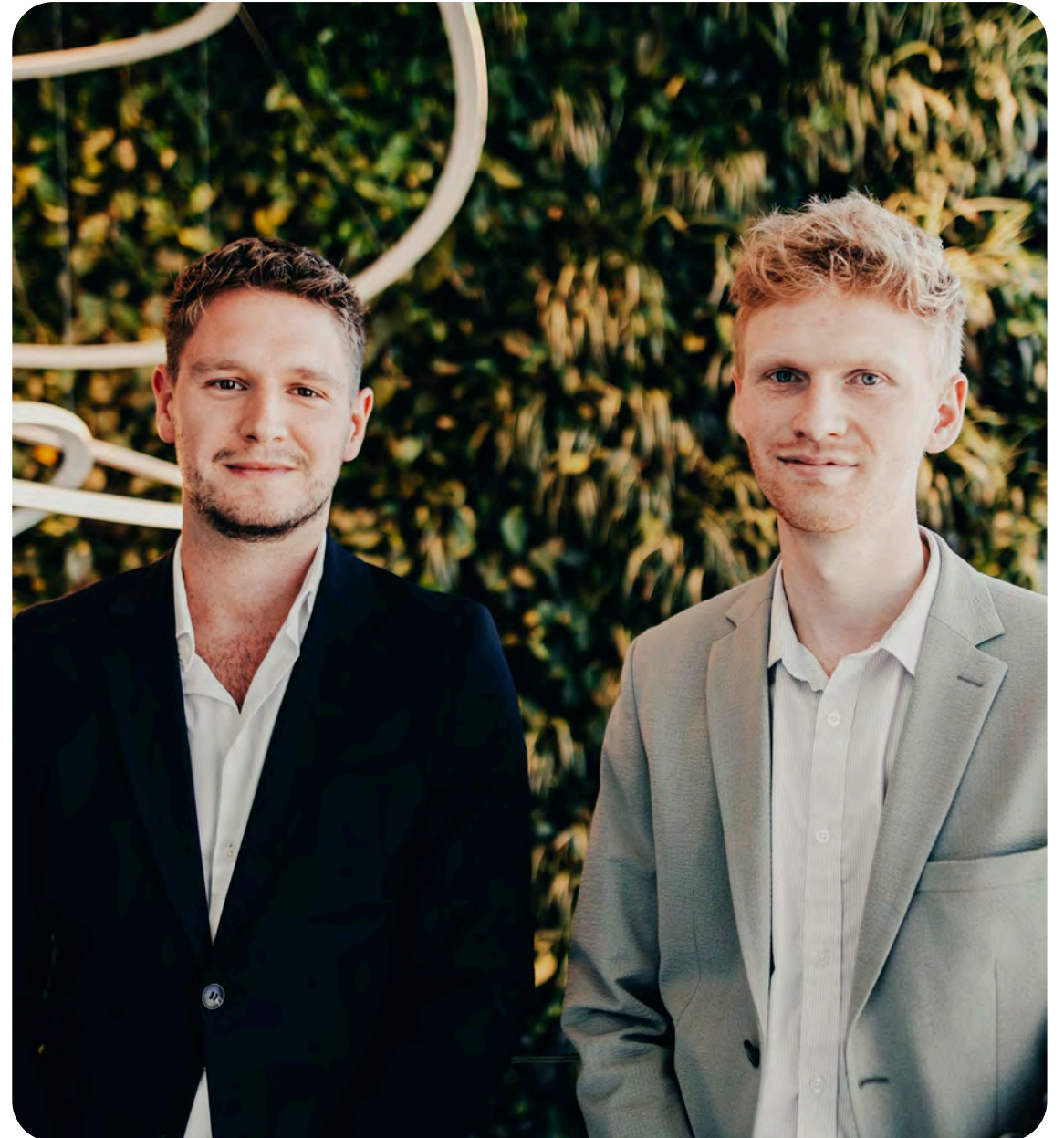
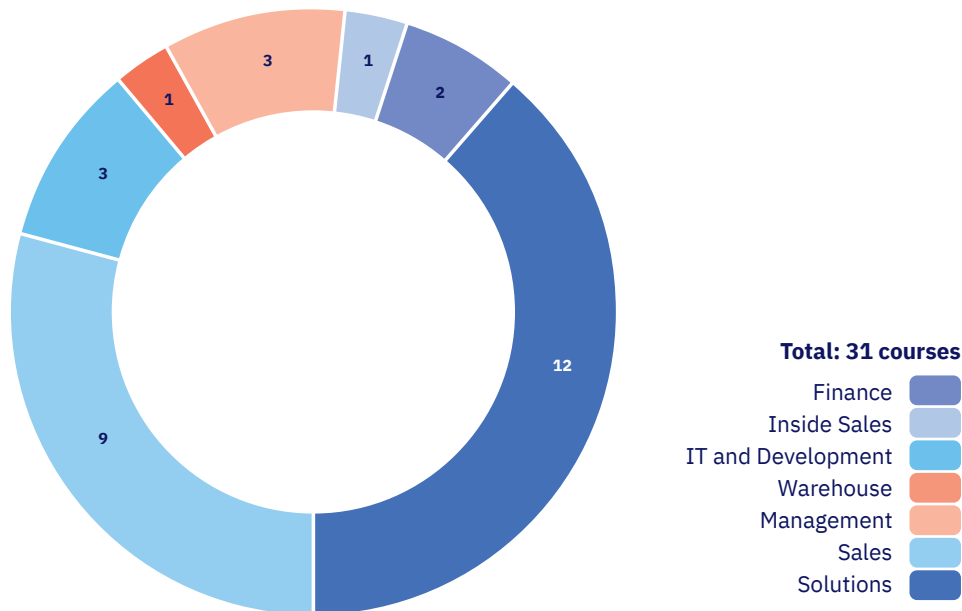
We believe that when our employees are given the opportunity to enhance their professional knowledge, develop their skills, and contribute new ideas, this fosters motivation, job satisfaction, high-quality work, and a stronger sense of community.

That is why we offer skills development tailored to individual needs and in consultation with each employee.

Our aim is to make learning a natural part of everyday life, which is why we offer ongoing training. During the reporting period, we ran a total of 31 company-sponsored courses and certification programmes.

Furthermore, we offer ongoing training and professional development, as well as opportunities to change roles and expand your areas of responsibility.

Graph 7: Company-funded training and skills development courses by employee category





Greater well-being. Greater job satisfaction.

We work systematically on internal social initiatives as part of our certified management systems, in which employee relations, well-being, development opportunities and a strong sense of community are key elements.

For us, well-being is about creating a workplace where people feel seen, heard and valued.

We ensure this through regular one-to-one meetings and by keeping management constantly aware of changes in employees' well-being, behaviour and working conditions.

The aim is to ensure a healthy working environment where challenges are identified at

an early stage and where every employee feels a sense of connection, support and security in their day-to-day work.

Our well-being surveys, conducted several times a year, provide reliable data on what we are doing well and where new initiatives are needed.

The graph illustrates the results of the well-being survey carried out immediately after the reporting period. It shows a positive result, with an average score of 4.6 and a response rate of 95%, which highlights both high levels of well-being and strong employee engagement.

Overall well-being survey

ed A/S and ed Services A/S in September 2024

Response rate

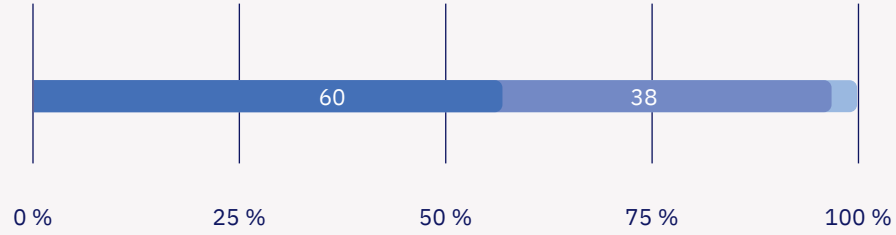
95%



Graph 8: Job satisfaction

Overview

How satisfied are you with your job overall, all things considered?

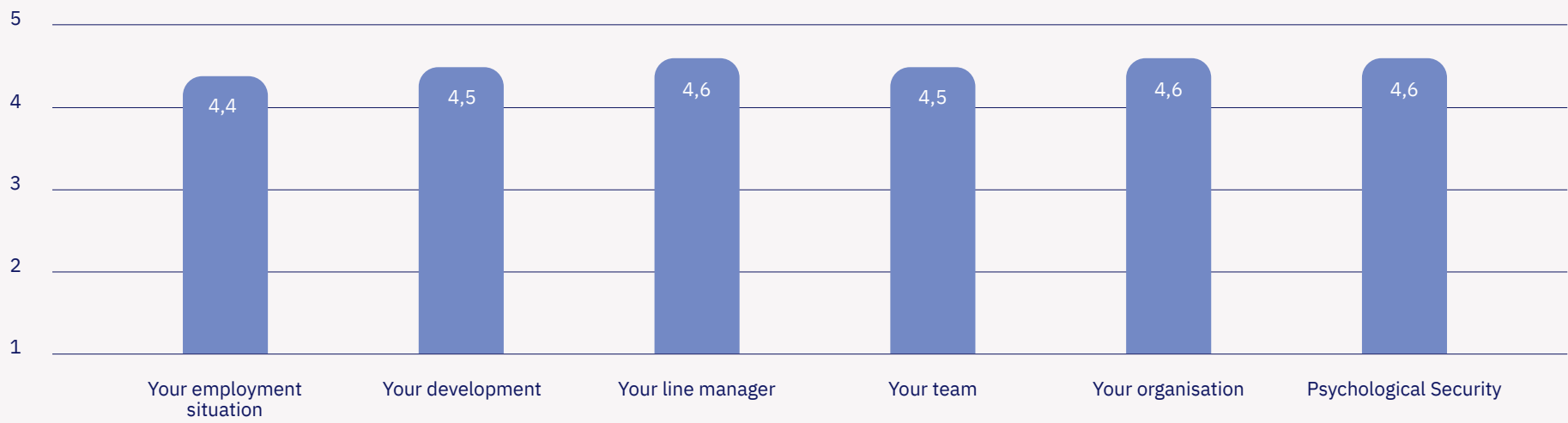


Average
4,6

Total
0,2 ↑ 2023



Graph 9: Well-being survey from September 2024



ed's Health and Safety Organisation

ed A/S has established a formal Health and Safety Organisation in accordance with current legislation and the DS 49001 standard. The organisation ensures a healthy and safe working environment for all employees, and this is a key part of our corporate social responsibility.

The Health and Safety Organisation consists of elected employee representatives and management representatives.

An annual health and safety review is held, along with monthly Health and Safety Organisation meetings, regular well-being surveys and a workplace risk assessment every three years.

To protect, support, and empower our employees, we have implemented a range of policies and initiatives. Among other things, we have clear guidelines in place to protect against harassment, bullying and offensive behaviour, and all employees have signed both our internal Code of Conduct and our Code of Culture.

We continuously monitor employee well-being through regular well-being surveys, individual skills development plans and staff performance appraisals, ensuring that the focus remains on each employee's development.

In addition, ed A/S offers a profit-sharing scheme, which helps to strengthen commitment, a sense of community and ownership throughout the organisation.

Processes and initiatives

Employees have the option to make anonymous reports, which can help increase confidence when reporting health and safety issues. The Health and Safety Organisation handle all reports and ensures that appropriate action plans are drawn up and implemented.

— Workplace Risk Assessment

This is carried out systematically for both the physical and psychological working environment.

— Prevention and preparedness

Clear procedures for reporting workplace accidents and follow-up.

— Well-being and inclusion

The Health and Safety Organisation works with People & Culture on initiatives that promote job satisfaction and diversity.

— Action plans

Identifying key priorities for the coming period.

— Safety observer

Six-monthly health and safety inspection of the physical working environment and safety.

Reporting points on Social: Data for July 2023–June 2024

Number of minor incidents

1

Number of major incidents

0

Well-being survey results (scale 1–5)

4,6

Total number of students and citizens on support programmes

4



” I make ergonomics easier

Our primary task in the health and safety group is to ensure that everything is carried out safely and responsibly, and that everyone feels comfortable and has the tools needed in terms of ergonomics and lifting, pulling, and pushing.

In the office, we have standing mats, balance boards, treadmills and wobble boards because we want going to work to be as comfortable as possible. You should feel just as comfortable here as you do at home, if not more so. It should be a pleasure to go to work.

— **Christoffer Gade**

Client Product Specialist and Employee Representative
in the Health and Safety Organisation



More safety. More coverage.

Our health and safety results reflect a consistent safety performance and a continued high level of prevention in our day-to-day operations.

During the reporting period, one minor incident was recorded and no serious workplace accidents. Most employees are covered by both employer-paid health insurance and a pension scheme.

The remaining proportion consists exclusively of hourly-paid employees who are not covered by these schemes under current agreements.



Labour supply and exposure during the period:

Total number of hours worked

127.237,17

Health and pension cover

94,5% of the workforce are covered by employer-paid health insurance and a pension scheme

Coverage of the health and safety management system

100% of the workforce is covered by a statutory or recognised health and safety management system

More support. More unity.

We take our social responsibility seriously, both within and beyond our own organisation at ed A/S.

Within the local community, we contribute to a sense of security, well-being and community spirit through specific initiatives, including donating a defibrillator to the local Brugsen supermarket and supporting sports clubs, Musikhuset (The Concert Hall) and NGOs such as Julehjælpen (Christmas Aid) and Danske Hospitalsklavne (Danish Hospital Clowns).

Through these initiatives, we aim to improve health and social cohesion in our local community.





More sport. Better health.

We see supporting sport and culture as a natural part of our corporate social responsibility and an important way to give back to the local community of which we are a part.

We have been sponsoring Skødstrup SF Football for almost as long as ed A/S has existed. Our partnership with Skødstrup SF Football has developed over the years, during which time we

have both become the main sponsor and have contributed to the construction of their artificial pitch, ed Park.

We are also proud to have supported Rønne Table Tennis Club for several years. The club has members of all ages who play at all levels and feel part of something bigger.

”

Here in Rønne, we are delighted with our collaboration and the support we receive from ed. Over the past 15 years, this support has enabled us at Rønne Table Tennis Club to create a great training environment for young players, seniors and over-60s at all levels.

Thanks to this support, we have been able to attract skilled coaches, update our equipment and provide grants to talented players, making

Rønne Table Tennis Club one of the leading clubs in Central Jutland, and during that period, we actually grew from around 30 members to around 100. The club could not have achieved this progress without the support of ed, which is why we are all extremely grateful for the collaboration.

—**Jonas Agerholm**
Formand Rønne BTK



”

For more than 20 years, ed has been a sponsor of the football department at Skødstrup SF, and for the last 12 years, as the main sponsor. The agreement has been extended for a further two years, and for a football club that relies primarily on volunteers, this is invaluable and loyal support that we greatly appreciate.

Local support is vital to our day-to-day work – not only from our members, but also from the local community, including businesses in the town and the wider area.

As a local sports club, our mission is first and foremost to provide opportunities for children, young people, adults and senior citizens in the local area to play sport – in our case, football – with a primary focus on strengthening the sense of community and promoting health for people of all ages. Next, of course, members must also have the opportunity to develop their skills to whatever level they wish, and that, in short, is what our sponsors, in general, and ed in particular, help us with, and have been doing so for over 20 years.

This enables us to pursue our vision of making football accessible to everyone in an environment where not everyone is necessarily equally skilled at the sport, but where everyone can feel equally valued, whether you are a beginner or an experienced footballer.

It is important to us that everyone is given the same opportunities and conditions, and the key to this is having good, reliable partners, which means we can invest in the football community, whether that involves recruiting and training coaches, purchasing equipment such as balls and other training materials, or investing in facilities such as our artificial pitch, which we call ‘ed Park’ and which is also open to everyone.

—**Henrik Skov Anhøj**

Head of Football and Board Member, Skødstrup SF Football



More care. More joy.

As part of our social responsibility, we support organisations that make a real difference to people in vulnerable situations. Among other things, we contribute to Julehjælpen (Christmas Aid), which helps families in financial difficulty to enjoy a safe and dignified Christmas, as well as to Danske Hospitalskllovne (Danish Hospital Clowns),

who bring joy and relief to children and families during periods of illness.

Through these partnerships, we promote corporate social responsibility and support initiatives that foster a sense of community, care and well-being, both locally and nationally.

”

Through its loyal support and regular donations over many years, ed A/S has been a key supporter of Danske Hospitalskllovne (Danish Hospital Clowns). In our efforts to make life easier for even more sick and vulnerable children and their families, the support of Danish businesses, foundations and private individuals is essential. We are therefore very grateful that ed A/S has chosen to support our work and continues to do so.

—**Karsten Bjerring**
Senior Project Manager

Klovnesponsor 2026
 Danske
Hospitalskllovne



”

ed A/S has been supporting Julehjælpen since 2021. In the early years with essential storage space for receiving and storing some of the many donations we receive every year. This makes a huge difference, as everyone at Julehjælpen.dk is a volunteer working from home, and the vast majority are therefore unable to receive large quantities of donated goods. Without ed A/S, we would not be able to receive as many large donations, and as a result, we would be able to help fewer families.

In 2025, we offered to expand our partnership with Julehjælpen. They offered to give us second-hand phones that were going to be disposed of, so that they could be given to vulnerable families with children in Denmark. Although we opted for a quiet and unhurried start to our collaboration, it has already been a game-changer for us. Being able to offer families who simply cannot afford smartphones the chance to give their child a smartphone as a Christmas present is absolutely brilliant, and so is the feedback we receive from the families.

They are absolutely delighted at the prospect of giving their children the chance to be just like all the other children with smartphones. The same applies to the tablets and accessories we received. Each and every one of them makes a massive difference to the families. Just think, they would otherwise have been destroyed. We are incredibly grateful to ed A/S for getting in touch with us and asking if we could make use of their surplus, fully functional devices. Together, we can offer vulnerable families something we have never been able to offer them before.

—**Christina, Nina og Charlotte**
Direktionen i Julehjælpen

More culture. More community spirit.

Our commitment also extends to the cultural sector, where we are proud partners of Musikhuset Aarhus (The Concert Hall), the largest concert hall in the Nordic region, which creates thousands of cultural experiences every year for children, young people and adults.



”

As Musikhuset is primarily responsible for its own operations and finances, it is crucial that the local business community supports its efforts to be an inclusive cultural institution that actively fulfils its social responsibilities.

Here, ed A/S plays a key role as a long-standing and loyal member of Musikhuset's circle of partners and sponsors.

In addition, ed A/S is one of the few partners that takes on extra responsibility and has decided to play an active role in the development of the Musikhuset through a permanent seat on Musikhuset's Commercial Advisory Board.

— **Anders Hede**
Commercial Director at Musikhuset

More connection. More impact.

At ed A/S, customer service is not just a function. It is a value. We believe that relationships are the foundation of great customer experiences and of the solutions that create real and lasting value. That is why we are committed to building close, trusting relationships with both customers and partners, where dialogue, engagement and accountability are at the heart of everything we do.

For us, collaboration is about more than just deliveries and transactions. It is about understanding our customers' businesses, needs and ambitions, and taking joint responsibility for their success.

When we invest time in the relationship, listen actively and follow up, we can make better decisions together and create solutions that have a greater impact.

Through a high level of professionalism, structured quality assurance and a consistent, relationship-based approach to customer service, we strive to make it easy and reassuring to be a customer of ed.

Together with our customers and partners, we strive to find solutions that are not only economically viable but also contribute positively to people and the green transition.



Customer satisfaction is always our priority

At ed, our customers are at the heart of our business, and their experience with us is key to how we develop. That is why we conduct our customer satisfaction survey (CSS) every two years, through which we gather valuable insights into our customers’ experiences, needs and expectations. The CSS helps us identify both our strengths and areas for improvement in our collaboration to deliver an even better customer experience.

The survey is sent out to a broad cross-section of our customers and forms an integral part of our management evaluation and quality assurance work.

We actively use the findings within the organisation to improve customer service, optimise processes and ensure that we continue to live up to our ambition of putting customers first in everything we do.

We are proud to have a Net Promoter Score (NPS*) of 61, which places us well above the industry average.

In the Danish IT sector, the average is around 30, and Nordic IT companies have an average NPS of 38.79 (Trustmary 2025).

This means that ed is significantly higher than both the Danish and Nordic averages in our sector – a result we are proud of and intend to maintain.

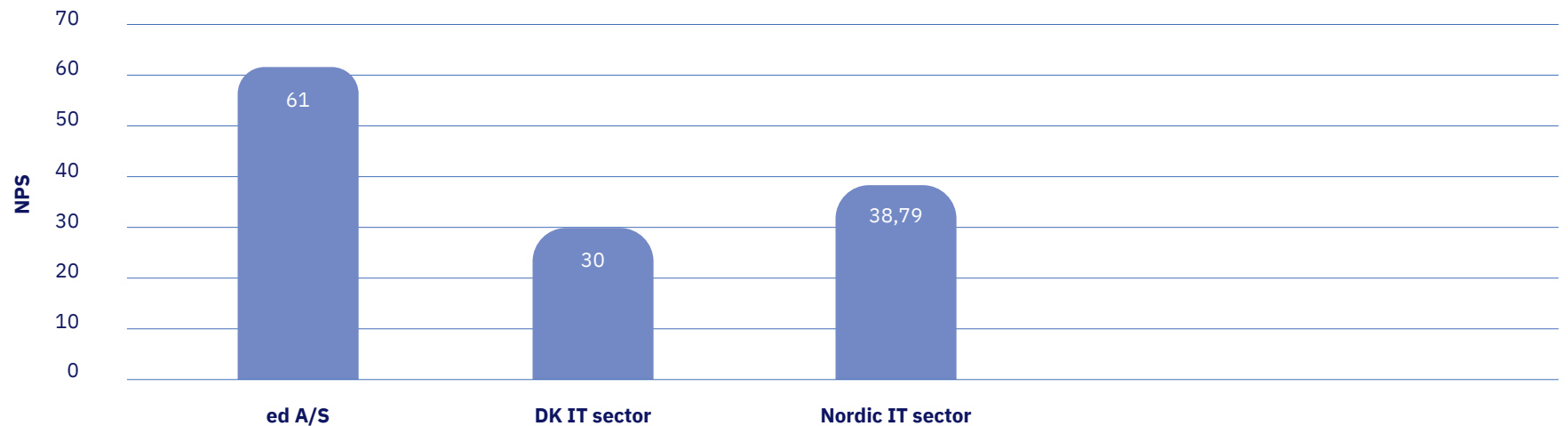
To ensure a positive customer experience, we focus on customer ambassador programmes, customer journeys and customer satisfaction surveys, through which we continuously gather feedback, improve processes and strengthen our relationship with customers.

Net Promoter Score (NPS)

A single measure of customer loyalty, based on how likely customers are to recommend a company to others.

Graph 10: NPS comparison

* NPS Benchmarks from Nordics.



”

I call and give customers a “hug” – I listen, get an update on how our collaboration is going, and follow up on their feedback.

Our customer journeys are designed to ensure that customers have the best possible experience with us. We see ourselves as one team, not simply a customer and a supplier. It's all about the relationship, which is why customers always work with the same sales representative and internal sales support contact. This means we can stand stronger.

I help build bridges and make ed a better partner for our customers, so that they feel heard and we can act quickly based on the feedback they provide.

We optimise our services by removing friction, so that being a customer with us is easy and simple.

I make sure we keep our data under control to protect our business and our customers, so we do not share anything we are not allowed to.

We welcome everyone here; we take on trainees, run support programmes, and invest in our students with a view to retaining them. This is where I experience social responsibility: we build on our employees' skills and want to keep them on board.

—**Vinnie Stegemejer Roliggaard**
Customer Journey & Partner Specialist



Market dialogue and efforts to develop more sustainable solutions

Our market dialogue is also a key part of our collaboration with customers; for example, our efforts and advice have helped us, together with our clients, to win several public tenders.

Together with our customers and partners, we create solutions that combine quality, responsibility and innovation – in line with our ambition to make IT simpler and more value-adding.

We advise and assist our customers in making decisions, including through data-driven recommendations, circular IT solutions and insights into resource efficiency and lifespan.

”

In my work, I make it easy for customers to make decisions by translating complex requirements and market opportunities into clear and specific solutions.

I ensure that discussions about circular opportunities, product lifespan and overall cost take place at an early stage, so that sustainability becomes an integral part of the decision-making process – not just an optional extra.

This creates transparency and makes it easy to choose IT solutions that support both the business and the green transition.

—**Kasper Mølgaard Pedersen**
Key Account Manager in Public



”

We make it easier to choose circular IT

Sustainability is an increasingly important issue worldwide, and there is greater interest in circular PCs and other equipment than before. That is why discussions about the purchase and resale of used equipment have become a natural part of our customer dialogue – not least because we can handle this in-house. It’s something we, as account managers, can proudly mention to customers and prospective customers.

We make ESG easier for our customers by providing a simple way to dispose of their used IT equipment through our circular solution.

This allows customers to return used IT equipment and helps us give it a new lease of life, making both our own and our customers’ profiles more environmentally friendly.

In our dealings with customers, we now offer comprehensive solutions, supporting them with their equipment from start to finish.

We therefore tailor solutions for our customers, assisting them both with the procurement of new equipment and the disposal of used equipment, with a focus on cost-effectiveness and resource efficiency.

This means that, right from the start, we create a solution in which the equipment is returned and reused, giving it a new lease of life rather than ending up unused on a shelf for years before being disposed of.

At the same time, it enables companies to demonstrate in their sustainability reporting that they are adopting a circular approach to their IT equipment.

—**Nicolai Enggaard Kristensen**
Account Manager



More partnerships. More collaboration.

Everything is easier with the right partner, which is why responsible partnerships are an integral part of our strategy. We operate in accordance with a clear procurement policy and apply equally high standards to our partners and suppliers, as well as ourselves.

All major suppliers must sign our Supplier Code of Conduct, which sets out minimum standards in the areas of quality, human rights, the environment and ethics.

Through annual supplier assessments and audit options, we work to ensure the supply chain meets our standards for quality and responsible business practices.

”

Sustainability certainly plays a role when we talk to suppliers and customers, for both our partners and us. This is something customers pay close attention to in their procurement, whether it's packaging, transport or other factors. We work closely with our suppliers, which allows us to exchange ideas and support one another. In this way, we ensure we deliver the best possible outcome for both the environment and our customers' needs.

We have an open-door policy, so our suppliers visit us regularly. Our procurement specialist visits several suppliers to be shown around and build relationships. We don't just conduct business; we have strong relationships across the board. It improves collaboration, for example, when we have challenges that need to be resolved.

—**Michael Dahl Nielsen**
Inside Sales Manager



We believe that strong partnerships are the key to creating long-term solutions that benefit the environment, society and our business.

We work closely with our partners on their programmes, including HP Amplify Impact, which supports a circular economy, reduces the carbon footprint and strengthens our commitment to corporate social responsibility.

Through these initiatives, we ensure that our joint efforts contribute to the UN Sustainable Development Goals – in particular Goal 12 (Responsible Consumption and Production) and Goal 17 (Partnerships for the Goals).

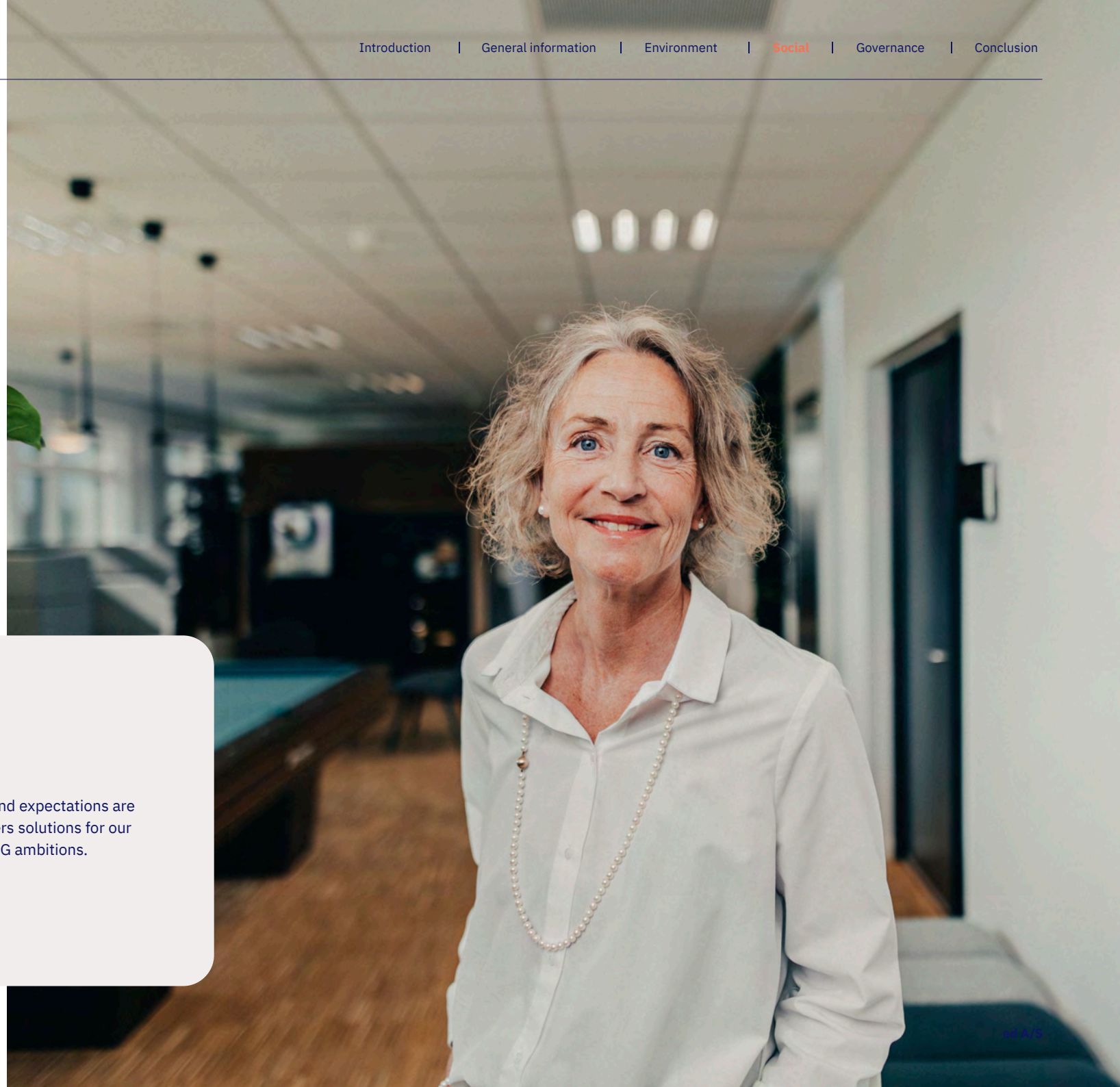
Our approach is based on:

- Transparency and business integrity
- Joint ESG goals with partners
- Innovation and knowledge-sharing to accelerate the green transition

”

I make IT easier by fostering clear, trusting partnerships in which roles and expectations are well defined. My focus is on close collaboration that creates value, delivers solutions for our customers and, at the same time, supports both the business and our ESG ambitions.

—**Lorette Bagi Pedersen**
CSO



Responsible partnerships are crucial because they help us to reduce risks, improve quality and enhance the overall social and environmental impact of our products and services.

For several years, we have been participating in the HP Amplify Partner Programme, which provides us with valuable insights into how our work on environmental and corporate social responsibility compares with the rest of the industry. As part of the programme, we also take part in HP’s environmental initiatives, including HP Brainwalk, where our involvement has helped plant trees and support specific climate initiatives.

”

As a partner at HP Amplify Impact, we are proud to be working with ed A/S, a company that combines long-term strategy with tangible results. Together, we promote responsible business practices, help customers with data-driven, circular solutions that reduce their carbon footprint and increase their social impact, and create sustainable business value across the environment, people and society.

—**Malene Fauerholm**

Marketing Manager and Programme Lead for Amplify Impact in Denmark



**More
collaboration.
A greener
future.**



Governance

pp. 78–91

More responsibility. More well-being.

Our governance structure promotes transparency, risk management and long-term value creation for both the company and our stakeholders.

Going forward, ESG reporting will form an integral part of the annual public management reports, thereby strengthening its integration into our overall governance structure.

Our management system has been developed in-house and provides the framework that makes our operations and processes clearer and simpler.

Here, we bring together all our governing documents in one place: policies, processes, procedures, instructions and contingency plans.

These are updated on an ongoing basis by process owners and process managers. This ensures that governance is not merely a set of guidelines, but an active management tool in our daily operations.

To ensure monitoring and management in governance-related areas, we hold monthly and quarterly meetings, as well as internal audits of ISO 14001, ISO 9001, ISO 27001 and DS 49001.

On the following pages, you can read more about how ed A/S ensures responsible business practices through:

- Role and division of responsibilities
- Governing processes and policies, internal and external
- Compliance with legislation, regulatory requirements and binding obligations
- A clear communication structure
- A healthy management culture



A clearer division of roles. Less mess.

We work using a structured and collaborative approach that fosters clarity, momentum and accountability throughout the organisation. In practice, the structure works like this:

- **The Board of Directors**
sets the overall direction
- **The Executive Board**
ensures strategic management and anchoring
- **The compliance team**
ensures compliance with legal requirements, ISO standards and policies
- **The management team**
translates strategy into operations and development
- **The Health and Safety Organisation**
ensures a healthy physical and mental working environment
- **Area managers**
manage the day-to-day operations of their teams
- **Employees**
perform tasks within the framework of the system and contribute to continuous improvement

We ensure employee involvement through our **Health and Safety Organisation**, which includes appointed employee representatives. These representatives play an active role in decisions concerning health and safety.

Furthermore, we have set up an **Ideas Bank** where all employees can submit suggestions and feedback directly to management. Management is committed to reviewing these suggestions and taking them into account as part of our continuous improvement process.



Top management

The top management team at ed A/S comprises our Board of Directors and Executive Management, who have overall responsibility for the company's strategic direction, risk management, KPIs, governance and compliance with internal and external requirements.

They ensure that policies and management systems operate effectively, that resources are adequate, and that the organisation works systematically to promote improvement, transparency and accountability.

Top management is also responsible for identifying, monitoring and managing the company's key impacts, risks and opportunities (IROs) as an integral part of its management.

The Board consists of both internal and external members. The external members are independent of day-to-day management and contribute to objective oversight, risk management and strategic advice, including in the area of ESG.



In the photo are Rasmus Flindt – CTO and partner (left) – and Philip Davidsen – CEO and founder (right).

8

**members
of top management**

50%

**external members
of the board**

25%

**women
in top management**



More structure. More clarity.

At ed, we build our business on a solid foundation of governing processes and policies that ensure responsible, transparent and professional operations.

Our policy framework – including ethics, integrity, conduct and our ISO-based management systems – helps to ensure consistent procedures, clear risk management and high standards of quality and safety throughout the organisation.

Our management processes, which are embedded in our management system, ensure clear roles, consistent workflows and continuous improvement across all departments.

This means that all stakeholders can be sure they are dealing with a professional, reliable and responsible organisation every time.

Policy frameworks:

– **ISO-based policies**

A range of environmental, quality, and information security policies embedded within our ISO management systems, ensuring consistent procedures and practices based on ongoing risk management.

– **Internal Code of Conduct (CoC)**

Our Code of Conduct sets out our approach to responsible business conduct, caring for colleagues, working conditions, ethical guidelines, and anti-corruption. This has been signed by all employees and is reviewed annually as part of the performance review.

– Strategic suppliers must sign ed's **Supplier Code of Conduct (minimum standard)**, which is based on the UN Global Compact (human rights, the environment and anti-corruption). It supports fair partnerships, responsible business conduct and transparency throughout the value chain.

– **Procurement and supplier management:** the procurement function is centralised (under the responsibility of the CSO and CFO) and involves annual supplier assessments, quality requirements and compliance with CSR/UNGC, information security requirements and financial approval

Focus on anti-corruption and fair business practices

ed's policies and Internal Code of Conduct prohibit corruption, bribery and improper payments or gifts, and require communication that is accurate, truthful and non-misleading. Cooperation agreements with major partners contain explicit anti-corruption commitments and training requirements.

Risk and control environment

Risk management and internal control are carried out in a structured manner through the ISO systems: SWOT/risk analyses and action plans are developed for all certification areas (quality, environment, CSR, and information security). The Management Handbook sets out principles for continuous improvement and stakeholder engagement.

Supplier due diligence and data processor supervision

The procedure ensures the registration, prioritisation, annual assessment and approval of suppliers (CFO, CTO, CSR Manager). Our requirements regarding the Supplier Code of Conduct, audits, certifications and data processing agreements form part of ed's responsible supplier management.

More certification. More industry insights.

Our ambition to participate in public tenders was a key factor in our decision to become ISO-certified.

The requirements regarding documentation, environmental initiatives and accountability made it clear that we needed to raise our structures and processes to a higher standard. That is why we set our sights on obtaining our first ISO certifications – a strategic decision that led to the framework, transparency, and systematic approach that public-sector customers expect.

These certifications formed the basis of how we work today. And the results were soon evident: with our new certifications in place, we won the tender, which marked the start of an even more structured business operation.

At the same time, our industry was undergoing rapid change. Security and documentation requirements were tightened, expectations regarding responsible management grew, and whilst the IT sector had historically been characterised by linear flows, the market shifted towards circular principles.

To deliver in this new reality, we had to demonstrate and uphold the highest standards of accountability and quality every day. Our management system, supported by ongoing market dialogue, became a key tool for meeting the demands of the industry and our customers.

Robust and adaptable

The last five years have been marked by global challenges: the Covid pandemic, shortages of raw materials, disrupted supply chains, energy crises and conflicts around the world.

We have managed to adapt by strengthening our internal processes, optimising our partnerships and taking a more strategic approach to quality, risk management and management systems.

By focusing on resilience, accountability and efficiency, we have navigated through uncertain market conditions and continued to deliver excellent results. This has been crucial in helping us get through some challenging times and emerge stronger today.



More compliance. Less chaos.

ed A/S operates in accordance with a comprehensive set of binding obligations, legal requirements and international standards.

They are all documented, recorded and managed centrally within our management system, where changes are monitored more systematically.

This ensures that our governance practices are always up to date, compliant, and risk-based.

Legislation and regulatory requirements

We comply with all relevant national, international and industry-specific regulations. These include regulations in areas such as:

- The Environmental Protection Act
- The Executive Order on Waste
- The Working Environment Act and the approval of health and safety training courses
- CE marking
- Danish Producer Responsibility (DPA)
- Tender requirements (e.g. Central Denmark Region and Southern Denmark Region)
- Export Control Act, etc.
- The Whistleblower Act

Data protection and cybersecurity

We comply with applicable data protection and information security regulations, including:

- The GDPR and the Data Protection Act
- The CCTV Act
- NIS2 compliance (to be achieved via ISO 27001:2022 from autumn 2025)
- DORA, including ICT incident management, root cause analysis and reporting

ESG governance, double materiality and IRO work

The IROs are assessed annually to ensure that strategy, risk management and reporting are based on actual impacts, regulatory requirements and stakeholder expectations.

We comply with the CSRD and the ESRS. Our DMA provides the framework for setting priorities and following up.

International standards and certifications

We comply with a number of international management system standards, which provide the framework for quality,

Environment, information security and corporate social responsibility:

- ISO 9001:2022
= quality management and continuous improvement
- ISO 14001:2015
= environmental management systems
- ISO 27001:2022
= information security, including NIS2 controls
- DS 49001
= management system for corporate social responsibility.

More coherence. More ownership.

Leadership behaviour and role models

The Code of Management is ed A/S's leadership principles, which ensures responsible business practices by setting out clear expectations regarding managerial behaviour.

It therefore serves as a management tool for managers, supporting:

- Presence and availability
- Open and honest communication
- Recognition and relationships
- Role models who lead the way and inspire

Management communication

Our managers must ensure:

- Clear communication of decisions and the reasons behind them
- Clear alignment of roles, objectives and priorities
- Ongoing monitoring
- Open and honest discussions with no hidden agendas
- A space where employees can feel confident about giving feedback and sharing their concerns

”

I make leadership easier by building trust and a sense of ownership

Code of Management commits managers to taking the lead and ensuring that strategy, decisions and actions are aligned. We in management listen, are attentive and thereby build trust. With clear expectations and a focus on progress, our employees take ownership and deliver results.

—**Glenn Mindegaard Post**
CEO and Partner at ed Services



More KPIs. Greater customer satisfaction.

Our KPIs for ESG and customer relations are set based on our IROs, this baseline and our overall strategy.

Using our ESG KPIs, we work with our suppliers and customers on sustainability initiatives. At the same time, the KPIs underpin our vision of being Denmark's best workplace, delivering the best customer experience on the market.

Our ambition is to be a company where ESG is integrated into our strategy, operations, culture and customer experience – guided by specific targets and measurable results.

The following KPIs apply to the current strategic period, which runs from 2025 to 2028.



Environmental

Category	KPI	Objectives
<p>Carbon footprint and energy</p>	<ul style="list-style-type: none"> — Annual reduction in CO₂e emissions (Scope 1 and 2) — 100% of electricity consumption must come from renewable energy (Scope 2) 	<ul style="list-style-type: none"> — Reduce the carbon footprint in accordance with the Paris Agreement. Min. 4.2% — Reduction in electricity consumption per square metre by the end of 2027. (LED lighting, automatic switch-off, optimising operating hours, energy optimisation of server rooms. — Reduction of energy consumption per employee (kWh/year) — Reducing CO₂e emissions from internal transport: Transition to electric and hybrid vehicles, route optimisation. Min. 60% electric company vehicles — 100% green electricity will continue to be supplied
<p>Waste and the circular economy</p>	<ul style="list-style-type: none"> — High recycling rate (95%) 	<ul style="list-style-type: none"> — A minimum recycling rate of 95% is maintained or improved

Social

Category	KPI	Objectives
Working conditions and inclusion	<ul style="list-style-type: none"> — Students and the long-term unemployed (10%) — Max. 3% sickness absence (excluding long-term sick leave) — Employee satisfaction survey ≥ 4.5 	<ul style="list-style-type: none"> — Establish partnerships with educational institutions and job centres — An ongoing focus on a healthy physical and mental working environment — Conducting well-being surveys several times a year
Community involvement	<ul style="list-style-type: none"> — Min. 5 funding initiatives per year (sport, culture, NGOs) — Min. one annual voluntary activity 	<ul style="list-style-type: none"> — Maintain and expand local partnerships and sponsorships — Encourage employees to take part in voluntary work supported by ed A/S
Health and safety	<ul style="list-style-type: none"> — 0 serious accidents at work 	<ul style="list-style-type: none"> — Ensure a good framework for a healthy physical and mental working environment

Governance

Category	KPI	Objectives
ISO compliance (9001, 14001, 27001 and DS 49001)	<ul style="list-style-type: none"> — 0 deviations 	<ul style="list-style-type: none"> — KPI reviews, follow-up, internal audits, ISO status meetings, updating policies and risk assessments
Ethical business practices	<ul style="list-style-type: none"> — 100% of FTEs complete awareness training on ed’s internal Code of Conduct — 0 reported whistleblower cases 	<ul style="list-style-type: none"> — Distribution of the quiz and follow-up on responses — Ongoing monitoring of factors that ensure our compliance
Responsible supplier management	<ul style="list-style-type: none"> — 100% of strategic and key suppliers must undergo an internal audit — 100% of strategic and key suppliers must approve our Supplier Code of Conduct — 100% environmental screening when onboarding new suppliers 	<ul style="list-style-type: none"> — Annual distribution of an inspection checklist to strategic and key suppliers — Annual review of the signed/approved Supplier Code of Conduct — All new suppliers must go through the onboarding process
Compliance med lovgivning	<ul style="list-style-type: none"> — Annual update of policies 	<ul style="list-style-type: none"> — All policies are updated annually as part of a scheduled task
Customer satisfaction	<ul style="list-style-type: none"> — NPS (target ≥ 60) 	<ul style="list-style-type: none"> — Publication of the CSS every two years



Conclusion

pp. 92-94

Our responsibilities at a glance

At ed A/S, we take responsibility for the environment, people and good business practices. ESG is an integral part of our strategy and the way we do business – not an afterthought or a compliance requirement.

This ESG report provides the first comprehensive overview of our environmental, social, and governance initiatives, identifies our development potential, and lays a solid foundation for focused and transparent work going forward.

Environment (E)

We have calculated our CO₂e footprint in accordance with the GHG Protocol and are systematically

addressing Scope 1, 2 and 3 emissions. Our total emissions are 422 tCO₂e (2023/24), equivalent to 5.9 tCO₂e per employee.

100% of our energy consumption comes from renewable sources, and around 30% is supplied by our own solar panel system.

Circular IT is a key focus area, where the reuse and resale of IT equipment help to reduce resource consumption and waste among our customers.

Social conditions (S)

We place a high priority on well-being, health and safety. All employees are covered by the Health and

Safety Organisation, and we work systematically with well-being, development and decent working conditions.

We are actively involved in work experience and job trial schemes and support local social, sporting and cultural initiatives.

Governance (G)

Our ESG work is firmly embedded within the management team and underpinned by ISO certifications in quality, the environment, information security and corporate social responsibility.

We set clear standards for responsible conduct for both employees and suppliers through our Code of Conduct and formalised supplier management.

Our forward-looking focus

At ed A/S, we are committed to reducing our overall environmental impact in line with the objectives of the Paris Agreement, strengthening our contribution to the circular economy, and increasing the involvement of both employees and suppliers.

Our ambition is clear: to combine responsibility, transparency and business, and to make ESG simpler for our customers, employees and partners.



IT. More easy.

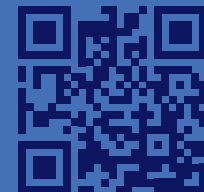
More IT. More computers and accessories. More security. More storage and logistics. More leasing. More phones, tablets and accessories. More backup and disaster recovery. More assembly. More IT life cycle management. More meeting room solutions and AV. More cloud solutions. More configuration and image deployment. More CYOD phones. More servers and storage. More software and licenses. More circular IT. More CYOD PCs. More network. More go green. More print. More consulting services. More IT helpdesk. More AI. More PC360. More simple.



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